



# ICN Insider

Iowa Communications Network  
November/December 2013 Newsletter

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We want to connect with you on social media and provide the information you are curious about. Send your questions to [icn.social@iowa.gov](mailto:icn.social@iowa.gov) about fiber optics, our Network, or new discoveries about Internet, data or video and you may see the answer on Facebook or Twitter!

## IP Video Conferencing Released

ICN is unveiling its IP video conferencing technology using three new multipurpose rooms located in the Grimes State Office Building in Des Moines. The video rooms are outfitted with flat screen monitors, high-definition cameras, open microphones, and portable iPad room controllers. Two of the multipurpose rooms are located in the building's basements, which are designed for the educational audience. Both rooms were assembled in a partnership with the Department of Education and ICN. The third IP video room is located on the first floor in ICN's office, and is designed as a small/medium size business conference room. All three rooms provide the flexibility to be used in a non-video conference environment. The rooms give users a visual as to how effortless the functionality is to conduct a video conference.



ICN's Video@LightSpeed™ (V@LS) 1.0 is an introductory IP video service, which can be designed to reach almost any location in Iowa from ICN's Polycom® Collaboration platform. V@LS 1.0 is scheduled through ICN's familiar VOSS (Video Operating Scheduling System) for ease of transition to the new technology. Unscheduled (ad-hoc) point-to-point calls are available between IP sites. The service provides synergy for sites which are migrating from the legacy MPEG video to IP, or those which require interoperability with MPEG sites during ICN's transition to IP. V@LS provides a subscription-based service that will allow for unlimited/unmetered hours of scheduled and mixed video conferencing.

This first release of V@LS service encompasses all the common user features popular with ICN customers for decades, while adding the flexibility and sleekness of an Ethernet-based, video over IP solution, bringing the best of cutting-edge technology to even the most rural areas of Iowa. Recently the Iowa Telecommunications and



Technology Commission approved the fiscal year 2015 IP video rates, which are located on ICN's website at <http://icn.iowa.gov/services/video>. For additional information contact an ICN Account Consultant by emailing [ICN.CSS@iowa.gov](mailto:ICN.CSS@iowa.gov).



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## ICN Network Operations Center

The ICN Service Desk otherwise known as the Network Operations Center (NOC) provides 24/7/365 monitoring of the ICN network. ICN has a public/private partnership with Windstream to staff the NOC. The Windstream personnel are a contracted workforce dedicated around the clock to ICN.

On average, the NOC opens 479.58 'support requests for incident resolution' (trouble tickets) per month.

The NOC is the first line customer service group. External and internal customers call or email requesting a ticket be opened to initiate a Move, Add, or Change (MAC) to existing services or request a new service.

The NOC creates on average 786.08 'support requests for change' per month.

A combined 15,188 'change and trouble tickets' were opened for the calendar year 2012 (an average of 1265.67 per month).

The NOC also schedules and notifies customers of changes (MAC or maintenance) that may impact a customer's location or organization. These changes could include performing maintenance on Network equipment, software upgrades, etc. There is fine balance between trouble resolution and scheduled changes. The NOC works with customers to coordinate changes to reduce customer impact as much as possible. Most changes are scheduled after business hours, preferably starting after midnight. Sometimes, a customer's MAC change is reprioritized for a change that is needed to restore another customer's service.

During 2012, there were 5,898 changes conducted by ICN, of which, 2,428 were MAC project related.

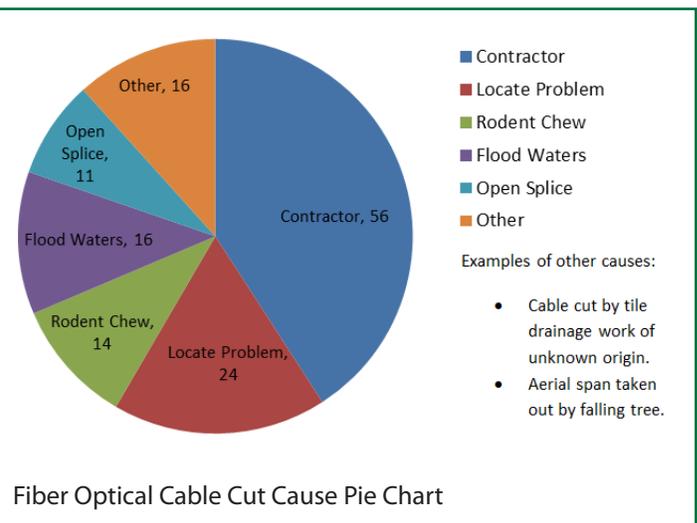
As a result of ICN's Change control efforts, only 1.85% of the 'support requests for incident resolution' were caused by change work. That is over a 98% rate of success in Change Management.

## Fiber Optic Cable Cuts

The Windstream field technicians are tasked with restoring any ICN fiber cuts within a target timeframe of six hours or less. In 2012, there were 19 ICN fiber optic cable cuts. From calendar year 2006 to date, there have been 137 fiber cuts with the largest reason due to non-ICN related contractor work. (See Fiber Optical Cable Cut Cause Pie Chart).

For 2012, there were a total of 58,509 locate requests. Of those requests, technicians were dispatched 28,369 times.

Iowa law requires commercial and residential projects to request an underground utility locate prior to digging. When a "One Call" is submitted, locate desk technicians try to eliminate and clear requests without dispatching a technician by using maps and other records. If the work is found to be near ICN fiber assets, a technician is dispatched to mark the path of ICN's fiber to help the worker avoid accidentally cutting ICN cables. The goal of the desk clear versus a technician dispatch is to clear as many of the One Call tickets at the desk level without having to dispatch a technician to the site.



