



Iowa Communications Network

Fiscal
Year
2025

Fiscal Year 2025 Performance Report

IOWA COMMUNICATIONS NETWORK



November 3, 2025

To the citizens of Iowa:

I am pleased to present Iowa Communications Network's (ICN) Performance Report for Fiscal Year 2025 (July 1, 2024 - June 30, 2025), as required under Iowa Code section 8E.210.

The ICN was originally established to enhance connectivity and communication services across Iowa, especially in rural and underserved areas. This report details how the ICN has fulfilled its role by providing advanced telecommunications services to its authorized users. Crucially, the ICN is the backbone that supports essential broadband services for our State's most vital functions: education, government, the healthcare network, and public safety.

Our core network's performance this year confirms its status as mission-critical infrastructure. The Core network uptime reached a "gold standard" of 100% reliability, ensuring that essential services like emergency communications (such as 911 calls) and critical healthcare data transfers are almost certain to be working when they are most needed. Our network speed (latency) far exceeded its target, performing six times better than expected.

In collaboration with our private sector partners, the ICN remains dedicated to meeting the growing user demands for increased bandwidth, cloud, and security services. We have significantly upgraded our network infrastructure, including deploying a native 100-gigabit backbone, and are well-positioned with significant capacity to drive utilization across all sectors.

We will continue to support essential broadband services for education, government, healthcare, and public safety throughout the State.

