Iowa Communications Network
2022 – 2025 Strategic Plan

2022-2025 Strategic Action Plan

Mission

Provide a statewide, innovative, secure, reliable network, and technology solutions for education, healthcare, public safety, and government.

Vision

Provide a future ready network by championing technologies, maximizing efficiencies, and collaborating with partners to connect and protect all of Iowa.

Agency Customers

- Accredited K-12 school districts and private schools
- Accredited public and private colleges and technical educational institutions
- State government agencies
- State Judicial branch
- Federal government agencies
- Hospitals and clinics
- Public libraries

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2022-2025 Strategic Action Plan

Governor's Priorities

- Iowa's Resilient Economy
- Putting Students First
- Creating Universal Broadband Access for Iowans
- Confronting Iowa's Child Care Crisis
- Expanding Housing Opportunities
- Innovating Iowa's Workforce
- Reinvigorating the Iowa Agricultural Economy
- Ensuring Strong, Safe Communities
- Improving Access to Quality Healthcare

For additional information visit icn.iowa.gov.

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Goal 1: Personnel - Develop and Maintain Qualified Staff.

Strategies	Actions	Who is Involved	Due Date
1. Identify staffing needs, vacancies, and future business for division/bureaus. 2. Review and update job classifications. 3. Establish desired staffing levels. 4. Develop bureau training plans.	**Action #1** • Review staffing levels based on business needs and time frame.	Leadership Team	End of Fiscal Year 2022
	Action #2 • Identify, review, and update job classifications. • Develop desktop procedures (responsibilities processes, systems, and technology).	Leadership Team and Employees	Quarter 3: Fiscal Year 2022
	Action #3 • Develop training plans with semiannual reviews. • Determine staffing requirements by bureau.	Leadership Team	End of Fiscal Year 2022

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Goal 2: Technology and Services - Develop and Diversify Emerging Technologies.

Strategies	Actions	Who is Involved	Due Date
1. Complete existing technology-based projects. 2. Establish plan for new customer driven projects. 3. Utilize and leverage industry's best practices. 4. Strengthen the integrity of the Network.	**Action #1** • Migrate core equipment and connections. • Fund, plan, and procure SIP technology. • Deploy infrastructure equipment.	Leadership Team, Operations, Engineering	End of quarter 1, Fiscal Year 2023
	Action #2 • Repurpose to train current employees or hire new employees.	Leadership Team and Employees	End of quarter 1, Fiscal Year 2023
	Action #3 • Produce cloud firewall. • Train sales teams.	Leadership Team and Business Services	1st quarter, Fiscal Year 2023
	Action #4 • Design, fund, purchase, configure, and implement Network integrity. • Redesign network to reduce outages.	Leadership Team, Operations, Engineering	Fiscal Year 2026

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Goal 3: Accountability - Create a Positive Culture that Ensures Compliance with Policies, Rules, and Regulations.

Strategies	Actions	Who is Involved	Due Date
1. Define policies, rules and regulations to ensure compliance. 2. Communicate to responsible parties. 3. Review, share, audit, and final disposition. 4. Drive behaviors and policies that are fiscally responsible.	**Action #1** • Document policies and responsibilities. • Create reports. **Action #2** • Assign to internal teams. • Collaborate with stakeholders. • Data gathering. **Action #3** • Responsible parties review, amend, approve, and file. • Distribute to stakeholders. • External assistance and review. **Action #4** • Expense control. • Negotiate contracts for best pricing. • SLA Audit: Vendor services to ensure accuracy. • Fiscal stability to ensure Network integrity.	Leadership Team and Employees Leadership Team, All Internal Bureaus, and Stakeholders. Leadership Team and Employees Leadership Team, Finance, Contracting, Business Services, and Employees	*All time periods are predetermined by documentation deadlines or on-going.*

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