

MEETING AGENDA

NEBRASKA INFORMATION TECHNOLOGY COMMISSION

Monday, March 15, 2010
1:30 p.m.
Technology Park
4701 Innovation Drive
Lincoln, Nebraska

AGENDA

Meeting Documents: Click the links in the agenda
or [click here](#) for all documents (83 pages).

1:30 p.m.	Roll Call, Notice of Meeting & Open Meetings Act Information Approval of Minutes* - November 30, 2009 Public Comment
1:45 p.m.	Informational Updates <ul style="list-style-type: none">• Legislation Update - LB787 and LB1071• Email Project Update• Governor Heineman named one of the Top 25 Doers, Dreamers and Drivers by <i>Government Technology</i> magazine• Nebraska Wireless Interoperable Network (N-WIN) Council<ul style="list-style-type: none">◦ 2009 Annual Report◦ Phase 2 activation on March 3
2:00 p.m.	Reports from the Councils and Technical Panel <ul style="list-style-type: none">A. Community Council Report<ul style="list-style-type: none">• Broadband Mapping Planning Project UpdateB. eHealth Council Report<ul style="list-style-type: none">• Membership*• State HIE Cooperative Agreement Update• State HIE Strategic and Operation Plan Update• LB849 -180 Day Limit on Authorization of Release of Health RecordsC. Education Council Report<ul style="list-style-type: none">• Network Nebraska Update• Network Nebraska Marketing Survey• Broadband Mapping of Education Anchor InstitutionsD. State Government Council ReportE. GIS Council Report<ul style="list-style-type: none">• Presentation: NebraskaMAP Project• GIS Strategic PlanningF. Technical Panel Report

	<ul style="list-style-type: none"> • Enterprise Projects <ul style="list-style-type: none"> ◦ Enterprise Project Designation* - Nebraska Council of Regions (NCOR), Public Safety Interoperable Communications ◦ Enterprise Project Status Update
3:15 p.m.	Other Business
3:30 p.m.	Adjournment

* Indicates action items.

(The Nebraska Information Technology Commission will attempt to adhere to the sequence of the published agenda, but reserves the right to adjust the order of items if necessary and may elect to take action on any of the items listed.)

The meeting notice was posted to the NITC website and the Public Meeting Calendar website on February 18, 2010. The agenda was posted on the NITC website on March 10, 2010.

NEBRASKA INFORMATION TECHNOLOGY COMMISSION

Monday, November 30, 2009, 1:30 p.m.
Executive Building-Suite 103
521 South 14th Street, Lincoln, Nebraska
Videoconference Sites [Neb. Rev. Stat. § 84-1411(2)]
Alliance High School, 1450 Box Butte Avenue, Alliance
University of Nebraska-Kearney, Founders Hall-Room 119C, 905 West 25th Street, Kearney
City Administration Offices, 1615 1st Avenue, South Sioux City
Columbus Public Library, 2504 14th Street, Columbus
Chadron State College, Burkhiser Technology Complex-Room 109, Chadron

PROPOSED MINUTES

MEMBERS PRESENT:

Lieutenant Governor Rick Sheehy, Chair (Lincoln site)
Linda Aerni, Chief Executive Officer, Community Internet Systems (Columbus site)
Noelle Badeer, Aide for Senator Tony Fulton, Nebraska Legislature (Lincoln site)
Pat Flanagan, Information Services Manager (Lincoln site)
Lance Hedquist, City Administrator, South Sioux City (South Sioux City site)
Dr. Dan Hoelsing, Superintendent, Alliance Public Schools (Alliance site)
Doug Kristensen, JD, Chancellor, University of Nebraska-Kearney (Kearney site)
Dr. Janie Park, President, Chadron State College (Chadron site)
Trev Peterson, Attorney, Knudsen, Berkheimer, Richardson, and Endacott, LLP (Lincoln site)

MEMBERS ABSENT: Mike Huggenberger, Director-Netlink, Great Plains Communications

ROLL CALL, NOTICE OF MEETING, & OPEN MEETINGS ACT INFORMATION

Lieutenant Governor Sheehy called the meeting to order at 1:30 p.m. There was a quorum present at the time of roll call to conduct official business. The meeting notice was posted to the NITC website and the Public Meeting Calendar website on November 13, 2009. The agenda was posted on the NITC website on November 24, 2009. The Open Meetings Act was available on the table next to the entrance.

APPROVAL OF SEPTEMBER 29, 2009 MINUTES*

Commissioner Peterson moved to approve the [September 29, 2009](#). Commissioner Aerni seconded. Roll call vote: Aerni-Yes, Flanagan-Yes, Hedquist-Yes, Hoelsing-Yes, Kristensen-Yes, Park-Yes, Peterson-Yes, and Sheehy-Yes. Results: Yes-8, No-0, Abstain-0. Motion carried.

PUBLIC COMMENT

There was no public comment.

INFORMATIONAL UPDATES - LEGISLATIVE SPECIAL SESSION - BUDGET

Steve Henderson, I.T. Administrator, Planning and Project Management

For current fiscal year the budget has been decreased by 2%. For the next fiscal year, the office will need to cutback 5% of its budget. Travel expenditures will be evaluated to determine cost savings. Grant funding of \$174,000 dollars will not be available to assist with I.T. projects.

STATEWIDE TECHNOLOGY PLAN - APPROVAL OF ACTION ITEMS

Steve Henderson, I.T. Administrator, Planning and Project Management

For the past few months, all the NITC advisory councils have been reviewing and developing their action items. The action items are ready for the Commission's review and approval.

Commissioner Flanagan moved to approve the Statewide Technology Plan [Action Items](#) submitted by the NITC Advisory Councils. Commissioner Kristensen seconded. Roll call vote: Sheehy-Yes, Peterson-Yes, Park-Yes, Kristensen-Yes, Hoelsing-Yes, Hedquist-Yes, Flanagan-Yes, and Aerni-Yes. Results: Yes-8, No-0, Abstain-0. Motion carried.

FOLLOW-UP FROM SEPTEMBER MEETING - COUNCILS AND TECHNICAL PANEL MEMBERSHIP REVIEW

Commissioners were given a document titled [Nebraska Information Technology Commission Advisory Group Membership Information November, 2009](#) that provided an overview of each advisory council, its membership and current vacancies. Current advisory council vacancies are as follows:

- The Community Council has one to seven vacant positions. The emphasis for filling vacancies will be on libraries or local government.
- The eHealth Council has two vacancies – one representing payers and employers and one representing consumers.
- The GIS Council has two to four vacancies – one representing NACO, one at-large, and up to two additional charter-defined at large members to achieve geographic representation.
- The State Government Council has one vacancy due to a vacant designated office (as identified in the charter).

REPORT - COMMUNITY COUNCIL

Anne Byers, Community I.T. Manager

Websites for Growth Award. Red Cloud (www.redcloudguiderock.com) and Phelps County (www.justtheplacenebraska.com) recently received awards for outstanding community websites in the under 2,500 population and over 2,500 population categories, respectively. The awards were presented at the 2009 Governor's Conference on Rural Development on November 6.

Broadband Mapping. The Nebraska Public Service Commission invited the NITC Community Council, Nebraska Department of Economic Development, and the University of Nebraska to submit a proposal for broadband planning as part of the Commission's Broadband Mapping proposal to the National Telecommunications and Information Administration (NTIA). The proposed planning project will identify barriers to the adoption of broadband and IT services, create and facilitate local technology planning teams, and collaborate with broadband service providers to encourage broadband deployment and use through the following approaches:

1. Regional planning teams will be formed to conduct regional assessments, prioritize needs, and develop strategies to address needs.
2. Nebraskans will be surveyed about their computer and Internet usage, challenges and desires for the future.
3. Regional forums will be conducted to present broadband mapping and mail survey results, to solicit feedback, and to kick off regional planning efforts.
4. Businesses will be surveyed through the Business Retention and Expansion process to identify the strengths and challenges they face in utilizing technology.
5. Seven to ten focus groups will be held with anchor institutions and utility providers as well as populations with low usage rates to gain understanding into the barriers from their perspective.

6. Use of the Internet and computers will be encouraged through demonstration workshops and training in collaboration with the broadband service providers and information technology companies.
7. Regional technology plans as well as a statewide report and recommendations will be developed and presented to the Nebraska Information Technology Commission, Nebraska Public Service Commission, Department of Economic Development and University of Nebraska-Lincoln. These plans will be made publicly available through the project website.

As of November 23, the Public Service Commission's application for broadband mapping is still pending final negotiations with the vendor and NTIA.

REPORT - EHEALTH COUNCIL

Anne Byers, Community I.T. Manager

eHealth Strategic Plan - Nebraska submitted the eHealth Strategic Plan as part of its application to the State Health Information Exchange Cooperative Agreement Program. The plan presents the state's vision, goals, and strategies for exchanging health information. It is anticipated that additional revisions will need to be made over time. The eHealth Council reviewed the plan at its October meeting and suggested minor revisions. The plan should meet most or all of the requirements set forth by the Office of the National Coordinator for Health IT. It is possible that the State of Nebraska may be asked to provide greater detail or to make other revisions to the plan. Lt. Governor Sheehy commended Ms. Byers and the planning committee for their time, dedication and work. Nebraska is ahead of many states in this area.

Commissioner Hedquist moved to approve the [eHealth Strategic Plan](#). Commissioner Kristensen seconded. Roll call vote: Hoelsing-Yes, Kristensen-Yes, Park-Yes, Peterson-Yes, Sheehy-Yes, Aerni-Yes, Flanagan-Yes, and Hedquist-Yes. Results: Yes-8, No-0, Abstain-0. Motion carried.

State HIE Cooperative Agreement Program. The State of Nebraska applied for just over \$6 million in funding to create a statewide health information exchange. The Office of the National Coordinator is expected to announce funding decisions in mid December. A strategic and operational plan need to be submitted and approved before funding for implementation will be made available. The eHealth Plan Work Group has been meeting regularly to develop an operational plan. We hope to have the operational plan completed or nearly completed by the end of the year. As it develops, the commissioners will be updated.

Over the past week, there have been three resignations. Dan Griess is resigning due to time constraints and family obligations. Dave Lawton is resigning due to accepting a position with the Office of the National Coordinator. Dennis Berens is resigning due to time conflicts and new responsibilities as President of the Rural Health Association. If commissioners know of anyone interested on serving on the eHealth Council, they were asked to contact Ms. Byers.

REPORT - EDUCATION COUNCIL

Tom Rolfes, Education I.T. Manager

The Education Council last met on November 3. Meetings have focused on reviewing and developing the action items for the Statewide Technology Plan. Many of the action items for Network Nebraska and Digital Education will continue. Some action items have concluded and some new ones have been added. One of the new action items under eGovernment is to continue updating the new education portal that was initiated this past year. The Council meeting this week had to be postponed until January 7 due to calendar conflicts on behalf of the members.

Task Group Reports. The four work groups (Funding/Erate, Services, Marketing, and Governance) have been discussing their goals and action items to determine continuation or dissolution of any task group. The Governance Task Group launched the Network Nebraska Education Advisory Group to fulfill a key action item. The Marketing Task Group has recommended establishing a Network Nebraska Membership Work Group whose goal would be to encourage more participation in Network Nebraska. The Education Council will continue to have four task groups.

Network Nebraska - Education Advisory Group. They advisory group has met four times since July 2009. Discussions have focused on addressing participant membership and growth, services and costs. The members of the Advisory Group are paying customers of Network Nebraska—Education and indirectly represent all 234 member entities. Around June 2010, after one year of existence, the work group will be reviewed for its viability and ability to carry out its charter.

REPORT - STATE GOVERNMENT COUNCIL

Rick Becker, Government I.T. Manager

The State Government Council has met once since the last NITC meeting. A majority of the meeting was spent in discussions regarding the Office of the CIO's I.T. procurement process as well as the State's procurement process. At the end of the meeting, the Council moved approval of the NITC 1-204: IT Procurement Review Policy. The Council also established a new work group to review and discuss the process.

REPORT - GIS COUNCIL

Larry Zink, GIS Coordinator

NebraskaMAP Project Update. NebraskaMap is an effort to develop a statewide portal for GIS data that can be accessed from local, state or federal level entities. Some Nebraska-related GIS data, such as statewide center line street addresses and aerial imagery will be available via a centralized data repository. However, much of the GIS data available through the portal will be provided by using the portal to help find and access GIS data served online by other local, state, and federal agencies and not housed in a central repository. A prototype is available and will be demonstrated at the next NITC meeting. This has been a collaborative project between the Office of the CIO, the University of Nebraska, and several other state, local and federal agencies.

Other Projects. The Nebraska State Patrol Fusion Center was also discussed at the meeting. Mr. Zink reported that at the most recent GIS Council meeting, it was noted that there were several initiatives in Nebraska that appear to be using similar technology to use the Internet to access and combine GIS data from multiple agencies. The Fusion Center was one of the initiatives apparently seeking to utilize this technology. Another is Douglas and Sarpy Counties' efforts to development of a Common Operational Center for emergency response. Another is the Metropolitan Area Planning Agency and the Douglas County Transportation Department effort to develop a system to share real time data related to traffic incidents. Due to the variety of these initiatives and the complexities involved, it was decided to invite these projects to a meeting to share information about their projects and to explore collaborative opportunities. The Office of the CIO will be organizing the meeting.

Mr. Zink reported that he has been asked over the last couple years to review an increasing number of State Records Board grant applications submitted from communities planning to convert their property parcel records to a GIS format. Mr. Zink also noted that the Department of Revenue plans to release an RFI for a GIS-related property management system. Mr. Zink also stated that there is a move by the federal government to encourage the states to develop a state portal to facilitate access to GIS property parcel data for applications such a emergency response. All of these GIS and property parcel related initiatives have encouraged the GIS Council to recommend the formation of a GIS and property parcel mapping working group.

NIROC (Nebraska-Iowa Regional Orthophotography Consortium) Update. Douglas, Lancaster and Sarpy Counties form the nucleus of a multi-agency effort to collect updated aerial imagery in 2010. Many other state, local and federal agencies are also partners in the NIROC 2010 project. The project will involve collecting both 6 and 12 inch resolution imagery. A number of other related products, such as LiDAR and oblique imagery, are also part of the project. The RFP had been released and is currently in the vendor selection process. The imagery will be collected in the spring of 2010.

REPORT - TECHNICAL PANEL

Rick Becker, Government I.T. Manager

STANDARDS AND GUIDELINES - NITC 1-204: I.T. PROCUREMENT REVIEW POLICY

Commissioner Flanagan stated there was considerable discussion at the State Government Council regarding this policy. The Council recommends approval of the revised document.

Commissioner Peterson moved to approve the [NITC 1-204: IT Procurement Review Policy Standard](#). Commissioner Park seconded. Roll call vote: Park-Yes, Kristensen-Yes, Hoelsing-Yes, Hedquist-Yes, Flanagan-Yes, Aerni-Yes, Sheehy-Yes, and Peterson-Yes. Results: Yes-8, No-0, Abstain-0. Motion carried.

STANDARDS AND GUIDELINES - NITC 5-301: USE OF COMPUTER-BASED FAX SERVICES BY STATE GOVERNMENT AGENCIES

Previously, NITC 5-301 was a guideline which recommended that agencies use the Office of the CIO's computer-based fax services. It is the State Government Council's recommendation that this be changed to a standard. The standard addresses computer electronic faxes and not stand alone fax machines.

Commissioner Aerni moved to approve the [NITC 5-301: Use of Computer-based Fax Services by State Government Agencies Standard](#). Commissioner Park seconded. Roll call vote: Hedquist-Yes, Flanagan-Yes, Aerni-Yes, Sheehy-Yes, Peterson-Yes, Park-Yes, Kristensen-Yes, and Hoelsing-Yes. Results: Yes-8, No-0, Abstain-0. Motion carried.

STANDARDS AND GUIDELINES - NITC 7-101: ACCEPTABLE USE POLICY

Due to the passing of LB 626, this policy was revised, including the following new section:

2.3 For use by state employees and officials for emails, text messaging, local calls, and long-distance calls to children at home, teachers, doctors, daycare centers, baby-sitters, family members, or others to inform them of unexpected schedule changes, and for other essential personal business. Any such use for essential personal business shall be kept to a minimum and shall not interfere with the conduct of state business. A state employee or official shall be responsible for payment or reimbursement of charges, if any, that directly result from any such communication. [Neb. Rev. Stat. § 81-1120.27(1)] Essential personal business shall not include use of the State Communications System for personal financial gain or campaigning for or against the nomination or election of a candidate or the qualification, passage, or defeat of a ballot question. These uses are prohibited. [Neb. Rev. Stat. §14,101.01(2) and § 14,101.02(2)]

Both the State Government Council and Technical Panel recommend approval.

Commissioner Park moved to approve the [NITC 7-101: Acceptable Use Policy Standard](#). Commissioner Kristensen seconded. Roll call vote: Kristensen-Yes, Hoelsing-Yes, Park-Yes, Hedquist-Yes, Peterson-Yes, Flanagan-Yes, Sheehy-Yes, and Aerni-Yes. Results: Yes-8, No-0, Abstain-0. Motion carried.

ENTERPRISE PROJECT DESIGNATION - NEBRASKA STATE PATROL, FUSION CENTER PROJECT

Lt. Governor Sheehy stated that the Fusion Center is a complex project that crosses many agencies and funding sources and may have technology issues. At the NITC's September meeting, the Commission requested that the Technical Panel review the project and make a recommendation on the enterprise project status for this project.

At the November Technical Panel meeting, the Nebraska State Patrol provided information about the Fusion Center Project. After discussion with the project staff and review of the project, the Technical Panel recommends that the NITC designate the Fusion Center Project as an enterprise project.

Commissioner Peterson moved to designate the Fusion Center Project as an enterprise project. Commissioner Flanagan seconded. Roll call vote: Flanagan-Yes, Park-Yes, Hedquist-Yes, Peterson-Yes, Hoelsing-Yes, Sheehy-Yes, Aerni-Yes, and Kristensen-Yes. Results: Yes-8, No-0, Abstain-0. Motion carried.

OTHER BUSINESS

There was no other business.

ADJOURNMENT

Commissioners will be polled for a date in March for the next NITC meeting.

Without objection, the meeting was adjourned at 3:24pm.

Minutes were recorded by Lori Lopez Urdiales and reviewed by the staff of the NITC.

