



# ICN Insider

Iowa Communications Network  
September/October 2013 Newsletter

## INSIDE THIS ISSUE:

Ft. Madison Community Hospital Benefits from Connectivity	1
ICN Customer Survey Results	2
Back to the Basics: Explaining How the Network was Created with Part I, II and III	2
Employee Spotlight	3
A Message from the Executive Director	3
Upcoming K-12 Connections	4

### Looking for K-12 Connections?

Find dozens of free video events for students and education professionals. IPTV's K-12 Connections provides access to unique distance learning opportunities via the ICN.

[k12connections.iptv.org](http://k12connections.iptv.org)

## Ft. Madison Community Hospital Benefits from Connectivity

Fort Madison Community Hospital was named one of the "Most Wired" hospitals for 2013 by [Healthcare IT News](#). This is the sixth year the hospital made the list. The hospital offers remote radiology readings, continuing education for staff, off-site data backup, remote accessibility for physicians using a provider portal to perform day-to-day functions, and connectivity for patients to make their stay more enjoyable.

Fort Madison is one of three facilities that participate in a radiology consortium that allows radiologists with varying specialties to read x-rays or get second opinions independent of their location. Fort Madison is also finalizing an off-site backup storage system that is anticipated to allow them to have their two remote systems functional from anywhere if something should happen to their facility.

Shane Tapper, Director of Information Technology Services at Fort Madison says the ICN connectivity has allowed for a quick response when a nurse needs a doctor to give advice about a patient. "The physician can hop on a computer, establish secure access to the hospital, review an entire patient chart, see all of the recent results, and be able to suggest orders and take action, in a matter of minutes," said Tapper. Patients, without even being aware, are also enjoying the benefits of high speed connectivity. "There are a ton of people watching movies during their inpatient stay, listening to streaming music, and we have Internet access available throughout the facility for patients coming and going. The amount of bandwidth that [patients] consume in a day is larger than the hospital employees, just from the entertainment standpoint," said Tapper.

All staff positions at the hospital complete continuing education. The employees are able to use a computer lab for CEU (continuing education unit) care learning. Prior to the higher speed connections, the videos were less interactive, and have been enhanced with the high speed connectivity.

The "Most Wired" survey spotlights hospitals and healthcare systems that have come furthest so far in implementing health IT and putting it to work transforming care. "As healthcare continues to get more focused on transparency and communication, information technology is a huge part of that. We are committed in making sure that we are not only connected internally, but also with our partners in the healthcare community," stated Angie Budnik, Fort Madison's Community Relations Director.

The hospital is connected using the Iowa Rural Health Telecommunications Program, which includes a consortium of Iowa rural and urban hospitals and the Iowa Hospital Association using the existing ICN fiber optic infrastructure for dedicated broadband. "We continue to move forward. These advancements definitely help our employees, patients, as well as all of our providers," stated Budnik.



Iowa Communications Network | Grimes State Office Building  
400 East 14th Street | Des Moines, IA 50319  
Phone: 515-725-4692 | Toll Free: 877-426-4692

Visit us on the web at [www.icn.iowa.gov](http://www.icn.iowa.gov)

## ICN Customer Survey Results

The 2013 ICN Customer Survey indicated satisfaction rankings in the high 80 and 90 percent ranges for telecommunications services and customer service provided by the ICN. The agency set a target of 85 percent satisfaction, which provides a performance goal for the State of Iowa's Accountable Government Act (AGA). The highest functional area satisfaction score was obtained by the Video Scheduling Performance (97.75%).

The survey also asked for satisfaction rankings for the services provided by the ICN. The satisfaction scores for the services were for the most part comparable with scores from last year. Services mentioned most often that respondents were looking for include: web-based video conferencing, video recording, video streaming, and faster Internet.

Almost 82% of users who responded to the question of

the Value of ICN Services indicated that the value was either excellent or good, which is consistent with last year's satisfaction score. Almost 85% of the respondents indicated that they would be very likely or somewhat likely to recommend ICN services to decision makers in their organization or to their peers.