Thank you,

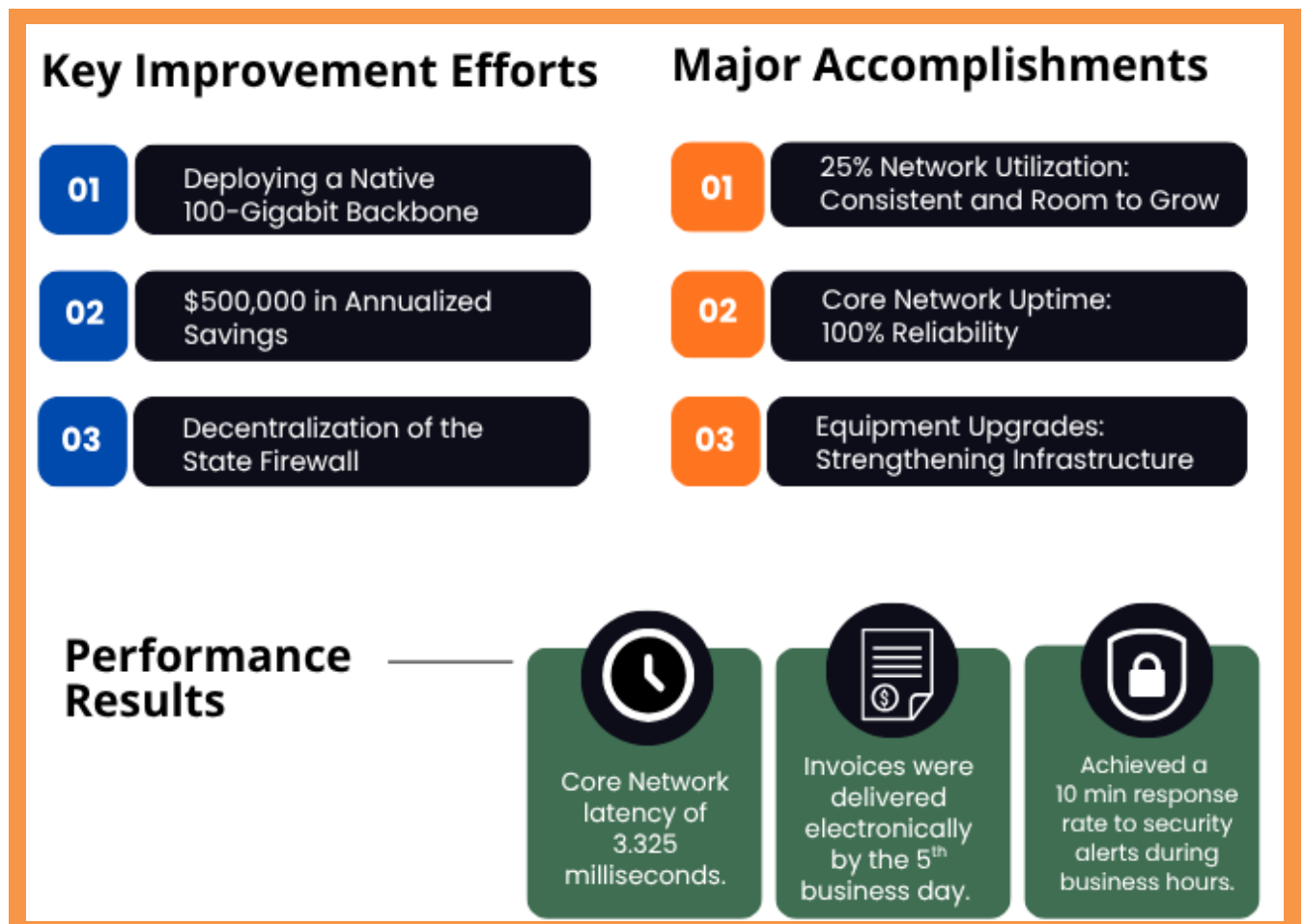
Ryan Mulhall
Executive Director

Executive Summary

The Iowa Communications Network (ICN) concluded FY2025 with strong operational results, demonstrating exceptional progress toward its mission of providing secure and reliable network access.

This report outlines progress towards its goals in fiscal year 2025. ICN tracked strategic initiatives, operational measures, and 11 performance measures as indicated in this report. Our Core network uptime reached 100%, and network speed (latency) far exceeded the target, performing six times better than expected. We also replaced 78 aggregation sites compared to the goal of 40, ensuring the long-term reliability of our infrastructure. Customer service metrics, including fast-track order completion (100%) and timely invoicing (97%), also exceeded their targets.

ICN is well-positioned to drive increased customer utilization and fill the significant bandwidth capacity that has been built.



Progress Made in FY 2025 On Overall Improvement Efforts

Goals/Initiatives from ICN's Strategic Plan

Strategic Initiative 1

Develop and Maintain Qualified Staff



To support this initiative, ICN's leadership began the process to remove legacy classifications and job descriptions for technology roles after meeting with the Iowa Department of Administrative Services Human Resources Enterprise (HRE).

The agency also shared relevant technology training opportunities with staff.

ICN's leadership, facilities, and finance teams prioritized a project to replace the billing and operating support systems. The rest of the work will be completed by the teams in FY 2026.

ICN finalized the decentralization of the State Firewall to strengthen Network integrity. This initiative involved major platform upgrades, new hardware, firewall segmentation, and enhanced security to State government agencies.

We have significantly upgraded our network infrastructure to enhance performance and capacity. Key improvements include deploying a native 100-gigabit (100G) backbone, a substantial increase from the previous 40G backbone, and turning up multiple 100G links.

Strategic Initiative 2

Develop and Diversify Emerging Technologies



Strategic Initiative 3

Create a Positive Culture that Ensures Compliance with Policies, Rules, & Regulations



ICN's leadership team successfully implemented workforce efficiencies leading to \$500,000 in annualized savings. Additionally, we identified and corrected long-standing expense issues on long-distance rates and annual fee corrections for Universal Service Fee (USF) and Telecommunications Relay Services (TRS).

ICN demonstrated commitment to fiscal stability by closing out three fiscal years with the Auditor's office with no major findings.

ICN started negotiations for substantial savings on the maintenance contract in FY2025 (with an amendment for further savings completed in early FY2026) and reviewed performance on maintenance contracts, confirming satisfactory vendor fulfillment of requirements.

Major Accomplishments

Measures from ICN's Operational Plan

25%

**Network
Utilization:
Consistent and
Room to Grow**

Goal: Ensure network capacity planning is maintained for network integrity.

What it Means: This is the average amount of capacity currently being used on the statewide network.

The Takeaway: The network is steady and has significant capacity for growth. This low, consistent number shows that even as demand increases, ICN has plenty of bandwidth to maintain high performance and reliability for its customers' current and future use.

100%

**Core Network
Uptime:
Mission-Critical
Infrastructure**

Goal: Operate & maintain the critical infrastructure core network at 99.999%, as it relates to uptime.

What it Means: The central, most critical part of the ICN network was available and working for the entire fiscal year.

The Takeaway: This is the gold standard of performance. While smaller issues (like fiber cuts or a device failure) might affect a specific location, the overall backbone of the ICN remained fully operational, ensuring continuous service.

More About Uptime:

A top-tier carrier aims for what's called "five nines" reliability, which is 99.999%. This high network availability is also defined as mission-critical infrastructure.

99.999% (Gold Standard) vs. 99% (Commercial Grade)

Availability	Downtime per Year
99.999% (Five Nines)	5 minutes
99% (Commercial Grade)	87.5 hours (3.65 days)

Why 99.999% matters: This is the highest level of service you can get. It ensures that when you really need your phone or internet—like during an emergency—it's almost certain to be working.