LEGISLATIVE BILL 787

Approved by the Governor March 3, 2010

Introduced by Fischer, 43.

FOR AN ACT relating to the Nebraska Information Technology Commission; to amend section 86-515, Reissue Revised Statutes of Nebraska; to provide for an additional member to serve on the commission as appointed by the Legislature as prescribed; and to repeal the original section.

Be it enacted by the people of the State of Nebraska,

Section 1. Section 86-515, Reissue Revised Statutes of Nebraska, is amended to read:

86-515 (1) The Nebraska Information Technology Commission is created. The commission shall consist of (a) one member representing elementary and secondary education, (b) one member representing postsecondary education, (c) the Governor or his or her designee, (d) one member representing communities, and (e) five members representing the general public who have experience in developing strategic plans and making high-level business decisions. A member of the Transportation and Telecommunications Committee of the Legislature shall be appointed by the Executive Board of the Legislative Council to serve as an ex officio, nonvoting member of the commission. The Executive Board shall make the initial appointment of such member after January 5, 2011, and shall appoint a member every two years after the initial appointment. At any time that there is not a member of the Educational Service Unit Coordinating Council serving on the Nebraska Information Technology Commission, the technical panel established pursuant to section 86-521, or any working groups established pursuant to sections 86-512 to 86-524 that establish, coordinate, or prioritize needs for education, the Governor shall appoint to the commission one member who serves on the Educational Service Unit Coordinating Council.

(2) The Governor or a designee of the Governor shall serve as chairperson of the commission.

(3) The members of the commission other than the legislative member shall be appointed by the Governor with the approval of a majority of the Legislature. Members of the commission shall serve for terms of four years, except that two members initially appointed to represent the general public shall be appointed for a term of two years and any member appointed to represent the Educational Service Unit Coordinating Council shall be appointed for a term of one year. Members shall be limited to two consecutive terms. The Governor or his or her designee shall serve on the commission for his or her term. The legislative member of the commission shall serve until he or she is reappointed or a successor is appointed. Each member shall serve until the appointment and qualification of his or her successor. In case of a vacancy occurring prior to the expiration of the term of a member, the appointment shall be made only for the remainder of the term.

(4) Members shall be reimbursed for their actual and necessary expenses as provided in sections 81-1174 to 81-1177.

(5) The commission may employ or designate an executive director to provide administrative and operational support for the commission. The Department of Administrative Services and Nebraska Educational Telecommunications Commission shall assist with administrative and operational support for the Nebraska Information Technology Commission as necessary to carry out its duties.

Sec. 2. Original section 86-515, Reissue Revised Statutes of Nebraska, is repealed.

Excerpts from LB 1071--AM 2103 (also replaces LBs 957 & 1069) and its effects on the NITC, Network Nebraska and entities represented by the Education Council

(Link to full text of LB 1071--AM 2103: <http://nebraskalegislature.gov/FloorDocs/Current/PDF/AM/AM2103.pdf>)

(Pages 5-6; new language affecting the State Board of Education):

Sec. 5. The State Board of Education shall enter into memoranda of understanding on or before September 1, 2010, with the Board of Regents of the University of Nebraska, the Board of Trustees of the Nebraska State Colleges, and the board of governors of each community college area to adopt a policy to share student data. At a minimum, the policy shall ensure that the exchange of information is conducted in conformance with the requirements of the federal Family Educational Rights and Privacy Act of 1974, as amended, 20 U.S.C. 1232g, and all federal regulations and applicable guidelines adopted in accordance with such act, as such act, regulations, and guidelines existed on January 1, 2010.

(Page 32; new language affecting the University of Nebraska)

Sec. 31. The Board of Regents of the University of Nebraska shall enter into a memorandum of understanding on or before September 1, 2010, with the State Board of Education to adopt a policy to share student data. At a minimum, the policy shall ensure that the exchange of information is conducted in conformance with the requirements of the federal Family Educational Rights and Privacy Act of 1974, as amended, 20 U.S.C. 1232g, and all federal regulations and applicable guidelines adopted in accordance with such act, as such act, regulations, and guidelines existed on January 1, 2010.

(Pages 32-33; new language affecting State Colleges)

Sec. 32. The Board of Trustees of the Nebraska State Colleges shall enter into a memorandum of understanding on or before September 1, 2010, with the State Board of Education to adopt a policy to share student data. At a minimum, the policy shall ensure that the exchange of information is conducted in conformance with the requirements of the federal Family Educational Rights and Privacy Act of 1974, as amended, 20 U.S.C. 1232g, and all federal regulations and applicable guidelines adopted in accordance with such act, as such act, regulations, and guidelines existed on January 1, 2010.

(Page 37 amending 85-1511; new language affecting Community Colleges)

(20) Enter into a memorandum of understanding with the State Board of Education to adopt a policy to share student data. At a minimum, the policy shall ensure that the exchange of information is conducted in conformance with the requirements of the federal Family Educational Rights and Privacy Act of 1974, as amended, 20 U.S.C. 1232g, and all federal regulations and applicable guidelines adopted in accordance with such act, as such act, regulations, and guidelines existed on January 1, 2010;

(Page 18 repeal of 79-1233):

~~The leasing or purchase of and planning for telecomputing or distance education equipment and software for the educational service units shall meet the minimum standards as set by the Nebraska Information Technology Commission. The Chief Information Officer shall bid for such equipment and software and shall allow educational entities to participate in such statewide leasing or purchasing contracts.~~

(Page 29 amending 79-1248; Powers and duties of the ESUCC)

(8) Scheduling and prioritization for access to Network Nebraska by educational entities in cooperation with the Chief Information Officer and using scheduling software or scheduling services; ~~which meet any applicable standards established by the commission;~~

(Page 29 amending 79-1248; Powers and duties of the ESUCC)

(9) Administration of learning management systems, ~~that are in compliance with any applicable standards of the commission~~ either through the staff of the council or by delegation to an appropriate educational entity, with the funding for such systems provided by participating educational entities;

(Page 36 amending 86-506; Enterprise Projects)

86-506 Enterprise project means an endeavor undertaken by an enterprise over a fixed period of time using information technology, which would have a significant effect on a core business function or which affects multiple government programs, agencies, or institutions. Enterprise project includes all aspects of planning, design, implementation, project management, and training relating to the endeavor.

NOTE: 86-505 Enterprise, defined.

Enterprise means the entirety of all departments, offices, boards, bureaus, commissions, or institutions in the state for which money is to be appropriated for communications or data processing services, equipment, or facilities, including all executive, legislative, and judicial departments, the Nebraska state colleges, the University of Nebraska, and all other state institutions and entities. **Source** Laws 2002, LB 1105, § 275.

(Page 39 amending 86-516; Duties of the NITC)

(5) Adopt guidelines regarding project planning and management and administrative and technical review procedures involving state-owned or state-supported technology and infrastructure. Governmental entities, state agencies, and noneducation political subdivisions shall submit all projects which use any combination of general funds, federal funds, or cash funds for information technology purposes to the process established by sections 86-512 to 86-524. The commission may adopt policies that establish the format and minimum requirements for project submissions. The commission may monitor the progress of any such project and may require progress reports;

(Page 39 amending 86-516; Duties of the NITC)

(6) Adopt minimum technical standards, guidelines, and architectures upon recommendation by the technical panel. Such standards and guidelines shall not unnecessarily restrict the use of new technologies or prevent commercial competition, including competition with Network Nebraska;

(Page 41 amending 86-520; Duties of the Chief Information Officer)

~~(11) Bid for telecomputing and distance education equipment pursuant to section 79-1233;~~

(Page 42; new language affecting technology purchases)

Sec. 38. Information technology purchases made with state funds or local tax receipts by education-related political subdivisions shall meet or exceed any applicable technical standards established by the commission. The Chief Information Officer may bid for such equipment and allow education-related political subdivisions to participate in leasing or purchasing contracts. An education-related political subdivision shall provide notice in writing, if required by guidelines established by the University of Nebraska and the Chief Information Officer for participation in Network Nebraska, to the distance education director of the Educational Service Unit Coordinating Council, the University of Nebraska, and the Chief Information Officer prior to the use of any new or additional equipment that will impact the use of Network Nebraska by such education-related political subdivision or other education-related political subdivisions.

(Pages 42-43 amending 86-5,100; Network Nebraska)

86-5,100 The Chief Information Officer, in partnership with the University of Nebraska, shall develop and maintain a statewide, multipurpose, high capacity, scalable telecommunications network to be called Network Nebraska. The network shall consist of contractual arrangements with providers to meet the demand of state agencies, local governments, and educational entities as defined in section 79-1201.01. Such network shall provide access to a reliable and affordable infrastructure capable of carrying a spectrum of services and applications, including distance education, across the state. The Chief Information Officer shall provide access to each school district, each educational service unit, each community college, each state college, and the University of Nebraska at the earliest feasible date and no later than July 1, 2012. Access may be provided through educational service units or other aggregation points. Participation in Network Nebraska shall not be required for any educational entity. The Chief Information Officer shall aggregate demand for those state agencies and educational entities choosing to participate and shall reduce costs for participants whenever feasible. The Chief Information Officer shall establish a cost structure based on actual costs, including necessary plus administrative expenses but not including administrative travel or conference expenses, and shall charge participants according to such cost structure. The Chief Information Officer shall annually provide a detailed report of such costs to each participant and to the Legislative Fiscal Analyst.

March 8, 2010

To: NITC Commissioners
From: Anne Byers
Subject: Community Council Report

Broadband Mapping and Planning. On January 13, 2010, the National Telecommunications and Information Administration (NTIA) awarded the Nebraska Public Service Commission \$2.1 million in stimulus funding for broadband mapping and planning activities. The state data will be submitted to the NTIA for inclusion in the national broadband database expected to be publicly available by February, 2011.

The NPSC has selected a contractor, Apex CoVantage, through a competitive bidding process, to gather broadband data and map that data for Nebraska. Apex CoVantage plans to open a temporary office and hire Nebraska residents to assist in the broadband data collection, verification and mapping portion of the grant. A public meeting was held on February 9, 2010 to explain the process and provide information to broadband providers.

The broadband planning portion of the grant awarded will be a collaborative process led by the Nebraska Information Technology Commission's (NITC) Community Council, University of Nebraska – Lincoln (UNL), and Nebraska Department of Economic Development (DED). A number of approaches will be used to develop both regional and statewide plans to address the broadband needs of Nebraska communities. A statewide mail survey is currently underway to determine the current utilization of Internet service across the state. The survey will also identify barriers to the adoption of broadband Internet service and other information technology services. Members of the Community Council were asked to review the survey. Information from the survey, along with broadband mapping results, will be shared at regional forums. Additional information will be gathered through focus groups and Department of Economic Development business surveys. During the second year of the grant, targeted demonstration workshops and training will be offered to encourage greater use of technology that broadband can deliver with the goal of greater adoption of broadband service.

March 9, 2010

To: NITC Commissioners
From: Anne Byers
Subject: eHealth Council Report

State HIE Cooperative Agreement Program Update. In October, the State of Nebraska applied for \$6.8 million in funding from the State HIE Cooperative Agreement Program administered by the U.S. Department of Health and Human Services, Office of the National Coordinator. The Funding Announcement stated that awards would be announced in December and the program would begin in January. On Feb. 12, 2010, Secretary Sebelius announced awards to 40 states and territories. Nebraska was not among them. Many of these states have not started their planning yet. Others are ready to implement. We are providing additional information to the Office of the National Coordinator and are hopeful that we will receive funding soon.

Meaningful Use. Demonstrating “meaningful use” of certified electronic health records is central to ARRA-funded programs, including the State HIE Cooperative Agreement program. Criteria for demonstrating meaningful use are being developed by the Centers for Medicare and Medicaid Services (CMS). The Centers for Medicare and Medicaid Services issued a Notice of Proposed Rule Making on Dec. 30 which included requirements for demonstrating meaningful use of electronic health records.

Public comments are due March 15. The American Recovery and Reinvestment Act of 2009 authorizes the Centers for Medicare & Medicaid Services to provide reimbursement incentives for eligible professionals and hospitals who demonstrate “meaningful use” of certified electronic health records. Meaningful use will be phased in three stages. **The proposed requirements will be challenging for many providers—especially hospitals—to meet.** Nebraska’s statewide health information exchange is committed to providing the applications necessary for eligible providers and hospitals to meet Stage One requirements in year one. All providers, regardless of their ability to qualify for Medicaid or Medicare incentives, will be able to utilize the expanded services available through NeHII.

State eHealth Operational Plan Update. The eHealth Council’s eHealth Plan Work Group is continuing to work on an operational plan. In order to simplify planning, this operational plan focuses primarily on the first two years of Nebraska’s State HIE Cooperative Agreement Program. The eHealth Council recognizes that the full implementation of health information exchange and the achievement of meaningful use is broader and will take more than two years. It is anticipated that future plans will cover years three and four of the cooperative agreement. Due to rapid developments in health information technology and policies, this plan will likely need to be updated frequently. The state’s strategic plan will continue to take a broader view of eHealth and will also likely require frequent updating.

The operational plan reflects the changing health information exchange landscape in Nebraska.

- The **Nebraska Health Information Initiative (NeHII)** has added Mary Lanning Memorial Hospital in Hastings as well as a number of physicians in Omaha in addition to the original pilot participants-- Alegent Health, Children's Hospital and Medical Center, Methodist Health System, The Nebraska Medical Center, and BlueCross and BlueShield of Nebraska. Over 400 physicians and staff are currently participating in NeHII.
- The **Southeast Nebraska Behavioral Health Information Network (SNBHIN)** has selected a vendor is undertaking the planning necessary for implementation. SNBHIN plans to connect to

NeHII. SNBHIN will connect behavioral health providers in southeast Nebraska. As time and resources permit, SNBHIN plans to expand its services to other behavioral health regions.

- The **Western Nebraska Health Information Exchange** has ceased organizational activities. Providers in the Panhandle will be offered services from NeHII.
- The **Southeast Nebraska Health Information Exchange (SENHIE)** in Thayer County is pursuing connectivity through the National Health Information Network (NHIN) but has declined to participate in statewide health information exchange by connecting to NeHII.

We are making progress in planning how the statewide health information exchange will interact with Medicaid and public health. We have had a number of meetings with representatives of the Nebraska Division of Public Health as well as local health departments to develop a solution. The Division of Medicaid and Long-Term Care will be releasing an RFP to develop a Medicaid HIT Plan.

The eHealth Council reviewed sections of the plan at their meeting on March 5. The target date for completion of the operational plan is April 15.

Addressing Statutory Barriers to the Exchange of Health Information. The Health Information Security and Privacy Work Group of the eHealth Council reviewed Nebraska's laws to determine which laws—if any—were more restrictive than HIPAA. The group identified only one instance in which Nebraska's laws presented a barrier to the exchange of health information. Neb. Rev. Statute 71-8403 limits authorizations for the release of health information to 180 days. The 180 day limit is more restrictive than HIPAA and the laws of our neighboring states. LB 702, which was introduced by Senator Gloor, would remove the 180 day limit on the release of health information. LB 702 has been included in a proposed amendment (AM 2120) to LB 849. LB 849 is currently on General File.

Wide River Technology Extension Center. On Feb. 12, 2010, CIMRO of Nebraska was awarded \$6,647,371 by the Office of the National Coordinator to develop a health IT extension center to help primary care providers--especially those in small practices and those practicing in critical access hospitals—adopt electronic health records and to participate in health information exchange.

New Members. The following have been nominated as new members to the eHealth Council. Their nominations were approved by the eHealth Council on March 5. I will be asking you to approve their nominations.

- Steve Urosevich, Department of Corrections
- Lianne Stevens, The Nebraska Medical Center
- Sue Medinger, Department of Health and Human Services, Division of Public Health
- Joel Dougherty, OneWorld Community Health Centers
- TBA, CIMRO of Nebraska/Wide River Technology Center

Membership Renewals. The terms of the following members have expired. The eHealth Council approved their renewals on March 5. I will be asking you to approve their renewals.

- Joni Cover, Nebraska Pharmacists Association
- Donna Hammack, Nebraska Statewide Telehealth Network and St. Elizabeth Foundation
- Wende Baker, SNBHIN
- Kay Oestmann, Southeast District Health Department
- Susan Courtney, Blue Cross Blue Shield of Nebraska
- Alice Henneman, University of Nebraska-Lincoln Extension
- Kimberly Galt, Creighton University School of Pharmacy and Health Professions

Election of Co-Chair. Dr. Delane Wycoff was elected to serve as co-chair of the eHealth Council.

