

IOWA COMMUNICATIONS NETWORK PERFORMANCE PLAN

FY 2017

Name of Agency: Iowa Communications Network			
Agency Mission: Deliver Strong, Flexible and Fast broadband services and experiences to ICN customers.			
Core Function	Outcome Measure(s)	Outcome Target(s)	Agency Goal(s)
Core Function: Public Broadband and Telecommunication Services			Operate the network in an efficient and responsible manner providing the most economical service.
			Ensure customer network capacity needs are met while achieving optimal utilization of all network facilities.
Desired Outcome: To provide management of advanced telecommunications services meeting or exceeding authorized user's expectations in partnership with the private industry.	Percentage of customers surveyed who indicate satisfaction with the ICN Service Desk/Network Operations Center (NOC) experience. (336-55-011)	85% of customer survey respondents indicate some level of satisfaction with the Service Desk/NOC.	Succeed in ensuring customers experience satisfaction with the ICN and its services.
	Percentage of customers surveyed who are satisfied with ICN Services: Voice (336-55-014) Video (336-55-013) Data (336-55-017) Internet (336-55-016)	80% of customer survey respondents indicate some level of satisfaction with ICN services.	Ensure users have access to essential Broadband services through partnerships and sharing of resources with private sector entities.
	Percentage of aggregated customer surveys responses indicating satisfaction with ICN services. (336_55_010)	85% of aggregated survey responses indicate some level of satisfaction with ICN services.	Succeed in ensuring customers experience satisfaction with the ICN and its services.

Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
Budget Org #0645-336 DATA, VIDO & VOIC Order performance (336_55101)	<p>Percentage of customer Fast Track processes completed within 48 hours. (336_55101_005)</p> <p>Percentage of invoices delivered by the fifth business day of each month. (336_55100_005)</p> <p>Percentage of error free invoices delivered each month. (336_55100_002)</p> <p>ICN's monthly quick ratio – The ability of the agency to use its near cash or quick assets to extinguish or retire its current liabilities immediately. (336_55100_006)</p>	<p>95%</p> <p>95%</p> <p>85%</p> <p>1.5</p>	Enable efficient service delivery to customers through establishing and maintaining an effective internal business process.
Budget Org #0645-336 DATA, VIDO & VOIC Network management activity	Percentage of fiber repairs completed within Service Level Agreement standard of 6 hours. (336_55100_007)	80%	Maintain effective and efficient network operating systems.
Budget Org #0645-336 DATA, VIDO & VOIC Network management activity	Percentage of core network uptime. (336_55100_008)	99.999%	Maintain effective and efficient network operating systems and staff to ensure maximum core network uptime.
Budget Org #0645-336 DATA, VIDO & VOIC Network management activity	Percentage of subscribed Ethernet broadband growth. (336_55100_009)	30%	Provide cost effective solutions to ICN customers and ensure availability of required broadband resources.