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# ICN Insider

Iowa Communications Network  
November/December 2017 Newsletter

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**HAPPY HOLIDAYS**  
from everyone  
at the ICN

## ICN's Vision:



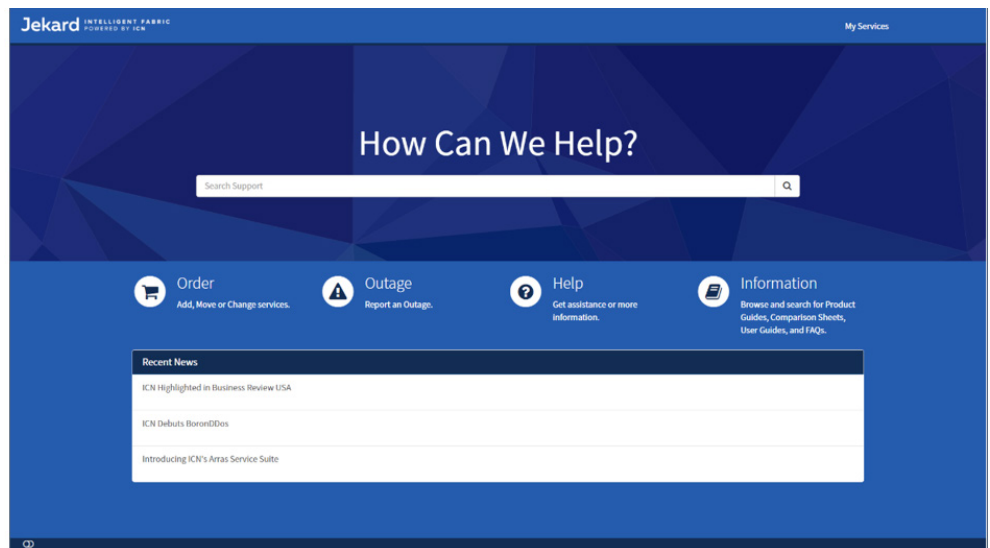
## ICN Jekard Customer Portal Launched on November 1

We are excited to tell our customers that beginning **November 1**, ICN launched a new customer portal. Customers are able to issue requests for selected new services, ask questions, and update their profile.

The ICN Customer Portal includes the following features:

- View customer information via **My Services**.
- Update **User Profile**.
- Add, move, or change services via **Order**.
- Make a request for assistance or more information via **Help**.
- Browse and search for **Information**.
- View **Recent News** articles.
- Search keywords via main **Search Support**.

On **January 1**, the service portal will integrate with ICN's service ticketing system. Customers will have instant access to check the status and see support resolutions. In addition, customers will have a direct way to provide additional information to the specialist(s) working to resolve the issue.



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## Partnership with Iowa HSEMD to Merge 911 Networks

*ICN Selected to Merge Wireline (Landline) Network with Wireless Network*

ICN will partner with Iowa Homeland Security & Emergency Management (HSEMD) to provide a private and secure network for 911 wireline (landline) calls. We will provide infrastructure and services for merging the existing wireline carrier network, consisting of all the State's wireline service providers, onto HSEMD's Next Generation 911 (NG911) IP Network.

The merged network will be able to handle up to 10Gb per link of capacity and will include protected power, protected paths, and redundant equipment. This project will merge the wireline call delivery with the wireless call delivery architecture. Today, analog wireline calls and wireless 911 calls are delivered using

separate networks. The project will aggregate analog wireline 911 calls, convert the calls to IP, and merge with HSEMD's existing NG911 network.

Benefits to the network merging plan include:

- Limited maintenance downtime between the combined wireless/wireline networks.
- Public safety grade service level agreements.
- Ability to dedicate 24/7/365 network monitoring, maintenance, and support to maximize critical service needs.

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## Cybersecurity Awareness Resources

As we wrap up Cybersecurity Awareness Month in October, here are a few resources to help you stay safe.

