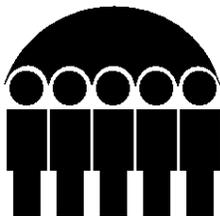


April 27, 2004

Employees' Manual
Title 24
Chapter G

ICN VIDEO CONFERENCING



Iowa
Department
of
Human Services

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OVERVIEW

ICN is a fiber optic network designed to transport voice, data, and video signals statewide at the speed of light. The ICN is an interactive tool designed to provide all Iowans access to resources such as major learning centers, libraries, and government agencies.

The ICN was initially implemented to provide educational opportunities to rural areas throughout the state. The ICN links Iowa's schools, public universities, community colleges, governmental offices, and libraries. ICN will facilitate sharing of educational resources as well as will be used by government agencies to streamline operations. Key benefits to the ICN are:

- ◆ Reduce travel costs.
- ◆ Provide capability to maintain regular contact with offices across the state.
- ◆ Reduce the amount of "unproductive travel time".
- ◆ Provide increased accessibility/sharing of resources.

The "hub" of the ICN is located at the STARC Armory in Camp Dodge. A minimum of one ICN site exists in each county, as well as the three Regents Universities and some private universities and colleges. The National Guard and many state agencies also have ICN sites.

This chapter provides information relating to the use of ICN video conferencing rooms within the state of Iowa and specific to the Department of Human Services. At least one ICN video conferencing room is in Central Office, at several of the service area offices, and all DHS institutions. Some service area offices and DHS institutions also have computer-training rooms that are connected to the ICN.

ICN Share

The ICN share contains:

- ◆ Several documents developed to expedite learning about the ICN, equipment, and scheduling process.
- ◆ Annual savings reports to be updated by ICN site schedulers and submitted to the legislature by the Division of Fiscal Management.

The ICN share is located at HOOVR3S1/Support.771/ICN. Information in the share may be read by anyone having access to the Department's data network.

Legal References

The legal basis for policies in this chapter includes:

- ◆ Iowa Code section 8D.2, which defines authorized users of the ICN Network.
- ◆ Iowa Code section 8D.10, which requires annual report of cost savings to the general assembly on or before January 15 for the previous fiscal year.
- ◆ 751 Iowa Administrative Code 7.1(8D), which defines authorized users, facilities, and uses of the ICN Network.
- ◆ 751 Iowa Administrative Code 7.11(8D), which defines authorized users for telemedicine.
- ◆ 751 Iowa Administrative Code 12.1(8D), which authorizes the Iowa Telecommunications and Technology Commission to establish rates to be charged to all authorized users for use of the network.
- ◆ 751 Iowa Administrative Code 12.2(8D), which defines “educational or training event” and “meeting event”.
- ◆ 751 Iowa Administrative Code 12.5(8D), which sets fees charged for telemedicine at a cost based on the ongoing operational cost of the network.
- ◆ 751 Iowa Administrative Code 3.1(1), which sets the hourly charge for use of a classroom site.
- ◆ 751 Iowa Administrative Code 14.1(8D), which requires authorized users to develop written policies relating to use of the ICN Network.
- ◆ 751 Iowa Administrative Code 14.2(8D), which authorizes the Iowa Telecommunications and Technology Commission to establish procedures for requesting use of ICN classroom sites and for usage.
- ◆ 751 Iowa Administrative Code 14.3(8D), which defines the hours of operation of ICN classroom sites. Also, authorizes sites where the agency has used its own funding for the fiberoptic connection and the fiberoptic termination site equipment, to permit or deny accessibility to other authorized users.

Definitions

“**Authorized user**” means a public or private agency, as follows:

- ◆ “Public agency” means
 - A state agency,
 - An institution under the control of the Board of Regents,
 - The judicial department,
 - A school corporation,
 - A city, county, or regional library,
 - A judicial district department of correctional services,
 - An agency of the federal government, or
 - A U.S. Post Office that receives a federal grant for pilot and demonstration projects.
- ◆ “Private agency” means
 - An accredited nonpublic school,
 - A nonprofit institution of higher education eligible for tuition grants, or
 - A licensed hospital, or
 - A physician clinic.

“**Call host**” means the authorized user responsible for conducting the meeting.

“**ICN**” means the Iowa Communications Network.

