



Iowa Communications Network
Fiscal Year 2023 Performance Report

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October 27, 2023

Iowa Department of Management,

I am pleased to present the Iowa Communications Network's (ICN) Performance Report for Fiscal Year 2023 (July 1, 2022 - June 30, 2023), as required under Iowa Code section 8E.210.

The ICN was established to improve connectivity and communication services throughout Iowa, particularly in rural and underserved areas. The report contains information about how the ICN has supported the State in providing advanced telecommunications services to various authorized users including: state and federal government agencies, public and private schools, libraries, public safety entities, and healthcare facilities.

ICN continues to meet rising user demands for increased bandwidth, IP technology, and security services. With our private sector partnerships, the ICN will continue to support broadband for education, government, healthcare, and public safety.

Thank you,



Randy Goddard
Executive Director

Randy Goddard, Executive Director

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IOWA TELECOMMUNICATIONS AND TECHNOLOGY COMMISSION

Agency Overview

Key Services, Products, and/or Activities

The Iowa Communications Network (ICN) provides innovative, secure and reliable Network access to education, healthcare, public safety and government customers. ICN provides high-speed broadband Internet, data, voice, security, and consulting services.

Agency Customers

- Accredited K-12 school districts and private schools
- Accredited public and private colleges and technical educational institutions
- State government agencies
- State Judicial and Legislative branches
- Federal government agencies
- United States Postal Service
- Hospitals and clinics
- Public libraries

Stakeholders

The taxpayers of the State of Iowa.

Budget

Revenue is received from authorized and certified users for the telecommunications services provided by the ICN. The agency currently has 104 authorized FTE's for 108 positions. There are 2 Admin Intern positions, a Temp Worker position and an Hourly Telecom Engineer Sr. position that are listed as 0 FTE's.

At the end of Fiscal Year 2023, there were 68 non-Commission FTEs filled, plus 5 positions associated with Commission Members.

Agency FY 2023 Performance Plan Results

Name of Agency: Iowa Communications Network

Agency Mission: Provide innovative, secure and reliable Network access to education, healthcare, public safety and government customers.

Core Function: Public Broadcast and Telecommunication Services

Data, Voice Order Performance Budget Org #0645336 ADMN & OTHR			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
Percentage of customer Fast Track processes completed within 48 hours.	95%	100%	What Occurred: During FY23, ICN completed 13 Fast Track customer orders within the Fast Track timeframe of 48 hours. <i>Data Source: Business Services</i>
Percent of invoices delivered by the fifth day of each month.	95%	96%	What Occurred: Invoices were delivered electronically by the 5 th business day of each month, issued by the ICN Finance Bureau. The Finance Bureau strives to deliver invoices in a timely manner. <i>Data Source: ICN Billing System</i>
ICN's monthly quick ratio.	1.5	2.30	What Occurred: The ICN was able to exceed the target and use the near cash/quick assets to extinguish or retire its current liabilities immediately. <i>Data Source: ICN Finance System</i>
Percentage of fiber repairs completed within Service Level Agreement standard of 6 hours.	80%	89%	What Occurred: 16 of 18 the fiber cuts for FY 23 met the SLA standard of 6 hours. To reduce fiscal and customer impact, ICN waived the SLA standard for 1 fiber cut in order to proceed with a permanent repair rather than a temporary one. <i>Data Source: FNS Performance Review Spreadsheets</i>
Percentage of core network uptime.	99.999%	100%	What Occurred: There were no core network outages in FY23. This does not mean that some network nodes were not impacted by issues, such as fiber optic cable cuts or device issues such as a failed card, but as a whole the ICN core network uptime was at 100% in FY23. <i>Data Source: Operations Transport Outage Reports</i>
Percentage of subscribed Internet broadband growth.	15%	9.2%	What Occurred: Actual measurement of Internet bandwidth being invoiced is 309.8635Gb. <i>Data Source: Request for Service and Netplus systems</i>
Percentage of responses to security alerts from a variety of internal/external sources within 10 minutes.	95%	60%	What Occurred: The number was skewed by afterhours/weekend alerts. For FY24, we are modifying this measurement to show a percentage of responses from a variety of internal/external sources by severity on a low, medium, high scale. <i>Data Source: Security Team: Emails and ServiceNow database.</i>

Iowa Communications Network Performance Plan Charts Fiscal Year 2023

Customer Billing

Description: Measurement of the ICN's ability to deliver bills in a timely and accurate manner.

