

CHAPTER 1
DESCRIPTION OF ORGANIZATION

751—1.1(17A,8D) Purpose. The Iowa telecommunications and technology commission and the Iowa communications network were established by Iowa Code chapter 8D to coordinate communications of state government, effect maximum practical consolidation and joint use of communications services and manage, develop, operate and ensure compatibility of the fiberoptic network.

751—1.2(17A,8D) Organization. The commission's structure consists of five commissioners and the state auditor as an ex officio member of the commission. The commission has the sole authority to manage, develop, operate and ensure compatibility of the state communications network. The network is supervised by the commission and operated by the executive director of the network or the commission's designee. The commission has rule-making authority.

751—1.3(17A,8D) Advisory committees.

1. The telemedicine advisory committee performs advisory functions related to the delivery of telemedicine applications.
2. The telecommunications advisory committee provides technical expertise to the network.
3. The commission may establish or dissolve other committees and advisory groups from time to time as necessary.

751—1.4(17A,8D) Education telecommunications council. The education telecommunications council establishes scheduling and site usage policies for educational users of the network, coordinates the activities of the regional telecommunications councils and develops proposed rules and changes to rules for recommendations to the commission. The council also may recommend long-range plans for enhancements needed for educational applications.

The regional telecommunications councils advise the education telecommunications council on the assessment of local educational needs and the coordination of program activities including scheduling.

751—1.5(17A,8D) Administrative elements of the commission.

1.5(1) Executive director. The executive director or the commission's designee administers the programs and services of the commission in compliance with the Iowa Code and the rules adopted by the commission.

1.5(2) Administrative elements. In order to carry out the functions of the commission, the following divisions/bureaus/offices have been established:

a. The office of the deputy director is responsible for agency information systems functions, legislative liaison, public information, maintenance of a circuit database, and administrative support to the commission. The office also provides information and education to the public about the commission and the fiberoptic network and maintains the commission's World Wide Web page on the Internet.

b. The finance division is responsible for maintaining the financial books and records of the commission, accounting, billing, asset inventory and management, personnel transactions, travel vouchers, claims for payments of goods and services, processing cash receipts, purchasing and contracting activities, facilities management and other duties as assigned from time to time.

c. The operations bureau is responsible for provisioning of video services, data/Internet services, and voice services for authorized users. It is responsible for all operational aspects of the fiberoptic network.

d. The engineering bureau is responsible for the technical operation of the fiberoptic network, including research and development, and network systems support. It oversees all physical aspects of the network's equipment and circuits and performs other duties as assigned from time to time.

e. The service delivery bureau coordinates the activities between the engineers, individual sites, and authorized users. It is responsible for providing cost estimates for services; tracking service requests; executing installation services; assisting authorized users in finding the best structure to meet the users'

needs; developing new products and services; maintaining price tables; and providing customer service and assistance.

751—1.6(17A,8D) Location of offices.

1.6(1) Main office. The main office is located in the Grimes State Office Building, 400 E. 14th Street, Des Moines, Iowa 50319. The telephone number is (515)725-4692. The toll-free number is 1-877-426-4692. The fax number is (515)725-4727. The E-mail address is ICN.info@iowa.gov. The home page address on the World Wide Web is <http://www.icn.state.ia.us>.

1.6(2) Network. The hub for the network is located in the Joint Forces Headquarters (JFHQ) Armory, 6100 N.W. 78th Avenue, Johnston, Iowa 50131.

751—1.7(8D) Business hours.

1.7(1) Normal business hours. The normal business hours of the main office are 8 a.m. to 4:30 p.m., Monday through Friday, except holidays. The Network Operations Center (NOC) operates on a 24-hour, seven-day-a-week basis at the network hub in the JFHQ Armory in Johnston, Iowa.

1.7(2) Emergency incident reports. The 24-hour emergency telephone number for reporting cable cuts, system failures or other incidents is 1-800-572-3940, or (515)323-4400.

These rules are intended to implement Iowa Code sections 17A.3(1) “a,” 8D.1, 8D.3(3) “b,” 8D.5 and 8D.6.

[Filed 9/17/96, Notice 7/31/96—published 10/9/96, effective 11/13/96]

[Filed 12/1/04, Notice 10/13/04—published 12/22/04, effective 1/26/05]

[Filed 1/26/06, Notice 12/21/05—published 2/15/06, effective 3/22/06]

[Filed 9/21/07, Notice 6/20/07—published 10/10/07, effective 11/14/07]

[Filed 6/19/08, Notice 2/27/08—published 7/16/08, effective 8/20/08]