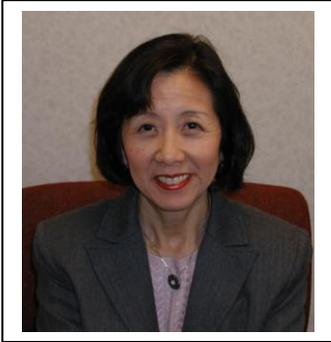
eHealth Council Members

- **The State of Nebraska/Federal Government**
 - **Steve Henderson**, Office of the CIO (term ends Dec. 2011)
 - **Senator Annette Dubas**, Nebraska Legislature (term ends Dec. 2010, renew every 2 years)
 - **Steve Urosevich** (nominated—term would end Dec. 2009)
 - **Congressman Jeff Fortenberry**, represented by Marie Woodhead (term ends Dec. 2010, renew every 2 years)
- **Health Care Providers**
 - **Lianne Stevens**, The Nebraska Medical Center (nominated—term would end Dec. 2010)
 - **Dr. Delane Wycoff**, Pathology Services, PC (term ends Dec. 2011)
 - **Dr. Harris A. Frankel** (alternate)
 - **Joni Cover**, Nebraska Pharmacists Association (up for renewal—new term would end Dec. 2012)
 - **September Stone**, Nebraska Health Care Association (term ends Dec. 2010)
 - **John Roberts**, Nebraska Rural Health Association (term ends Dec. 2011)
- **eHealth Initiatives**
 - **Donna Hammack**, Nebraska Statewide Telehealth Network and St. Elizabeth Foundation (up for renewal—new term would end Dec. 2012)
 - **Ken Lawonn**, NeHII and Alegent Health (term ends Dec. 2010)
 - **Harold Krueger**, Western Nebraska Health Information Exchange and Chadron Community Hospital (term ends Dec. 2011)
 - **Wende Baker**, Southeast Nebraska Behavioral Health Information Network and Region V Systems (up for renewal—new term would end Dec. 2012)
 - **Joyce Beck**, Thayer County Health Services (term ends Dec. 2011)
- **Public Health**
 - **Sue Medinger**, Department of Health and Human Services, Division of Public Health (nominated—term would end Dec. 2010)
 - **Jeff Kuhr**, Three Rivers Public Health Department, Fremont (term ends Dec. 2011)
 - **Rita Parris**, Public Health Association of Nebraska, alternate
 - **Kay Oestmann**, Southeast District Health Department (up for renewal—new term would end Dec. 2012)
 - **Dr. Keith Mueller**, UNMC College of Public Health (term ends Dec. 2010)
 - **Joel Dougherty**, OneWorld Community Health Centers (nominated—term would end Dec. 2011)
- **Payers and Employers**
 - **Susan Courtney**, Blue Cross Blue Shield (up for renewal—new term would end Dec. 2012)
 - **Vivianne Chaumont**, Department of Health And Human Services, Division of Medicaid and Long Term Care (term ends Dec. 2010)
- **Consumers**
 - **Nancy Shank**, Public Policy Center (term ends Dec. 2011)
 - **Alice Henneman**, University of Nebraska-Lincoln Extension in Lancaster County (up for renewal—new term would end Dec. 2012))
- **Resource Providers, Experts, and Others**
 - **Kimberly Galt**, Creighton University School of Pharmacy and Health Professions (up for renewal—new term would end Dec. 2012).
 - **CIMRO of Nebraska/Wide River Technology Center** (nominated--term would end Dec. 2010)

New Member Information March 2010

Steve Urosevich

I have been a health Care Administrator for 40 years serving as CEO of both large and small healthcare systems, from rural Nebraska to Chicago. I have been the Chief Operating Officer of the Health Services Division of the Department of Corrections for just over one year. We are currently in discussions to implement the VHR and EMR products through NEHII, we have been working with Bass and Associates over the last 4 months. I was born and raised in Nebraska, after graduating from UNO I pursued my healthcare career outside the state and returned to Omaha 2 years ago from Chicago.



LIANNE STEVENS, M.S., B.S., CPHIMS

Lianne Stevens is a senior level information technology professional with over 20 years of service in the healthcare industry. She has served in an IT management capacity in both community and academic hospital settings. Currently she serves as Vice President of Information Technology/CIO for The Nebraska Medical Center, one of the region's premier health systems serving 25 percent of the Omaha area market with its 689 licensed beds. She is responsible for the provision of information technology application and technical services for the organization. She provides guidance and support for the organization's Information Management (IM) Governance process through leadership of the Project Management Office structure. She is responsible for IT strategic planning in alignment with the organization's strategic priorities. She serves as chair of the hospital's IM Infrastructure Committee and The Joint Commission IM Committee.

Lianne holds a Master of Science degree in Information Systems from Roosevelt University in Chicago, Illinois. She is a member of CHIME-HIMSS and the Project Management Institute and holds CPHIMS certification. She is also an ASCP registered medical technologist.

Sue Medinger

402-471-0191; sue.medinger@Nebraska.gov

PROFESSIONAL EXPERIENCE

Administrator

8/2008-

Current

Community Health Planning & Protection Unit

Nebraska Department of Health & Human Services (DHHS)

- Oversee administration of the Offices of: Community Health Development; Developmental Disabilities Planning Council; Emergency Medical Services; Health Disparities and Health Equity; Public Health Emergency Response; and Rural Health.
- Supervise administrators in planning and policy formulation including decisions involving staffing, grants, sub-grants, budgets and contracts.
- Discuss and resolve administrative problems.
- Review legislation, statutes, rules, policies and procedures to respond to changes in needs, objectives, and priorities and improve the effectiveness of assigned areas.
- Direct the work activities of staff to reach goals and ensure consistent application of policies, procedures and guidelines.

Health Management Systems Administrator

2000 –

8/2008

Community Health Development

Nebraska Department of Health & Human Services

Bioterrorism & Emergency Response

- Serve as the liaison with the local health departments to define emergency preparation and response activities for local public health; write and oversee the contracts with public health; ensure performance according to the contracts; ensure compliance with federal grant requirements; focus local health departments' activities to build relationships with other community responders, schools, businesses, government, etc.; develop links between state and local public health staff; organize committees with representation from local public health, DHHS and other state and local agencies to build consensus and define policies and procedures; initiate the development and completion of exercises; establish financial reporting monitor fiscal accountability; and other activities as needed.
- Write contracts for various entities such as behavioral health, the Public Health Association of Nebraska, Medical Response Systems, Federally Qualified Health Centers, speaker contracts, etc.
- Become familiar and assist with the development of regulations and state statutes to facilitate public health emergency response.
- Work with the Nebraska Emergency Management Agency (NEMA) to clarify local public health's role in local response with revisions to the Local Emergency Response Plan (LEOP) template and encourage local health department staff participation in Homeland Security training and to interact with county emergency management.

Local Health Department Relations

- Promote linkages between state and local staff to encourage program development and working relationships, i.e., methamphetamine clean up regulations; minority health contacts; health promotion activities; surveillance and epidemiology; public water systems; and risk communications among other programs within the DHHS.
- Develop and update the spreadsheet that distributes Tobacco Settlement Funds (LB692) and other state funds to local health departments.
- Worked with DHHS Legal staff and three local health department directors to develop a guide for local health department directors to establish local regulations.

Other Public Health Activities

- Turning Point Committee - participated on the committee to develop Nebraska's Plan to Strengthen and Transform Public Health in our State published in 1999 and currently on the committee to update the plan.
- DHHS Public Health Law Committee – participate on this committee to discuss changes and new state statutes and regulations.
- Participate on the committee to develop the Nebraska Physical Activity & Nutrition State Plan for the period 2005 – 2010.
- Worked with Office of Public Health staff to: update the Request for Applications for the Nebraska Health Care Cash Grants for community programs; develop and provide training for applicants; review applications; write abstracts; develop the evaluation tool; recruit reviewers, reviewer training, tallying and summarizing scoring results and financial information and presenting this information to the oversight Council for selection; notifying applicants; monitoring grantee reports and make site visits.

Health Services Management Systems Administrator 2000

1995 -

Community Development and Office of the Director Nebraska Department of Health and Human Services

- Participated on the committee to develop the requirements for a consultant to advise DHHS on system requirements for a statewide information system to convert paper food stamps to debit cards. Subsequently participated on the committee to develop the RFP for the statewide Electronic Benefits Transfer (EBT) system. Collected ideas from committee members and drafted the Request for Proposals in accordance with state procurement requirements. Participated in the proposal reviews and selection process and final contract notification. Contract payments were based on the completion of defined deliverables.
- Project Manager for the implementation of the Woman, Infant & Children's (WIC) Supplemental Food Program statewide computer system having a budget of \$2.4 million. This project was in the implementation process when the large reorganization of five agencies occurred. Although through the reorganization I was transferred to another area, I remained as project manager until full implementation of the statewide computer system was completed.
- Purchase of services and equipment via request for proposals and state contracts.
- Form and direct teams to assure integration of state and program policy into grant activities.
- Develop, monitor and update budgets.
- Monitor contracts and facilitate communication between state and local state staff and contractors.

- Work with legal, accounting, purchasing and computer and communications to acquire expertise and needed services.
- Review technology to ensure optimum methods for data processing, telecommunications and records management
- Encourage and provide opportunities for staff development.
- Facilitate contracting for nutrition services for children with special needs.

**Nutrition Division Director
1995**

October 1988 – April

Nebraska Department of Health

- Provide administrative oversight for large federal and state funded programs.
- Work with staff to develop and monitor \$23 million budget.
- Coordinate efforts among area of responsibility, the department as a whole and other organizations to promote effective use of resources.
- Develop and submit applications for federal funding.
- Plan, implement and evaluate program plans and federal grants,
- Form and direct various teams to accomplish goals and set policy for funding distribution to sub-grantees, strategic planning for statewide public nutrition efforts; and new method to coordinate service delivery and reduce paperwork.
- Track federal and state legislation and respond pro-actively.
- Write and present testimony.
- Develop and implement policies and procedures.
- Supervise professional and support staff.

**Interim Director of Maternal and Child Health (MCH) Division
1990**

1989 &

Nebraska Department of Health

- Provide oversight for the MCH Block Grant state plan.
- Supervise staff in the development and issuance of request for applications to distribute block grant funds; application review teams, notice to applicants, and monitor program and fiscal performance of sub-grantees.
- Oversight for the newborn screening and genetics program.
- Division budget development and monitoring.
- Supervised professional and support staff.
- Provided mentoring and training to the incoming MCH Director.
- Successfully responded to the first comprehensive state plan requirement.
- Initiated subgrantee on-site evaluations
- Initiated development of a computer application to improve the handling of metabolic screening results and notification.

**Health Program Administrator
1988**

January 1987 – October

Nebraska Department of Health

- Responsible for administration of the statewide Commodity Supplemental Food Program.
- State plan development and oversight.
- Development of local agency annual plan guidance.

- Review of local plans.
- Budget development and monitoring.
- Allocation of funds.
- Cost containment.
- Order, delivery, and inventory control of \$2 million of commodity foods warehoused across the Nebraska.
- Develop and monitor sub-grantee and warehousing contracts.
- Development of first sub-grantee procedure manual.
- Policy development and implementation; planning; monitoring; evaluation; and staff supervision.

**Nutritionist II & III
1986**

March 1979 -December

Nebraska Department of Health

- Responsible for sub-grantee training; technical assistance; program monitoring; plan development; policy development and implementation; contract oversight; and grant preparation.
- Established the role of the State Vendor Liaison for the WIC Program.
- Prepared pamphlets, newsletters and articles for use by professional staff and the general public using current scientific evidence.

SIGNIFICANT ACTIVITIES AND PROJECTS

Request For Proposals (RFPs/RFAs) – Developed numerous RFPs/RFAs in accordance with state and federal requirements including establishing evaluation criteria, overseeing the review and selection process and in most cases implementing the contract for the:

- WIC Program statewide computer system
- WIC banking services
- WIC infant formula rebates
- Food Stamp Electronic Benefits Program
- Consultant services
- Grants to community organizations

Contract Management

- Local Health Department emergency response contracts (20 renewed each year).
- Public Health Association of Nebraska (renewed each year).
- Information technology contracts (WIC, MCH, Immunizations).
- Nutrition Consultant to develop guide books for schools on Eating Disorders.
- Many individual and project specific contracts.

Project Management

- Project Manager for the implementation of the WIC Program statewide computer system.

Policies and Procedure Development

- Developed the template for the local health departments' all-hazards emergency response plan with annual updates. This provides coordination among state and local staff in the areas of command and control, surveillance and epidemiology, response and notification, disease containment (quarantine & isolation), mass dispensing of vaccine and medications, cache and

stockpile request and delivery, exercises, staff roles, vulnerable and hard to reach populations, response to natural disasters.

- Wrote the state plan for Community Disease Containment in accordance with CDC recommendations.
- Worked with three local health department Directors, Darrell Klein and Sarah Helming to develop the Directed Health Measures Handbook which provides guidance to local health departments on adoption of local regulations, working with municipalities and other community members for a common goal.

Established numerous work groups and committees to accomplish long and short term goals

EDUCATION

University of Nebraska at Lincoln

Bachelor of Science Degree in Food and Nutrition

August 1973 – December 1976

Math and Computer Courses

1980 - 1994

Barnes Hospital, St. Louis, Missouri

Dietetic Internship

February – October 1977

College of Saint Mary, Lincoln Campus

Telecommunications Certificate

January 1996 - 1997

Certificate required the completion of the following courses: Introduction to Computers; Principles of Telecommunications I & II; Digital Transmission Systems; Networks; Telecommunications Systems Management; Information Resource Planning and Management; and Hardware/Software Concepts.

Great Plains Public Health Leadership Institute

Graduate

September 2006

Workshops and Conferences

Ongoing participation in professional workshops, conferences and training opportunities.

PROFESSIONAL REGISTRATION

Registered Dietitian, American Dietetic Association #478227

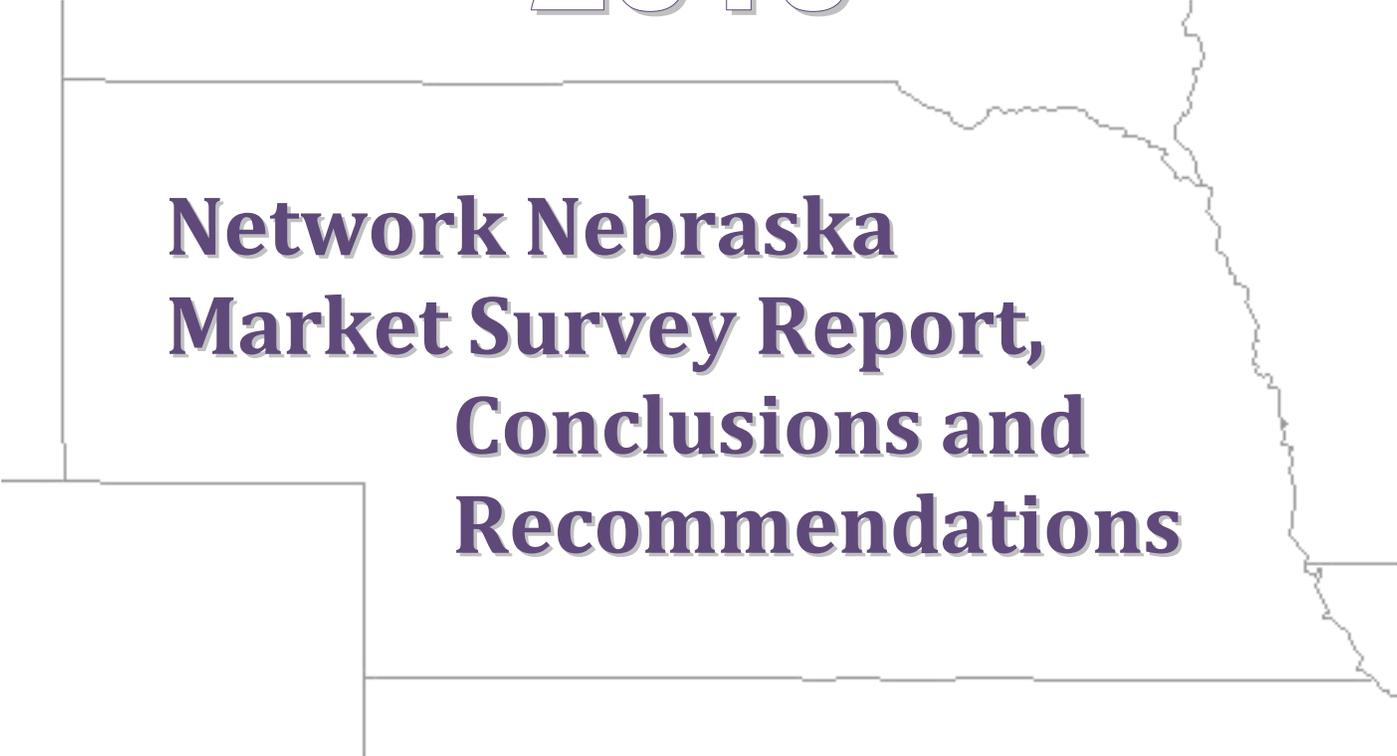
Joel Dougherty, Chief Operating Officer (OneWorld Community Health Centers, Inc.: 2005 to Present)

Mr. Dougherty has been the Chief Operating Officer (CIO and Facilities Director) for OneWorld Community Health Centers, Inc. (OneWorld) since 2005.

Mr. Dougherty successfully led the implementation of OneWorld's electronic practice management (EPM) and electronic health record (EHR) systems, implemented the Dentrix electronic dental record (EDR) system, was the project director and designer for OneWorld's first satellite clinic location, managed the construction of a new 40,000 square foot health clinic and the logistics of moving the health center into the new location in 2005. He was responsible for implementing new ultrasound and radiology services and manages all aspects of the Information Technology department including the EPM system, EHR, EDR, server farm and desktop support. As COO, he supervises medical records, appointment scheduling, front desk, billing, IT, facilities, financial counseling, HR, WIC, and patient support departments. He created and implemented disaster response and business continuity plans and led the transition from an in-house billing department to an outsourced billing company. His prior experience includes:

- 1997–2005 Director of Operations for Personal PC Consultants in Omaha where he led a Practice Management selection and implementation team for OneWorld Community Health Centers as a consultant, was team leader for an implementation of a new database system to manage the credentialing process for the Nebraska Credentials Verification Organization with over 1,000 users, provided outsourced IT services including network management, security, purchasing, network design, desktop support, training and disaster recovery planning for clients in health care, finance, construction, insurance, accounting and real estate, team leader on a web-based database to manage specialty referrals for three Heartland Community Health Network clinics and over 700 private doctors offices
- Designed and implemented a WAN and server farm for a medium sized international hedge fund. Learned Securities and Exchange Commission regulations for data security including new provisions for security and archiving under the Sarbanes-Oxley Act of 2002, created custom database applications for both non-profit and for-profit corporations. Applications developed include warranty tracking applications, membership databases, quality control applications for ISO 9000 certified corporations, and HIPAA compliant health information databases. Managed large database design projects for clients in health care, banking, manufacturing, food processing, financial services and law, expanded services offered and added management contracts to offset the cyclical nature of the computer services business.

2010



**Network Nebraska
Market Survey Report,
Conclusions and
Recommendations**

Nebraska Information Technology Commission

Education Council

Prepared by: Marketing Task Group

January 7, 2010

DRAFT

NITC Education Council Marketing Task Group Members

Arnold Bateman, Chair	University of Nebraska
Chuck Lenosky	Creighton University
Ed Hoffman	Nebraska State Colleges
Mike Kozak	Nebraska Department of Education
Rick Golden.....	University of Nebraska
Steve Stortz	Lutheran Schools of Nebraska
SuAnn Witt	Nebraska Department of Education
Tom Rolfes	Nebraska Information Technology Commission

About the Nebraska Information Technology Commission and the Education Council...

