



## Welcome to UETN

# We network for education and healthcare

Whether you're a student or healthcare provider, a librarian or a teacher, UETN provides the broadband infrastructure to keep you connected. It doesn't matter if you're in college or a charter school, Blanding or Bountiful, you have access to reliable, high speed connections.

As one of the nation's premiere networks for education and healthcare, UETN's success is based on collaboration. We work closely with state legislators, the Governor's office, public education, higher education, hospitals and health departments. As a public private partnership we also team up with technology and telecom providers to deliver cost-effective services throughout the state.

As UETN connects classrooms and clinics we also provide tools to make the most of those connections. Our tools include interactive video conferencing, an online library with thousands of media resources and a statewide learning management system. We also provide training and technology support to assure that no matter where you are, robust resources are always available.

Ray Walker  
*Chair, UETN Board*

Ray Timothy  
*CEO and Executive Director, UETN*

## Purpose



We connect people and technologies to improve education and healthcare in Utah.

## Initiatives



### **NETWORK**

We will administer a secure, advanced, and stable network.

Grow capacity > Mitigate security incidents > Support HPC for research > Merge UEN and UTN infrastructure > Leverage peering

### **APPLICATIONS**

We will curate and support high quality resources and tools.

Align to core needs and standards > Focus on graduation > Maximize cost savings through consortia

### **SUSTAINABILITY**

We will secure ongoing funding for our work.

Be transparent and efficient > Maximize E-Rate and HealthCare Connect funds > Seek grants and partnerships

### **BROADCAST**

We will extend programs and projects to benefit our community.

Manage FCC spectrum repack changes > Leverage the IP network > Produce new media

### **DEVELOPMENT**

We will provide excellent professional learning experiences.

Expand Canvas training > Develop telehealth training > Staff adequately to reduce waitlists

## Values



*Service: open, honest, clear and respectful*

*Innovation: new ideas and creative solutions, a responsible risk-taking culture*

*Diversity: respect for all*

*Equity: statewide access*

*Fiscal Responsibility: stewardship, public trust*

*Empowered Staff: opportunities for professional growth*

*Communication: seek input, give voice to staff and stakeholders*

## Performance Indicators



1. Net Promoter Score
2. 100% of sites connected at sufficient capacity to meet need
3. Network uptime and availability at 99.9% or greater
4. # of Videoconferencing events and classes
5. Website metrics
6. \$ Savings through consortia purchasing
7. # of PD courses and credit hours completed
8. Finances are stable and sustainable

# UETN serves customers all over Utah

UETN services match the priorities and objectives of the institutions we serve.

UETN SERVES:	AND ITS:	IN SUPPORT OF THEIR MISSION TO:
<u>Utah Public K-12 Education</u>	<p>633,896 students 32,760 educators 1,085 schools</p> <p><i>(USOE Fingertip Facts 2015-2016)</i></p>	<ul style="list-style-type: none"> <li>• Assure literacy and numeracy for all Utah children</li> <li>• Provide high quality instruction for all Utah children</li> <li>• Establish curriculum with high standards and relevance for all Utah children</li> <li>• Require effective assessment to inform high quality instruction and accountability</li> </ul> <p><i>(Promises to Keep 2009)</i></p>
<u>Utah System of Higher Education</u>	<p>175,509 students 34,857 faculty and staff 8 institutions</p> <p><i>(USHE Data Book 2016)</i></p>	<ul style="list-style-type: none"> <li>• Increase the rate of student participation in higher education (postsecondary education programs)</li> <li>• Increase the rate of student completion in their chosen field of study or training</li> <li>• Increase the level of economic innovation</li> </ul> <p><i>(HigherEdUtah2020, 2011 Report)</i></p>
<u>Utah College of Applied Technology</u>	<p>38,985 postsecondary students 14,029 trainees</p> <p><i>(UCAT Annual Report 2016)</i></p>	<ul style="list-style-type: none"> <li>• Meet the needs of Utah employers for technically-skilled workers</li> <li>• Promote local and statewide economic development</li> <li>• Provide market-driven technical education</li> </ul> <p><i>(UCAT Annual Report 2014)</i></p>
<u>Utah Public Libraries</u>	<p>135 public libraries and branches* Serving 3 million Utahns</p> <p><i>(Utah State Library Division 2015)</i></p>	<ul style="list-style-type: none"> <li>• Develop, lead and deliver exceptional library services</li> </ul> <p><i>(Utah State Library Division, 2015)</i></p>
<u>Rural and Urban Healthcare</u>	<p>More than 70 hospitals, clinics, and health departments throughout Utah and on our borders with Idaho and Wyoming.</p> <p><i>(UTN Site List, 2014)</i></p>	<ul style="list-style-type: none"> <li>• Provide ethical access and availability</li> <li>• Provide care, prevent disease, promote wellness</li> <li>• Encourage efficient use of resources</li> </ul> <p><i>(UTN member mission statements, 2016)</i></p>

