



# ICN Insider

Iowa Communications Network  
January/February 2018 Newsletter

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## CONNECT WITH US



## ICN's Vision:



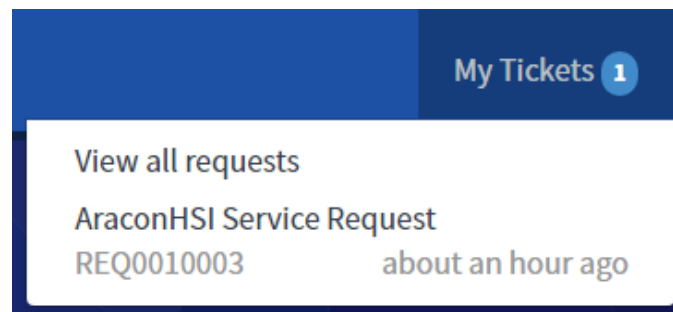
**BROADBAND**  
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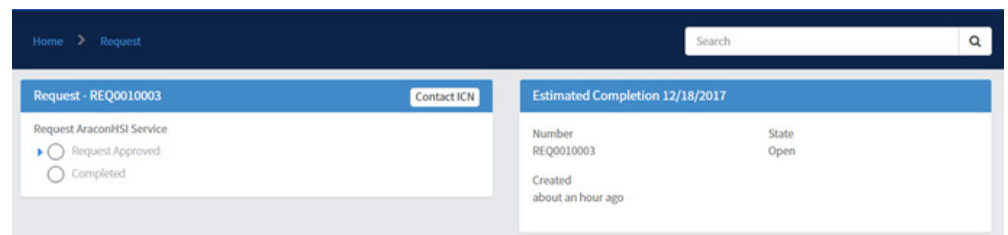
## Modules Added to Customer Portal to View Incidents

New enhancements were launched to ICN's customer portal on January 1. Two modules were implemented in ServiceNow that relate to trouble tickets and moves, adds, and changes. Customers are able to view incidents, submit problems, follow workflow, and obtain status updates. The customer portal is a customer-facing, web enabled, and mobile enabled application, which was launched on November 1, 2017.

Also on January 1, ServiceNow was deployed across the entire ICN organization. This application change will provide benefits of greater efficiency to ICN's customers. By integrating ServiceNow, ICN will transition off of the Service Desk ticketing systems, which was originally deployed in 2001. As a result of this integration, employees will begin to realize the automatization and orchestration functionality across the agency.



After an Order has Been Submitted: Customers can select "My Tickets" to select any previous Order to view its status.



Progress of the Order: Customers have the ability to see the specific REQ number (Order number) or select "Contact ICN" to ask questions related to that Order.

**Happy New Year**  
from all of us at the  
**Iowa Communications Network**

Iowa Communications Network | Grimes State Office Building  
400 East 14th Street | Des Moines, IA 50319  
Phone: 515-725-4692 | Toll Free: 877-426-4692

Visit us on the web at [www.icn.iowa.gov](http://www.icn.iowa.gov)

## A Flexible Software Defined Networking Strategy

ICN announced recently it is transforming its Network by implementing Software Defined Networking (SDN) and Network Functions Virtualization (NFV) to provision services in an automated manner by working closely with a number of its key technology partners – Aeritae, ServiceNow, Juniper, Ciena, Adva, Cisco, Century Link, and Fiber Network Services.

The virtualized upgrades will drive a number of key benefits, including:

- Strong virtual services suites with diverse broadband and security services to our customers.
- Flexible customer control by putting service and feature controls at their fingertips

- Fast operational management that supports efficient operations and lowers operating costs.
- A dynamic core capable of providing 100Gb to 400Gb of core transport while being supported by strong public and private partnerships.

ICN's long-term vision remains simple: to provide exceptional services, enable the development of a strong virtual platform, all while ensuring customers have a high level of flexible control over its services.

**BROADBAND STRONG**  
**STRONG FLEXIBLE FAST**

## Gauge Your Current Cybersecurity, Productivity and Performance

ICN is partnering with LightEdge and Fortinet to provide its customers with a free Cyber Threat Assessment test.

Are you concerned that your current security infrastructure may not accurately detect today's sophisticated attacks? Do you know how applications are being utilized on your network? How does your enterprise security stack up against similar organizations? If you are asking questions like these, the Cyber Threat Assessment is for you!

