

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.** The commission may establish or dissolve committees and advisory groups from time to time as necessary.  
[ARC 9600B, IAB 7/13/11, effective 8/17/11]

**751—1.4(17A,8D) Education telecommunications council.** Rescinded ARC 4983C, IAB 3/11/20, effective 4/15/20.

**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. The executive director's office is responsible for providing legislative liaison and public information functions, as well as providing administrative support to the commission. The executive director's office provides information and education to the public about the commission and the fiberoptic network and maintains the commission's Web site.

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

*a.* The administrative division coordinates the activities between the engineers, individual sites, and authorized users. The division 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. The division is also 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, as well as coordination with the attorney general's office for legal counsel.

*b.* The network operations and engineering division is responsible for provisioning of video services, data/Internet services, and voice services for authorized users. The division is responsible for all operational aspects of the fiberoptic network. The division is responsible for the technical operation of the fiberoptic network, including research and development; network systems; agency information systems functions; and maintenance of a circuit database.

[ARC 9148B, IAB 10/6/10, effective 11/10/10; ARC 9600B, IAB 7/13/11, effective 8/17/11; ARC 0409C, IAB 10/17/12, effective 11/21/12]

**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](mailto: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]

[Filed ARC 9148B (Notice ARC 8895B, IAB 6/30/10), IAB 10/6/10, effective 11/10/10]

[Filed ARC 9600B (Notice ARC 9469B, IAB 4/20/11), IAB 7/13/11, effective 8/17/11]

[Filed ARC 0409C (Notice ARC 0269C, IAB 8/8/12), IAB 10/17/12, effective 11/21/12]

[Filed ARC 4983C (Notice ARC 4626C, IAB 8/28/19), IAB 3/11/20, effective 4/15/20]