“**ICN coordinator**” means the person in Central Office who is responsible for coordination of ICN policies and procedures for DHS and submission of the annual savings report to the legislature.

“**ICN site scheduler**” means the person at each ICN site who is responsible for scheduling that ICN site.

“**IPTV**” means Iowa Public Television

“**On-demand scheduling**” means to schedule an ICN videoconference with less than 24 hours notice. On-demand scheduling is allowed for telemedicine sessions only.

“Telemedicine” means use of a telecommunications system:

- ◆ For diagnostic, clinical, consultative, data, and educational services
- ◆ For the delivery of health care services or related health care activities
- ◆ By licensed health care professionals, licensed medical professionals, and staff who function under the direction of a physician, a licensed health care professional, or hospital
- ◆ For the purpose of developing a comprehensive, statewide telemedicine network or education.

USE OF DHS VIDEOCONFERENCING ROOMS

The primary use of DHS ICN classrooms is for DHS activities and meetings. When the room is not being used for DHS purposes, it may be available to any authorized ICN user on a first-come, first-serve basis through the ICN scheduling process. Availability is at the discretion of the ICN site scheduler.

DHS video conferencing locations will be open and available for use from 8:00 a.m. - 4:30 p.m., Monday through Friday, excluding holidays. There is normally no Sunday in scheduling, as IPTV offers no technical service.

After-hour use may be requested, but will be considered on a case-by-case basis. Any after-hour use requires a DHS staff member to be present during the time non-state persons are in the building, and special arrangements must be made to provide building access after hours.

DHS meetings take priority for all DHS ICN sites. Therefore, DHS site schedulers may choose to deny requests from other agencies to use the DHS ICN location that are made beyond 30 days of the meeting date. The Department reserves the right to cancel and reschedule activity when circumstances warrant such measures.

The DHS video conferencing rooms shall be used in accordance with state ICN rules and regulations. The following policies pertain to all DHS ICN video conferencing sites:

- ◆ An authorized user of the ICN classroom must comply with the Americans With Disabilities Act and is responsible for providing qualified interpreters or auxiliary aids if requested. The authorized user assumes the cost of reasonable accommodations.
- ◆ Use or transmission of copyrighted materials without prior approval of the copyright holder is strongly prohibited. Appropriate use of copyrighted material is the responsibility of the authorized user.
- ◆ Permission to use the ICN classroom does not imply endorsement of, or agreement with, the purposes of or the expression of uses by the Department or its staff.
- ◆ The authorized user is responsible for leaving the ICN room in the same condition in which it was found.
- ◆ The authorized user is financially responsible for any damage to DHS property. Misconduct or damage to DHS property are grounds to refuse any user and may result in the immediate termination of the meeting or event.
- ◆ Food and non-alcoholic beverages may be allowed in the room, but not in the presentation area. Check with the local site scheduler regarding this policy.
- ◆ State buildings are smoke-free. No smoking is permitted.
- ◆ Visitor parking is available in designated areas. In the Capitol Complex, complaints or accident reports are to be filed with Capitol Security at 281-5608.

ICN Classroom Equipment

Although each DHS ICN site is unique in its configuration, each has the same basic capabilities. Equipment available at each site include:

- ◆ Touch screen monitor.
- ◆ Student video camera(s).
- ◆ Instructor video camera.
- ◆ Session and remote monitors.
- ◆ Document camera.
- ◆ VCR(s).
- ◆ Lavalier microphone.

- ◆ “Push to talk” microphones.
- ◆ Speakers.
- ◆ Telephone.

The use of ICN classroom equipment requires some training. Such training is available by contacting your local ICN site scheduler.

Additional information pertaining to the use of ICN classrooms is available on the IPTV Internet site at http://www3.iptv.org/iowa_database/default.cfm.

Maintenance and Repair

Each DHS ICN site is encouraged to enter into a maintenance agreement with IPTV for preventative maintenance and repair of its ICN components.

Authorized Video Use

Certain persons and entities may use the full motion interactive video services if the use meets the following conditions:

- ◆ The use is within the requesting authorized user’s written mission; and
- ◆ A representative of the authorized user is present and participating in the session; or
- ◆ The authorized user has a written contract with the person accessing the network; and
- ◆ The use does not facilitate or enable a private person or entity to use the network for direct pecuniary gain.

