Iowa Communications Network
Fiscal Year 2019 Performance Report

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October 8, 2019

Iowa Department of Management,

I am pleased to present the Iowa Communications Network's (ICN) Performance Report for Fiscal Year 2019 (July 1, 2018 - June 30, 2019), as required under Iowa Code section 8E.210. The report contains information about how the ICN has supported the State of Iowa in providing advanced telecommunications services to authorized users of the Network.

ICN continues to meet rising user demands for increased bandwidth, IP technology, and security services. With our private sector partnerships, ICN will continue to support broadband for education, government, healthcare, and public safety.

Thank you,

Philip Groner
Executive Director

Philip Groner, Executive Director

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IOWA TELECOMMUNICATIONS AND TECHNOLOGY COMMISSION

Overview

ICN Vision

Broadband Strong

ICN Mission

Deliver Strong, Flexible, and Fast broadband services and experiences to ICN customers.

Key Services, Products, and/or Activities

The Iowa Communications Network (ICN) is the country's premier distance learning and state government broadband carrier network, committed to providing broadband solutions for the education, government, public safety, and healthcare sectors of Iowa. ICN provides high-speed Internet, data, video conferencing, voice (phone), security, and consulting services to authorized users.

Agency Customers

- Accredited K-12 school districts and private schools
- Accredited public and private colleges and technical educational institutions
- State government agencies
- State Judicial branch
- Federal government agencies
- United States Postal Service
- Hospitals and physician clinics
- Public libraries

Stakeholders

The taxpayers of the State of Iowa.

Budget

The ICN does not receive any appropriations from the Iowa Legislature for support. Revenue is received from authorized and certified users for the telecommunications services provided. The agency currently has 104.7 authorized FTE's for 107 positions (one Iowa Telecommunications and Technology Commission member counts as 0.2 FTE, the other four ITTC members count as 1.0 FTE each, and two intern positions count as 0.25 FTE's each).

At the end of Fiscal Year 2019, there were 77 non-Commission FTEs filled, plus four positions associated with Commission Members.

Agency FY 2019 Performance Plan Results

Name of Agency: Iowa Communications Network
Agency Mission: Deliver Strong, Flexible and Fast broadband services and experiences to ICN customers.
Core Function: Public Broadcast and Telecommunication Services

Data, Video and Voice Order Performance Budget Org #0645336 ADMN & OTHR			
Performance Measure	**Performance Target**	**Performance Actual**	**Performance Comments & Analysis**
Percentage of customer Fast Track processes completed within 48 hours.	95%	97%	**What Occurred:** During FY19, ICN completed 29 of 30 Fast Track customer orders within the Fast Track timeframe of 48 hours. *Data Source: Business Services*
Percent of invoices delivered by the fifth day of each month.	95%	96%	**What Occurred:** Invoices were delivered electronically by the 5th business day of each month, issued by the ICN Finance Bureau. The Finance Bureau strives to deliver invoices in a timely manner. *Data Source: ICN Billing System*
Percent of error free invoices delivered each month.	85%	99%	**What Occurred:** Invoices were delivered to customers electronically by the Finance Bureau without errors. *Data Source: ICN Billing System*
ICN's monthly quick ratio.	1.5	1.9	**What Occurred:** The ICN was able to exceed the target and use the near cash/quick assets to extinguish or retire its current liabilities immediately. *Data Source: ICN Finance System*
Percentage of fiber repairs completed within Service Level Agreement standard of 6 hours.	80%	84%	**What Occurred:** 32 fiber cuts for FY19, 5 did not meet the SLA standard of 6 hours. *Data Source: FNS Performance Review Spreadsheets*
Percentage of core network uptime.	99.999%	100%	**What Occurred:** There were no core network outages in FY19. *Data Source: Operations Transport Outage Reports*
Percentage of subscribed Ethernet broadband growth.	30%	1.7%	**What Occurred:** Actual measurement of Ethernet bandwidth being invoiced is 1417.982GB vs FY18 1393.528GB). This is considerably less than the performance target of 30%. Many of the education and government customers continued to face budget concerns that limited the amount of bandwidth growth. Many schools that were using Ethernet circuits to connect back to their Area Education Agency also moved to Internet direct services, which supported growth of Internet, but decreased amount of Ethernet. *Data Source: Request for Service and Netplus systems*

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Customer Billing

Description: Measurement of the ICN's ability to deliver bills in a timely and accurate manner.

Why we are doing this: To provide customers with information for timely reconciliation as well as improving the ICN's cash flow.

What we are doing to achieve results: The ICN has developed automated audit processes to facilitate timely distribution of customer invoices and to ensure customers are only being billed for services received.

