

Iowa Communications Network September/October 2017 Newsletter

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Broadband Matters News

ICN was highlighted in the Sept 2017 issue of Business Review
USA.
(p118-129)

ICN's Vision:







Next Group of Broadband Students Selected to Give Strong Technology Input

Fifteen students across lowa are interacting in the third year of ICN's Statewide Youth Broadband Advisory Council (SYBAC). SYBAC was established to engage lowa students on a variety of broadband related topics. Throughout the school year, the students will meet with ICN Executive Leadership to discuss the importance of true high-speed broadband. In previous years, SYBAC students discussed a range of topics including: broadband dead zones in schools, driverless cars, gaming and coding as a life skill, encrypting vs. non-encrypting data, and wireless communication technology.

The following students were selected to SYBAC for the 2017-2018 school year:

- Alaina Allen, English Valleys Jr-Senior High School
- Connor Baack, Southeast Polk High School
- Lewis Callaway, Clear Lake High School
- Kyle Cortez, Cedar Rapids High School
- Josiah DeValois, North Polk High School
- Austin Grant, Boyer Valley High School
- Beau Lapointe, Mason City High School
- Meghna Mallapan, Des Moines Public High School
- Olivia Moore, East Union High School
- Cole Mundus, Earlham Community School District
- Cole Schippers, ADM High School
- Lucas Schwamman, Osage High School
- Jonathyn Stiverson, Council Bluffs High School
- Olivia Tidwell, Sioux City High School
- Blake Van Der Kamp, Prairie City Monroe (PCM) High School

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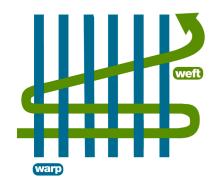


Introducing ICN's Arras Service Suite

The telecommunications industry is constantly evolving and at the ICN we are pleased to announce that our services are evolving as well. Our Arras Services Suite currently includes: AraconHSI, SantoroMVS, Expert Consulting & Strategy, and TACUnit.

Our products have new names which come from a key abstraction that likens our services to a strong fabric running through the ICN. Like weaving thread through a loom, our services can be integrated and are stronger working together.

In the near future, many of our services will have the capabilities to be virtually controlled and integrated. We will keep you informed as we implement these and other new and exciting services and functionality.





AraconHSI is ICN's premier high speed Internet service. Our service offers speed scalability with a dynamic network system that delivers a strong and resilient connection for our customers.

TACUnit

TACUnit: With over 70 years of combined experience, ICN's Technical Assistance Center provides strong expertise with vertical and horizontal inside plant designs and cable plant services from wiring closets to inside wiring of fiber and copper infrastructures.

SantoroMVS is a premier voice solution that operates on ICN's IP & Cloud platform bringing strong, flexible and fast voice management solutions to the sectors ICN serves. This advanced managed voice system includes all ICN provided hardware and licenses plus premium and professional support from our voice and data experts.



Expert Consulting & Strategy: ICN can assist users with projects large and small. Whether you need project management or need to implement a new firewall service, ICN's expert consultation and strategy services stand ready to help move you forward.



ICN Debuts BoronDDoS, a Premier DDoS Mitigation Service

On September 1, ICN launched BoronDDoS as its second premier security product in the Spectra Security Suite. The cybersecurity service delivers a strong layered mitigation

defense against Distributed Denial of Service (DDoS) attacks for Iowa's public safety, healthcare, education, and government users who receive Internet services from ICN.

BoronDDoS

POWERED BY ICN

The BoronDDoS solution provides a layered approach for protection with two service options available.

- Battalion Level (Gold) -Automatic Detection and Mitigation Plan
- Platoon Level (Silver) Monitored and Detection Plan

The standard features consist of installation, configuration, administration, monitoring, maintenance, and support.

Subscription components include: 1) attack detection: to

determine malicious activity is occurring; 2) attack-traffic diversion: move compromised traffic to an ICN cleansing center for filtering/mitigation; and 3) forwarding of cleansed traffic: returning clean traffic from the ICN cleansing center to its original destination.

What is a DDoS Attack?

A DDoS attack occurs when a malicious entity sends more traffic to a network than it can handle in order to overload it. This results in a web server becoming flooded with traffic causing web based services to become unavailable to the online visitors.

DDoS attacks are happening more often and increasing in severity and duration. According to the 2016 Arbor Networks' Worldwide Infrastructure Security Report, DDoS is the most common threat experienced by enterprise, government and education respondents during 2016.

To learn more about BoronDDoS visit ICN's website at https:// icn.iowa.gov/services/boronddos.

Using Agency Goals to Deliver a Strong Vision

Each year the ICN's leadership team reviews annual goals set within the organization. For fiscal year 2018 there are a total of eleven (11) goals.

AGENCY-WIDE:

GOAL 1: Move the ICN culture into an orchestrated and automated environment by repurposing our intellectual talents.

CARRIER SERVICES OPERATIONS:

GOAL 2: DEVELOPMENT: To efficiently develop, design, install, and construct all network infrastructure and systems that enable revenue and network growth.

GOAL 3: PRODUCTION: Protect the integrity of the network and services by providing cutting edge technology, automation, monitoring, and in-depth knowledge that stabilizes and secures the production environment.

SECURITY SERVICES OPERATIONS:

GOAL 4: Identify security threats and risks to create a proactive, intel-driven carrier network environment.

GOAL 5: Identify and evaluate opportunities to enhance capabilities and/or reduce costs for managed security services.

GOAL 6: Support carrier and agency technology initiatives while implementing cloud application-based technologies.