- [Stop. Think. Connect.](#) – Tips and advice on how to keep the web a safe place for everyone.
- [ICN Cybersecurity Best Practices Webinar](#) – ICN Security experts discuss K12 best practices around cybersecurity.
- [Social Networking](#) – Childline explains ways for children to remain safe while on social networking websites, such as Facebook, MySpace, Google Plus, and Twitter.
- [5 Rules for Staying Safe on the Internet](#) – Popular Mechanics shares five general rules for staying safe on the Internet and warns against phishing, malware, data theft, and privacy invasion.
- [Cyber-Bullying and its Effect on our Youth](#) – Read over this article to learn more about the effects of cyberbullying on our youth.
- [Internet Safety](#) – KidsHealth addresses important issues surrounding Internet safety, including Internet safety laws, online protection tools, warning signs, and more.
- [How to Protect Your Child From Online Bullies](#) – CNN offers some tips and suggestions for protecting children from the harassment of their peers.
- [Stay Safe Online](#) – Learn how to protect yourself, your family, and your devices with these tips and resources.
- [Heads Up](#) – The Federal Trade Commission's video is great for summarizing all of the reasons to be careful online.
- [Help Your Teens Play It Safe](#) – If you use social networking sites like Facebook – take their advice, keep it safe, and report to them if something looks suspicious!

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## Cyber Resilience

Phil Groner, Acting Executive Director and Chief Operating Officer for the ICN, talks with Jake Williams (statescoop) about all the steps the ICN is taking to make Networks more resilient to cyberattacks and threats.

<https://www.cyberscoop.com/email-cyber-resilience-heroes/phil-groner/>



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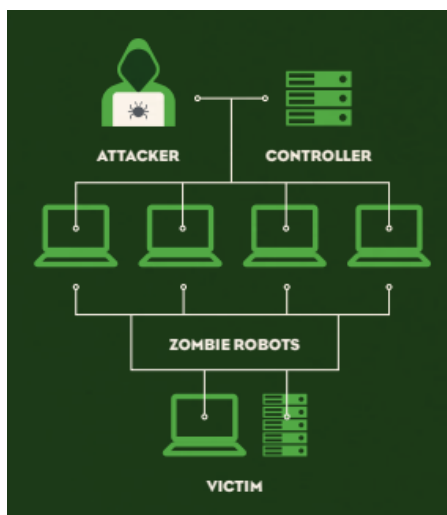
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## What is a Distributed Denial of Service (DDoS) Attack?

A Distributed Denial of Service attack happens when a malicious entity sends more traffic to your network than it can handle in order to overload it. When this occurs, network equipment can become overloaded and fail into a state known as “hub mode” in an effort to maintain communication across the network. When this “hub mode” is enabled, all of the traffic on a network is blasted to every port, allowing an attacker to gather meta and packet data in an effort to map topology of your equipment.



Having a map of your network makes it easier for attackers to push forward with deeper penetration into the infrastructure, allowing them to breach data systems and steal information about your business and clients. The reasoning behind DDoS attacks can vary, but whatever the intent behind the cyber-attack is, the goal is to be a huge headache for that organization by bringing down their network.

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

## Have You Made the Switch from MPEG to IP?

ICN is making huge strides to close the chapter of its MPEG full motion videoconferencing service, which is planned to be cycled out of the Network by June 30, 2018. As with any technology, advancements are made to improve efficiency and usability, and lower costs. Customers upgrading from an MPEG codec to an IP codec in the classroom will not notice a change in functionality. With IP, customers will experience the same features like reliability and the ability to schedule in advance.

Currently there are less than 35 MPEG sites still connected to the platform. In Fiscal Year 2017, ICN produced 55,466.01 Internet Protocol (IP) video hours, along with 10,493.90 full motion video hours.

ICN's Account Consultants ([ICN.CSS@iowa.gov](mailto:ICN.CSS@iowa.gov)) can assist customers in explaining transition options as it relates to budgeting and operational issues. We will bring our extensive experience in videoconferencing, Internet, and telecommunications to help customers meet their communication needs now and into the future.

### FY 19 IP Video Rates

During the September 2017 Commission meeting, the Iowa Telecommunications and Technology Commission (ITTC) approved the following IP video conferencing rates, which includes unlimited usage.