The survey analysis includes historical tracking. By using tools provided by a third party software, ICN did not track IP addresses, ensuring response anonymity. Using an electronic survey tool allows the opportunity for more timely responses, which provides a more accurate assessment of the agency's performance.

A total of 522 surveys were completed, which represents a 17% response rate. The survey analysis is available at: <http://icn.iowa.gov/sites/default/files/documents/2013CustomerSurveys.pdf>.

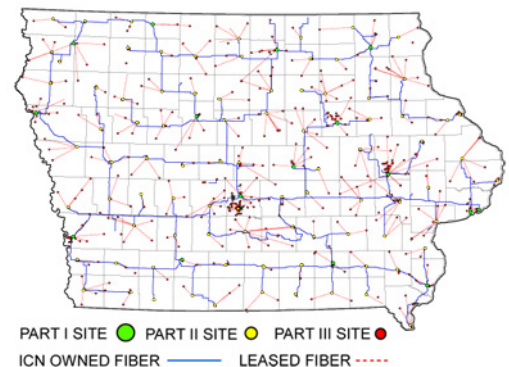
## Back to the Basics - Explaining How the Network was Created with Parts I, II and III

In 1989, the Iowa Legislature passed legislation that called for the construction of a shared statewide telecommunications network. At that time the Network had a vision of mostly distance learning. The bill was signed into law by Governor Branstad and in 1991 construction began. The end goal was to construct one fiber optic endpoint in every Iowa county which was accomplished in two parts. ICN became a State agency in 1994 and the Iowa Telecommunications and Technology Commission (ITTC) was established by the Legislature as the ICN's governing body.

Part I was the initial build-out of the Network. This build-out consisted of installing one fiber optic endpoint at the three Iowa regent universities, 15 community colleges, Iowa Public Television in Johnston, and the State Capitol Complex in Des Moines with fiber-optic connections to the central switching hub of the Network located at Joint Forces Headquarters (JFHQ) in Johnston, IA. Part II was the fiber build-out to create a point of presence in the remaining 84 Iowa counties. Parts I and II of the network are owned by the State and became operational in 1993.

Part III was authorized by the Governor in 1995. It involved connecting authorized users throughout the state such as public and private school districts, libraries, area education agencies, etc. Part III connections consist primarily of leased connections from private providers. The first Part III site became operational at Battle Creek-Ida Grove High School in 1995. Many Part III connections connect one building within the school district, and the school district obtains services for the other buildings from a different provider.

The network as a whole ensures that students statewide receive equitable access to high quality educational opportunities using video, Internet and other telecommunications services provided by the ICN.





## Employee Spotlight Jody Cox

Jody Cox is a Telecommunications Specialist within the Business Services Division of the ICN. She has served for the past 5 ½ years as a Project Manager to Account Consultants Pat McGinty and Dave Swanson, processing orders from schools, hospitals and a few government agencies. Part of her responsibilities have included being the Project Manager for the Iowa Rural Health Telecommunications Program project for the past three years. She has been with the State of Iowa for 14 years; 7 with the Iowa State Patrol and 2 with the Department of Criminal Investigation.

Jody says the best part of her job is interacting with co-workers and the ability to always learn something new from them. She volunteers with ICN's Employee Recognition Committee, and enjoys planning quarterly events.

Jody is an Iowa native; she grew up in Osceola and then moved to Des Moines. She loves seafood at Red Lobster or Bone Fish Grill, but really enjoys fresh seafood the most on vacations in Florida or South Carolina.

In her leisure time she enjoys gardening, scrapbooking, doing crafts, cooking, and would one day like to write a book. Jody loves to watch softball, and has followed her daughter's softball career from age eight through college. Jody is thrilled that her daughter is now pursuing a coaching career. Their family enjoys boating, fishing, skiing and swimming, especially at her uncle's cabin or the Lake of the Ozarks. She and her husband enjoy traveling, and recently returned from a vacation to Germany and Sweden.