\*Connected directly to the UETN backbone or via DTS

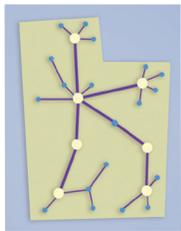
# How do we serve them?

UETN infrastructure services include three core areas: *Networking Services*, *Application Services*, and *Support Services*; while *Operational Services* account for our business functions. These are integral to UETN's mission of networking for education and healthcare.

## 1. Networking Services

Networking Services extend and maintain UETN's wide area broadband and digital TV networks. Students, parents, educators, patients and health care providers all benefit from these services.

**WIDE AREA NETWORK (WAN)** – The Network infrastructure carries high speed data and real-time applications including video to communities throughout the state. UETN connects a majority of education and healthcare institutions at 100 Mbps and most at 1 Gbps. Network engineers and staff research, design,



build, monitor and contract with multiple Utah service providers across the state. This public/private partnership benefits businesses and homeowners who gain increased bandwidth because UETN is the anchor tenant for their local community.

**INTERNET ACCESS** – UETN manages a large network used by research institutions in Utah to support the state's science and economic development goals. It also provides the capacity for more than 40 Gbps of Internet traffic from several Internet Service Providers (ISPs) to and from Utah schools, colleges, libraries, clinics and hospitals. The Network saves Utah institutions thousands of dollars per month by purchasing Internet access in bulk from multiple competing ISPs.

**NETWORK SUPPORT AND SECURITY MONITORING** – Network Support continuously tracks, reports and manages Internet, data, and video traffic on UETN's Wide Area Network (WAN). Network security detects attacks on the Network, identifies miscreant tools and trends, and mitigates infrastructure vulnerabilities. UETN provides in-depth leadership in security training and works in partnership with national and global security organizations to avert large threats and incidents. The Network Operations Center (NOC) provides Second Tier help desk functions with our real-time trouble ticket system for problem resolution.

**BROADCAST** – UEN-TV broadcasts three TV channels through a digital transmitter and statewide translator system: UEN-TV 9.1 provides educational

programming to public education, higher education and the general public; MHz Worldview 9.2 carries international news and cultural programs; and UEN's First Nations Experience (FNX) Channel 9.3 carries Native American and Indigenous programming.

**INTERNET FILTERING** – UETN operates content-control software and hardware on behalf of Utah K-12 public schools, charter schools and public libraries to limit child exposure to harmful content such as violence and pornography. In addition to protecting children, this enables Utah schools and libraries to meet requirements of the Children's Internet Protection Act (CIPA) and maintain eligibility to receive E-Rate funding. UETN also provides and coordinates internet filtering with healthcare facilities as requested.

## 2. Application Services

Working with stakeholders, UETN licenses or develops multiple applications that meet education and telehealth needs. This optimizes cost efficiencies through shared support, infrastructure and procurement processes.