ICN will use a FortiGate to monitor key indicators within your network. After several days of gathering information, you will receive a Cyber Threat Assessment Report which is divided into three primary sections:

### Security and Threat Prevention

- Learn about which application vulnerabilities are threatening your network, which malware/botnets were detected and even pinpoint "at risk" devices within your network.

### User Productivity

- Discover how peer to peer, social media, instant messaging and other application subcategories are being utilized within your network.

### Network Utilization and Performance

- Find out more about your throughput, session and bandwidth requirements during peak hours.

This assessment is Fortinet sponsored.

Contact ICN's Account Consultants at [ICN.CSS@iowa.gov](mailto:ICN.CSS@iowa.gov) for more information.

## How CyberAware Are You?

Take a moment to learn about the benefits users can realize with ICN's firewall and security consultation services.

### Why Customers Can Benefit from AramidFW

1. Options: Manage the device yourself or have the ICN manage it for you.
2. More Options: Turn on or turn off the robust features on the Fortinet platform to best suit your needs.
3. No Interoperability Headaches: No need to worry about utilizing multiple appliances or software to perform network security functions and whether or not they work well together.
4. Visibility: See and block threats on your network at every level.

Visit ICN's AramidFW webpage (<https://icn.iowa.gov/services/aramidfw>) or contact ICN's Account Consultants at [ICN.CSS@iowa.gov](mailto:ICN.CSS@iowa.gov) for more information.

### Why a Security Consultation is Vital to your Organization

1. Establishing a framework helps to identify gaps, risks, and threats and creates action plans to mitigate or accept these risks.
2. Identifying what is going on in your network and the threats that your current security appliances may be missing.
3. Learning about vulnerabilities that those outside your network may be able to exploit.

Visit ICN's Consultation and Strategy webpage (<https://icn.iowa.gov/services/consultation-strategy>) or contact ICN's Account Consultants at [ICN.CSS@iowa.gov](mailto:ICN.CSS@iowa.gov) for more information.

## Public Internet through the ICN at the Marion Public Library

By Jo Pearson, Assistant Director

Early this year, the Marion Public Library switched providers for our public Internet and Wi-Fi services to 100MB internet from the ICN. As our community, and consequently our city government, has grown, the city's IT staff felt more and more reluctant about sharing city networks with the public users of library services. There were concerns about the security of the city's network that includes our police and human resources departments.

In January, our city IT staff were ready to take the plunge; they had a new provider lined up for our public network and scheduled a time to split the services and make the switch for us.

The results were disastrous. With the new service provider, our public internet service slowed to less than a crawl. Patrons couldn't get to websites, sites timed out, wheels spun, job and other applications couldn't be completed, patrons couldn't play games or stream video or access Facebook or open their email accounts.

Every day, patrons would literally throw up their hands in frustration and walk out. It took only hours to learn up close and personal about the importance to our library community of high speed internet. We were without that service for several months as we struggled to find a working solution.

High speed internet matters for reasons other than the obvious already noted. Patrons often left in frustration because a page wouldn't load and young children with them had reached the end of their patience. For security reasons, we had to tell many patrons that we were not able to upload and print their documents from staff computers, nor could we use their USB drives or log them into their email accounts on our computers.

Within a very short time, we switched to yet another provider, but service was not improved. Our staff was as frustrated as our patrons because of our inability to help improve anyone's access.



## SYBAC Day 2018

You're invited!

Hear from ICN's SYBAC student advocates!

### February 13, 2018

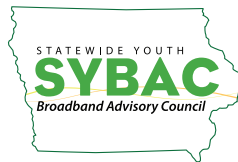
10:30-11:30 AM: Meet with SYBAC students  
Iowa State Capitol, Room 204

2:00-3:00 PM: In-person SYBAC Meeting  
Grimes State Office Building, Basement B100

*The Statewide Youth Broadband Advisory Council was established by the ICN to engage high school students on a variety of broadband related topics.*

SYBAC Topics Include:

Cybersecurity | Digital Devices | Broadband Dead Zones | Coding | Augmented Reality | Encryption



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We have been an ICN videoconference site for over 20 years, and though that videoconference equipment is no longer in demand, along with that, we do have high-speed internet cabling installed. In fact, three area school districts use our connection to provide their own internet access. We finally realized the solution to our problem was right here in our ICN room and reached out to the Iowa Communications Network to ask about having them provide us with internet and wifi services for our patrons.