The Nebraska Information Technology Commission (NITC) was formed by the Nebraska Legislature in 1998 to “determine a broad strategy and objectives for developing and sustaining information technology development in Nebraska, including long-range funding strategies, research and development investment, support and maintenance requirements, and system usage and assessment guidelines; and to establish ad hoc technical advisory groups to study and make recommendations on specific topics, including workgroups to establish, coordinate, and prioritize needs for education, local communities, intergovernmental data communications, and state agencies.” (Neb. Rev. Stat. 86-516)

The Education Council of the NITC is one of the Commission’s six advisory workgroups. The Education Council is composed of 16 members, 8 from K-12 and 8 from Higher Education, to represent the educational technology interests of public and private education. By its charter, the Education Council may convene task groups to carry out its responsibilities. The Marketing Task Group is one of five such task groups to carry out the Statewide Technology Plan, which includes the strategic initiative called Network Nebraska.

Network Nebraska Market Survey

Report and Recommendations

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Network Nebraska Market Survey

• Report, Conclusions, and Recommendations •

Introduction

Network Nebraska is the term used to describe the statewide multipurpose, high-bandwidth, telecommunications backbone and all of its associated service offerings and support. Network Nebraska-Education, serving public and private K-12 and higher education, offers network management, interregional transport, Internet access and Intranet routing for distance education, and provides access to the nationwide Internet 2 research and education network. Network Nebraska-Education is a collaborative initiative coordinated by the State Office of the CIO, University of Nebraska, and Nebraska Educational Telecommunications, and is funded by the participating public and private education entities of Nebraska.

This survey, conducted via Internet among current and potential K-12 and higher education public and private users, was designed to provide quantifiable baseline data to guide the Education Council's communications and marketing strategies by providing data on the following:

- General information on strengths and weaknesses of Network Nebraska services.
- Specific perceptions about Network Nebraska services by current and potential users.
- Motivational drivers in choosing Network Nebraska services.
- Current awareness level and perceptions toward Network Nebraska.
- Differences in perceptions between current users and potential users of Network Nebraska.

See Appendix A: NITC Education Council Network Nebraska Survey Instrument

Executive Summary

This is the second year in which the Network Nebraska market survey has been conducted. In December 2008, 364 survey participants started the survey while 178 or 48.9% completed the survey compared to 335 starting the survey in December 2009 with 236 or 70.4% completing the survey. This is a 32% increase in the total number of surveys completed in 2009 over 2008. The largest increase was in the interested party and potential Network Nebraska partner responses. December 2009 survey results suggest that existing users are shifting their attention more toward student learning opportunities, followed by increased bandwidth and cost sharing as being most important to their institution. In December 2008 lower cost was defined as the single most important strength and compelling competitive advantage of the network services. As the network environment grows and matures, it is logical that constituents' interests and concerns migrate from network stability to more applications and teaching and learning opportunities; and the 2009 survey data begins to demonstrate that trend.

Existing Network Nebraska Partners

- Among current partners of Network Nebraska the network is becoming increasingly important as a vehicle for providing student learning opportunities. Of the 172 who rated network attributes based on relative importance to their institutions, 97.6% said student learning opportunities were either very important or important. This was followed by increased bandwidth and cost sharing as being very important or important.
- Among current partners of Network Nebraska other attributes considered to be important to their institutions are distance learning and video conferencing, shared services, technical support services, communication and collaboration, and Internet 2.
- Among current partners of Network Nebraska, student learning opportunities was identified as the number one strength followed by reduced costs/cost sharing.
- When Network Nebraska partners were asked about their top concerns, they identified increasing costs, reliability of the network and network speed.
- Existing Network Nebraska partners identified distance education coordination and connectivity concerns as the biggest weaknesses followed by communications and collaboration.
- The single most compelling competitive advantage that makes Network Nebraska's services distinctive and motivates educational entities to partner with Network Nebraska is reduced costs, followed by student learning opportunities and statewide Intranet.
- Current Network Nebraska partners responding to the survey identified enhanced educational opportunities, improved connectivity, and overarching principles as

guiding principles or slogan that they believe Network Nebraska's services should stand for in the hearts and minds of its partners.

- When current users were asked what services or modifications to existing services they would like Network Nebraska-Education to provide, the largest number of respondents did not identify any followed by new services and more information related to Renovo scheduling/distance learning issues.

Potential Network Nebraska Partners:

- Potential users responding to the survey identified student learning opportunities and cost sharing as the two most important attributes for their institutions if they were to become a Network Nebraska partner.
- Potential users identified reliability, membership/participation fees, network speed and technical support as their biggest concerns if their institution was to become a member of Network Nebraska.
- When potential users were asked what they know or have heard about Network Nebraska-Education the majority stated that they had limited or no knowledge. When asked about what questions they have about Network Nebraska-Education many responded with none/not enough information followed by questions about benefits and related services.
- Potential users responding to the survey said that educational partnerships should be the most compelling competitive advantage that makes Network Nebraska-Education services distinctive and motivates educational entities to partner with Network Nebraska. The same number of potential users responded by saying that more information was needed in order to respond to the question.
- Learner focused followed by network focused are the two short phrases defined by potential partners for the guiding principle or slogan that Network Nebraska-Education services should stand for in the hearts and minds of its partners.

Conclusions

The survey highlights both challenges and opportunities for Network Nebraska to better serve existing partners and adding new partners to the network.

1. With the maturing of Network Nebraska and Network Nebraska-Education as a service provider for public and private K-12 and higher education, existing partner interests are shifting more to student learning opportunities and coordination of distance learning opportunities. However, this doesn't diminish the importance of network reliability, reduced cost/cost sharing, and continuing to improve the governance structure.
2. For both existing partners and potential new partners there continues to be limited knowledge of network benefits, costs and services.
3. Existing partner public relations initiatives and new partner marketing campaigns should focus on reduced costs, shared resources, student learning opportunities and statewide access. Each of these initiatives should be customized for the intended target audience.

Recommendations

1. Marketing Task Group should use the findings from the 2009 and 2010 Market Survey Reports and update the Network Nebraska marketing plan by April 1, 2010.
2. Network Nebraska–Education Advisory Group to utilize the 2009 and 2010 Market Survey Report data to guide development of network leadership, services and support.
3. Continue to annually reissue the survey to evaluate the success of the recommended Action Plan(s) and ensure the future of Network Nebraska values. Add survey branching or more sophisticated database analyses to better identify the opinions of: K-12 vs. higher education, public vs. private education, technological respondents vs. administrative respondents, partners vs. potential partners, and perceptions of the various geographic regions, to determine if responses are different for each of the subgroups.
4. Put in place a more aggressive communications plan for existing partners and potential new partners.

See Appendix E: Work Group Action Plans

Methodology

The survey was developed using an online survey tool, *Survey Monkey*, and an invitation to participate was distributed by members of the Education Council Marketing task group to administrative and technical staff of the following public and non-public education entities around the State. A reminder was sent midway through the 18-day survey period.

- Community Colleges
- State Colleges
- University of Nebraska
- Independent Colleges and Universities of Nebraska
- Educational Service Units
- K-12 public and nonpublic schools

See Appendix B: Invitation to Participate

Results of the survey were evaluated in two processes. The first process categorized the data into themes by sorting the responses to each question with specific topics listed in highest to lowest significance for each question. Pie charts were created from the demographic data and bar graphs created from the categorized data to provide a graphical interpretation of the results.

The second process reviewed the questions and responses using a SWOT Analysis (Strengths, Weaknesses, Opportunities, and Threats). Each category determined in the first process was tagged as a strength, weakness, threat, or opportunity referring to the specific responses when needed to verify the validity of the tag. These tags were then sorted with the top four concentrations presented for each element. It should be noted that strengths and weaknesses are considered *internal* elements, and opportunities and threats *external* elements of a SWOT analysis from which action plans are determined.

See Appendix C: Survey Responses

Study Limitations/Biases

The reader should keep in mind the response rate when interpreting the results. The total number of survey log-ins from current and interested Network Nebraska partners was 335. Approximately 332 individuals completed the demographic questions, of which 236 (70.4%) of the respondents completed one or more textual responses originating from existing and potential Network Nebraska partner elements of the survey.

While the study provides useful information in understanding motivations and perceptions of current and potential users of Network Nebraska—Education, further research is necessary to address items listed under both opportunities and threats in the SWOT Analysis section of the survey. As with any web-based survey, each respondent was motivated enough to open the survey link which may indicate biases, either positive or negative, towards Network Nebraska—Education. The thematic categorization of textual responses for each question was the opinion of two researchers and could be categorized differently by different reviewers.

Survey 2009 vs. Survey 2010—What’s different?

Although the basic survey and survey methodology remained the same from December 2008 to December 2009, some questions for prospective users were modified slightly to better gauge their perceptions of Network Nebraska—Education. If a respondent checked “Other” (i.e. job role), a comment box was included to have them identify their particular job role. Survey participants were asked to rate particular attributes of the network based on the relative importance or level of concern to them or their institution.

Survey Results and Analysis

SWOT Analysis from Survey Data

<p style="text-align: center;">STRENGTHS</p> <p style="text-align: center;"><i>Characteristics important to the execution and ultimate success of the project</i></p>	<p style="text-align: center;">WEAKNESSES</p> <p style="text-align: center;"><i>Internal factors that could prevent the achievement of a successful project result</i></p>
<ul style="list-style-type: none"> • Student Learning Opportunities • Partnering/Equity <i>(includes shared services, costs, and technical support)</i> • Improved Connectivity <i>(includes Intra/Internet, 1-2, bandwidth, and reliability)</i> • Shared Costs 	<ul style="list-style-type: none"> • Communication <i>Limited or no knowledge of benefits, costs, and services</i> • DL Coordination
<p style="text-align: center;">OPPORTUNITIES</p> <p style="text-align: center;"><i>External elements helpful in achieving the goals of the project</i></p>	<p style="text-align: center;">THREATS</p> <p style="text-align: center;"><i>External factors that threaten project success</i></p>
<ul style="list-style-type: none"> • New / Shared Services <i>(includes applications as well as network support and infrastructure)</i> • DL and IVC <i>(includes course offerings and quality, coordination, and Renovo improvements)</i> • Leadership / Governance • Membership 	<ul style="list-style-type: none"> • Membership <i>(includes adding new members and retention of existing members)</i> • Increases in costs • Technical Support • Network concerns <i>(includes speed, reliability, equity)</i>

2008 vs. 2009 Trends—What Network Nebraska entities are telling us

After having administered the survey for two consecutive years, it affords the opportunity to compare data and begin to assess whether the perception of the network environment has changed, based on the responses of the participants and potential participants. Certainly, there have been changes in perceptions, as evidenced by the following table. As with any uncontrolled survey sample, longitudinal data has some intrinsic variability due to the fact that different individuals take the survey each year.

Comparisons of 2008 and 2009 Survey Results

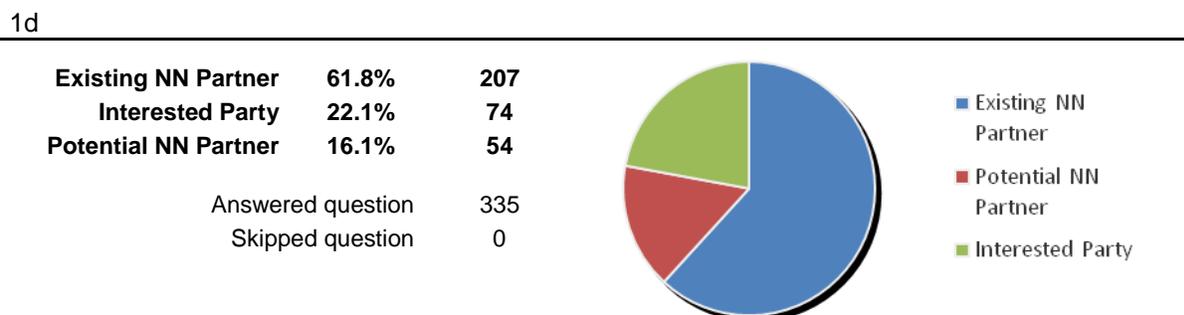
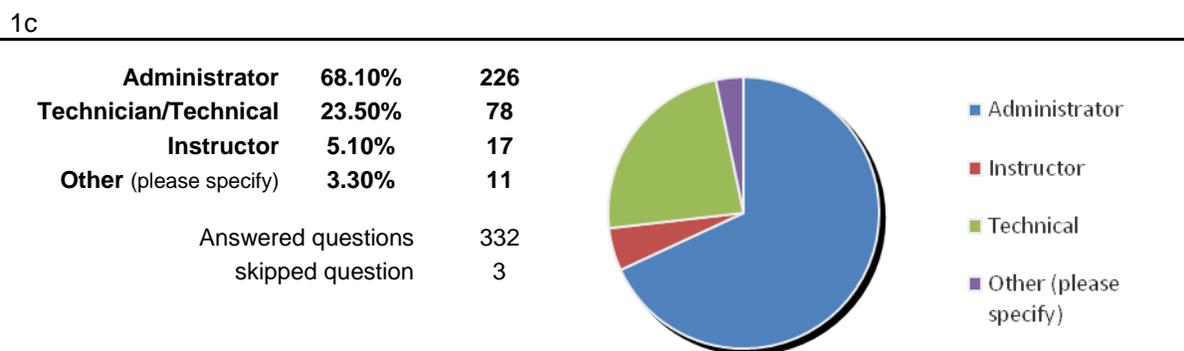
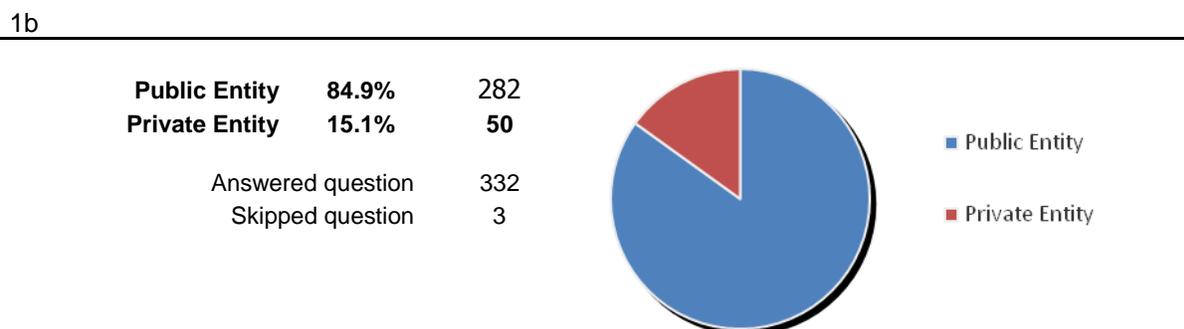
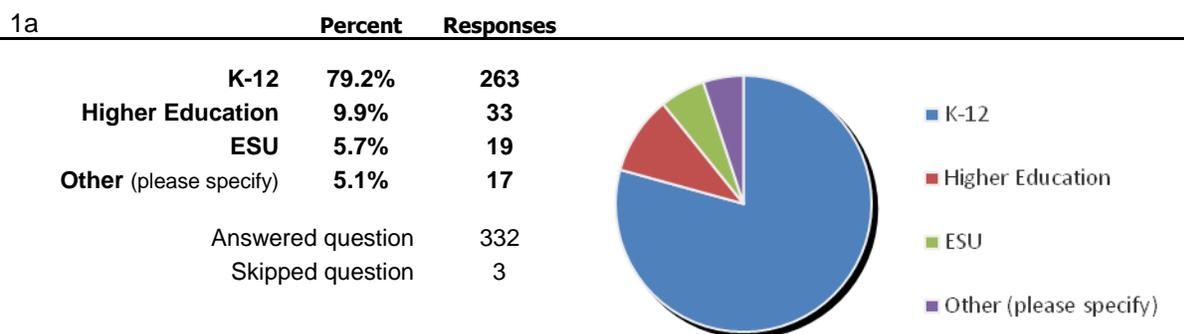
Key Indicator	2008 Survey Response	2009 Survey Response
Strengths	Reduced/shared costs Bandwidth/Speed/Capacity/I-2 Statewide connectivity Technical experience & support	Student Learning Opportunities Partnering/Equity Improved connectivity Shared costs
Weaknesses	Leadership/Governance Membership Communication Help Desk/Support	Communication (limited or no knowledge of benefits, costs, and services) DL Coordination
Opportunities	IVC/Dist Learning & Collaboration Shared Resources Advanced Services Training/Professional Development	New/Shared Services DL and IVC Leadership/Governance Membership
Threats	Cost/Funding Loss of control at local level Redundancy/Reliability Equity	Membership Increases in costs Technical support Network concerns (speed, reliability, equity)
Existing Network Partners	2008 Survey Response	2009 Survey Response
Strengths of NN Services	Lower costs Statewide Access/Geographical Network Services/Internet 2 Distance learning & IVC	Student learning opportunities Reduced cost/cost sharing Reliability Communication/collaboration
Weakness of NN Services	Governance leadership Reliability Slow network Communication/collaboration	Distance education coordination Connectivity concerns No known weaknesses Communication and collaboration
Most Compelling Competitive Advantage of NN	Lower cost Shared resources	Reduced costs Student learning opportunities
Guiding Principle/Slogan of NN	Shared resources Advanced Technology/Bandwidth	Enhanced educational opportunities Improved connectivity
Services or Modification to Existing Services Desired	Help Desk/Support Faster/More Internet Leadership/Governance	None expressed New Services Renovo/Distance Learning Issues
Potential Network Partners	2008 Survey Response	2009 Survey Response
Most Compelling Competitive Advantage of NN	Don't know Cost Shared resources	More information needed Professional/educational partnerships Bandwidth/connectivity
Guiding Principle/Slogan of NN	Cost over bandwidth Equity and accessibility Student centered	Learner focused Network focused Unknown
What Services Would Benefit your Organization	Access Specific Services Profession Development/Training	More student learning opportunities Services and support Internet and transport

