Iowa Communications Network

A State-of-the-Art Fiber Optic Network

Internet | Data | Voice | Security | Consultation

Network Facts

Secure Network

The ICN operates a private (closed) state-of-the-art fiber optic Network that provides telecommunications services to authorized and certified users.

- **DDoS Mitigation Platform:** Services include high-performance network monitoring, analytics, security and forensics to detect a range of network behaviors that if needed can be mitigated.

- **Disaster Recovery Site:** Established a disaster recovery site that enhances network redundancy, provides a diverse fiber path, and enhances disaster recovery operations for all users.

- **Carrier-Grade Testing Lab:** A technology test facility, that allows ICN to operate efficiently as a carrier and establish a standards based approach to evaluate new technologies.

Common Carrier Designation

FCC's Universal Service: E-rate and Rural Health Care

- Schools & libraries (E-rate) and healthcare users can access federal funding that subsidizes the costs of eligible telecommunications services.

- With the common carrier status, ICN began its participation with the Universal Service Fund in FY 2001.

- *How are discounts received:* Competitive bidding and award is based upon best value (primarily cost).

>> ICN User Savings:

- ICN's K-12 education users (196) received approximately $4.9M in federal USAC funding for data services in FY 2020.

- ICN's healthcare users (263) received approximately $1.2M in federal USAC funding for data services in FY 2020.

ICN's Common Carrier status is in part based on the autonomy of the Commission (ITTC) in the oversight of the Network.

Public Private Partnerships

> > Reinvestment: In FY 2020, ICN reinvested a total of $22.3M back into the private sector with $9.6M of that going to private telecoms.

ICN managed services incorporate premium private sector partnerships:

- Fiber Network Services, network maintenance provider (Iowa based).
- Lumen (formerly CenturyLink), managed voice provider.
- LightEdge, managed firewall provider (Iowa based).
- Pratum, managed security provider (Iowa based).
- Private Sector Telecommunications, ICN partners with the private sector for leased fiber connections.

Authorized Users

Education

Locations Served:

- 348 Public & Private K-12 locations
- 9 Area Education Agencies (AEA) (45 sites)
- 15 Community Colleges (30 sites)
- 3 Regents Institutions
- 20 Private Colleges

Healthcare

Locations Served:

- 100 Hospitals
- 177 Clinics and other Healthcare Providers
- ICN manages Iowa Hospital Association's healthcare broadband network (IRHTP).

Government

Locations Served:

- 133 Judicial Branch locations
  Connections to all county courthouses.
- 265 Dept. of Transportation locations
  Connections to maintenance garages, driver's license stations, and construction offices.
- 158 Dept. of Human Services locations
  Connections to DHS offices across the State.
- 59 Workforce Development locations
  Connections to satellite offices.
- 231 additional State, Federal, miscellaneous government locations

Public Safety

Locations Served:

- 113 PSAP locations
  Public Safety Answering Points (PSAP) for NG911 for Iowa Homeland Security & Emergency Management (HSEMD).
- 4 Iowa HSEMD locations
- 123 Dept. of Public Safety locations
- 50 Iowa National Guard locations

icn.iowa.gov

Network Redundancy / Core Network Upgrade

Efforts continue to increase redundancy for the protection of critical users and uses, as well as provide disaster recovery functionality that will benefit all authorized users.

- **Core Upgrade Details**: 100GB native core with all counties currently connected with a 10GB capable backbone.

Healthcare Dedication

Healthcare facilities are connected to either the ICN network or the Iowa Hospital Association's (IHA) network.

- Serving 277 hospitals and clinics; providing critical broadband and Internet services.
- Iowa Hospital Association partner (since 2008).
  - Technical, engineering, and maintenance provider of the Iowa Rural Health Telecommunications Program.
    - Upgrading equipment at 191 locations.

911 Dedication

Partnership with Iowa Department of Homeland Security & Emergency Management

- Providing a closed secure network for 911 wireless calls.
- Providing infrastructure and services for merging the existing wireline carrier network, consisting of all the State's wireline service providers.
- Providing 911 backup connection with FirstNet & AT&T.
- Providing colocation facilities and transport services for a Hosted Public Service Answering Point (PSAP) solution.

COVID-19 Support

COVID-19 forced many of our customers to reevaluate their network connectivity to support remote users and statewide telehealth requirements. ICN had the capability in meeting our customer needs.

Continuity of Government

New 10Gb Internet Connection

Government Teleworkers: Installation of new 10Gb Internet connection for the additional VPN bandwidth needed for government teleworkers to connect back to their network resources from remote locations.

Ethernet Connection

Regular Press Conference Updates: ICN supplies the Ethernet connection between Iowa Public Broadcasting Service (PBS) and Joint Forces Headquarters (JFHQ) for the Governor's press conference.

Service Support by Sector

Healthcare

Bandwidth Increases: Thirteen (13) hospitals received bandwidth increases at no charge. Orders were completed within 48 hours of being submitted. Some hospitals kept the increased service and placed official orders.

• • • •

Government

Bandwidth Increases: At least 16 government agencies requested bandwidth increases.

Voice Mobility: Business Communicator app enables flexibility to support teleworking of State employees.

Data and Voice Support:

- Tested & validated phones used for Emergency activation for the Governor and her team.
- Reconfiguration to support relocation of MVS phones and fax line for the IDPH to Joint Forces Headquarters.
- Judicial increased Voice conference calling accounts.
- Installed cabling & switches to support data and voice.

Education

Bandwidth Increases: Twenty-four (24) K-12 school districts requested increases in bandwidth during a special funding session through the FCC's E-rate Schools and Libraries program in October 2020.

Public Wi-Fi at Community Colleges: ICN assisted Eastern Iowa Community College to enable public Wi-Fi connections at their Bettendorf and Clinton campuses by setting up Wi-Fi connections in parking lots for students to access online assignments.

Collaboration: Communicated with community colleges, private colleges and area education agencies regarding telecommunications assistance.

• • • •

County Services

Emergency Connectivity: ICN is providing services to 3 county emergency management agencies per the Governor's State of Public Health Disaster Emergency Proclamation and Iowa Code section 8D.9.