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June 8, 2001

Memorandum

TO: Members of the Legislative Oversight Committee
FR: Tami Fujinaka, ICN
CC: Doug Wulf, Legislative Fiscal Bureau
RE: Audio Failure During Oversight Committee Meeting

 During the May 16, 2001, Oversight Committee Meeting, committee members at remote Iowa Communications Network (ICN) sites were unable to hear the members at the originating site in the Capitol Building. A trouble ticket was opened by the ICN Network Service Center (NSC) at 11:20 a.m. and the trouble was cleared at 1:38 p.m.

The audio problem was resolved after one of the video network components was "powercycled" (the power was turned off and turned back on). Although this appears to be a relatively simple fix for something that took an unusual amount of time to repair, there were many steps in the trouble shooting process that needed to be taken before attempting the powercycle. Those steps included testing of the other components involved with providing the audio feed for a video session (i.e. cables, encoding/decoding devices). The success of the powercycle was due to the "resetting" process, which returned the piece of equipment to its original configuration setting. It is possible that the setting had been changed prior to the scheduled video session. The room that contains this equipment has been accessible to personnel other than authorized ICN employees. In order to minimize the chance of this happening in the future, the room containing the non-classroom video equipment is being secured and made accessible by authorized ICN employees only.

Although this failure was not due to failed equipment, ICN staff expects to see rising equipment failures in the network rings that have not been upgraded due to the age of most of the equipment on those rings.

 Please let me know if any additional information is required on this subject.

ICN Monthly Statistics

April 01

Major Network Troubles:

Total Trouble Tickets: 41

	<u>Number of Troubles</u>	<u>Number of Sessions Effected</u>	<u>Number of Participants Effected</u>	
Network trouble on the portion of the Network <u>not yet upgraded</u> :				33
Encoder/Decoder	13	12	152	
Data Com Synch card (video)	13	9	131	
CSU/DSU & MUX	5			
Optical Failure	1			
Channel Bank	1			
<u>Equipment Replacement Cost:</u>	\$14,100			
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Network trouble on <u>upgraded rings</u> :				4
Cellworx ATM	4			
Other Network troubles:				4
Cabling	1			
Fiber cuts	3			
<u>Equipment Replacement Cost:</u>	Covered under warranty			

Monthly Usage Statistics:

Number of Sessions	4,958
Number of Sites involved	19,675