Fiber Optical Cable Cut Cause Pie Chart

With the help and support of the Windstream staff at the NOC, ICN has been able to provide high availability services and a quick response time to customers should there be a service issue. The NOC is always open and ready to respond to customer needs. Contact the NOC at:

(877) 426-4692

[icnservicedesk@iowa.gov](mailto:icnservicedesk@iowa.gov)



## Employee Spotlight Paul Stuber

For the last 15 years Paul Stuber has worked with ICN's Network Operations and Engineering Division as a Telecommunications Technology Enterprise Expert and the engineering lead worker. Paul oversees the engineering work flow and administrative functions for the engineering group. He says the best part of his job is locating, evaluating, and deploying new technologies. Prior to joining ICN, Paul worked for McLeod (first named McLeod USA, MWR, PaeTec, and now called Windstream) for four-five years, RACOM for 2 years, and the U.S. Navy for 10 years.

During Paul's service with the US Navy, he was invited and accepted Advanced Avionics Training after completing Electronics "A" school with an above 95% average for the course. This accomplishment came with advancement as a

noncommissioned officer (NCO), and an additional two year commitment in the Navy to cover the additional time required for school.

A memorable life experience for Paul was on January 15, 1991. In the middle of the clear moonlit night in the Red Sea, he was overlooking the flight deck on the USS America as the order was given to launch the first air strikes into Iraq supporting what was now the beginning of Operation Desert Storm. Once the first launches had completed, Paul wondered if he would ever see his wife and daughters again. That thought is something he won't forget.

Paul enjoys dinners and special occasions, camping, boating, evening walks with his wife, road trips, fishing, hunting, car shows/auctions, and his wife's lasagna. Paul participates in volunteer work and fundraisers for veteran causes with the VFW (Veterans of Foreign Wars). If Paul was stuck on an island he would bring his wife, his dog Elvis, and a satellite phone to order delivery.

### *A Message from the Executive Director*



Iowans have always understood and promoted the value of being connected to their friends, neighbors and communities. In the 21st century "being connected" increasingly means electronic connectivity via high-speed networks. Even before the creation and spread of the Internet, Iowa created the ICN. This foresight set the foundation for a future where long distances between communities and people can be effectively reduced using technology, especially fiber optic based technology. While Iowa may have been one of the first states to have such a unified effort, many cities, counties, regions, and states across the USA (and the world) now own and manage dedicated fiber optic networks serving education, healthcare, public safety or other government entities.

David Lingren, ICN Executive Director

### Back to the Basics - Who is Authorized to Use the ICN

The two pieces of legislation that specify the authorized users served by the Iowa Communications Network can be found in the [administrative rules](#) for the Iowa Telecommunications and Technology Commission and the [Chapter 8D of the Iowa Code](#).

Authorized User Type *	# of Users
Higher Education (Regents Universities, Community Colleges, Independent Colleges and Universities)	47
K-12 Schools (Public and Private)	533
Area Education Agencies	9
State Agencies	39
Libraries	544
Hospitals & Physician Clinics	144
Miscellaneous (Federal Agencies, Polk County)	14
<b>TOTAL</b>	<b>1,330</b>

\* ICN does not provide services to all authorized users. Number of Users reflect entities classified as authorized users in the Code of Iowa.



The ICN, a state agency, is the country's premier fiber-optic Network, committed to continued enhancement of distance learning and providing Iowans with convenient, equal access to education, government, and healthcare.

## Upcoming Video Session for Students and Educators through Iowa Public Television's



Click on a date below for more information and to register.

### Teach Children to Save

**November 14**, 10 - 10:50 AM, 11 - 11:50 AM

Registration Deadline - November 7

Audience: **Guidance/Personal Growth, Mathematics, Grades 7-10**

Join this 50-minute session that will help your students get smart about credit, security and money management in general. This is especially important for this age group as they begin to get part time jobs and explore what they do with their earnings.

Also, with today's economic challenges, it's more important than ever for teens and young adults to know about personal finances and managing credit. Teaching them how to best use credit will equip them to handle adult financial responsibilities, from using credit cards and applying for car loans to managing a mortgage.

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### Arthur's Thanksgiving

**November 26**, 9:30 - 10:20 AM, 12:30 - 1:20 PM

Registration Deadline - November 22

Audience: **Language Arts/Communications, Grades 1-4**

Join us for a fun reading and writing session! Presenter will read Arthur's Thanksgiving by Marc Brown, present script writing ideas, show fantastic ways to publish student plays, and help students begin their own play. After the session, students take the writing started with the group back to their classroom to complete, illustrate, and perform using some of the ideas from the session.

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### Iowa Capitol Virtual Tour

**December 2**, 10 - 10:50 AM, 1 - 1:50 PM

Registration Deadline - November 22

Audience: **Social Studies, Grades 4-6**

Take an interactive virtual tour of the Iowa State Capitol via the ICN's Network connection. In the session students explore the 118-year-old building from the rough-cut stone sub-basement to the golden dome.

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The mission of IPTV's K-12 Connections is to provide Iowa's K-12 educators and students access to unique opportunities to participate in distance learning experiences via the Iowa Communications Network (ICN).

#### **For More Information About Upcoming K-12 Connections Contact:**

Debbie Wineland or Abby Brown - Educational Services

(800) 532-1290 or (515) 242-4181

[abby@iptv.org](mailto:abby@iptv.org)

[www.k12connections.iptv.org](http://www.k12connections.iptv.org)

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