

ICN Insider



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ICN's Service Desk Assists Customers

Customers requesting assistance with an ICN related service issue can open a Support Request (SR). ICN uses Service Desk internally to track and pass SRs based on three categories: Support Request for Incident Resolution (otherwise known as a trouble ticket), Support Request for Change (service and/or service changes), and Support Request for Information.

In 2010, ICN completed 18,932 total SR tickets, which was an increase

of 1,122 from 2009. The volume of SRs for trouble requests typically increase when there is a Network issue that impacts multiple customers, such as a fiber-optic cable cut.

SRs for change generally surge around the end of the fiscal year. During the Floods of 2008, ICN opened 889 incident resolution requests in June and 716 in July, which was above the 2010 monthly average of 533.

It is difficult to estimate the average timeframe

to complete a Support Request due to the numerous situations that could occur. ICN has tried to avoid confining requests to the 'one timeframe fits all' classifications. For instance, response times for circuit troubles are 24/7/365, while response time for a single phone issue is Monday – Friday 7:30 AM – 4:30 PM. However, if it is necessary to repair a phone after hours, customers can request an escalation with the ICN Service Desk by calling 877-426-4692 or emailing icnservicedesk@iowa.gov.

Iowa educators looking for an ICN high school course for their students can post or view "want ads" at

IowaLearningOnline.org.



ICN Submits Environmental Assessment

As part of the BTOP grant, ICN submitted the final Environmental Assessment (EA) in early January to the National Telecommunications and Information Administration (NTIA) for its federal broadband infrastructure project.

The EA determines the extent to which ICN's broadband project may impact environmental, cultural, or historic

resources. The EA will also identify ways to potentially minimize those impacts through mitigation or identification of a more environmentally preferable alternative. The need for ICN to submit an EA was due to outside work of building out fiber-optics routes in three locations: Decatur County, Tama County (Sac and Fox Tribe of the Mississippi), and Winneshiek County.

The NTIA has ten days to respond with questions. If approval is given from the NTIA, a Finding of No Significant Impact (FONSI) notification will be sent. The FONSI allows for executing the project and drawing down funds for full project implementation.



**Message from
Dave Lingren,
ICN's Executive
Director**

One real value of the ICN is that the Network does not receive money from the State's Chief Operating Account (also known as the General Fund) for its day-to-day operations. In March 2005, ICN paid back all bonding monies (Certificates of Participation) associated to building the backbone of the Network. The ICN functions in a fee-based environment, which means that the Network operates by the fees that are collected from the services we provide to our customers.

State Library Benefits from Internet Service

The State Library of Iowa is able to fulfill its mission to provide statewide access to information for Iowans by utilizing ICN's services.

The Internet access received from the ICN makes it possible for the State Library to provide its [official website](#), the [State Data Center](#), and the [Iowa Center for the Book](#).

These websites provide Iowans access to a wide range of resources from library catalogs, state government publications, census data, demographic information, and e-mail references.

In addition, the State Library offers a new Live Chat feature, which enables Iowans to immediately connect with a

professional librarian.

ICN's Internet services provide support for the [State of Iowa Libraries Online](#) (SILO), which is Iowa's electronic library information network. During FY10, SILO provided access to the Iowa Locator, which contains records for 15 million items owned by over 700 Iowa libraries.

Taking Safety Measures for Voice Customers

ICN serves nearly 12,000 telephone, fax, and modem numbers in the Des Moines metropolitan area. By being the corporate telephone service provider for state agencies, ICN takes additional responsibilities seriously when dealing with our customers' phone service. Those

responsibilities include maintaining the State of Iowa's 911 Intrado database. Intrado provides 911 and emergency communications infrastructure, systems and services to telecommunications service providers and government public safety

entities in the USA and worldwide.

ICN enters phone and specific address location into this database, so in the event that a 911 call is dialed, emergency personnel can be dispatched to the phone's location.



Rebuilding America's Infrastructures

The landscape with broadband continues to change, as it is considered to be an essential utility that transports bandwidth applications such as digital imaging, electronic documentation, videos, music, and social networking for day-to-day activities in the workplace and for residential environments.

The American Planning Association's (APA) National Infrastructure Investment Task Force released a report titled *Rebuilding America*. The report evaluates current conditions and challenges with the telecommunications infrastructure.

One of the many recommendations state

that the availability of advanced broadband technologies is essential to deliver a range of services including: health care, education, energy and environment, economic development, government services, and public safety.

Access the complete *Rebuilding America* report at www.planning.org/policy/infrastructure/pdf/finalreport.pdf.