Survey Results and Analysis

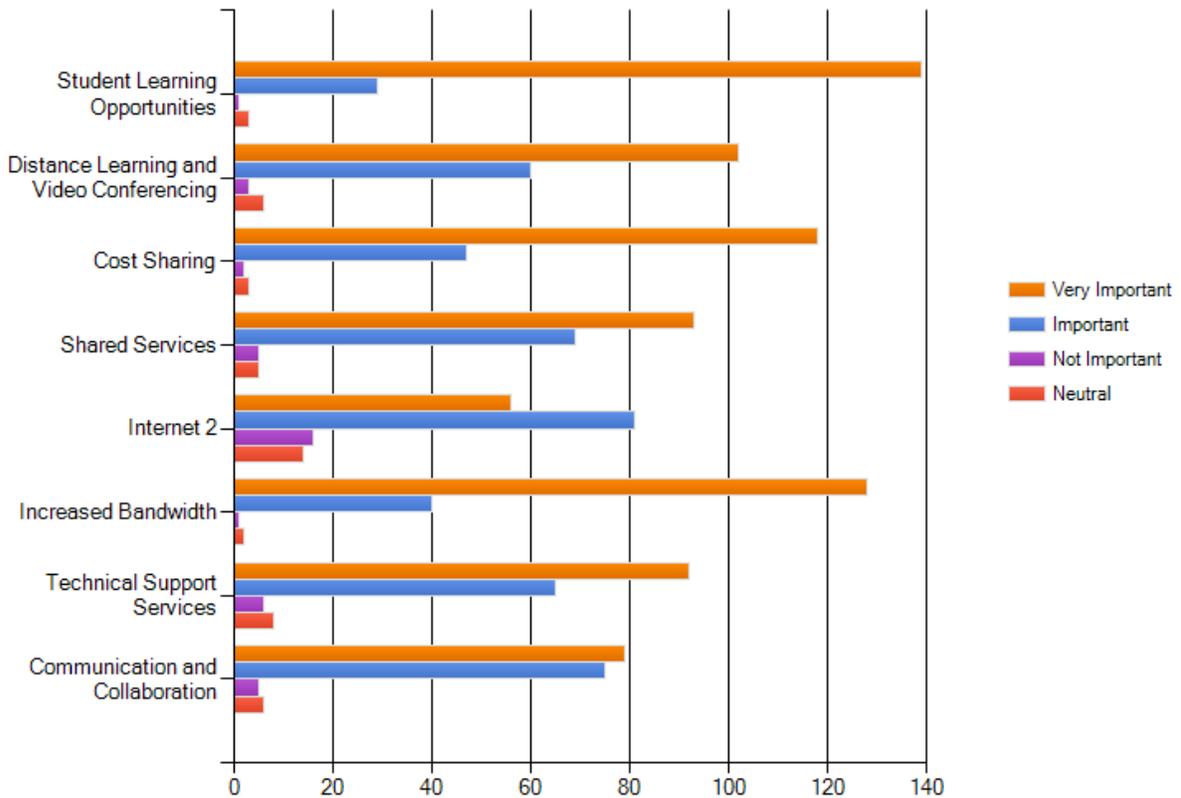
NITC Education Council
Market Survey • Dec 2009

Total Surveys Started	335
Total Surveys Completed	236 70.4%

1. Please choose one for each of the following that best describes you:



2a. Reflecting on your experience as a Network Nebraska-Education partner please rate the following attributes based on their relative important to your institution:

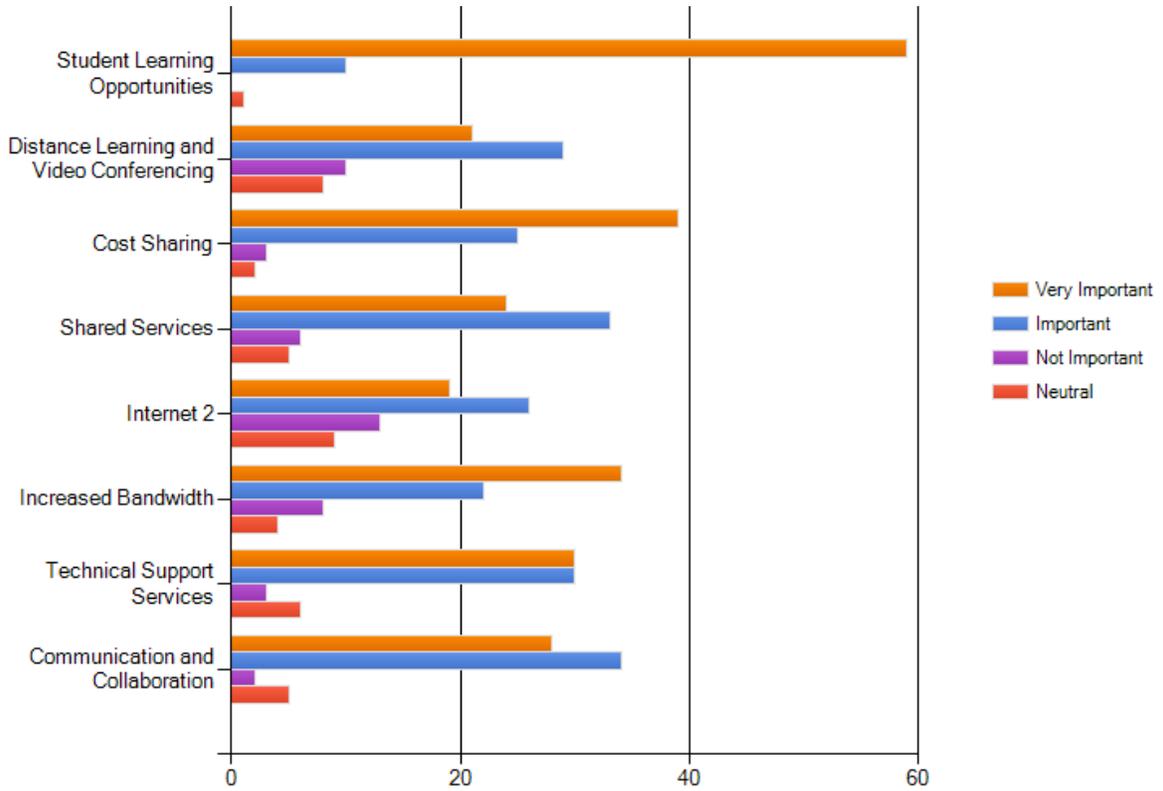


N = 170

Comments:

1. Need to continue to increase student use and principal knowledge of the system
2. So far we have not benefited a whole lot for what we are spending.
3. faster faster faster

2b. If you were to become a Network Nebraska-Education partner, rate the following attributes based on their relative importance to your institution:

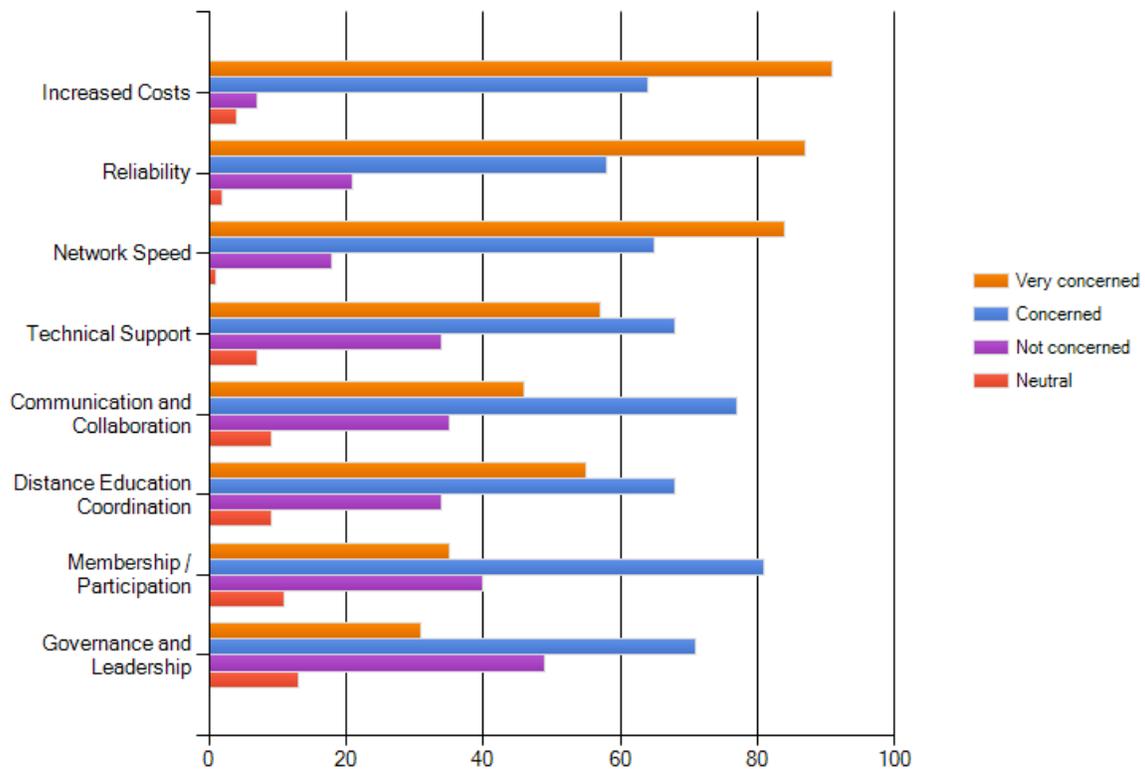


N= 69

Comments:

1. Using Network Nebraska would be decrease in bandwidth for us.

3a. Reflecting on your experience as a Network Nebraska-Education partner, please rate the following attributes based on the level of concern to your institution:

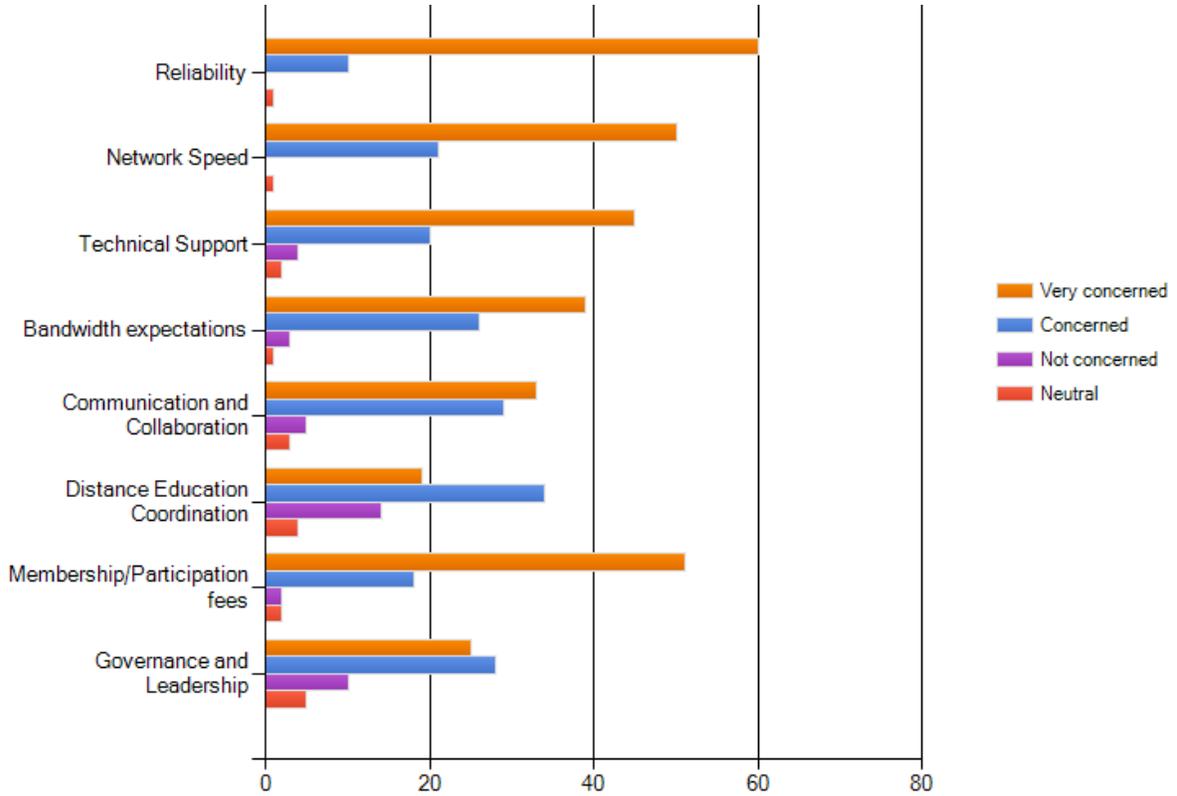


N = 167

Comments:

1. This network needs daily attention and leadership--like an Executive Director
2. What's wrong with the southeast schools--why haven't they joined the network?
3. Quality of courses, based on teacher effectiveness, is critical. Also, increasing dual credit courses is needed.
4. We need someone that has technical and excellent communication skills to advocate and provide trainings.
5. Money is a driving factor for us in everything we do. More for less is the mantra!
6. The one on the first page about being an existing, potential, or interested NN partner was unknown to me--I put existing even though I don't know.
7. I checked "Not concerned" for all these areas because I understood this as an evaluation of the services we have received. We are happy with the services we have received over the last year. We are especially pleased that the costs have been moving down, especially the declines in cost for Internet 1 access.

3b. If you were to become a Network Nebraska-Education partner, what would be your institution's level of concern with the following attributes?



N = 71

Comments:

1. For us the primary issues would be technical, especially any issue surrounding the transition from our current ISP.

Count responses for questions 2 and 3:

2. Please rate the following attributes based on their relative importance to your institution:

2a: Existing Network Nebraska-Education partner:					
Answer Options	Very Important	Important	Not Important	Neutral	Response Count
Student Learning Opportunities	139	29	1	3	172
Distance Learning and Video Conf	102	60	3	6	171
Cost Sharing	118	47	2	3	170
Shared Services	93	69	5	5	172
Internet 2	56	81	16	14	167
Increased Bandwidth	128	40	1	2	171
Technical Support Services	92	65	6	8	171
Communication and Collaboration	79	75	5	6	165

2b: Potential Partner / Interest party					
Student Learning Opportunities	59	10	0	1	70
Distance Learning and Video Conf	21	29	10	8	68
Cost Sharing	39	25	3	2	69
Shared Services	24	33	6	5	68
Internet 2	19	26	13	9	67
Increased Bandwidth	34	22	8	4	68
Technical Support Services	30	30	3	6	69
Communication and Collaboration	28	34	2	5	69

3. Please rate the following attributes based on the level of concern to your institution:

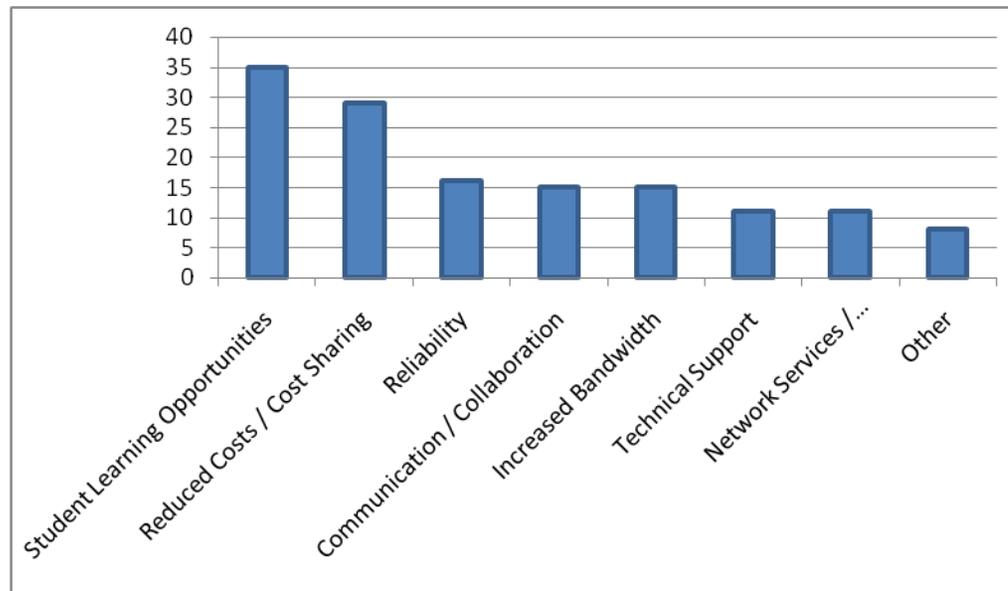
3a: Network Nebraska-Education partner:					
Answer Options	Very concerned	Concerned	Not concerned	Neutral	Response Count
Increased Costs	91	64	7	4	166
Reliability	87	58	21	2	168
Network Speed	84	65	18	1	168
Technical Support	57	68	34	7	166
Communication and Collaboration	46	77	35	9	167
Distance Education Coordination	55	68	34	9	166
Membership / Participation	35	81	40	11	167
Governance and Leadership	31	71	49	13	164

3b: Potential Partner / Interest party					
Reliability	60	10	0	1	71
Network Speed	50	21	0	1	72
Technical Support	45	20	4	2	71
Bandwidth expectations	39	26	3	1	69
Communication and Collaboration	33	29	5	3	70
Distance Education Coordination	19	34	14	4	71
Membership/Participation fees	51	18	2	2	73
Governance and Leadership	25	28	10	5	68

Pareto Charts of Survey Results from EXISTING Partners of Network Nebraska

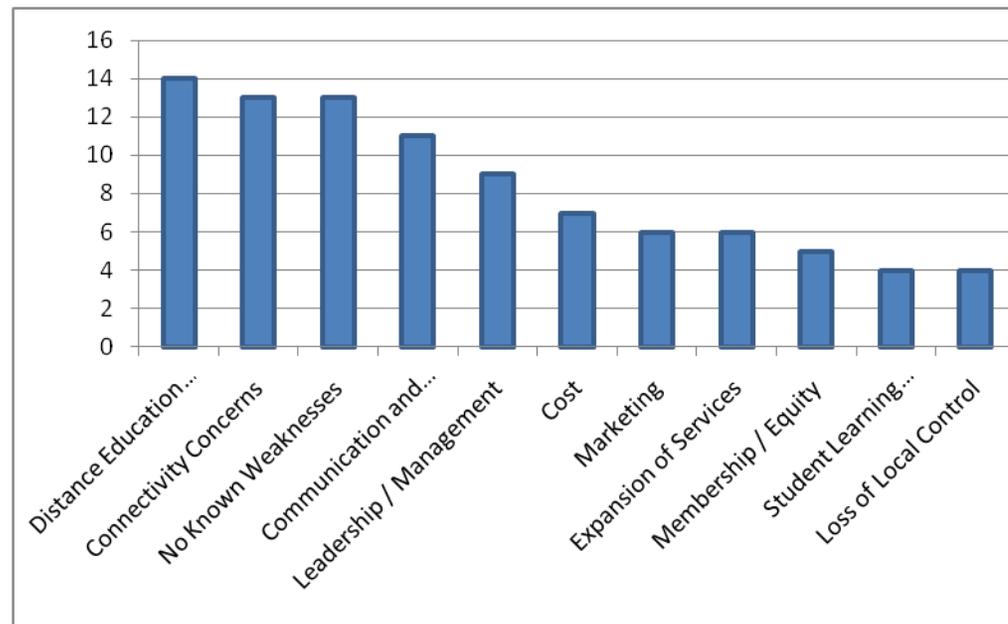
4. What are the strengths of Network Nebraska-Education services?

