IOWA COMMUNICATIONS NETWORK PERFORMANCE PLAN

**FY 2007**

|  |
| --- |
| **Name of Agency: Iowa Communications Network** |
|  |
| **Agency Mission**: 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. |
| **Core Function** | **Outcome Measure(s)** | **Outcome Target(s)** | **Link to Strategic Plan Goal(s)** |
| **CF: Public Broadcast and Telecommunication Services.**  |  |  | **To operate the network in an efficient and responsible manner providing the most economical service attainable under established performance standards to authorized users.**  |
|  |  |  | **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.** |
| **Desired Outcome:** **To provide management of advanced telecommunications services meeting or exceeding authorized user’s expectations.** | **Percent of customers surveyed that rate the ICN as meeting or exceeding expectations.**  **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)** | **70% of the respondents rate each category as meeting or exceeding expectations.** | **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.**  |
| **Activities, Services, Products** |  Performance Measures  | **Performance Target(s)** | **`Strategies/Recommended Actions** |
| Budget Org #0645-336 ADMN & OTHR**Resource Management (336\_55100)** | **Percent invoices issued by the 15th of each month (336\_55100\_001)****Percent of invoices without errors (336\_55100\_002)****Percentage of errors resolved in 30 days after receipt of the dispute (336\_55100\_003)**  | **98%** **95%****98%**  | **(1) Population and linkage of the circuit payable and circuit management databases (2) Establishment of a telecommunication costing process and systematic approach.** |
| Budget Org #0645-336 DATA, VIDO & VOIC**New service (one stop shop) project management service (336\_55101)** | **Percent of services delivered within the customer negotiated service install date delivery for:** **Voice (336\_55101\_001),**  **Data (336\_55101\_002),** | **95%****95%** | **Work towards the establishment of a web access request for service system integrated with workflow and billing beginning with voice services.** |
| Budget Org #0645-336DATA,VIDO & VOIC **Network management activity (336\_55102)** | **Voice reliability rate (336\_55102\_001)****Backbone network ring reliability rate (336\_55102\_002)****Internet network reliability rate (336\_55102\_003)****Video session reliability rate (336\_55102\_004)** | **99%****99%****99%****99.5%** | **(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.** |