**INTERACTIVE VIDEO CONFERENCING (IVC)** – UETN IVC is Utah's high quality, high definition, conferencing system for education, telehealth and government. Thousands of students, educators and clinicians use it every day for live, instructor led courses, collaborative meetings, training and other special educational events. IVC is also used for emergency patient care, care coordination among healthcare providers, and case management of complex conditions. This alternative to in-person instruction and communication has the ability to connect more than 1100 IVC locations throughout Utah, as well as many locations around the globe. In addition to more than 350 daily educational events, UETN IVC also incorporates robust desktop video conferencing options allowing hundreds of administrators to collaborate and meet from almost anywhere and is used extensively for communication among health care providers and students. UETN IVC is a highly effective service that saves time, money and energy.

**LEARNING MANAGEMENT SYSTEM (LMS)** – Working with other Utah institutions, UETN licenses and supports a software application that manages online components of in-person and online classes; a shared platform for information sharing and collaboration. UETN contracts

with Utah-based Instructure for its Canvas LMS. The Network regularly convenes higher and public education partners who work collaboratively to maximize this service.

**UTAH’S ONLINE LIBRARY** – This statewide service purchases online library resources from national suppliers at consortium discounts. The Library provides access to newspaper articles, magazines, professional journals and eBooks. UETN pays the K-12 portion of the online library. Public Libraries and Academic/ College Libraries also benefit through this collaboration. Preschool Pioneer provides early childhood resources in English and Spanish to children ages 3-5, their parents and caregivers. This service benefits more than 285,000 Utah pre-school children as they prepare for school.

**WEB CONFERENCING** – UETN licenses and supports desktop-based conferencing that creates a live, virtual classroom, office or conference room with two-way audio, video, interactive whiteboard, computer desktop sharing, one-on-one interviews and chat. This tool is available statewide for educational use such as meetings, mentoring, virtual office hours, presentations and tutoring.

**TEACHING AND LEARNING TOOLS** – UETN provides Utah’s K-12 educators, faculty, and pre-service educators with tools they need to teach effectively. UETN also supports various web projects aligned to state education goals, such as STEM (Science, Technology, Engineering and Math) learning resources, UtahFutures college and career planning courses, Internet Safety and Financial Literacy. UETN’s eMedia service includes more than 20,000 digital videos, images and documents for public education and higher education. We also host my.UEN, a web tool for teachers to communicate with parents and students. More than 35,000 Utah educators have my.UEN accounts. In addition, we work closely with the Utah State Office of Education (USOE) to develop curriculum applications such as the Utah Core Curriculum Database with vetted lesson plans, open educational resources, and links.

### 3. Support Services

Support Services provides assistance to the users of UETN infrastructure and applications.

**TRAINING** – UETN provides workshops and presentations to help end-users (teachers, faculty, librarians, clinicians) use Network infrastructure services effectively. We coordinate with K-12 and higher education specialists to provide handouts, videos, and teaching materials to support their educational technology work. UETN offers technology integration

support in-person and via UEN-TV, Adobe Connect and the Canvas LMS. Our teacher trainers work closely with district and school leaders to provide workshops specific to local school needs including 67 online license endorsements for teachers.



**REGIONAL SUPPORT** – UETN’s regionally located field support centers provide 24/7 assistance to the data and IVC network. UETN helps sustain these four Regional

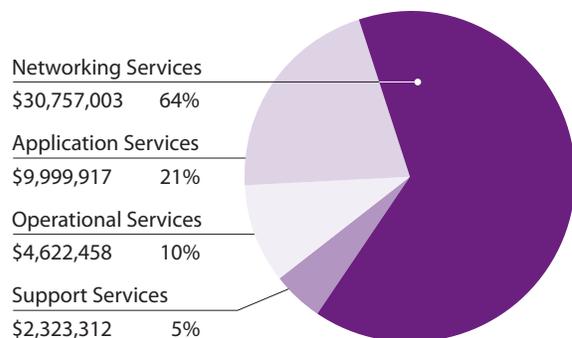
Service Centers with technical support, grant support and personnel funding. The centers are the frontline support for connectivity, training and problem resolution for Utah’s rural school districts. The centers include NUES, Northeastern Utah Educational Services in Heber City; CUES, Central Utah Educational Services in Richfield; SEDC, the Southwest Educational Development Center in Cedar City; and SESC, the Southeastern Educational Service Center in Price.

