

IOWA COMMUNICATIONS NETWORK PERFORMANCE PLAN  
FY 2007

<b>Name of Agency: Iowa Communications Network</b>			
<b>Agency Mission:</b> To provide authorized users the highest quality and technologically advanced educational, medical, judicial, and governmental telecommunications services and support the State of Iowa in achieving economic growth.			
<b>Core Function</b>	<b>Outcome Measure(s)</b>	<b>Outcome Target(s)</b>	<b>Link to Strategic Plan Goal(s)</b>
<b>CF: Public Broadcast and Telecommunication Services.</b>			<b>To operate the network in an efficient and responsible manner providing the most economical service attainable under established performance standards to authorized users.</b>
			<b>To achieve optimal utilization of the network's facilities, by assuring that future growth requirements will be met, and that sufficient network capacity is available to meet the needs of all users.</b>
<b>Desired Outcome:</b> To provide management of advanced telecommunications services meeting or exceeding authorized user's expectations.	<b>Percent of customers surveyed that rate the ICN as meeting or exceeding expectations.</b> Service Order Experience (336-55-006) Notification/Update Experience (336-55-007) Service Installation Experience (336-55-008) Billing Experience (336-55-009) Quality Assurance Experience (336-55-010)	<b>70% of the respondents rate each category as meeting or exceeding expectations.</b>	<b>To provide customer satisfaction at all levels of the customer experience by utilizing a survey instrument that measures aspects of the customer's total service experience.</b>

**APPENDIX A**

Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
Budget Org #0645-336 ADMN & OTHR <b>Resource Management (336_55100)</b>	<b>Percent invoices issued by the 15<sup>th</sup> of each month (336_55100_001)</b> <b>Percent of invoices without errors (336_55100_002)</b> <b>Percentage of errors resolved in 30 days after receipt of the dispute (336_55100_003)</b>	<b>98%</b>  <b>95%</b>  <b>98%</b>	<b>(1) Population and linkage of the circuit payable and circuit management databases (2) Establishment of a telecommunication costing process and systematic approach.</b>
Budget Org #0645-336 DATA, VIDO & VOIC <b>New service (one stop shop) project management service (336_55101)</b>	<b>Percent of services delivered within the customer negotiated service install date delivery for: Voice (336_55101_001), Data (336_55101_002),</b>	  <b>95%</b> <b>95%</b>	<b>Work towards the establishment of a web access request for service system integrated with workflow and billing beginning with voice services.</b>
Budget Org #0645-336DATA,VIDO & VOIC <b>Network management activity (336_55102)</b>	<b>Voice reliability rate (336_55102_001)</b> <b>Backbone network ring reliability rate (336_55102_002)</b> <b>Internet network reliability rate (336_55102_003)</b> <b>Video session reliability rate (336_55102_004)</b>	<b>99%</b>  <b>99%</b>  <b>99%</b>  <b>99.5%</b>	<b>(1)Ethernet traffic conversion in NE Iowa (2) Establish a fully integrated fault management and trouble ticketing system capable of delivery of comprehensive information for trouble resolution. (3) Continue to improve the VOSS video database and scheduling system.</b>