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.

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

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
UETN serves customers all over Utah

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

<table>
<thead>
<tr>
<th>UETN SERVES:</th>
<th>AND ITS:</th>
<th>IN SUPPORT OF THEIR MISSION TO:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Utah Public K-12 Education</strong></td>
<td>633,896 students 32,760 educators 1,085 schools</td>
<td>• Assure literacy and numeracy for all Utah children  • Provide high quality instruction for all Utah children  • Establish curriculum with high standards and relevance for all Utah children  • Require effective assessment to inform high quality instruction and accountability</td>
</tr>
</tbody>
</table>

(UOE Fingertip Facts 2015-2016) (Promises to Keep 2009)

| **Utah System of Higher Education** | 175,509 students 34,857 faculty and staff 8 institutions | • Increase the rate of student participation in higher education (postsecondary education programs)  • Increase the rate of student completion in their chosen field of study or training  • Increase the level of economic innovation |


| **Utah College of Applied Technology** | 38,985 postsecondary students 14,029 trainees | • Meet the needs of Utah employers for technically-skilled workers  • Promote local and statewide economic development  • Provide market-driven technical education |


| **Utah Public Libraries** | 135 public libraries and branches* Serving 3 million Utahns | • Develop, lead and deliver exceptional library services |

(Utah State Library Division 2015) (Utah State Library Division, 2015)

| **Rural and Urban Healthcare** | More than 70 hospitals, clinics, and health departments throughout Utah and on our borders with Idaho and Wyoming. | • Provide ethical access and availability  • Provide care, prevent disease, promote wellness  • Encourage efficient use of resources |

(UETN Site List, 2014) (UETN member mission statements, 2016)

*Connected directly to the UETN backbone or via DTS
How do we serve them?

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**

- **Networking Services**
  - $30,757,003
  - 64%
- **Application Services**
  - $9,999,917
  - 21%
- **Operational Services**
  - $4,622,458
  - 10%
- **Support Services**
  - $2,323,312
  - 5%
UETN Infrastructure Map
Connecting 1500+ locations throughout Utah

Overall Bandwidth Utilization

<table>
<thead>
<tr>
<th>Category</th>
<th>Utilization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Education</td>
<td>26.16 Gbps</td>
</tr>
<tr>
<td>Higher Education</td>
<td>24.04 Gbps</td>
</tr>
<tr>
<td>Other Traffic</td>
<td>6.21 Gbps</td>
</tr>
</tbody>
</table>

Total Utilization: 76.03 Gbps

Bandwidth measured by Peak 95th percentile. Margin of error +/- 7
UEN NOC data 09/16
Internet Utilization: 56.41 Gbps
Internet Caching (via Akamai, Google, etc): 19.62 Gbps
What are the main sources of UETN funding and how is it allocated?

As of June 30, 2016

<table>
<thead>
<tr>
<th>UETN SERVICES</th>
<th>TOTAL</th>
<th>STATE APPROP</th>
<th>KUEN GRANT</th>
<th>FEDERAL E-RATE</th>
<th>OTHER FUNDING*</th>
</tr>
</thead>
<tbody>
<tr>
<td>NETWORKING SERVICES</td>
<td>$30,757,003</td>
<td>$12,111,503</td>
<td>$2,629,610</td>
<td>$15,409,634</td>
<td>$606,256</td>
</tr>
<tr>
<td>Wide Area Network (WAN)</td>
<td>24,757,129</td>
<td>9,177,870</td>
<td>–</td>
<td>15,409,634</td>
<td>175,625</td>
</tr>
<tr>
<td>Internet Access</td>
<td>734,251</td>
<td>447,243</td>
<td>20,475</td>
<td>–</td>
<td>266,534</td>
</tr>
<tr>
<td>Network Support and Security Monitoring</td>
<td>3,231,440</td>
<td>1,740,267</td>
<td>1,491,174</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>Broadcast</td>
<td>1,758,944</td>
<td>698,902</td>
<td>996,167</td>
<td>–</td>
<td>63,876</td>
</tr>
<tr>
<td>Internet Filtering</td>
<td>275,238</td>
<td>53,222</td>
<td>121,794</td>
<td>–</td>
<td>100,222</td>
</tr>
<tr>
<td>APPLICATION SERVICES</td>
<td>$9,999,917</td>
<td>$8,484,623</td>
<td>$117,911</td>
<td>–</td>
<td>$1,397,383</td>
</tr>
<tr>
<td>Interactive Video Conferencing (IVC)</td>
<td>5,019,203</td>
<td>3,714,370</td>
<td>117,911</td>
<td>–</td>
<td>1,186,921</td>
</tr>
<tr>
<td>Learning Management System (LMS)</td>
<td>392,463</td>
<td>392,463</td>
<td>–</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>Teaching and Learning Tools</td>
<td>4,180,223</td>
<td>3,969,761</td>
<td>–</td>
<td>–</td>
<td>210,461</td>
</tr>
<tr>
<td>Utah’s Online Library</td>
<td>348,512</td>
<td>348,512</td>
<td>–</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>Web Conferencing</td>
<td>59,516</td>
<td>59,516</td>
<td>–</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>SUPPORT SERVICES</td>
<td>$2,323,312</td>
<td>$1,850,942</td>
<td>$426,690</td>
<td>–</td>
<td>$45,680</td>
</tr>
<tr>
<td>Training</td>
<td>1,480,172</td>
<td>1,007,802</td>
<td>426,690</td>
<td>–</td>
<td>45,680</td>
</tr>
<tr>
<td>Regional Support</td>
<td>746,280</td>
<td>746,280</td>
<td>–</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>E-Rate Support</td>
<td>96,860</td>
<td>96,860</td>
<td>–</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>OPERATIONAL SERVICES</td>
<td>$4,622,458</td>
<td>$4,096,890</td>
<td>$450,323</td>
<td>–</td>
<td>$75,245</td>
</tr>
<tr>
<td>Operational Services</td>
<td>4,622,458</td>
<td>4,096,890</td>
<td>450,323</td>
<td>–</td>
<td>75,245</td>
</tr>
<tr>
<td>TOTAL</td>
<td>$47,702,689</td>
<td>$26,543,958</td>
<td>$3,624,533</td>
<td>$15,409,634</td>
<td>$2,124,564</td>
</tr>
<tr>
<td>PERCENTAGE OF TOTAL REVENUE</td>
<td>100.00%</td>
<td>55.64%</td>
<td>7.60%</td>
<td>32.30%</td>
<td>4.45%</td>
</tr>
</tbody>
</table>