**E-RATE SUPPORT** – UETN assists Utah public school districts, charter schools, private schools, libraries, Head Start programs and health care providers in obtaining E-Rate and Healthcare Connect Fund reimbursements for broadband circuit costs. The programs are part of the Federal Communication Commission’s Universal Service Fund. Consumers, such as cell phone users, pay into this fund as a part of their monthly bills. With UETN’s E-Rate and Health Care Connect Fund support Utah schools, libraries and health care facilities are laying claim to millions of reimbursement dollars that have been set aside for education and healthcare.

### 4. Operational Services

These business functions provide the operational foundation for UETN’s networking, application and support services. They include basic operations and maintenance such as administration, accounting, internal telecommunications, utilities, database backups and internal security tools.

#### UEN Infrastructure Services







# What are the main sources of UETN funding and how is it allocated?

As of June 30, 2016

UETN SERVICES	TOTAL	STATE APPROP	KUEN GRANT	FEDERAL E-RATE	OTHER FUNDING*
<b>NETWORKING SERVICES</b>	<b>\$30,757,003</b>	<b>\$12,111,503</b>	<b>\$2,629,610</b>	<b>\$15,409,634</b>	<b>\$606,256</b>
Wide Area Network (WAN)	24,757,129	9,171,870	-	15,409,634	175,625
Internet Access	734,251	447,243	20,475	-	266,534
Network Support and Security Monitoring	3,231,440	1,740,267	1,491,174	-	-
Broadcast	1,758,944	698,902	996,167	-	63,876
Internet Filtering	275,238	53,222	121,794	-	100,222
<b>APPLICATION SERVICES</b>	<b>\$9,999,917</b>	<b>\$8,484,623</b>	<b>\$117,911</b>	<b>-</b>	<b>\$1,397,383</b>
Interactive Video Conferencing (IVC)	5,019,203	3,714,370	117,911	-	1,186,921
Learning Management System (LMS)	392,463	392,463	-	-	-
Teaching and Learning Tools	4,180,223	3,969,761	-	-	210,461
Utah's Online Library	348,512	348,512	-	-	-
Web Conferencing	59,516	59,516	-	-	-
<b>SUPPORT SERVICES</b>	<b>\$2,323,312</b>	<b>\$1,850,942</b>	<b>\$426,690</b>	<b>-</b>	<b>\$45,680</b>
Training	1,480,172	1,007,802	426,690	-	45,680
Regional Support	746,280	746,280	-	-	-
E-Rate Support	96,860	96,860	-	-	-
<b>OPERATIONAL SERVICES</b>	<b>\$4,622,458</b>	<b>\$4,096,890</b>	<b>\$450,323</b>	<b>-</b>	<b>\$75,245</b>
Operational Services	4,622,458	4,096,890	450,323	-	75,245
<b>TOTAL</b>	<b>\$47,702,689</b>	<b>\$26,543,958</b>	<b>\$3,624,533</b>	<b>\$15,409,634</b>	<b>\$2,124,564</b>
<b>PERCENTAGE OF TOTAL REVENUE</b>	<b>100.00%</b>	<b>55.64%</b>	<b>7.60%</b>	<b>32.30%</b>	<b>4.45%</b>

\* Note: "Other Funding" is comprised of miscellaneous grants and reimbursements from Public Ed, Higher Ed, and Department of Technology Services.

