

News & Updates

Goddard Appointed Executive Director of ICN

The Iowa Telecommunications and Technology Commission announces the appointment of Randy Goddard to serve as Executive Director of the ICN.

[Read full announcement](#)

October is National Cybersecurity Awareness Month

The theme for [National Cybersecurity Awareness Month 2020](#) is "Do Your Part." #BeCyberSmart. This theme encourages individuals and organizations to own their role in protecting their part of cyberspace, stressing personal accountability and the importance of taking proactive steps to enhance cybersecurity.



Do Your Part. #BeCyberSmart

Now in its 17th year, National Cybersecurity Awareness Month (NCSAM) continues to raise awareness about the importance of cybersecurity. Here are helpful tips to protect yourself at work and home.

- If You Connect It, Protect It
- Securing Devices at Home and Work
- Securing Internet-Connected Devices in Healthcare
- The Future of Connected Devices

[Read #BeCyberSmart Tips](#)

ICN's 2020 Cybersecurity Roadshow

Now Available Online

Watch our Incident Response Planning Workshop where we discussed when the inevitable happens and what to do before, during, and after a security incident.



ServiceNow Module Enhancement of Customer Service Management (CSM)

Broadband News

[Gov. Reynolds announces \\$5 million in Empower Rural Iowa broadband grants as part of Rural Iowa Initiative](#)

[Secretary Pate launches new measures to bolster Iowa election security](#)

[Trump Administration Invests \\$5.4 Million in High-Speed Broadband in Rural Iowa](#)

[License Plate Reader Contract Approved in Davenport, Iowa](#)

[ReConnect Program Announces \\$158M in Broadband Awards, Almost 100% of Second Round \\$550M Budget Reached](#)

[Computer Science Professional Development Incentive Fund application process now open](#)

[Students Create Free Online Tutoring Services Amid Pandemic](#)

Cybersecurity News

[Cybersecurity Tool Kit](#)

[Global Ransomware Attacks Increase by 715 Percent as Cybercriminals Capitalize on the Pandemic Opportunity](#)

This week ICN launched the Customer Service Management (CSM) Module of ServiceNow to deliver first class service to our customers. The module will allow us to better manage customer interactions, case status, and Service Level Agreements (SLAs).

This integration of the CSM module provides the following enhancements:

- **Engagement is easier:** Customers will have better visibility to track orders and trouble tickets.
- **Self-service is a priority:** Customers can save time by ordering services online, submitting trouble tickets using the new Case form, and providing customers the ability to setup user profiles to manage roles and responsibilities within the portal.

[View ServiceNow Update](#)

[Iowa Colleges Awarded \\$4.4 million to increase internet connectivity](#)

The state of Iowa and the Iowa Department of Education today announced 43 Iowa colleges and universities have been awarded nearly \$4.4 million to increase internet connectivity for students in the 2020-21 school year.

[Read Iowa Department of Education announcement.](#)

[Empower Rural Iowa Broadband Grant Program Notice of Funding Availability #004](#)

The Office of the Chief Information Officer hereby issues Notice of Funding Availability (NOFA) #004 for the Empower Rural Iowa Broadband Grant Program making available up to \$4,950,000 for broadband expansion in Iowa and commences the written question and response period for the program.

The Application Acceptance Window opens on October 29, 2020.

[Read Funding Notice](#)

[Read Press Release: Gov. Reynolds announces \\$5 million in Empower Rural Iowa broadband grants as part of Rural Iowa Initiative](#)

[5 Cyber Security Awareness Month Tips for Cybersecurity Professionals](#)

[CyberSafety during COVID-19](#)

[5 shocking new threats to your personal data](#)

[How to respond to a ransomware attack](#)

[The most common malicious email attachments infecting Windows](#)

[9 rules for strong passwords: How to create and remember your login credentials](#)

[What You Can Do To Fend Off Hackers](#)

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