



# Iowa Communications Network 2022 – 2025 Strategic Plan

**FINAL**



## 2022-2025 Strategic Action Plan

### Mission

Provide a statewide, innovative, secure, reliable network, and technology solutions for education, healthcare, public safety, and government.

### Vision

Provide a future ready network by championing technologies, maximizing efficiencies, and collaborating with partners to connect and protect all of Iowa.

### Agency Customers

- Accredited K-12 school districts and private schools
- Accredited public and private colleges and technical educational institutions
- State government agencies
- State Judicial branch
- Federal government agencies
- Hospitals and clinics
- Public libraries



## 2022-2025 Strategic Action Plan

### Governor's Priorities

- Iowa's Resilient Economy
- Putting Students First
- Creating Universal Broadband Access for Iowans
- Confronting Iowa's Child Care Crisis
- Expanding Housing Opportunities
- Innovating Iowa's Workforce
- Reinvigorating the Iowa Agricultural Economy
- Ensuring Strong, Safe Communities
- Improving Access to Quality Healthcare



# 2022-2025 Strategic Action Plan

## Goal 1: Personnel - Develop and Maintain Qualified Staff.

Strategies	Actions	Who is Involved	Due Date
<ol style="list-style-type: none"><li>1. Identify staffing needs, vacancies, and future business for division/bureaus.</li><li>2. Review and update job classifications.</li><li>3. Establish desired staffing levels.</li><li>4. Develop bureau training plans.</li></ol>	<b>Action #1</b> <ul style="list-style-type: none"><li>• Review staffing levels based on business needs and time frame.</li></ul>	Leadership Team	End of Fiscal Year 2022
	<b>Action #2</b> <ul style="list-style-type: none"><li>• Identify, review, and update job classifications.</li><li>• Develop desktop procedures (responsibilities processes, systems, and technology).</li></ul>	Leadership Team and Employees	Quarter 3: Fiscal Year 2022
	<b>Action #3</b> <ul style="list-style-type: none"><li>• Develop training plans with semiannual reviews.</li><li>• Determine staffing requirements by bureau.</li></ul>	Leadership Team	End of Fiscal Year 2022



# 2022-2025 Strategic Action Plan

## Goal 2: Technology and Services - Develop and Diversify Emerging Technologies.

Strategies	Actions	Who is Involved	Due Date
<ol style="list-style-type: none"> <li>1. Complete existing technology-based projects.</li> <li>2. Establish plan for new customer driven projects.</li> <li>3. Utilize and leverage industry's best practices.</li> <li>4. Strengthen the integrity of the Network.</li> </ol>	<p><b>Action #1</b></p> <ul style="list-style-type: none"> <li>• Migrate core equipment and connections.</li> <li>• Fund, plan, and procure SIP technology.</li> <li>• Deploy infrastructure equipment.</li> </ul>	<p>Leadership Team, Operations, Engineering</p>	<p>End of quarter 1, Fiscal Year 2023</p>
	<p><b>Action #2</b></p> <ul style="list-style-type: none"> <li>• Repurpose to train current employees or hire new employees.</li> </ul>	<p>Leadership Team and Employees</p>	<p>End of quarter 1, Fiscal Year 2023</p>
	<p><b>Action #3</b></p> <ul style="list-style-type: none"> <li>• Produce cloud firewall.</li> <li>• Train sales teams.</li> </ul>	<p>Leadership Team and Business Services</p>	<p>1<sup>st</sup> quarter, Fiscal Year 2023</p>
	<p><b>Action #4</b></p> <ul style="list-style-type: none"> <li>• Design, fund, purchase, configure, and implement Network integrity.</li> <li>• Redesign network to reduce outages.</li> </ul>	<p>Leadership Team, Operations, Engineering</p>	<p>Fiscal Year 2026</p>