For DHS purposes, any use that meets the mission of the Department is an authorized use. Included are the following:

- ◆ Conferences and meetings.
- ◆ Client staffings.
- ◆ Training for programs and policy.
- ◆ Communication updates to field employees.
- ◆ Personal computer hands-on training.
- ◆ Telemedicine (where available).

Computer Training Rooms

Computer-training rooms located at the services area offices and DHS institutions are for the use of the Iowa Department of Human Services only. Computer training sessions are scheduled in the same manner as the ICN room. ICN computer training sessions shall be reported on the ICN Annual Report of Cost Savings.

SCHEDULING PROCEDURES

ICN room requests should be submitted as early as possible. IPTV requires a minimum of 24 hours lead-time for scheduling all training and administrative sessions. In all cases, “the earlier the better” rule applies. IPTV will fax room requests received before 3:00 p.m. to ICN sites that evening, but it can take several days for confirmation to occur.

Use the following procedures to schedule a videoconference:

- ◆ The call host should complete form 470-3809, *ICN Scheduling Form*, and identify the host site and all participating sites.
- ◆ The DHS ICN site scheduler will schedule the conference and request all sites using the IPTV Iowa Distance Learning Database web site at:
http://www3.iptv.org/iowa_database/aeamap.cfm.

If all of the requested sites are DHS or other non-educational sites, the DHS site scheduler may contact the site scheduler at that location and schedule without first involving IPTV.

- ◆ The DHS site scheduler must check the reservation on the IPTV web site for confirmation of all requested sites. The call host must approve any site changes.
- ◆ The call host is responsible for notifying meeting participants of the videoconference and providing all related materials.

Any Internet user can obtain information relating to each ICN site from the IPTV Iowa Distance Learning Database web site, http://www3.iptv.org/iowa_database/aeamap.cfm.

Cancellations

Cancellations must be reported to ICN by 3:00 p.m. two full business days before the day of the event or the authorized user will be billed. The ICN site scheduler shall make all cancellations.

ICN Site Scheduler Responsibilities

Each DHS ICN site has a designated site scheduler who is responsible for:

- ◆ Scheduling conference sites.
- ◆ Scheduling conferences using IPTV web site.
- ◆ Submitting site changes and cancellations to IPTV.
- ◆ Submitting updates to site information maintained on the IPTV web site.
- ◆ Entering appropriate information into ICN Savings Report.
- ◆ Assisting users of DHS ICN site in operation of equipment.
- ◆ Ensuring that all ICN equipment is maintained in good working order and cameras adjusted properly.
- ◆ Locking/unlocking DHS ICN site daily.
- ◆ Ensuring that the room is kept clean and in order.
- ◆ Contacting IPTV regarding problems that occur during the call.
- ◆ Billing authorized users for use of local ICN site as necessary.
- ◆ Verifying ICN billings and preparing expenditure correction (EC) as necessary to charge back costs.

Call Host Responsibilities

Each videoconference shall have a call host who is responsible for:

- ◆ Determining the date, time, and sites for the call and providing them to ICN site scheduler.
- ◆ Notifying call participants of the conference and providing them with pertinent site access information.
- ◆ Providing participants with meeting materials before meeting.
- ◆ Operating ICN classroom equipment and conducting the session.
- ◆ Cleaning up the room after use.
- ◆ Notifying the ICN site Scheduler of any problems that occur during the call.

Note: Training on how to provide instruction and prepare for meetings is recommended for all DHS call hosts before they host their first call. Contact Employee Services for information related to available training.

TELEMEDICINE

Where available, DHS institutions may use the ICN video network to connect with the University of Iowa Hospital or another authorized user to provide medical services to residents. Specialized telemedicine carts and Integrated Subscribers Digital Network (ISDN) telephone services are required.

Telemedicine carts utilize compressed video and can be connected to other authorized users in two ways:

- ◆ Dial-up. This method of connection uses an ISDN telephone line to connect two compressed video (ISDN) sites. The authorized user is dialed directly from the telemedicine cart. Up to 42 compressed video sites (ISDN) can be connected at one time via the dial-up mode.
- ◆ Back-to-back. This gateway service allows compressed video technology to communicate with full-motion video technology. This method utilizes a combination of the ISDN telephone service and the full-motion ICN video network for transmission of the session.