Jody's most memorable life experiences have been adopting her two children. In 1988 she traveled to Chile to adopt her son. The original plan was to be there for about 15 days, but it was extended to 90 days. Augusto Pinochet who had overthrown the government in 1973, and had been the Dictator of Chile since then, decided to step down if the Chilean people voted him out. The vote happened while she was in Chile, and virtually shut the country down for several weeks causing delays in his paperwork. The adoption of her daughter happened six years later and although it went smoother, it was very memorable, because they returned home on Christmas Eve. What a Christmas present!!!

### *A Message from the Executive Director*

For years, the ICN has been described as being an obsolete and outdated network, which is 100% untrue. The "core" network of the ICN is the part in which the State of Iowa owns and maintains with no appropriated support from the legislature. This core network has bandwidth and speeds equal to or, in most cases, greater than any other network in Iowa. It is designed to have excess so that we may meet the growing demands of education and government as they function in today's electronic world.

The ICN does have difficulty in providing the bandwidth demands for all of education but the reason is simple...by law the ICN cannot provide the direct connectivity to the schools and must lease these services from telecommunications providers throughout the state. Many of these connections

remain just as they were 20 years ago when the network was constructed.

Before it sounds like I am putting all of the blame on the rural telephone companies, there is reason they have not invested in the connection from the ICN to the schools. The real revenue is in providing the services across the circuits in which the schools are connected. Throughout the history of the ICN the services like Internet, video, and data communications has not been available to the local provider.

I would like to see the rural telephone companies receive assistance in building out the connections from the ICN to the schools while we work with the industry to find ways for them to provide services across the facilities in which they make investments. That is why I ask for support in changing the new Federal Communications Commission's rules regarding Universal Service Fund.

David Lingren, ICN Executive Director

## Upcoming Video Session for Students and Educators through Iowa Public Television's



Click on a date below for more information and to register.

### Career Exploration for STEM Careers: The Real CSI

**September 25**, 9 - 9:50 AM, 10 - 10:50 AM

Registration Deadline - September 18

Audience: **Careers/Vocational Education, Mathematics, Science, Technology, Grades 9-12**

This career professional was fascinated by mystery books and court TV before she went to college. She is also very interested in science. Put those two things together and you have the groundwork for a person who is a perfect fit for a career in forensics.

Join this session to hear from someone who works for the state crime lab. Part of her time is devoted to analyzing illegal drugs and part doing crime scene investigations in rural Iowa. She has also worked for the Drug Enforcement Administration and brought that experience to her current job.

---

### Amphibians & Reptiles

**October 3**, 9:30 - 10:20 AM

Registration Deadline - September 27

Audience: **Science, Grades K-4**

Join naturalists from the Warren County Conservation Board to explore the similarities and differences between these groups of animals. Learn about the characteristics and life cycles of amphibians and reptiles. Also discover which creatures live in Iowa. Live animals will be on-hand throughout the presentation.

---

### Iowa's Ice Age & Finding Bones in Iowa

**October 21**, 9 - 9:50 AM, 10 - 10:50 AM, 11 - 11:50 AM

Registration Deadline - October 14

Audience: **Careers/Vocational Education, Guidance/Personal Growth, Science, Technology, Grades 3-7**

Join this session to learn about what Iowa was like during the Ice Age. Did you know we had mammoths here and two years ago a farmer in Iowa found bones on his property including a complete femur bone? Join staff from the University of Iowa's Museum of Natural History to learn what Iowa looked like 10,000 years ago.

---

The mission of IPTV's K-12 Connections is to provide Iowa's K-12 educators and students access to unique opportunities to participate in distance learning experiences via the Iowa Communications Network (ICN).

#### For More Information About Upcoming K-12 Connections Contact:

Debbie Wineland or Abby Brown - Educational Services

(800) 532-1290 or (515) 242-4181

[abby@iptv.org](mailto:abby@iptv.org)

[www.k12connections.iptv.org](http://www.k12connections.iptv.org)

---

To be added or removed to ICN's newsletter distribution list please submit the [Newsletter Request form](#) on ICN's website.

Visit us on the web at [www.icn.iowa.gov](http://www.icn.iowa.gov)