# UETN services by customer

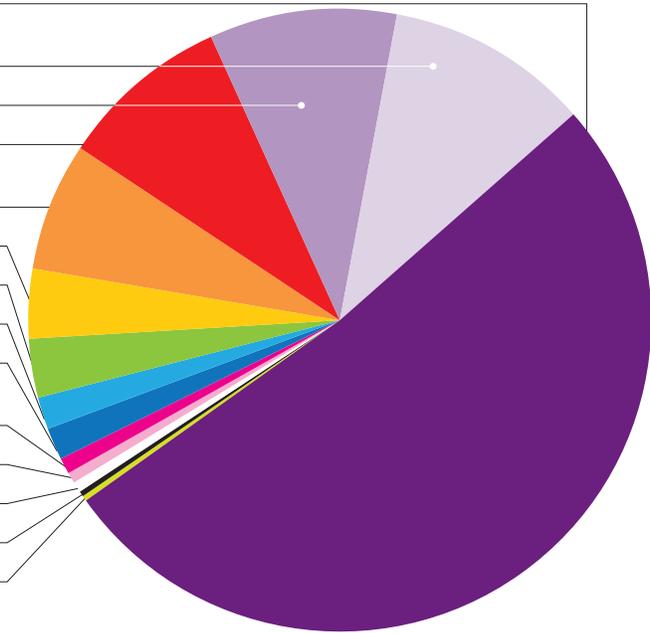
As of June 30, 2016

UETN SERVICES	TOTAL	PUBLIC EDUCATION	HIGHER EDUCATION	OTHER CUSTOMERS
<b>NETWORKING SERVICES</b>	<b>\$30,757,003</b>	<b>\$19,975,618</b>	<b>\$6,665,979</b>	<b>\$4,115,405</b>
Wide Area Network (WAN)	24,757,129	16,834,848	5,446,568	2,475,713
Internet Access	734,251	242,303	418,523	73,425
Network Support and Security Monitoring	3,231,440	2,130,726	554,635	546,080
Broadcast	1,758,944	492,504	246,252	1,020,188
Internet Filtering	275,238	275,238	-	-
<b>APPLICATION SERVICES</b>	<b>\$9,999,917</b>	<b>\$4,061,668</b>	<b>\$3,741,847</b>	<b>\$2,196,402</b>
Interactive Video Conferencing (IVC)	5,019,203	483,290	2,455,682	2,080,231
Learning Management System (LMS)	392,463	129,513	262,950	-
Teaching and Learning Tools	4,180,223	3,302,937	877,286	-
Utah's Online Library	348,512	116,171	116,171	116,171
Web Conferencing	59,516	29,758	29,758	-
<b>SUPPORT SERVICES</b>	<b>\$2,323,312</b>	<b>\$1,848,265</b>	<b>\$355,241</b>	<b>\$119,806</b>
Training	1,480,172	1,036,121	355,241	88,810
Regional Support	746,280	746,280	-	-
E-Rate Support	96,860	65,865	-	30,995
<b>OPERATIONAL SERVICES</b>	<b>\$4,622,458</b>	<b>\$2,865,924</b>	<b>\$1,294,288</b>	<b>\$462,246</b>
Operational Services	4,622,458	2,865,924	1,294,288	462,246
<b>TOTAL</b>	<b>\$47,702,689</b>	<b>\$28,751,475</b>	<b>\$12,057,356</b>	<b>\$6,893,858</b>
<b>PERCENTAGE OF TOTAL EXPENSES</b>	<b>100.00%</b>	<b>60.27%</b>	<b>25.28%</b>	<b>14.45%</b>

Totals in these tables may not reflect precise summaries of the data since amounts less than one dollar are rounded.