FIELD SERVICES OPERATIONS:

GOAL 7: Design and begin building JFHQ field services with innovative communications and data center technologies.

BUSINESS SERVICES OPERATIONS:

GOAL 8: Enhance processes for service delivery and project closure to fast track revenue.

GOAL 9: Utilize proven sales methodology to promote services and provide solutions for revenue growth.

FINANCIAL SERVICES OPERATIONS:

GOAL 10: Implement a new financial system and integrate with ServiceNow.

GOAL 11: Utilize systems to better implement the "matching principle" methodology of revenues and expenses.

If executed the goals will deliver and make self-evident the following three mandates:

STRONG FLEXIBLE FAST

When the three mandates become self-evident there is no choice, but to have arrived at our single point of Vision.

BRCADBANDSTRONG

Gov. Reynolds, Lt. Gov. Gregg Announce Participation in New Nationwide First Responder Network

On Tuesday, July 18, Gov. Kim Reynolds and Lt. Gov. Adam Gregg announced participation in a new nationwide first responder network. Iowa is one of the first states in the country to opt-in to the FirstNet cell network. The network gives priority to police, fire and other emergency workers during a crisis.

Until now, first responders have used more than 10,000 different networks to communicate, creating issues during emergencies. First responders have also had to compete with consumers trying to access the same cellular network.

With FirstNet, Iowa's first responders will have special SIM cards for their smartphones, putting them first on the network to connect and stay connected. The system will also provide interoperability, allowing first responders from different agencies, jurisdictions or even over state lines to talk to one another.

lowa's opt-in also brings rural responders accelerated access to

broadband services. FirstNet will help bring broadband 4G LTE to both citizens and public safety users in rural areas—some for the first time—helping erase the "digital divide" between the technologies available to urban versus rural areas.

"The FirstNet network will not only strengthen and modernize public safety communications in our state, but also bring much needed investment to our communications infrastructure," Gov. Reynolds said. "The network builds on AT&T's existing footprint to expand coverage and capacity. AT&T has invested nearly \$150 million in its lowa network infrastructure over the past three years. By partnering with FirstNet, we will be able to expand coverage for first responders. As a result, this will also help expand coverage for rural lowans, providing access to a reliable, high speed wireless connection in areas with little or no connectivity today."

To learn more about FirstNet visit https://firstnet.gov/.



Employee Spotlight Barb Jones

Barb Jones has worked with the ICN for 21 years as a Telecomm Specialist Senior in the engineering division. Her duties consist of taking care of the DMS 500 switch at our Network Operations Center. This piece of telecom equipment is used for our local and long distance phone service. Barb explains that the best part of her job is 'the people', and doing her job to the best of her abilities. Barb completed the Telecom program at Des Moines Area Community College (DMACC).

In her leisure time she enjoys spending time with her immediate family, especially her wife, dog, and cat. She enjoys fishing and helping her older neighbors with yard work and snow (even though she doesn't enjoy snow herself). A few of Barb's favorites include: filet mignon from her grill is her favorite food, silver and black are her favorite colors (Raiders), and her favorite travel destination is Las Vegas.

A memorable life experience that Barb describes is marrying her life mate and driving up a mountain in Arkansas to a crystal mine where she was able to mine her own crystals. Barb says if she was stuck on an island she would bring the following three things: "fishing equipment, her spouse, her dog and her cat...oops that is four, oh and Internet."

Broadband News from Around the Web

First Responder Network crucial for Iowa's safety

On a normal day, the general public is already placing unprecedented demand on cellular networks to access the internet, stream videos and use social media or other apps. But during high-volume times — such as disasters or large public gatherings — usage spikes and commercial networks can reach capacity, just when first responders need it most for vital, life-saving communication.

lowa welcomes significant data center investment from Apple

Gov. Kim Reynolds, Lt. Gov. Adam Gregg and Waukee Mayor Bill Peard joined Apple CEO Tim Cook to announce the company's significant investment in Iowa. At special meetings earlier today, the Iowa Economic Development Authority (IEDA) Board and the Waukee City Council took action to support a more than \$1.3 billion data center.

Building virtual worlds to prep for the real one

University of lowa undergraduates work shoulder to shoulder with leading experts in labs where virtual reality and other high-tech tools are put to use daily to improve our world.

Bringing a high-speed network to rural lowa

Eighty years ago, the rise of rural electric cooperatives

changed the everyday lives of Iowans by bringing electricity to the farm. Today, Maquoketa Valley Electric Cooperative (MVEC) is drawing on that same spirit of innovation by bringing a high-speed fiber optic communications network to rural customers.

DMACC & ISU Partnership Creates the Iowa Cyber Hub™

Iowa State University (ISU) and Des Moines Area Community College (DMACC) have entered into a partnership to establish the Iowa Cyber Hub™ a regional facility where companies can work with ISU and DMACC on cyber security issues with the goal of creating a larger cyber security workforce.

South Slope launches new internet plans

South Slope Cooperative Communications has launched new high-speed Rocket Internet plans for residential and business customers featuring speeds up to 1 Gigabit which is the equivalent of 1,000 Mbps.

Work to begin soon on rural lowa broadband project

A rural telephone cooperative in western Iowa will begin work soon on upgrades to its broadband capabilities. The Coon Valley Cooperative Telephone Association in the Guthrie County town of Menlo recently landed a \$6.5 million Ioan for the project from the USDA.

BRCADBANDMATTERS

BROADBAND STRONG: Delivering **FLEXIBLE** broadband and **FAST** experiences to meet the growing broadband needs of education, government, public safety, and healthcare in Iowa.

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