

# **Iowa Communications Network**

## **Fiscal Year 2025 Operational Plan**



Iowa Communications Network

## Organizational Structure

### Iowa Communications Network

#### **Network Operations, Security, Engineering, Outside Plant**

Responsible for engineering, outside plant, telecommunications technology, cyber security, network operations and security, and systems administration.

#### **Facilities and TAC (Technical Assistance Center)**

Responsible for facilities, network operations center, facilities maintenance, vendor management, technical assistance center (TAC), and project management.

#### **Business Services**

Responsible for sales, Universal Service Administrative Company (USAC) / E-Rate program management, and customer relations.

#### **Finance**

Responsible for accounts payable, accounts receivable, financial reporting, customer billing, contracting, and warehouse operations.

## Core Functions and 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 offers high-speed broadband Internet, data, voice, security, and consulting service solutions.

ICN's Mission: Provide a statewide, innovative, secure, reliable network, and technology solutions for education, healthcare, public safety, and government.

### ICN's Bureaus

#### *Network Operations, Security, Engineering, Outside Plant*

To support the ICN mission, this Bureau provides network engineering and operational support, design and implementation of customer solutions, and network security.

#### *Facilities and TAC (Technical Assistance Center)*

To support the ICN mission, this Bureau provides coordination of network maintenance, network facilities maintenance and relocations, and project management.

#### *Business Services*

To support the ICN mission, this Bureau generates revenue through the sale of ICN services to our authorized users (customers).

#### *Finance*

To support ICN mission, this Bureau provides accounting services (accounts payable, accounts receivable, financial reporting), ensures that the ICN follows all applicable state and federal accounting requirements, and provides procurement services, as well as generating vendor and customer contracts.

## Operational Goals for Fiscal Year 2025

### Goals for Iowa Communications Network

1. The Iowa Communications Network's goal for FY 2025 is to ensure network capacity planning is maintained for network integrity.
  - This supports governor's priority 1 (Elevating Education for Every Student)
  - This supports governor's priority 4 (Supporting Health and Well-Being)
  - This supports governor's priority 5 (Holding Government Accountable)
  
2. The Iowa Communications Network's goal for FY 2025 is to operate and maintain the critical infrastructure core network at 99.999%, as it relates to uptime.
  - This supports governor's priority 1 (Elevating Education for Every Student)
  - This supports governor's priority 4 (Supporting Health and Well-Being)
  - This supports governor's priority 5 (Holding Government Accountable)
  
3. The Iowa Communications Network's goal for FY 2025 is to provide cost effective solutions to ICN customers and ensure availability of required broadband resources.
  - This supports governor's priority 1 (Elevating Education for Every Student)
  - This supports governor's priority 4 (Supporting Health and Well-Being)
  - This supports governor's priority 5 (Holding Government Accountable)
  
4. The Iowa Communications Network's goal for FY 2025 is to optimize billing processes and review of expenses to maximize meeting operational financial goals.
  - This supports governor's priority 5 (Holding Government Accountable)
  
5. The Iowa Communications Network's goal for FY 2025 is to maintain effective and efficient network operating systems.
  - This supports governor's priority 5 (Holding Government Accountable)
  
6. The Iowa Communications Network's goal for FY 2025 is to maintain the network infrastructure lifecycle by replacing hardware at aggregation sites throughout the State.
  - This supports governor's priority 1 (Elevating Education for Every Student)
  - This supports governor's priority 4 (Supporting Health and Well-Being)
  - This supports governor's priority 5 (Holding Government Accountable)

**Metrics and Measures Used to Monitor ICN Operations**

Goals	Strategies / Actions	Measures	Metrics
1. Ensure planning is optimized for Network utilization.	Regularly review network utilization measures to assess need for any network architecture changes.	Percentage of Network utilization.	Current Year Target: < 70% Prior Year Actual: 20% - 30%
2. Operate and maintain the critical infrastructure Core for Network availability and uptime. (E911, Healthcare, National Guard)	Plan, fund, procure and deploy necessary infrastructure equipment.	Percentage of core Network uptime.	Current Year Target: 99.999% Prior Year Actual: 100%
3. Ensure availability of required broadband resources.	Engage with customers to ensure broadband needs are identified and addressed.	Percentage of subscribed Internet broadband growth.	Current Year Target: 15% Prior Year Actual: 9.2%
4. Enable effective internal finance processes.	Follow established billing procedures to ensure timely delivery of invoices.	Percentage of invoices delivered by the fifth business day of each month.	Current Year Target: 95% Prior Year Actual: 96%
5. Maintain efficient network management activity.	Engage with network maintenance provider to ensure timely repair of fiber in event of an outage.	Percentage of fiber repairs completed within Service Level Agreement (SLA) standard of 6 hours.	Current Year Target: 80% Prior Year Actual: 89%
6. Maintain the Network infrastructure lifecycle to ensure continued delivery of resilient and secure Network services.	Installation of aggregation equipment and connections.	Number of aggregation sites replaced with hardware.	Current Year Target: 40 sites Prior Year Actual: New Metric