Customer Billing Results

Performance Measure:
Distribute ICN's e-bills by the 5th business day of the month. This enables authorized users to pay for their services in a timely manner.
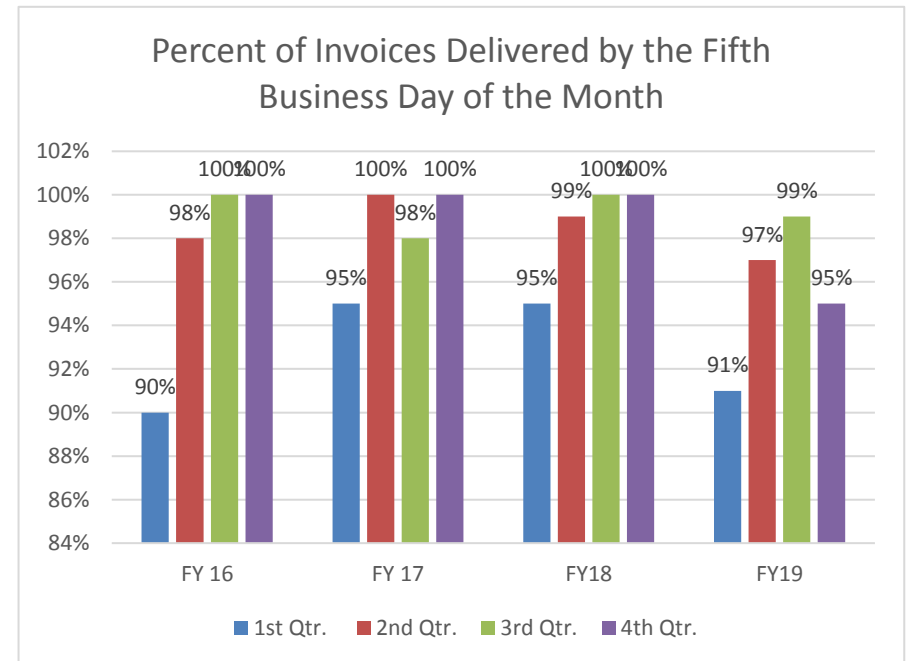
Performance Goal/Target:
Distribute 95 percent of monthly invoices no later than the 5th business day of each month with all invoices being delivered electronically.

What was achieved?
The billing team continues to perform well. The chart on the right indicates the billing date performance for this fiscal year as compared to previous years.

Data Source: ICN Billing System

Percent of Invoices Delivered by the Fifth Business Day of the Month

Legend: 1st Qtr. | 2nd Qtr. | 3rd Qtr. | 4th Qtr.

	1st Qtr.	2nd Qtr.	3rd Qtr.	4th Qtr.
FY 16	90%	98%	100%	100%
FY 17	95%	100%	98%	100%
FY18	95%	99%	100%	100%
FY19	91%	97%	99%	95%

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Fiber Repairs Completed within Service Level Agreement (SLA)

Description: Percentage of fiber repairs completed within SLA standard of 6 hours.

Why we are doing this: This metric is used to drive performance in the restoration of service outages caused by fiber optic cable cuts.

What we are doing to achieve results: This metric is tied to the contractual agreement between the ICN and its Network Management Service (NMS) provider. It provides for the ability to monetarily penalize the NMS provider for missing the Service Level Agreement goal.

Fiber Repairs Completed within SLA Results

Performance Measures:
A percentage combination of the total number of fiber cuts reported to ICN's Network Operations Center (NOC).

Performance Goals/Targets:
80% of fiber repairs completed within the SLA standard of six (6) hours.

What Occurred: 32 fiber cuts for FY19, 5 did not meet the SLA standard of 6 hours.

Data Sources: This information was gathered from ICN's Network Managed Service Provider [Fiber Network Services (FNS)] Performance Review Spreadsheets.

Fiber Repairs Completed within Service Level Agreement (SLA)

FY16: 82%
FY17: 82%
FY18: 87%
FY19: 84%
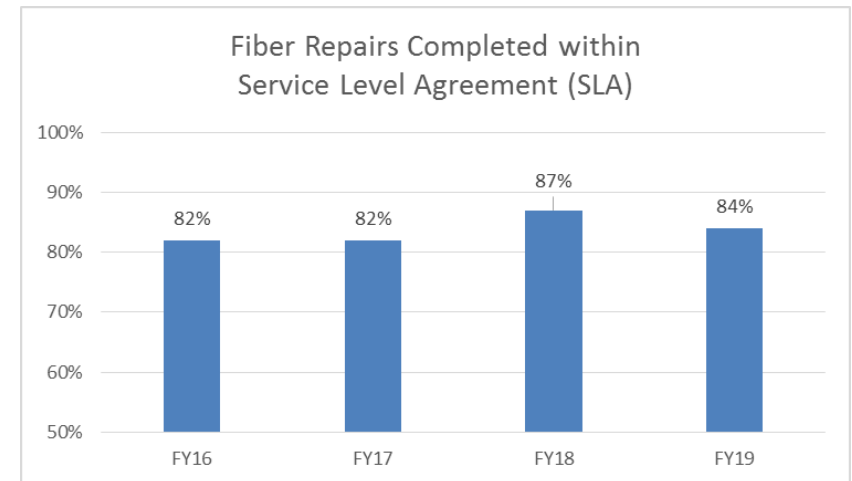
Agency Contact

Copies of Iowa Communications Network's Performance Report are available on the ICN website at www.icn.iowa.gov or by contacting Lori Larsen at 515-725-4713.

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