Why we are doing this: To provide customers with information for timely reconciliation as well as improving the ICN's cash flow.

What we are doing to achieve results: The ICN has developed automated audit processes to facilitate timely distribution of customer invoices and to ensure customers are only being billed for services received.

Customer Billing Results

Performance Measure:

Distribute ICN's e-bills by the 5th business day of the month. This enables authorized users to pay for their services in a timely manner.

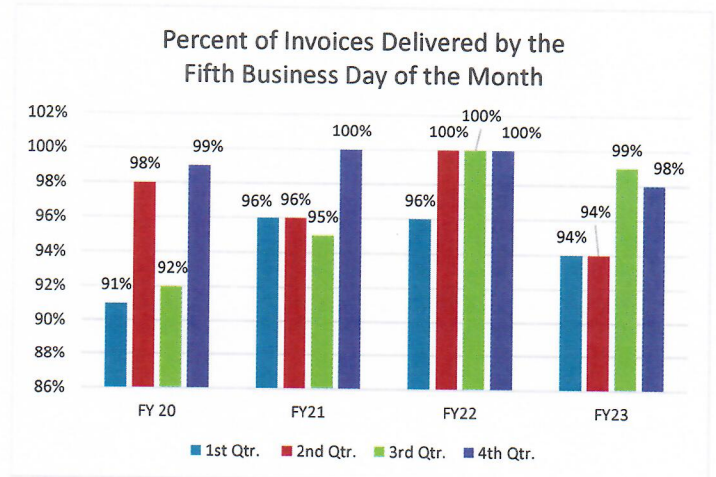
Performance Goal/Target:

Distribute 95 percent of monthly invoices no later than the 5th business day of each month with all invoices being delivered electronically.

What was achieved?

The billing team continues to perform well. The chart on the right indicates the billing date performance for this fiscal year as compared to previous years.

Data Source: ICN Billing System



Iowa Communications Network Performance Report

Fiscal Year 2023

Fiber Repairs Completed within Service Level Agreement (SLA)

Description: Percentage of fiber repairs completed within SLA standard of 6 hours.

Why we are doing this: This metric is used to drive performance in the restoration of service outages caused by fiber optic cable cuts.

What we are doing to achieve results: This metric is tied to the contractual agreement between the ICN and its Network Management Service (NMS) provider. It provides for the ability to monetarily penalize the NMS provider for missing the Service Level Agreement goal.

Fiber Repairs Completed within SLA Results

Performance Measures:

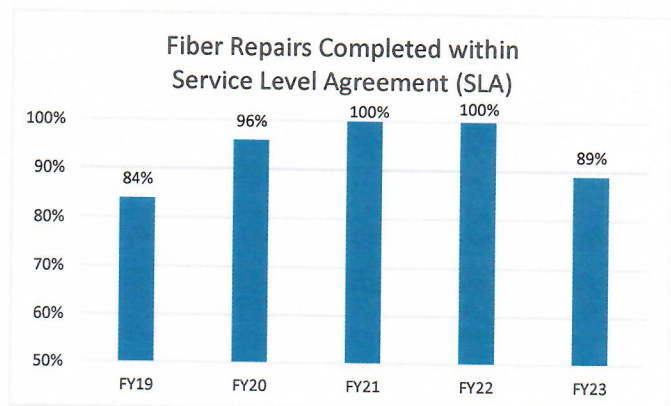
A percentage combination of the total number of fiber cuts reported to ICN's Network Operations Center (NOC).

Performance Goals/Targets:

100% of fiber repairs completed within the SLA standard of six (6) hours.

What Occurred: 16 of 18 the fiber cuts for FY 23 met the SLA standard of 6 hours. To reduce fiscal and customer impact, ICN waived the SLA standard for 1 fiber cut in order to proceed with a permanent repair rather than a temporary one.

Data Sources: This information was gathered from ICN's Network Managed Service Provider [Fiber Network Services (FNS)] Performance Review Spreadsheets.



Agency Contact

Copies of Iowa Communications Network's Performance Report are available on the ICN website at www.icn.iowa.gov or by contacting Lori Larsen at 515-725-4713.

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