

**AGENCY PERFORMANCE PLAN
FY 2024**

Name of Agency: Iowa Communications Network				
Agency Mission: Provide innovative, secure and reliable Network access to education, healthcare, public safety and government customers.				
Core Function	Performance Measure (Outcome)	Performance Target	Prior Year Actual	Agency Strategic Plan goals (SP) or Governor's Priorities (GP) linked to measure
CF: Public Broadband and Telecommunication Network Services Capacity				
Network Utilization	Network Utilization	<70%	20% - 30%	Ensure network capacity planning is optimized to maintain network integrity.
Critical Infrastructure Core Network Availability/Uptime (E911/Healthcare/National Guard)	Percentage of Core Network uptime.	99.999%	100%	Operate/maintain network in an efficient and responsible manner as it relates to uptime.
Services, Products, Activities	Performance Measures	Performance Target	Prior Year Actual	Strategies/Recommended Actions
1. Order performance.	Percentage of customer Fast Track processes completed within 48 hours.	95%	100%	Enable efficient service to customers through establishing and maintaining an effective internal business process.
2.	Percentage of invoices delivered by the fifth business day of each month.	95%	96%	Enable efficient service to customers through establishing and maintaining an effective internal business process.
3.	ICN's monthly quick ratio – The ability of the agency to use its near cash or quick assets to extinguish or retire its current liabilities immediately.	1.5	2.30	Enable efficient service to customers through establishing and maintaining an effective internal business process.
4. Network management activity	Percentage of fiber repairs completed within Service Level Agreement (SLA) standard of 6 hours.	80%	89%	Maintain effective and efficient network operating systems.
6.	Percentage of subscribed Internet broadband growth.	15%	9.2%	Provide cost effective solutions to ICN customers and ensure availability of required broadband resources.
7.	Percentage of responses to security alerts from a variety of internal/external sources by severity. Low-8 hrs., Medium-4 hrs., High-1 hr	95%	New Measurement	Reduce risk and impact of security incidents to the ICN agency and customer carrier network.