



ICN Insider

Iowa Communications Network
September/October 2015 Newsletter

INSIDE THIS ISSUE:

New Visual Presence
Network in Operation at
ICN's BRIC 1

Seeking Iowa Students
for Broadband Advisory
Council 1

ICN Launches WiFi Service
to the Iowa Lottery 2

ICN announced
CenturyLink as its unified
communications as-
a-service provider for
government voice services 3

One Vision...Three
Mandates...Seven Goals 3

Employee Spotlight 4

Back to the Basics:
Adapting to the Industry 4

Broadband Matters News 4

Broadband Matters
showcases the
importance of delivering
broadband to all corners
of the State.

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New Visual Presence Network in Operation at ICN's BRIC

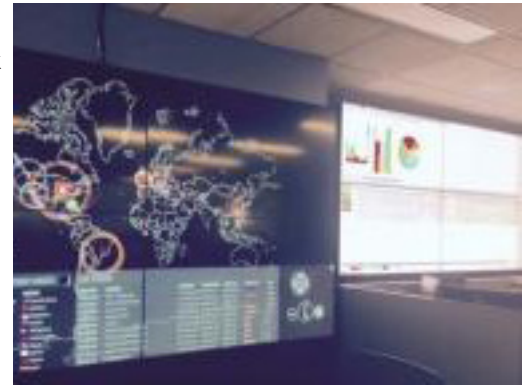
ICN has a new tool to monitor and improve Iowa's state-owned broadband infrastructure. The BRIC or 'Broadband Information Center' encompasses ICN's Visual Presence Monitoring Network, which allows for key network and information systems to be monitored with real-time visual presence and collaboration between ICN and other agencies.

The BRIC hosts a Visual Presence Network which gives ICN staff the ability to access and implement broadband strategies in an integrated visual environment.

This insures that we are able to respond to network issues in a rapid and collaborative way. Complications to broadband service are often the result of a natural disaster such as a tornado or flooding, but can also be caused

by rodent chews, cable locate issues, or by contractors accidentally cutting the fiber during construction season. However, cyber-attacks are increasingly becoming a greater concern, which requires a closer monitoring system. There have already been states in the U.S. where cyber-attacks have resulted in state level infrastructure being compromised causing billions of dollars in exposure and years of recovery.

ICN's Executive Director, Ric Lumbard says, "We only have minutes to respond and implement mitigation when our customers are experiencing a cyber-attack. The BRIC provides ICN the ability to collaborate and respond with fast, strong and flexible strategies. This requires all the intellectual influence in the ICN bureaus to be on the same page quickly, make decisions, and implement real-time solutions."



Seeking Iowa Students for Broadband Advisory Council

The ICN is sponsoring an opportunity for students with powerful voices to share their perspectives on technology and broadband. The Statewide Youth Broadband Advisory Council (SYBAC) complements state efforts to gain input from various stakeholders that are passionate about broadband, technology, and apps that require robust broadband to provide the required high-speed Internet. The SYBAC will be made up of twelve (12) young leaders from across Iowa.

The council's goal is to gather useful information on what high school students

...continued on page 2



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Seeking Iowa Students for Broadband Advisory Council ... continued from page 1

feel could impact high-speed Internet in their schools and in communities. Students will identify effective strategies to improve broadband connectivity and community environments.

Ric Lombard, ICN Executive Director says, "This initiative allows high school students to help steer the broadband and technology conversations."

Students enrolled in grades 10th - 12th from public and nonpublic schools in Iowa may apply for membership. Meetings will take place monthly, beginning in October 2015 through May 2016, via video conference or teleconference. Council members also will communicate via e-mail.

Applications can be submitted through September 14. Students interested should visit ICN's website at <https://icn.iowa.gov/benefiting-iowans/sybac>.



ICN Launches WiFi Service to the Iowa Lottery

When the Iowa Lottery moved locations from Grand Avenue to Clive in December 2014, ICN was planning ahead to address their telecommunications needs including data and phones. With the consistent stream of public traffic in and out of the Lottery's office, they requested an evaluation to see if ICN could provide WiFi access for the staff and building visitors. The ICN designed a solution to provide near 100% building-wide (three-floor) WiFi coverage for staff and personal devices that the public may bring to access the Internet.

“The Iowa Lottery looked to ICN for a secure wireless network solution that could support multiple users and provide secured coverage throughout lottery headquarters for authorized users,” said Hale Strasser, VP System Operations, Iowa Lottery Authority. “The wireless network had to be separate from our internal network, secure and available anywhere in the building. ICN gathered requirements and provided installation, project management, training and support,” added Strasser.