* Note: “Other Funding” is comprised of miscellaneous grants and reimbursements from Public Ed, Higher Ed, and Department of Technology Services.
UETN Budget by service

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

Estimates as of June 30, 2016 - FY2016

UETN Budget by customer

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

Estimates as of June 30, 2016 - FY2016
UEN & UTN Advisory Councils

Kimberley Bartel  
Utah Department of Workforce Services  
UtahFutures

David Brotherson  
Duchesne School District  
Public Education

Tom Cheatham, Ph.D.  
The University of Utah  
Research Network

Kelleigh Cole, APR, MBA  
GOED / Utah Broadband Project  
Economic Development

Dan Compton, MLS  
Summit County Library  
Public Libraries

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Sevier School District  
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STEM Faculty Members

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CenturyLink Interactive  
UrbanTelecommunications

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USBE and TCC

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Salt Lake School District  
K-12 Professional Development

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Department of Technology Services  
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Andrea Jensen, MS  
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Roderic Land, Ph.D.  
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USHE Chief Diversity Officers

Brad Last, MBA  
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Utah Legislature (House)

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Scot McCombs  
Canyons School District  
District IT Directors

James Morgese, MA  
KUED-7  
Utah Public Media

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Snow College  
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Tony Pellegrini, Ed.D.  
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Teacher Education Faculty Members

Hal Raymond, MS  
Weber School District  
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Nate Southerland, Ph.D.  
Salt Lake Community College  
Chief Academic Officers

Clint Stephens  
Southwest Educational Development Center  
Tech Trainers and C-Forum

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Bridgerland Applied Tech College  
Applied Technology Colleges

Sam Thompson, MA  
Park City School District  
Public Educators

Todd Weiler, JD  
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Utah Legislature (Senate)

Brad Welch  
CentraCom Interactive  
Rural Telecommunications

Rob Allen, MBA, Vice Chair  
VP, Rural Region  
CEO, Park City Hospital  
Intermountain Healthcare  
Member Hospital, Clinic, Health Department

David Blodgett, MD  
Health Officer, Southwest Utah Public Health Department  
Member Hospital, Clinic, Health Department

Marrone Chuy, MPH  
Quality Improvement Coordinator, Association for Utah Community Health

Other Organizations

Brent Davis  
CFO, Central Valley Medical Center  
Rural Representative

Peter Hannon, MD  
The University of Utah Stroke Center  
Education and Research

Robert Jex, RN, MHA, FACHE, Chair  
Specialty Care Program Manager, Utah Bureau of EMS and Preparedness, Utah Department of Health  
At-Large

Ana Maria Lopez, MD, MPH  
Associate VP for Health Equity and Inclusion, UUHSC  
Director, Cancer Health Equity, Huntsman Cancer Institute  
The University of Utah Health Sciences Center

Preston Marx, MS,IT  
VP, Information Systems  
Uintah Basin Medical Center  
Member Hospital, Clinic, Health Department

Michelle McOmber, MBA, CAE  
CEO, Utah Medical Association  
Other Organizations

Mark Nolan Mueller, LCSW  
VA Access Crisis Team  
At-Large

Eric Parker, MBA  
CEO, Cedar City Hospital  
Rural Representative

Greg Rosenwall  
Director of Rural Hospital Improvement, Utah Hospital Association  
Rural Representative

Jean Shipman, MLS  
Director, Eccles Health Sciences Library  
The University of Utah Health Sciences Center

Donna Singer  
Consultant  
At-Large

Sarah Woolsey, MD, FAAP  
Medical Director, HealthInsight

Other Organizations

Marta Petersen, MD  
Medical Director, Utah Telehealth Network  
Professor, Dermatology  
UUHSC  
Ex officio/Staff
UETN Governing Board

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UETN Executive Director
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Represents: State Library
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term through: July 1, 2020
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Represents: Office of the Governor
term through: July 1, 2020
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term through: July 1, 2018
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Intermountain Healthcare
Represents: Utah Telehealth
term through: July 1, 2018
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Ray Terry
Beaver School District
Represents: Public Education
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ray.terry@beaver.k12.ut.us

Robert Wagner, MPA
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