A back-to-back connection is required any time more than two sites are connected (excluding the ICN connection site) and one or more of those sites is not part of the full-motion ICN video network.

To use a back-to-back connection, the caller must contact the ICN scheduling center to request an on-demand session and then dial the number provided by the ICN scheduling center. For billing purposes only, the connection site at ICN will be billed as an additional site for all calls.

Some very simple training will be required in advance of scheduling the user's first back-to-back session. Because the interface of these two networks is not as seamless as each one when operated separately, a proctor may be required for sessions of more than two sites. Contact the ICN scheduling center to schedule a demonstration and training for this mode of operation.

Full-motion video quality cannot be achieved using a telemedicine cart.

Arrangements for after-hour access of the ICN network must be made in advance directly with ICN. Telemedicine sessions can be scheduled on demand by calling the ICN scheduling center at 1-877-575-2862 or 515-725-4686.

Telemedicine sessions should not be included on the ICN Annual Report of Cost Savings.

ICN COSTS

The ICN site scheduler is responsible for tracking all costs associated with each ICN session and either billing the authorized user or charging back costs to specific IFAS account numbers.

The ICN site scheduler can provide you with current rates for each session type.

Account Numbers

Account numbers must be set up with IPTV before implementation of an ICN site. DHS accounts are used only when DHS is the call host.

IPTV has assigned two accounts for each DHS ICN site.

- ◆ Training. The training account number can only be used when providing training.
- ◆ Administrative. The administrative account number is used for DHS sessions that are other than training.

Room Charges

The authorized user is financially responsible for all ICN telecommunication charges incurred for the use of the room.

Many state agencies do not charge a room use fee. Those that do are clearly identified on the IPTV scheduling request. Fees are set not to exceed \$12.50 per hour for any portion of an hour.

There will be no room usage charge to DHS staff for use of DHS videoconferencing locations.

There will be a charge of \$12.50 per hour for use of DHS videoconferencing locations to all non-DHS users. The ICN site scheduler may waive this charge. Failure to pay usage fees will result in denial of future use of DHS videoconferencing sites for the defaulting agency. There will be no charge for a DHS videoconferencing site if the reservation is canceled by 3:00 p.m. two full business days before the day of the event.

It is recommended that room charges be made for after-hour site use to recover staff costs. If the conference begins during normal hours and continues after hours, the authorized user should be charged only for that portion of time outside normal hours. The ICN site scheduler may waive this charge.

Annual Report of Cost Savings

The call host agency is responsible for submission of savings information to ICN. ICN site schedulers will record session information for DHS calls hosted at their site throughout the year in the prescribed format. ICN site schedulers must complete form 470-3810, *ICN Annual Report of Cost Savings*, immediately following completion of the call.

At the time that the call host completed form 470-3809, *ICN Scheduling Form*, it was determined if the meeting would have been held in person if the ICN network were not available. If the meeting would have been held in person, calculate savings using the following assumptions:

- ◆ The meeting would have been held at the call host site.
- ◆ At least one participant from each call site would have traveled to the call host site.

- ◆ The number of participants for training sessions is based on the class registration list.
- ◆ Distances site to site are calculated using State of Iowa maps and the most direct route, as determined by the ICN site scheduler. Mileage costs are the maximum allowable rate authorized through the state fleet administrator. Individual distances for participants will not be calculated.
- ◆ Lost productivity is calculated using the hourly rate at the top of the range (step 6) of the IMW III level for all participants.
- ◆ Calls lasting more than six hours result in overnight lodging and three meals for participants traveling more than 100 miles.
- ◆ Calls including participants at out-of-state locations would result in two-way air transportation charges at the current rate. (The ICN site scheduler will call the state's authorized travel agency for cost estimate.)
- ◆ Meal charges will be at the maximum allowable daily rate.



STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

April 27, 2004

GENERAL LETTER NO. 24-G-1

ISSUED BY: Division of Fiscal Management

SUBJECT: Employees' Manual, Title 24, Chapter G, *ICN VIDEO CONFERENCING*,
Title page, new; Contents (page 1), new; and pages 1 through 12, new.

Summary

This letter transmits Title 24, Chapter G, a new chapter of the manual detailing the procedures for ICN video conferencing.

Effective Date

Immediately

Material Superseded

None

Additional Information

If you have any questions concerning this material, please contact your service area administrator.