Student Learning Opportunities	35
Reduced Costs / Cost Sharing	29
Reliability	16
Communication / Collaboration	15
Increased Bandwidth	15
Technical Support	11
Network Services / Responsiveness	11
Other	8
	140



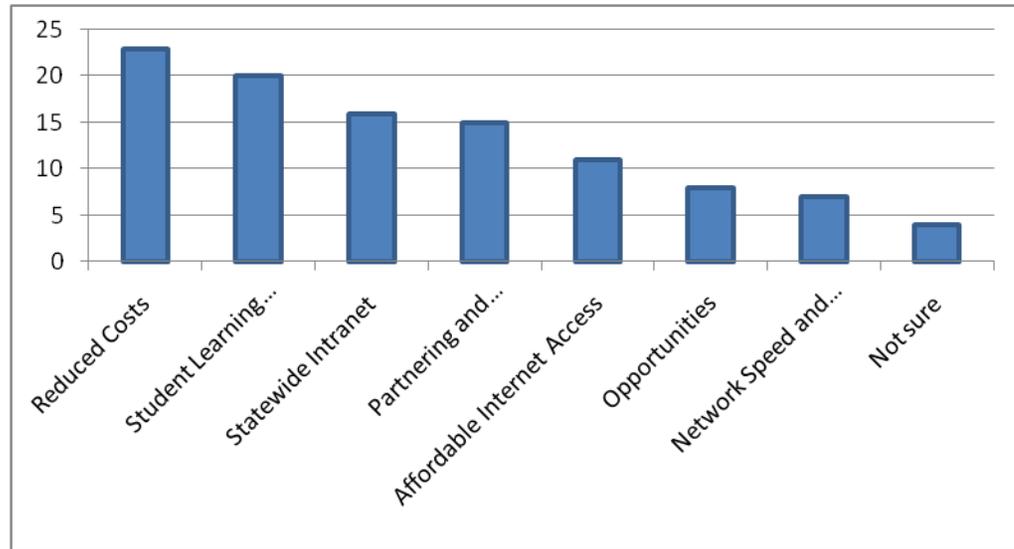
5. What are the weaknesses of Network Nebraska-Education services?

Distance Education Coordination	14
Connectivity Concerns	13
No Known Weaknesses	13
Communication and Collaboration	11
Leadership / Management	9
Cost	7
Marketing	6
Expansion of Services	6
Membership / Equity	5
Student Learning Opportunities	4
Loss of Local Control	4
	92



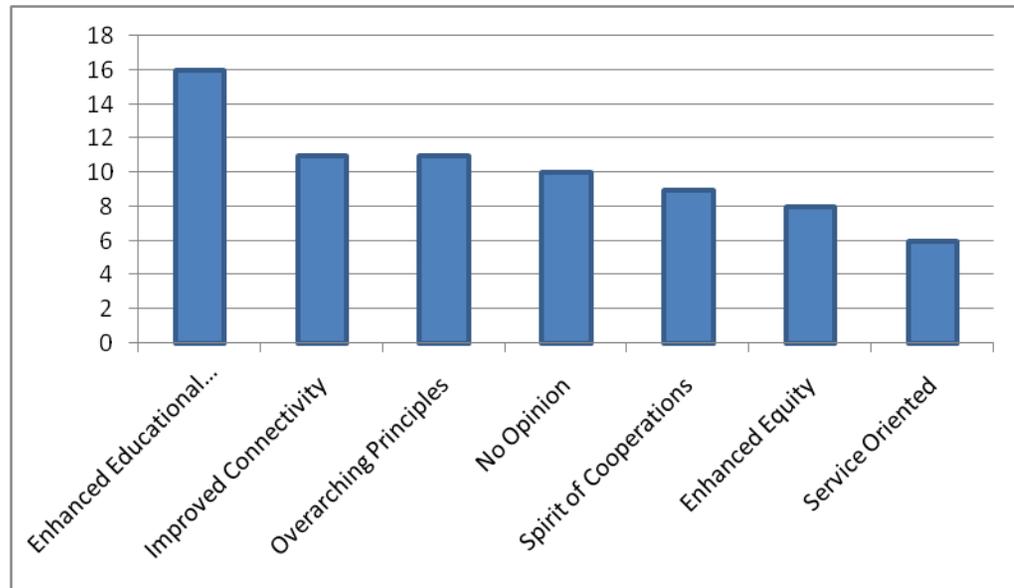
6. What is the single most compelling competitive advantage that makes Network Nebraska’s services distinctive and motivates Educational entities (Educational Service Units, public and private colleges, and public and private K-12 schools) to partner with Network Nebraska?

Reduced Costs	23
Student Learning Opportunities	20
Statewide Intranet	16
Partnering and Collaboration	15
Affordable Internet Access	11
Unique Opportunities	8
Network Speed and Reliability	7
Not sure	4
	104



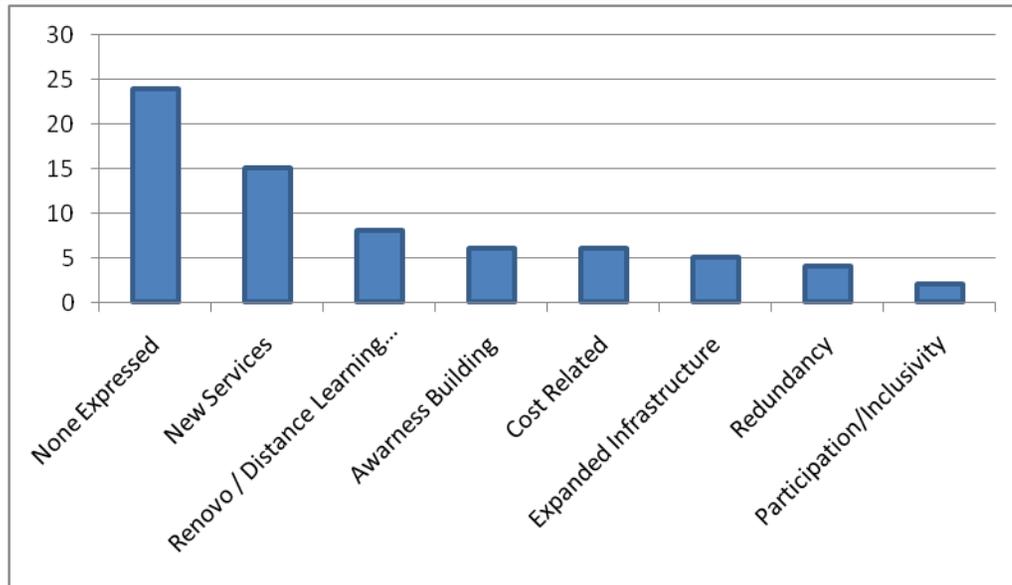
7. In a short phrase, what is the guiding principle or slogan that you believe Network Nebraska-Education services should stand for in the hearts and minds of its partners?

Enhanced Educational Opportunities	16
Improved Connectivity	11
Overarching Principles	11
No Opinion	10
Spirit of Cooperation	9
Enhanced Equity	8
Service-Oriented	6
	71



8. What services or modifications to existing services would you like Network Nebraska-Education to provide?

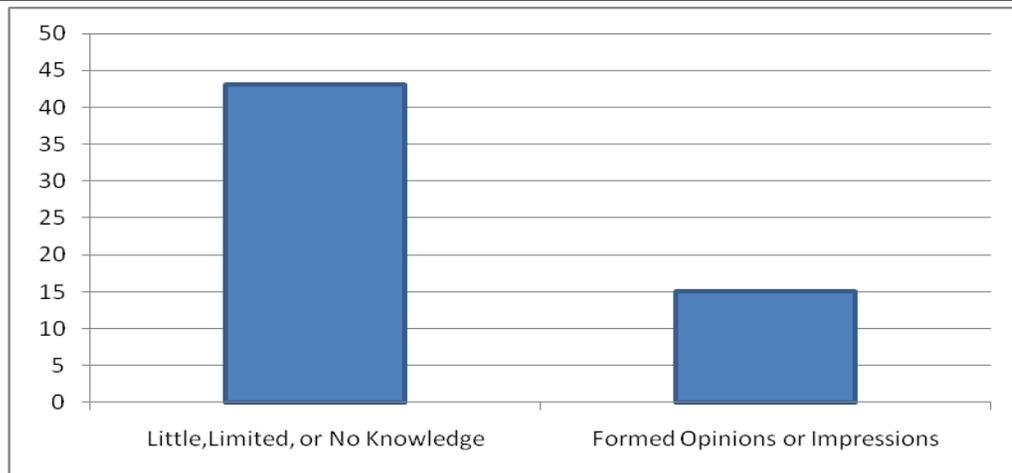
None Expressed	24
New Services	15
Renovo / Distance Learning Issues	8
Awareness Building	6
Cost-Related	6
Expanded Infrastructure	5
Redundancy	4
Participation/Inclusivity	2
	70



Pareto Charts of Survey Results from POTENTIAL Partners of Network Nebraska

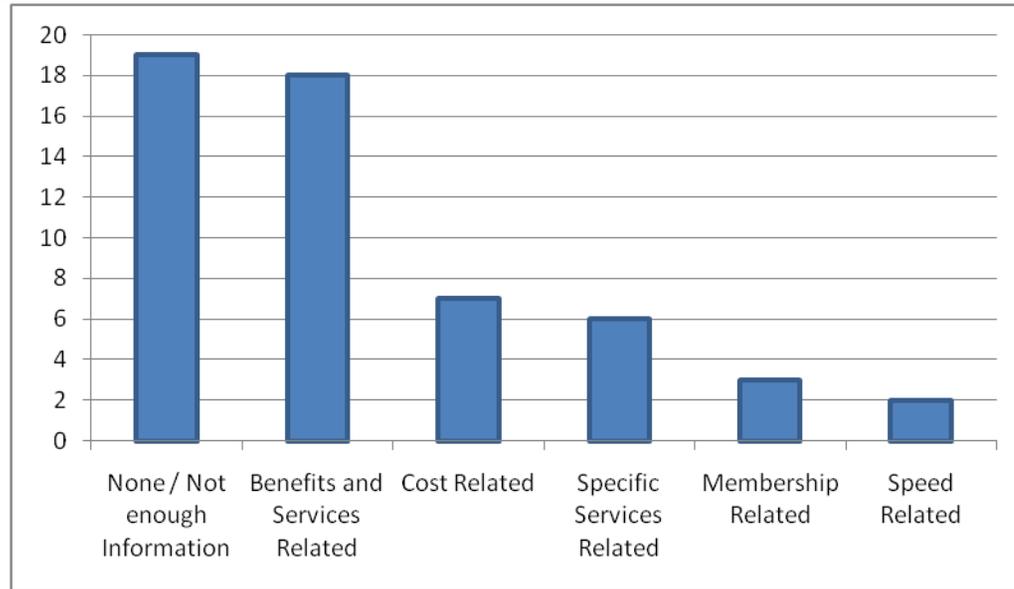
9. What do you know or have you heard about Network Nebraska-Education?

Little, Limited, or No Knowledge	43
Formed Opinions or Impressions	15
	58



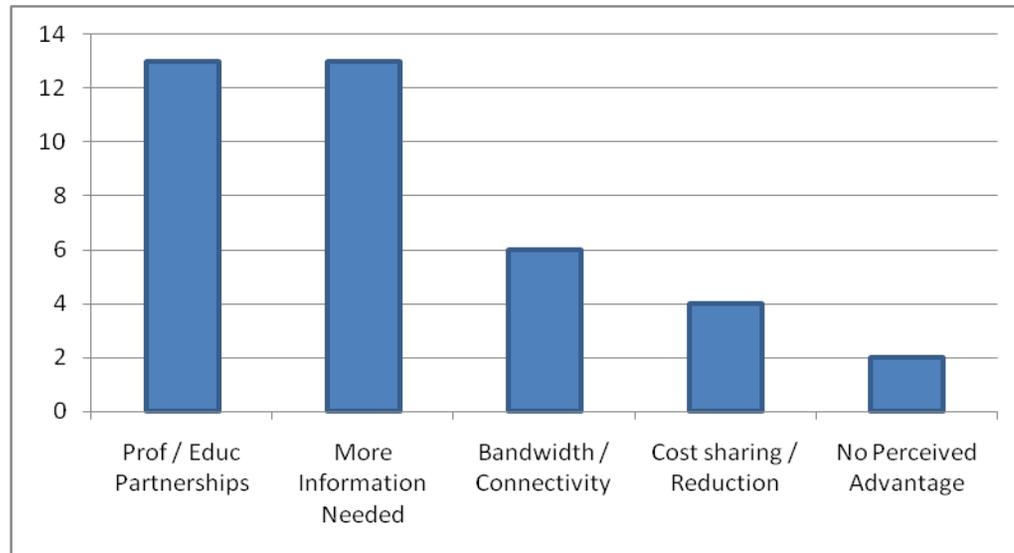
10. What questions do you have about Network Nebraska-Education?

None / Not enough Information	19
Benefits and Services Related	18
Cost Related	7
Specific Services Related	6
Membership Related	3
Speed Related	2
	55



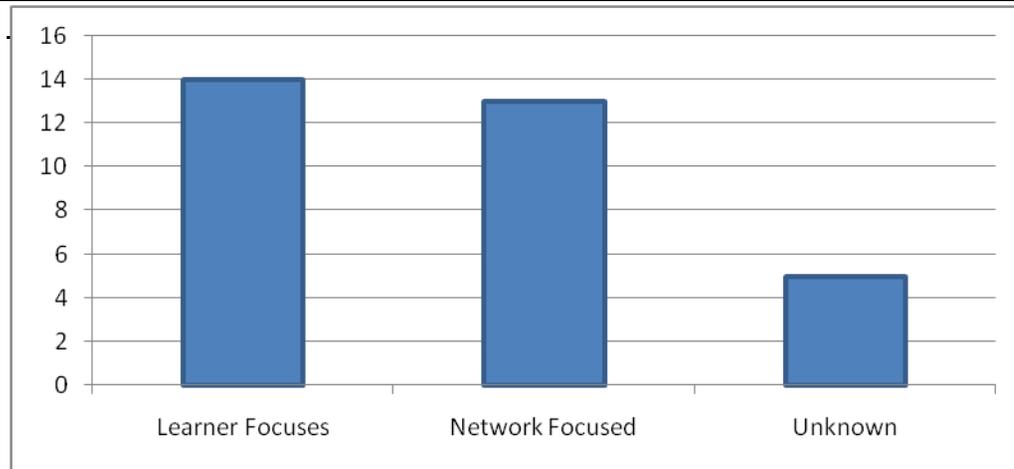
11. What is the single most compelling competitive advantage that makes Network Nebraska-Education services distinctive and motivates Educational entities (Educational Service Units, public and private colleges, and public and private K-12 schools) to partner in Network Nebraska?

Prof / Educ Partnerships	13
More Information Needed	13
Bandwidth / Connectivity	6
Cost sharing / Reduction	4
No Perceived Advantage	2
	38



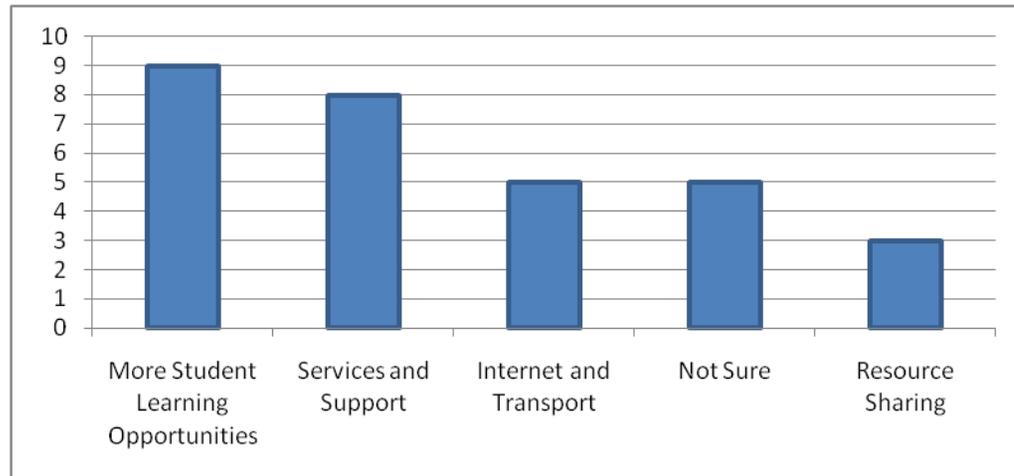
12. In a short phrase, what do you think should be the guiding principle or slogan that you believe Network Nebraska-Education services should stand for in the hearts and minds of its partners?

Learner Focused	14
Network Focused	13
Unknown	5
	32



13. What services would benefit your organization as a partner in Network Nebraska-Education?

More Student Learning Opportunities	9
Services and Support	8
Internet and Transport	5
Not Sure	5
Resource Sharing	3
	30



*** APPENDIX: A – Survey Instrument ***



Thank you for participating in the Network Nebraska-Education Market Survey. Its goal is to provide the Education Council with information to assist in developing a strategic plan that improves the visibility, awareness, and services associated with Network Nebraska-Education.

Network Nebraska is the term used to describe the statewide multipurpose telecommunications backbone and associated service offerings and support. It is comprised of several subnetworks that includes Telehealth, Government, and K-20 Education.

Network Nebraska-Education offers network management, interregional transport, Internet access and Intranet routing for distance education, and provides access to the nationwide Internet2 research and education network. Network Nebraska-Education is a collaborative initiative coordinated by the State Office of the CIO, University of Nebraska, and Nebraska Educational Telecommunications, and is made possible by the public and private education entities of Nebraska.