Within the designed solution, ICN was able to provide a wireless managed service that includes a series of 25 WiFi radios to run data traffic (also known as access points), a wireless controller, and a management platform connected to the network. The management platform provides ICN the ability to technically manage the wireless network, but more importantly it gives customers the ability to access basic administration for the wireless system, such as access permissions, password distributions, etc. With this managed service, ICN owns and maintains the WiFi radios, controllers, and management platform, which allows users to avoid the capital equipment costs and gives peace of mind knowing that their system will be maintained.

"Via this new wireless network, our sales team is able to keep up with the latest application and security updates, and authorized vendors and guests are able to connect to the Internet. Thanks to the Aruba wireless network solution provided by ICN, authorized users and guests at lottery headquarters in Clive can securely connect to wireless resources," said Strasser.

ICN can assist other users considering adding wireless capabilities to their locations. An engineering study will be conducted to determine the number of access points needed for the coverage area and to decide if a bandwidth increase would be needed, depending on the customer's goal. Deployment will include the installation of access point radios, connection to the network, setting up controllers onsite or in the cloud, and training for the local management platform.

As more devices are equipped with wireless capabilities, implementing WiFi service for K-12 users is a perfect solution that integrates into the 1:1 program. Education users can benefit from the FCC's modernization of the E-rate program, which has the goal of expanding robust WiFi in schools and libraries. There are two aspects that the e-rate program is focusing on: broadband Internet to the building and internal distribution of broadband to students. The E-rate program will have the potential to provide a 75% increase in WiFi funding for rural schools over the next five years, and a 60% increase for urban schools.

Any ICN user interested in ICN's managed WiFi solution providing strong and flexible capabilities should contact their ICN Account Consultant.



Employee Spotlight Steve Schwier

Steve Schwier is an Account Consultant in the Business Services Bureau. He has been with the ICN for 12 years. Steve works with educational and library customers who request to use federal funds (Erate) to connect to necessary telecommunication services. When asked what the best part of his job is, Steve explains he enjoys helping customers connect to the communications services that they request. Prior to joining the ICN, he worked with Grundman-Hicks Construction Company and the Iowa Department of Human Services. Steve's educational history includes: K-12 in Cherokee, Iowa; two years at Wayne State Teachers College in Wayne, Nebraska; and two semesters at Iowa State University.

When he has leisure time, Steve enjoys traveling to see his family, as none of them live close to Atlantic, Iowa. His

hobbies include: mowing his yard, volunteering with his church, building computers, and working with alternate computer operating systems. In their seasons he also like to golf, fish, and hunt. His aspirations are to acquire a crew cab pickup, a fifth wheel travel trailer, and a place to store them when they are not in use. He sold his setup when he moved to Atlantic, because he didn't have a place to store them.

Steve explains two memorable life experiences when he lost his existing position because of layoffs. Steve describes, "On both occasions I decided to immediately go golfing. On the first occasion when reaching the fourth hole, where the green is hidden from the tee, I drove the ball. Upon reaching the green, my ball was nowhere to be seen. I search all around the green, I could not find it. Finally after giving the ball up for lost, I walked across the green and found it in the hole. On the second occasion, I played the six best consecutive holes of golf that I have ever experienced." Steve says he will always remember those two days for the amazing golf, instead of the alternative events that occurred.

Back to the Basics: Adapting to the Industry

Earlier in August, ICN's Executive Director Ric Lumbard, described the ICN to MiCTA Radio:

The ICN is the State's telecommunications carrier, while also being a common carrier. Historically the ICN was built as a video telecommunications network. There are still hundreds of video sites across the state. Primarily the ICN has continued to adapt with the industry. Now we are a **strong broadband** provider with significant levels of broadband capacity. ICN is a transport carrier, and we provide services on top of broadband. We still have some legacy TDM services that we can provide when needed, but primarily we provide **strong broadband** services to our users.

Visit <https://soundcloud.com/mictatech/icn> to listen to the entire radio interview.



Broadband Matters News

Gov. Branstad & Lt. Gov. Reynolds Announce Iowa Culture App

Iowa Gov. Terry E. Branstad and Lt. Gov. Kim Reynolds announced today the launch of Iowa Culture, a new interactive mobile app that puts the largest, most comprehensive statewide collection of Iowa arts, history and cultural destinations in the palm of your hand.

Iowa Regional Interoperability Committee Workshop

The Iowa Statewide Interoperable Communications System Board (ISICSB) will be conducting a series of meetings related to the deployment of FirstNet within Iowa.

Iowa DOT using crowdsourced data from Waze app

The Iowa Department of Transportation announced Monday that it has partnered with Waze, a smartphone app that allows drivers to upload information about their drive in real-time. For instance, drivers can use Waze to note traffic jams, crashes or construction. That information is then seen by other drivers using the app.

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