Migration of RTC's Appropriations Funding

Iowa Public Television (IPTV) and ICN jointly suggest that the funding appropriated to IPTV for allocation to the Regional Telecommunications Councils (RTCs) be appropriated to the ICN for the provision of video service support, which includes scheduling for K-12 and AEA video rooms and video room equipment troubleshooting as well as Local Area Network (LAN) planning and support.

This would continue a migration of ICN-related responsibilities from IPTV to the ICN. Beginning with scheduling of video rooms in 1998, duties

directly relating to video services managed by IPTV have moved to the ICN, followed by a move of video technicians from IPTV to ICN, and the work order system. The change in RTC appropriations would complete the migration of the video service support functions from IPTV to ICN. Currently, just over \$1 million is appropriated from the General Fund to IPTV for allocation to the RTCs located within the 15 community college areas.

ICN and IPTV staff will work with the appropriate Executive and Legislative branch staff to move the

funds allocated to IPTV for RTCs to the ICN. The Iowa Public Broadcasting Board agreed with the recommendation at its December 8, 2010 meeting.

ICN staff will be developing an effective and transparent process for requesting, allocation and reporting of funding utilized to support video services and LANs, assist in LAN planning, and troubleshoot video room equipment for this migration.

Questions, suggestions, and insights are welcome. Please contact Joseph Cassis, Deputy Director, by emailing him at: joseph.cassis@iowa.gov.

The ICN, a state agency, is the country's premier fiber-optic Network, committed to continued enhancement of distance learning and providing Iowans with convenient, equal access to education, government, and healthcare.

Employee Spotlight: Kammy McHone

Kammy McHone is an Accountant 2, and has worked for the ICN for four years and five months. She previously worked with the Iowa Department of Agriculture for about 16 ½ years.

Kammy processes daily deposits for the ICN as well as the Department of Education. In addition, she completes accounts receivables and collections, sets up new accounts and enters new phone numbers into ICN's internal database, works with customer inquiries and distributes, monitors and resolves support

requests. She is also involved in completing and handling claims for fiber cuts from natural disasters (i.e. flooding) that are sent to the Executive Council.

Kammy enjoys the variety of her job as well as interacting with ICN customers. She likes to solve problems and be challenged with new opportunities. She communicates effectively with customers to find out what their issues or concerns are. She then researches to obtain a good solution to resolve those issues.

During her leisure time, Kammy enjoys hunting, fishing, gardening, and working in her flower beds as well as spending time with her kids, family, and friends. She also enjoys training, walking, and hunting with her two-year-old Labrador, Hope.

Her most memorable experience was traveling to Oklahoma City to plant trees at the memorial to honor the individuals who lost their lives in the bombing of the Federal Building in 1995.



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them contact
lori.larsen@iowa.gov to
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Remember to visit ICN's
website at
www.icn.state.ia.us
to keep updated on all ICN
related news.



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Upcoming Video Session for Students and Educator through Iowa Public Television's Connections

World Read Aloud Day

Thursday February 03, 2011; 10:00 AM - 11:00 AM, 1:00 PM – 2:00 PM

Audience: **Librarians, Educators, Media Specialists**

Celebrate the Power of Words and Stories and Take Action for Global Literacy by participating in **World Read Aloud Day on March 9, 2011**. World Read Aloud Day motivates children, teens, and adults worldwide to celebrate the power of words, especially those words that are shared from one person to another, and creates a community of readers advocating for every child's right to a safe education and access to books and technology. This session will discuss the variety of ways you can be involved locally, as well as hold your own event, or participate online.

Registration Deadline - Tuesday, February 1

All about Archaeology

Thursday, February 10, 2011, Multiple Timeframes

Audience: **Grades 2-4**



Join this session to give your students an early introduction and understanding of what an archaeologist does in their daily work. Staff from the University of Iowa, Office of the State Archaeologist, conducts an inquiry-based activity during this session. We will demonstrate material evidence and what can be learned from it. The goal of this session is to demonstrate that archaeology is the study of people of the past through the recovery, analysis, and interpretation of material remains, and illustrate career possibilities.

Registration Deadline - Monday, February 7

My America: The Story of the National Anthem

Monday, February 28, 2011; 12:30 PM - 1:20 PM, 1:30 PM - 2:20 PM

Audience: **Grades 2-5**



During this session, the presenter will discuss with students the meaning of the words in The Star-Spangled Banner. The featured video will then be shown. After the video, students will be exposed to different types of music and asked to share how each type makes them feel. **Educational Objective:** To learn the story of the "Star-Spangled Banner" and understand how music celebrates special feelings.

Registration Deadline - Tuesday, February 22

For More Information about Upcoming K-12 Connections Contact:

Marcia Wych or Abby Brown
Educational Services
(800) 532-1290 or (515) 242-4181
abby@iptv.org
www.k12connections.iptv.org

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