All responses to this short survey will be kept confidential. Comments will be compiled and synthesized by members of the Education Council Marketing Task Group. Information will help improve both the quality and types of services provided by Network Nebraska-Education. Results will be posted on the NITC website.

More information can be found at:
NITC Education Council (www.nitc.nebraska.gov/ec)
Network Nebraska (www.networknebraska.net)

[Demographics for all survey respondents of Network Nebraska—Education]

Please choose one for each of the following that best describes you:

- ESU
- K-12
- Higher Education
- Other (please specify)

And choose one:

- Private Entity
- Public Entity

And choose one:

- Administrator
- Instructor
- Technical
- Other (please specify)

*** And choose one:**

- Existing NN Partner
- Potential NN Partner
- Interested Party

** At this point in the survey, respondents are directed to questions specific for existing partners or to questions specific for potential/interested partners.*

[Questions for existing partners of Network Nebraska—Education]

Reflecting on your experience as a Network Nebraska-Education partner, please rate the following attributes based on their relative importance to your institution:

	Very Important	Important	Not Important	Neutral
Student Learning Opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Distance Learning and Video Conferencing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost Sharing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shared Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internet 2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increased Bandwidth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Support Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication and Collaboration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other / Comments:	<input type="text"/>			

Reflecting on your experience as a Network Nebraska-Education partner, please rate the following attributes based on the level of concern to your institution:

	Very concerned	Concerned	Not concerned	Neutral
Increased Costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Network Speed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication and Collaboration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Distance Education Coordination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Membership / Participation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Governance and Leadership	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other / Comments:	<input type="text"/>			

What are the strengths of Network Nebraska-Education services?

What are the weaknesses of Network Nebraska-Education services?

What is the single most compelling competitive advantage that makes Network Nebraska-Education services distinctive and motivates educational entities (Educational Service Units, public and private colleges, and public and private K-12 institutions) to partner with Network Nebraska?

In a short phrase, what is the guiding principle or slogan that you believe Network Nebraska-Education services stands for in the hearts and minds of its partners?

What services or modifications to existing services would you like Network Nebraska-Education to provide?

[Next, questions specific to Potential or Interested partners of Network Nebraska—Education]

Network Nebraska-Education is a collaborative initiative coordinated by the State Office of the CIO, University of Nebraska, and Nebraska Educational Telecommunications, and is made possible by the public and private education entities of Nebraska. It offers its partners network management, interregional transport, Internet access and Intranet routing for distance education, and provides access to the nationwide Internet2 research and education network. LB1208 (2006) tasked the Office of the CIO with providing access to every education entity (public and private, K-20 institutions) by July 1, 2012.

What do you know, or have you heard, about Network Nebraska-Education?

What questions do you have about Network Nebraska-Education?

If you were to become a Network Nebraska-Education partner, rate the following attributes based on their relative importance to your institution:

	Very Important	Important	Not Important	Neutral
Student Learning Opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Distance Learning and Video Conferencing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost Sharing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shared Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internet 2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increased Bandwidth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Support Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication and Collaboration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other / Comments:

If you were to become a Network Nebraska-Education partner, what would be your institution's level of concern with the following attributes?

	Very concerned	Concerned	Not concerned	Neutral
Reliability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Network Speed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bandwidth expectations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication and Collaboration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Distance Education Coordination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Membership/Participation fees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Governance and Leadership	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other / Comments:

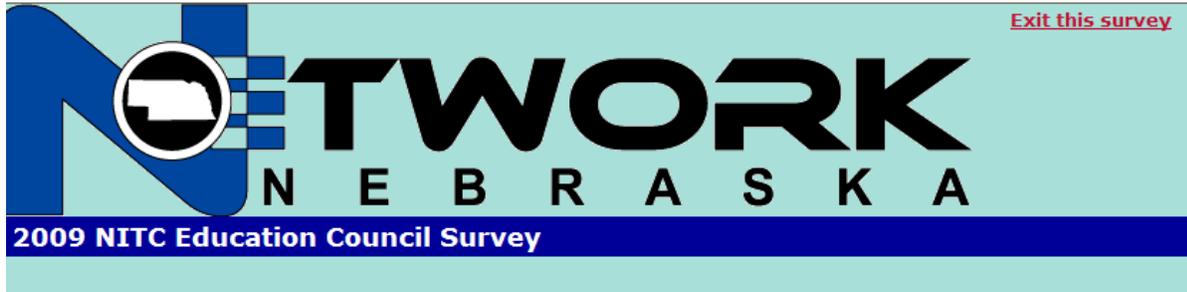
What is the single most compelling competitive advantage that makes Network Nebraska's services distinctive and motivates Educational entities (Educational Service Units, public and private colleges, and public and private K-12 schools) to partner in Network Nebraska?

In a short phrase, what do you think should be the guiding principle or slogan that you believe Network Nebraska's services should stand for in the hearts and minds of its partners?

What services would benefit your organization as a partner in Network Nebraska?

[Prev](#) [Next](#)

[Final screen for both Existing and Potential Partners of Network Nebraska—Education]



If you have questions or would like to know more about Network Nebraska, contact:
Tom Rolfes (402.471.7969 or tom.rolfes@nebraska.gov)

You may share link to this survey with others in your organization.

NITC EDUCATION COUNCIL
MARKETING TASK GROUP

* * *

You will now be connected to the 2008 Network Nebraska Market Survey Report, Conclusions and Recommendations that resulted from last year's NITC Education Council survey. We welcome your comments and feedback.

[Prev](#) [Done](#)

[After completing the survey, respondents were connected to a URL displaying a PDF copy of the 2008 Network Nebraska Survey Report to reveal how their input directed decisions and changes in NN services.]

*** APPENDIX: B – Invitation to Participate ***

From: Arnold J Bateman [mailto:abateman@unlnotes.unl.edu]

To: Witt, SuAnn; Chuck Lenosky (clenosky@creighton.edu); Hoffman, Ed; Kozak, Mike; Golden, Rick; Steven Stortz (sstortz@clnorfok.org); Rolfes, Tom

Subject: Re: FW: DRAFT Survey and Cover Letter

Colleagues:

Thank you for meeting by conference call to work out final details on the survey. If I missed something of importance in the meeting summary let me know.

To maximize completion of the survey the task force members are asking that the following people forward the e-mail inviting individuals to complete the online survey. The following individuals will send out the e-mail invitation on Monday, November 30, 2009 or shortly thereafter:

Rick Golden --- University of Nebraska
Ed Hoffman --- State Colleges
Tom Rolfes --- Community Colleges
Tip O'Neill --- Independent Colleges and Universities
Mike Kozak --- Public K-12 schools and administrators
Mike Dulaney --- Public K-12 school administrators
Tom Rolfes --- ESU-Network Operations Committee, ESU-Technology Affiliate Group
Tom Rolfes --- NETA Technology Coordinators
Tom Rolfes --- NEHEIT (Nebraska Higher Education Information Technology group)
Steve Stortz --- Lutheran Schools of Nebraska
Jeremy Murphy --- Catholic Schools of Nebraska

Schedule:

- ◆Survey will be finalized and posted to *Survey Monkey*, November 25, 2009
- ◆First e-mail invitations will be sent Monday, November 30, 2009
- ◆Reminder e-mail should be sent on or about Friday, December 11, 2009
- ◆Last day to complete the survey is December 18, 2009
- ◆Data analysis to be performed December 21-30, 2009
- ◆Marketing group conference call the week of January 4 to discuss survey data and make assignments for conclusions, recommendations, SWOT analysis
- ◆Preliminary survey data will be presented at the Education Council meeting, January 7, 2010
- ◆Follow up meeting late January 2010 to complete the report and prepare presentation for the CAP, Technical Panel, Education Council, and Network Nebraska Advisory Group meetings in February 2010

Arnold Bateman

Associate Vice Chancellor for Extended Education & Outreach
and Director Extended Education & Outreach
University of Nebraska-Lincoln

Copy of Introductory email sent by NITC Education Council members to respective constituents

Dear Education Partner,

The Nebraska Information Technology Commission--Education Council has undertaken an important survey process to help the Network Nebraska statewide network enhance its position as a service provider and to better serve the needs of its partners.

This survey is designed to collect input from Network Nebraska's current and future partners in order to assist staff in improving the number, variety, and quality of services on the network.

As a result of responses from last year's survey

- A network advisory group was formed, providing a direct voice from partners to Network Nebraska operations.
- Services were expanded (e.g. traffic shaping, automatic notification system, and a 24/7 helpdesk).
- While increasing bandwidth, Network Nebraska participation fees and interregional transport costs remained level.
- Membership increased by 49 new entities due to increased outreach and communication.

The link below will take you to the short online survey (estimated time for completion is 5-10 minutes).

We would appreciate the participation of both the administrator and technology and distance learning coordinator most closely associated with Network Nebraska services. You may also forward this email and survey link to others within your organization or outside of your organization who have interest in Network Nebraska services. All input is appreciated.

If you have any questions about this survey, please contact SuAnn Witt suann.witt@nebraska.gov

Please complete no later than December 18, 2009.

Upon completion of the survey, you will be provided a link to view a copy of last year's survey report and recommendations. Your thoughtful feedback is appreciated.

The survey is available at: <http://www.surveymonkey.com/s/NDYJC2P>

Sincerely,
Marketing Task Group Members

NITC Education Council
<http://www.nitc.nebraska.gov/ec>

Network Nebraska
<http://www.networknebraska.net>

* APPENDIX: C – Survey Responses *

Survey Responses Grouped by Common Theme

Numbers next to responses only indicate the order in which the response was listed in the text file and cannot be used to identify individual respondents. Repeated numbers indicate multiple categories implied.

[Responses to questions 1-3 are included in the analysis beginning on Page 10 of this report]

Responses from Existing Network Nebraska—Education Partners

4. What are the strengths of Network Nebraska-Education services?

- Communication and collaboration

2. The potential to share services
4. Collaboration and coordination.
5. We are becoming a larger group
6. Wonderful collaborative effort between K-12 and higher ed, public and private. The sky's the limit (eventually) with this self-funded network!
11. Having all K12 and education institutions on the same network. Having the tech support of Ben M.
15. The support and ability to collaborate with other schools.
21. standards across the state, cost sharing, collaboration among partners
36. Potential for Statewide increased communication
38. The ability to communicate throughout the state.
46. Distance Education Coordination and Communication
56. Increased education collaboration
58. Collaboration among members
76. Bandwidth and reliability provides potential for much greater sharing of resources and collaboration.
86. coordination, collaboration, cost effectiveness
92. Standing together for staff and students

- Reduced Costs / Cost Sharing

1. The basics are covered by Network Nebraska in a cost effective manner.
3. Lower costs
9. Lower costs
17. Cost sharing has reduced the impact on our institution.
18. Good bandwidth at an affordable price.
21. cost sharing
22. Cost effective solution for distance education
25. Cost is excellent
28. Good cost-sharing
29. Acquiring cost effective contracts with service providers
31. cost sharing
41. growth potential, cost effectiveness
45. Lower cost for bandwidth
51. At this point I would say shared cost and the possible ability to receive discounts for being part of a group.
55. Affordability,
56. Reduced costs
53. I believe the "strength in numbers" possibilities associated with Network Nebraska will allow us lower prices
63. Large group costs
72. Low price

- 75. Large entity thereby spreading costs & services.
- 77. Cost control
- 80. Costs
- 86. Cost effectiveness
- 88. Economies of scale in a state where this is difficult to achieve.
- 91. Cost-effective, coordinated, enterprise-class
- 93. Avoidance of Internet 1 bandwidth costs. Cost of Internet 1 access being pushed down through collaborative purchasing
- 94. The ability to purchase large amounts of bandwidth below normal prices those individual organizations would expect to pay.
- 95. The NN opportunities have greatly reduced our ongoing operating costs for internet bandwidth.
- 96. The potential to save costs to its members

• Increased Bandwidth

- 3. High speed access between sites
- 7. Band width
- 9. Bigger pipeline
- 17. Flexibility to add bandwidth
- 18. Good bandwidth to central NE.
- 36. Speed of IP services
- 40. Great connections between partners
- 45. Provides statewide backbone
- 48. More speed than we had before
- 54. Increased access/faster internet
- 55. Increased bandwidth
- 57. The speeds so far is awesome so hope that will continue
- 60. Internet access
- 77. Speed and reliability especially compared to schools in other states
- 80. Bandwidth

• Reliability

- 8. It has been a very dependable system
- 10. reliability
- 13. To this point it has been very stable & reliable.
- 16. Reliability
- 19. Very little downtime
- 22. Very reliable services
- 25. The reliability is great
- 27. For the most part it thinks NN is a solid reliable network
- 35. Our bandwidth and connection has been good so far this year. In the past, with other providers, we've lost connection on a regular basis and none of that has gone on this year.
- 41. Dependability
- 44. Reliability
- 50. Smooth connections from one school to the next... flexibility, connectivity
- 74. Reliability
- 78. This is the first year I have had comments that the internet seems to be faster. That is because we purchased extra bandwidth.
- 78. We haven't had any major issues with our DL or internet connection. Reliability is the biggest strength.
- 80. Reliability

• Technical Support

- 7. Technical service
- 11. Having the tech support of Ben M.
- 25. Support is very good
- 26. Ben Mientka does a good job of providing support for entities.
- 31. Technical support

- 60. Guidance
- 88. Professional management of a large network where finding that experience can be difficult
- 62. Quality assistance as needed.
- 80. Network support
- 83. Availability and response to problems.
- Network Services / Responsiveness
- 2. The ability to control traffic and provide reliable services.
- 19. Efficient, comprehensive service; consistent service;
- 39. Statewide services
- 52. Great service!!!!
- 57. Also the added level of Security to the network.
- 64. Depth of services
- 72. Ability to purchase gear like the packet shaper for services
- 93. Connection to Internet 2
- 93. Opportunities to improve disaster recovery and business continuity
- 93. Options through placing servers/services at the core nodes of the network.
- 96. Sharing services that drain resources at the local level.
- Other
- 2. Local Ownership
- 22. Telehealth delivery
- 30. First Year
- 49. We are a new member and have only used NN for our connections for about 4 months for video and 2 months for data (Intranet) I can't say what the strengths, weaknesses are at this time. We would need more time to evaluate this.
- 59. Its strength is its potential.
- 70. The overall goal is the strength.
- 71. It is still too early to tell...I believe we are still in the infancy stage, therefore, I am not sure we have been at it long enough to identify strengths.
- 79. Unknown
- Student Learning Opportunities
- 8. Provided excellent opportunities for our rural area.
- 12. Ability to meet educational needs of students and staff.
- 14. Gives all school equal opportunities
- 16. Shared resources with institutions of similar interest
- 20. Providing quality education throughout Nebraska
- 23. Availability of resources/classes.
- 24. Potential for options for students.
- 32. Ability to reach more students with added efficiency
- 33. opens rural NE students to the world; we are desperately in need of foreign languages.
- 34. Possibility for increased offering in small rural schools.
- 36. Increased access to classes for student
- 36. Increased information available to students, faculty and staff
- 37. Wide range of opportunities for class offerings
- 42. Allowing rural areas, especially those in western Nebraska, the opportunity to access a wider variety of courses via distance learning
- 43. Expanded choices for our students.
- 47. The many opportunities for students.
- 53. I believe the "strength in numbers" possibilities associated with Network Nebraska will allow increased opportunities in the future. I am more concerned with the increased in educational opportunities and services however.
- 55. More technology services are available to students and staff
- 56. Education opportunities.
- 57. DL I think is the most.

- 58. Collaboration among members.
- 60. Distance learning access
- 61. The ability to go statewide for DL courses
- 65. Increased offerings to our students of smaller schools
- 66. Rural schools with limited resources can access quality educational opportunities for students via Network Nebraska
- 67. We just have to have technology with our rural situation.
- 68. Able to receive classes from other districts. This gives a broader variety of classes for your students.
- 69. Opportunities for students.
- 73. More opportunities
- 81. Opportunity to share with other schools across the state.
- 82. Able to find classes for a variety of students across the state. Helps with accreditation issues and teacher shortage in certain areas.
- 84. The service is always available providing classes or educational opportunities for all of our students.
- 85. Increased course offerings. Dual credit classes
- 89. Our school has grown its capacity in 21st century learning which would not have been possible without NN.
- 90. Access to the internet and many distance learning offerings that our school would not have.

5. What are the weaknesses of Network Nebraska-Education services?

- Distance Education Coordination

- 19. Still not enough information about classes outside of our esu area.
- 29. Limited scheduling availability.
- 34. Class times do not always match school times
- 35. Scheduling
- 36. The Distance Learning system - Renovo - does not work well. It needs to be updated or get a new partner.
- 38. Scheduling issues for DL classes from one time zone to another and from one school district's bell schedule to ours
- 39. Need greater communication as to what is available for students k-12.
- 56. School agreements with other schools do not allow for any other institution to take the class.
- 60. Don't always hear about classes until there is no space left.
- 75. Coordinating class times.
- 76. Renovo scheduler
- 77. Distance Education Coordination
- 79. Assisting schools generate relevant, collaborative experiences for student learning would be very valuable.
- 80. Distance learning is a concern since not all schools are not on the lifesize system. It creates connection problems and sound and video problems.
- 82. Not able to match more schools across the state with offerings

- Student Learning Opportunities

- 1. Not much thinking about "last mile" or curb to household connection. As we move to 1:1 models in our schools, we'll need to be able to guarantee access to our digital resources from our students' homes. What should this look like? What will this mean for NN?
- 43. Lack of dual credit classes.
- 49. The need for virtual learning/High School
- 72. If you open up the curriculum for all students in NN then the concern is paying for all the classes. I would hope we can all work together when we share teachers.

- Connectivity Concerns

- 3. No redundancy or alternative infrastructure available if a network outage occurs
- 11. Easy of access to the CCC college locations.
- 12. Large network possible breakdowns
- 13. The reliability of the network is low.
- 21. Use by school districts.

23. Redundancy

24. A "statewide" network that stops at Grand Island; lack of redundancy

28. The speed and the glitches experienced periodically.

51. At the present time, Network Nebraska has focused on educational needs. As we grow in educational needs, more bandwidth will be needed to expand our resources.