## UETN Budget by service

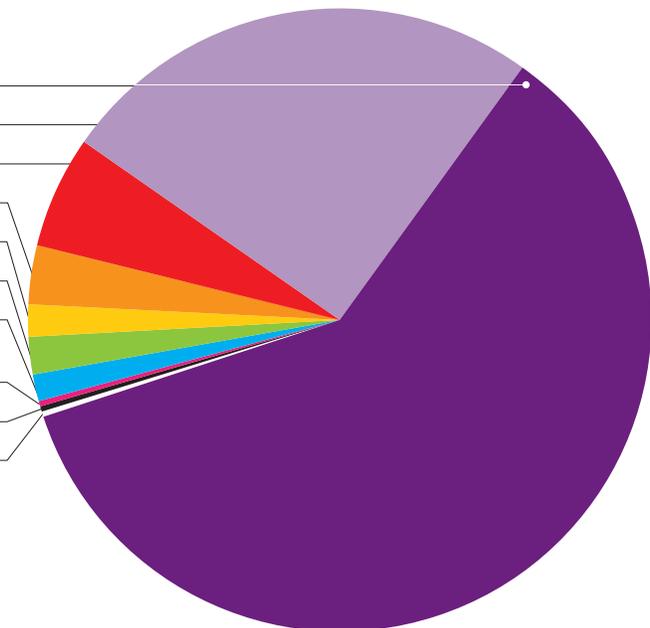
Wide Area Network (WAN)	\$24,757,129	51.90%
Interactive Video Conferencing (IVC)	\$5,019,203	10.52%
Operational Services	\$4,622,458	9.70%
Teaching and Learning Tools	\$4,180,223	8.76%
Network Support and Security Monitoring	\$3,231,440	6.77%
Broadcast	\$1,758,944	3.70%
Training	\$1,480,172	3.10%
Regional Support	\$746,280	1.56%
Internet Access	\$734,251	1.54%
Learning Management System (LMS)	\$392,463	0.82%
Utah's Online Library	\$348,512	0.73%
Internet Filtering	\$275,238	0.58%
E-Rate Support	\$96,860	0.20%
Web Conferencing	\$59,516	0.12%
<b>TOTAL</b>	<b>\$47,702,689</b>	<b>100%</b>



Estimates as of June 30, 2016 - FY2016

## UETN Budget by customer

Public Education	\$28,751,475	60.27%
Higher Education	\$12,057,356	25.28%
Telehealth	\$2,717,824	5.70%
Libraries	\$1,485,315	3.11%
General Public	\$816,326	1.71%
UCAT	\$816,326	1.71%
State Government	\$740,667	1.55%
Community Learning Centers	\$151,319	0.32%
Private Schools	\$103,534	0.22%
Other	\$62,547	0.13%
<b>TOTAL</b>	<b>\$47,702,689</b>	<b>100%</b>



Estimates as of June 30, 2016 - FY2016

# UEN & UTN Advisory Councils



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Workforce Services  
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*Utah Legislature (House)*

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Clint Stephens  
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Development Center  
*Tech Trainers and C-Forum*

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Director, Cancer Health Equity,  
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*The University of Utah Health  
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*Rural Representative*

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Professor, Dermatology  
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# UETN Governing Board



**Ben Dalton**  
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**Staff:**  
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# Visit our award-winning sites

The screenshot shows the Utah Education Network (UEN) website. At the top, there is a navigation bar with links for PreK-12 Education, Higher Education, General Learner, Professional Development, UEN-TV, Distance Education, Network, and About UEN. A search bar is also present. The main content area features a large banner with the text "We Network for Education" and "The Utah Education Network is essential in preparing learners to reach Utah's 2020 goal." Below this, there are several news and notable items, including "Register Today: New UEN Courses", "Watch Art Connection on UEN-TV", and "New 9 Ideas For...". There are also sections for "Now Showing on UEN-TV" and "Now Showing on MHz Worldview". At the bottom, there are social media icons for my.uen, eMedia, Utah's Online Library, Twitter, Facebook, NetNews, RSS Feeds, Widgets, and Contact Us.

uen.org

The screenshot shows the Utah Telehealth Network (UTN) website. At the top, there is a navigation bar with links for About UTN, Telehealth Development & Support, Media Services, Live Stream Links, Educational Events, Care Coordination, Network & Security, and Resources. The main content area features a large banner with the text "Utah Telehealth Network" and "The Utah Telehealth Network (UTN) links patients to health care providers using leading edge telecommunications technologies. UTN supports patient care, care coordination, and the education of health professionals. Health care facilities connect into UTN's secure, fast, reliable network." Below this, there are sections for "News" and "Tweets by the Center for Connected Health Policy". The "News" section includes an article titled "Senate passes ECHO act to support tele-training for rural primary care docs". The "Tweets" section includes a tweet from CCHP about the ECHO Act. At the bottom, there are sections for "Request Jabber Account", "Contact Us", and "Free Email Event Notification".

utn.org