78 Sites

**Replacing
hardware at
aggregation sites
throughout the
State.**

Goal: Maintain the network infrastructure lifecycle by replacing hardware at aggregation sites throughout the State.

What it Means: This is the number of aggregation sites that have been replaced with updated hardware during the fiscal year.

The Takeaway: This number shows ICN is actively investing in and replacing equipment. Reaching 78 sites brings ICN close to its goal of replacing half of these critical sites, ensuring the network's future redundancy and performance are secure.

Agency Fiscal Year 2025 Performance Results / Indicators

Measure	Target	Actual	Comments & Analysis
Percentage of customer Fast Track processes completed within 48 hours. <i>336_55101_005</i>	95%	100%	What Occurred: During FY25, ICN completed one fast track customer order within the timeframe.
Percent of invoices delivered by the fifth day of each month. <i>336_55100_005</i>	95%	97%	What Occurred: Invoices were delivered electronically by the 5 th business day of each month, issued by the ICN Finance Bureau. The Finance Bureau reached its goal even while transitioning the Period 13 billing cycle for an extended June cycle to close out FY25.
ICN's monthly quick ratio. <i>336_55100_006</i>	1.5	1.48	What Occurred: This measure reflects the ability to use near cash or quick assets to extinguish or retire current liabilities immediately. Our performance was very close to target. Current liability (FY26) for capital leases were booked at the end of the FY25 hold open period which increased the current liabilities.
Percentage of fiber repairs completed within Service Level Agreement standard of 6 hours. <i>336_55100_007</i>	80%	70%	What Occurred: 19 of 27 the fiber cuts for FY 25 met the SLA standard of 6-hours. This includes all fiber cuts, even those waived for permanent repair. The eight fiber optic cable repairs that did not meet the SLA standard of 6-hours, were waived for permanent repair. The waiving of the SLA metric for permanent repairs reduces the fiscal and customer impact of scheduling a second repair team to make the final (permanent) repair at a later date. The average repair time across all fiber cuts was 5.06 hours. The average repair time for 'waived for permanent repair' fiber cuts was 5.38 hours. *To reduce fiscal and customer impact, ICN may waive the SLA standard for a fiber optic cable repair in order to proceed with a permanent repair, rather than a temporary one.
Percentage of core network uptime. <i>336_55100_008</i>	99.999%	100%	What Occurred: There were no core network outages in FY25. 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. As a whole the ICN core network uptime was at 100% in FY25.
Percentage of subscribed Internet broadband growth. <i>336_55100_010</i>	15%	2.9%	What Occurred: Percentage includes all Internet bandwidth and data subscribed growth. FY 2025 growth numbers decreased due to restructuring Internet rates in FY 2024. Customer prices were the same for years, and as a result of market forces, rate adjustments were required.

Measure	Target	Actual	Comments & Analysis
Percentage of Responses to Security Alerts within 10 minutes. <i>336_55200_007</i>	95%	95%	What Occurred: ICN's internal alert response time is consistently high, averaging around 98%, due to 24/7 vigilance by the Network Operations Center (NOC) and immediate action from dedicated platforms like Endpoint Detection and Response (EDR) systems. For external alerts from the State Security Operations Center (SOC) or CISA, we achieved a 10-minute response during business hours. The final reported percentage is calculated by taking the mean of both internal and external alert response times.
Number of Aggregation Sites Replaced With Hardware. <i>336_55100_014</i>	40 sites	78 sites	What Occurred: The current year actuals for installation of aggregation equipment and connections is at 78, pushing us close to the 50% threshold of the entire project of 156 sites.
Percentage of Current Staff Retained. <i>336_55100_015</i>	92	94.5	What Occurred: This measure tracked the percentage of staff that were retained, excluding retirements and reduction in force. In FY2025, ICN began with 73 employees and ended the year with 69 employees.
Core Network Latency in milliseconds. <i>336_55100_017</i>	20	3.325	What Occurred: This number measures the delay (or travel time) for data moving across the main part (Core) of our Network. The lower the number, the shorter wait time is, which means better performance. While most of the industry averages 50 milliseconds, we have made improvements to our network to ensure data travels even quicker.
Percentage of Network Utilization of Statewide Fiber Optic Network. <i>336_55200_008</i>	< 70%	25%	What Occurred: We've made major investments to significantly improve our network's stability and speed, which is reflected in the current network utilization percentage. These improvements include: 1) Our core network capacity increased from 40GB to 100GB. 2) Activating multiple new 100GB links over the past year to increase overall bandwidth. 3) Establishing new peering partnerships to improve connectivity. As a result, we have significantly more bandwidth across the state, leading to much less network fluctuation during peak and low traffic times.