Type of Use	FY 19
Higher Education	\$116.25
K12 Schools & Libraries	\$116.25
State Government	\$116.25
Federal Government	\$116.25
Healthcare	\$116.25
Other	\$116.25

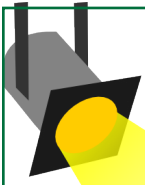
## SYBAC Talks About Cybersecurity

The discussions with our SYBAC students have been active the last two months. During the September meeting, Equifax's cyber breach was a major topic. It is interesting how the younger generation believes that cyber breaches, identify theft, and personal identification theft is not out of the ordinary. These incidents are seen as common.

During the October SYBAC meeting the students had two guests: Director Mark Schouten with the Iowa Homeland Security & Emergency Management Department and Jeff Franklin with the Office of the Chief Information Officer. Both guests talked with the students on a variety of topics consisting of: net neutrality, recent cyber-attacks on local school districts, and ethical questions about cybersecurity.

To learn about SYBAC visit ICN's website at <https://icn.iowa.gov/sybac>.





## Employee Spotlight Jeff Barske

Jeff Barske has worked with the ICN for 17 years as an IT Specialist 5. His primary duties include assisting Aeritae with ICN's New World ServiceNow implementation, where he currently is working on core data configuration of users, customers, and locations. He also maintains existing ICN applications and the MS Access, MS SQL and Oracle databases used by these applications. Jeff explains that the best part of his job is setting up automated information systems that make it easier for fellow ICN employees. Jeff has worked for various State of Iowa agencies: the Iowa Department of Transportation, the Iowa Department of Natural Resources, and the Iowa Department of Agriculture.

Jeff enjoys vacationing with his wife and two daughters. When asked about his favorite travel destination, he explains wherever his two daughters are located. "Emily is in Ames attending Iowa State University, and Elizabeth is married and lives in Killeen, Texas with her husband Zack who is in the Army.

Jeff stands by his life motto which is, "Happiness comes when we stop complaining about the troubles we have and offer thanks for all the troubles we don't have." During his leisure time he volunteers by assisting with running the computer and video at the Marshalltown YMCA for Girls and Boys state swim meets.

If Jeff could meet one person in history it would be Elvis Presley. He explains that he enjoys his music, almost as much as his wife Jane does. A memorable life experience that Jeff describes is driving his dad from Iowa to Houston, Texas when he was in heart failure. In Texas, Jeff's dad had a heart transplant, which extended his life 10 more years.

## Broadband News from Around the Web

### [Expanding rural Iowa's broadband infrastructure](#)

Western Iowa Telcom, commonly known as Wiatel, recently received a \$24.8 million USDA loan for an extensive fiber-to-the-premise (FTTP) project that will greatly expand broadband access to communities, residents and businesses in northwest Iowa.

### [The growth of Iowa telemedicine](#)

Telemedicine is the remote delivery of healthcare services including video streaming. This method has been growing in use in recent years, and the topic was the subject of a panel discussion earlier this month at the Iowa Ideas Conference in Cedar Rapids.

### [Gov. Reynolds, Lt. Gov. Gregg announce Text-to-911](#)

Gov. Kim Reynolds and Lt. Gov. Adam Gregg announced Text-to-911, a new public safety tool available to Iowans, Tuesday morning at their weekly press conference.

### [Reynolds applauds Internet growth](#)

The deployment of broadband wireless Internet service in Plymouth County was highlighted at the Farmers Cooperative Company in Craig. The service is offered by N.E.T. Broadband, a partnership created by Evertex and North West REC to connect rural areas with broadband services and technologies.

### [Senior at Cornell College helps make surgical virtual reality program](#)

This virtual reality program could make medical students more prepared when entering their first operating room.

### [Electric cooperatives stepping in to fill the rural broadband gap](#)

Broadband telecommunications and internet access have become essential infrastructure for any community's future prosperity. However, today, people living in rural communities are four times more likely to lack access to broadband than those in urban communities.

### [LightEdge opens a second data center, now needs a deep talent pool](#)

The newest 48,000 square-foot data center for LightEdge in Altoona will serve Iowa residents and companies. It just needs graduates from Iowa colleges to hire.

### [Grinnell hospital nears tie with UnityPoint, Des Moines and University of Iowa](#)

Enhancing specialty services, telemedicine, research, and educational opportunities, as well as introducing direct-to-employer programs remain GRMC's goals in the affiliation. The anticipated partnership will also allow the three organizations to share quality data.

# BROADBANDMATTERS

**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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