That switchover was pretty fast and painless. ICN technicians provided excellent service and had us up and running very quickly. We were skeptical about the prognosis for a seamless switchover given our months of frustration and the inability of service technicians with the other companies to provide workable solutions. However, in fact it did turn out to be pretty seamless. And the day the new service went live, we had patrons giving us high fives and thanking us. It was most gratifying.



## Employee Spotlight Richard Sopher

Richard Sopher has worked with the ICN for 2 years as a Communications Technician 2 within the TAC unit (Technical Assistance Center). His primary duties include troubleshooting data/voice (phone) issues and installing copper and fiber connections in State of Iowa buildings. Richard explains that the best part of his job is the people he works with and the feeling of making the State a better place. Prior to joining the ICN he worked at Jacobson Companies in their IT Department (Jr. Network Engineer) and Hirsh Industries as a plant manager. Richard holds an Associate's Degree in Applied Sciences with a focus on Telecommunications.

A few favorites for Richard include: pizza from Pete's Pizza in Indianola, the colors black and silver for the Raiders, and traveling for the Unites States Grand Prix for Formula 1 Racing. In his leisure time he enjoys hobbies such as riding his Harley Davidson, deer hunting, and fishing. He also aspires to be the best husband, father, and grandfather. Lastly Richard is a dedicated Raiders football fan with the following Football motto, "Rather be dead than Red. Go Raiders & DOWN WITH CHIEFS."

If Richard could meet one person in history it would be Michael Schumacher (German F1 Driver). The advice that Richard would tell him is to not go on the ski trip. A memorable life experience was watching his daughter graduate from Grand View University and also being accepted into University of Iowa's Dental program. Richard explains it well, he is "one proud PaPa".

## Broadband News from Around the Web

[A north Iowa shop class is going high-tech](#)  
St. Ansgar High School's shop class is no longer going down the traditional route. Technology is being incorporated in all aspects throughout the classroom.

[Tele-psych services approved for Mercy](#)  
New telepsychiatry services have been approved for Mercy Medical Center-Centerville. Tele-psychiatry services offer access to a psychiatrist for mental health consultations over an online interface.

[Expanding Rural Iowa's Broadband Infrastructure](#)  
Western Iowa Telcom recently received a \$24.8 million USDA loan for an extensive fiber-to-the-premise (FTTP) project that will greatly expand broadband access to communities, residents and businesses in northwest Iowa.

[Group releases recommendations to bolster computer science education in Iowa](#)  
The recommendations were written with "a vision that computer science will eventually become a high school requirement for all students," according to the group's report, and includes encouraging all school districts to allow some computer science courses to count toward high-schoolers' math course requirements.

[The Growth of Iowa Telemedicine](#)  
Telemedicine is the remote delivery of healthcare services including using new technologies like video streaming. This method has been growing in use in recent years, and

the topic was the subject of a panel discussion earlier this month at the Iowa Ideas Conference in Cedar Rapids.

[Gov. Reynolds, Lt. Gov. Gregg announce Text-to-911](#)  
Gov. Kim Reynolds and Lt. Gov. Adam Gregg announced Text-to-911, a new public safety tool available to Iowans.

[Women's Alliance for Cyber Security \(WACS\) prepared for spring competition](#)  
WACS is new to the ISU campus this fall. The group dedicated the first half of the fall semester to preparing for the Cyber Defense Competition, which was held on Oct. 7. WACS had six members participate in the competition, and for most of them it was their first competition.

[Gov. Reynolds applauds Internet growth](#)  
The deployment of broadband wireless Internet service in Plymouth County was highlighted at the Farmers Cooperative Company in Craig. The service is offered to connect rural areas with broadband services and technologies.

[Iowa State Engineers Help Black Sea Countries Fight Cybersecurity Threats](#)  
Iowa State University faculty members and graduate students recently powered up their cybersecurity test bed and dissected the December 2015 cyberattack that hijacked and took down dozens of power substations across western Ukraine.

## **BROADBANDMATTERS**

**BROADBAND STRONG:** Delivering **FLEXIBLE** broadband and **FAST** experiences to meet the growing broadband needs of education, government, public safety, and healthcare in Iowa.

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Connect with Broadband Matters: [broadbandmatters.com](http://broadbandmatters.com) | [twitter.com/BroadbandIowa](https://twitter.com/BroadbandIowa) | [facebook.com/BroadbandMattersIowa](https://facebook.com/BroadbandMattersIowa)