55. It doesn't always work the way we want it to (connections)

64. Tech issues

68. Lack of lower-end options for schools not needing to take full advantage of distance education services. We have an elementary school in a different city (through school merger), but it is cost prohibitive to bring them on Network Nebraska. We have a residential DSL connection, which means none of their traffic can see the benefits of the closed NN network.

80. Network speed is very much an issue.

• Marketing

7. Student and principal knowledge of how to best use the system to expand student learning opportunities

47. I believe the current weakness of Network Nebraska is the angle we're currently using to sell the viability of this union of educational institutions. We need to get out and show people how we're using the capabilities that NN has brought about instead of just telling them.

58. Not a lot of participation and not very well advertised for the benefits to educators

67. Not enough publicity to techs/admins about what it is and what it is for, how it can be leveraged for the future, etc.

83. Marketing of the advantages that Network Nebraska-Education offers.

85. Awareness of opportunities.

• Expansion of Services

2. Lack of value added services beyond collaborative

15. Technical training

41. Do not duplicate services that ESU's can provide, such as Tech support.

53. Services aren't really anything more than we received prior to Network Nebraska except for additional costs for the Network.

69. The coordinators for the DL system rely on the local school technician to fix issues with the DL system. If they are going to rely on that then they need to have some sort of training on the equipment.

81. Limited number of application services. The mantra, "if you build it, they will come" definitely applies. I might add, "If you don't increase the application services they may leave" as vendor pricing in large metros will rival NN. The differentiation comes in the application services. NDE needs to become a player and figure out how they can provide services including statewide learning management, statewide content management, statewide student information, statewide ERP. The vision should be toward a service-optimized cloud connected to NN and offering better applications at lower prices than individual entities could possibly afford.

• Cost

2. The threat of increased costs for K12.

9. Cost

30. Cost of the equipment and services.

40. Cost

49. Always concerned about costs.

61. Cost is still high.

83. High connectivity costs for some locations to get on the network (conduit).

• Communication and Collaboration

15. Transparency of connection and cost information

16. We feel pretty removed from the process out here in central/western NE. The service has gotten better and I know you try and inform us about what is going on, our remoteness just limits the contact and personal attention.

17. MAKING NETWORK CHANGES THAT AFFECT US and OUR PARTNER INSTITUTIONS AND FAILING TO NOTIFY THOSE INVOLVED...this happens frequently and causes havoc with our events/classes.

20. Lack of communication statewide.

22. More updates of future directions would be nice.

32. Need more/better communication about how to access some of the Net 2 services
 -Could use more communication about how higher education can benefit from Net Neb since there is no E-rate benefits or financial reimbursements.
39. Need greater communication as to what is available for students k-12.
54. Not much is known by administrators in districts with technology director or solely utilizes ESUs
63. Communication had previously been low until Ben was hired
66. Overall size results in sometimes delayed services and communication.
78. Lack of communication regarding network services and offerings as the network grows. Unknown channel of communication other than through my ESU. (maybe that is preferred. It would be good to know that.)
- Membership / Equity
4. Voluntary option rather than mandatory.
5. Too many are not in the group.
8. Far Western NE not as well served as the Eastern half
33. Seems some districts are looked out for over other districts.
59. We are concerned with distances involved with communication, infrastructure issues, and equity of educational opportunities.
- Loss of Local Control
2. Local Ownership
10. Not having more control of the NET Ne costs to schools for services.
41. Loss of local control is a concern
42. Increased levels of state involvement and accountability
- Leadership / Management
2. Lack of clear cut policies that are enforceable!
2. Too much administrative overhead; lack of direction.
6. That it cannot grow as fast as other networks, given that it is self-funded.
14. The organization should have an "elected" board that represents ALL levels of institutions.
25. No one in the current leadership has the pulse of all Education sector needs and vision to provide those needed services; NN response to needs is often delayed because of purchasing rules, requirements, or other political hurdles
37. Over sold connections to the internet. We also potentially have some configuration needs and issues.
83. Still dealing with a lack of trust and therefore cooperation from some potential participants.
84. Doesn't have the ability to act in a quick manner due to needs of users because of bidding requirements.
86. Lack of go-to leadership directly responsible for achieving NN-Education goals on behalf of its members.
- Continuing to grow the network so its benefits extend beyond LB1208 for K-12
- No Known Weaknesses
18. None come to mind.
27. None
31. None I can see.
45. None
46. None so far for us.
48. NA
50. I have not found any as of yet. This is a great system that allows us to be connected and reduce travel time in this remote area
52. None
65. None.
70. Unknown
71. None
73. None that I can think of at this time.
74. I have not found any at this point.
- ?????
26. First Year
44. See above answer
57. Only as strong as its members

62. Not there yet.

6. What is the single most compelling competitive advantage that makes Network Nebraska-Education services distinctive and motivates educational entities (Educational Service Units, public and private colleges, and public and private K-12 institutions) to partner with Network Nebraska?

• Network Speed and Reliability

1. Comprehensive service at value.

28. Large network with adequate bandwidth at cost effective prices

31. Technical support services

51. However, I believe that when we begin to look at the future implications of building the net work we're going to find that increases in bandwidth and speed

70. More classes and network speed

71. Reliability

84. Reliability

• Unique Opportunities

17. Only game in town

23. Uniqueness of options.

39. We also need NDE to be more flexible and willing to not tie funding to traditional classroom attendance.

52. Ease of use/accessibility

65. We are all trying to manage a small number of students into a broad market.

73. State aid incentives

89. Ultimately, it will need to be about the application services.

93. Administration and service management - coordination of the complex elements including RFPs, Erate, billing, troubleshooting, etc.

• Affordable Internet Access

3. increased bandwidth and connectivity for all

7. Cheap and reliable Internet

18. Strength of being able to purchase bandwidth at a more competitive price.

21. Provides statewide network reach at an affordable price. Provides internet 1 and 2 services as a very reasonable price.

40. Cost per meg of bandwidth

49. For us the huge increase in bandwidth.

63. Safe internet usage by students

69. Cheap internet access

86. Inexpensive Internet services.

90. From a private college perspective it is Internet1/Internet2 access at comparatively low prices.

91. Amount of bandwidth that we have been able to purchase at a reasonable cost.

• Statewide Intranet

2. The ability to tie all institutions together via a reliable and effective network.

4. High speed connections to various office locations across the state to allow video-conferencing, collaboration, etc.

5. Leveraging buying power of the educational group.

11. All on the same network, before hitting the internet.

13. The opportunity to access the entire state

24. The connections to other educational institutions is very helpful. This helps us save cost and complications on any collaboration.

25. Network connectivity/close proximity to other educational entities within Nebraska.

27. Plus once you are a NN member you can video conference, etc. with other NN members without major concern of bandwidth limitations

34. All based on same system.

47. Inter-connectivity with all other schools belonging to NN as well as overall speed of connections.

50. Everybody has the same capabilities, such as speed of internet, etc.

- 54. Connectivity with the all institutions to enhance video conferencing without travel time.
- 62. State wide access and coordination between schools
- 64. Common communication network.
- 74. It is a closed, controlled network with many levels of network protection from outside intruders.
- 81. Statewide link.
- Student Learning Opportunities
- 8. Expanded academic opportunities for students
- 9. Online courses
- 10. The ability to connect over high bandwidth to other schools in the state for distance learning opportunities.
- 19. I thought we had to join to gain access to classes outside of our area.
- 32. Increased opportunities for our students.
- 35. Potential for offering more courses to more students.
- 39. The continuing ed opportunities are endless.
- 41. Being able to offer courses to our students (dual credit, college level, etc.) that we would not be able to otherwise due to staff limitations
- 42. Dual credit classes.
- 45. Statewide distance education opportunities
- 46. Scheduling and ease of scheduling
- 48. It expands the learning opportunity for students.
- 51. Will allow us to make better use of DL possibilities such as collaborations, virtual field trips, and shared resources.
- 56. Ability to provide services to a wide variety of students and communities.
- 57. The whole concept of DL and what you can do with it. Also purchasing power on internet speeds.
- 60. Make distance learning available to districts who must have it to survive
- 70. More Classes
- 79. The curriculum opportunities for all students.
- 82. Schools can offer services or classes for their students that they would not be able to have monetarily without it.
- 88. Distance Learning Opportunities.
- Reduced Costs
- 14. I think the cost sharing...with today's budgets we have to cut costs wherever we can!
- 15. Cost reduction thru cost sharing
- 16. Cost savings! and grant money available.
- 20. Cost
- 26. Cost
- 27. The cost is probably the biggest advantage,
- 30. Cost
- 31. Cost sharing and
- 33. Shared costs for the services
- 36. Shared cost
- 38. Opportunities and cost of those opportunities with fast internet
- 51. I believe the overall current belief is cost effectiveness.
- 53. Low cost Bandwidth
- 55. Reduced costs
- 57. Also purchasing power on internet speed
- 60. Keep internet cost reasonable for educational purposes
- 66. It does decrease the cost involved.
- 71. Cost reduction
- 75. Keeps the costs down.
- 80. Relatively low costs.
- 83. Cost
- 89. At this time it is the coordination and pricing.

92. Cost

• Partnering and Collaboration (Collegiality)

- 6. One group, one voice is the most power we can have.
 - 12. Ability to share costs and service coordination.
 - 22. Having all entities working together in one organization.
 - 33. Shared costs for the services
 - 37. Communication
 - 43. Who's involved (schools)
 - 44. Statewide network and having everyone on board
 - 58. People working together for the same mission, educating kids.
 - 61. Potential sources and resources.
 - 68. Network Nebraska involves more partners which may provide more opportunities for students in the state of Nebraska.
 - 72. Strength in numbers supports cost efficiencies & services.
 - 77. Collaborative efforts
 - 78. Collaboration.
 - 85. It is available to schools of all sizes.
 - 87. Consortium participation
- Unknown
- 29. First Year Member
 - 59. Don't know.
 - 67. No opinion.
 - 76. Unknown

7. Provide in a short phrase, what is the guiding principle or slogan that you believe Network Nebraska-Education services stands for in the hearts and minds of its partners?

• Enhanced Equity

- 20. Reaching out to more students in rural/remote areas
- 28. Bringing bandwidth equality to Nebraska education entities.
- 32. Hopefully a State wide effort for cooperation in providing this service to all the schools in the state
- 38. Equal access to all entities
- 47. Equitable opportunities for all students in Nebraska.
- 53. "Outstate" entities benefit more, collectively, instead of being "2nd" to eastern competitors.
- 68. Equalized access for all entities.
- 70. Equitable access to network resources for the importance of educating future generations.

• Improved Connectivity

- 1. Our digital backbone!
- 4. Increase bandwidth and opportunities across the state of Nebraska
- 12. Increased infrastructure, bandwidth, and service.
- 15. Statewide network!
- 16. Remove the distance barriers!
- 17. Connecting K-20 entities in Nebraska
- 27. Many connections
- 30. Connecting students through technology.
- 35. Connecting Nebraskans in Learning
- 40. Connectivity today and tomorrow around the state.
- 54. Provide high quality bandwidth for educational use.

• Enhanced Educational Opportunities

- 6. Network Nebraska--delivering educational opportunities at the speed of light
- 7. Making a difference in student learning
- 9. Not sure perhaps educational opportunities for all Nebraskans
- 21. Opening schools' doors to the world...

- 22. Offering more learning to more students.
- 24. Increased opportunity for statewide academic partnerships and expanding information horizons.
- 29. Equal educational opportunity for all
- 33. Statewide distance education opportunities
- 34. Increased opportunities for students
- 39. 21st Century Learning opportunities
- 45. The ability to go statewide for assistance in obtaining courses.
- 46. Providing educational opportunities for all Nebraska schools
- 49. Working to improve student learning in Nebraska.
- 58. Enhance educational opportunities for students throughout our state.
- 61. The ability to expand opportunities for students.
- 63. Variety of educational opportunities
- Service Oriented
- 5. Quality of service
- 10. Network Nebraska is focused on providing cost effective technology service and support to all its partners.
- 41. Providing strong partner support and quality of service
- 60. Offering a wide-range of highly useful services at a low cost.
- 65. Service providers for all schools in the state.
- 67. Access to services through intelligent cooperation.
- Spirit of Cooperation
- 2. The ability to communicate reliably with any institution in the state.
- 3. Connecting and collaboration for Nebraska's youth and citizens
- 11. A shared resource with reduced costs that users guide.
- 13. Collaboration
- 14. Partnering for best use of Nebraska resources and to provide educational opportunities for all Nebraskans
- 19. Partner in cost sharing
- 25. Communication and collaboration
- 43. All educational institutions working together.
- 62. Communication
- Overarching Principles
- 8. Technology Innovation in education
- 23. network-internet-schools-education
- 26. We are there for you
- 26. many cities, one community – Network Nebraska
- 31. Network built for Education with student in mind
- 37. Education Today for the Needs of Tomorrow
- 44. Electronic access to knowledge is an educational right
- 52. Always there when you need them.
- 57. Providing technical solutions for online education efforts
- 66. Value conscious, learning focused
- 69. One network, endless potential.
- No Opinion
- 18. First Year Member
- 36. I hate slogans. Don't try to describe an experience with a cheap quip.
- 42. Don't have one.
- 48. ???
- 50. No opinion.
- 51. n/a
- 55. This isn't my bag.
- 56. Unknown
- 59. NA
- 64. Not familiar with one

8. What services or modifications to existing services would you like Network Nebraska-Education to provide?

• Participation and Inclusivity

- 6. Increased participation in the service
- 42. More participation from other educational institutions

• Redundancy

- 4. Redundancy is critical for minimal downtime in the event that part of the system fails.
- 16. I would like to see a fault tolerant links established so that if a fiber line is cut between Omaha, Lincoln, GI, Kearney, there is an alternate route for traffic to flow, if not already in place.
- 17. I feel that a redundant connection to commodity internet possibly out of Grand Island would be beneficial
- 18. Redundant backbone and ISP's

• Awareness Building

- 4. Provide better understanding of the existing system setup and provide updates on growth/changes to the network.
- 10. Enhanced technical training for network staff
- 12. Don't make infrastructure changes without notifying customers
- 14. Counseling and direct work with school districts to utilize.
- 33. I would like information on what services are available.
- 48. Outreach and education to administrators and technical workers about what Network Nebraska is and how it can be useful.

• Cost Related

- 41. Find various funding resources to help lessen the costs schools have to endure.
- 45. Costs that are equal throughout the state.
- 47. As usual, greater variety of services at a decreased cost.
- 49. I would like to see a lower-cost option (and lower bandwidth option as well) to bring on elementary schools who will not be taking advantage of dist NCE education services.
- 63. Transport cost negotiation for Rural areas is the biggest cost hindrance for small schools compared to their counterparts in the Metro and larger cities.
- 64. Find ways to help make partner fees more worthwhile - how can we invest in the network to take full advantage of its capabilities?

• Expanded Infrastructure

- 11. Continue increasing bandwidth and reliability to remote areas in central and western Nebraska.
- 17. I think NN needs to maintain a circuit west of GI, probably to Scottsbluff or Sidney;
- 18. Backbone extended to western Nebraska
- 35. Increased bandwidth
- 43. I am not qualified enough to answer that. I do have rural sites that have to use satellite for service that are not able to communicate as effectively as we need.

• Renovo / DL Issues

- 21. Continued refining the RENOVO software.
- 25. Improve Renovo.
- 27. Statewide scheduling of all DL classes with a consistent schedule and course offering
- 36. Continue to expand learning opportunities for students and training for teachers/administrators.
- 44. More email updates on schedules of course offerings.
- 57. Replace Renovo
- 59. Assisting schools generate relevant, collaborative experiences for student learning would be very valuable.
- 62. Provision/coordination of teacher/faculty training in effective online instruction.

• New Services

- 1. As I said above, we need to have a variety of "last mile" or curb to home solutions being developed before too many more of our students face the digital divide.
- 2. Security. Would like to see some of the organizational structure modeled after the 10 domains as taught in a university data assurance curriculum. The model can easily be adopted by all if formalized.
- 5. More shared services and enterprise services, like a statewide digital content repository.

- 8. Improving diagnostics to the end users
- 15. Packet shaping
- 18. Traffic shaping at the ISP edge(s)
- 29. VOIP
- 30. Internet 2
- 34. I would like to look at the services that network Nebraska could provide in the area of Learning Management Systems. We currently have Moodle and Angel/Blackboard being used across the state. With the combined efforts of the NN partners I could see us getting a uniform package deal and making these accounts available to all students and teachers.
- 38. A firewall and more security between internet and schools. My biggest worry with my network and I know would be hard to put in for the whole network Nebraska.
- 40. Robust desktop video conferencing for meetings and conferences. (i.e. NDE meetings)
- 58. If there is an affordable way to do it, collocation services for disaster recovery, ability to create a private cloud. Links into such services as might be needed by many schools (state testing system, etc.)
- 62. Hosting of services on their servers/equipment.
- 62. Provision of or coordinating the low-cost purchase of technical training -- examples include ITIL service management, COMPTIA Network+ or A+ certification.
- 62. Options to cost-effectively attach to the intranet a gigabit speeds.
- None expressed
- 3. not sure
- 7. None
- 9. Not aware of any at this time
- 13. Not sure.
- 19. First Year Member
- 20. continue what they are already doing
- 22. None
- 23. I believe we will have more answers to this question as more and more members experience the system, and begin to discover the potential(s). I don t have any recommendations at the moment.
- 24. N/A
- 28. ?
- 31. None to think of at this time.
- 32. none
- 37. At this time, I cannot come up with anything but I may at a later date.
- 39. None
- 46. None.
- 50. Seems to working.
- 51. Unknown
- 52. None
- 53. NA
- 54. None that I can think of at this time.
- 55. None.
- 56. Nothing.
- 60. I can't think of anything right now.
- 61. See above

<i>Responses from Potential Partners / Interested Parties</i>

9. What do you know, or have you heard, about Network Nebraska-Education?

• Formed Opinions / Impressions

- 7. NN is the potential opportunity to get reasonably priced internet access and opportunities for distance learning and significant bandwidth between member institutions.

11. I was kindly visited by the folks directly involved, and the Network was explained to me at that time.
12. Not much. Costly.
17. It's optional.
18. What I know is through my administrative professional organization and being involved with the NETA organization. I have also gained knowledge of this initiative through being involved with E-Rate.
28. Educational resource via Internet
31. As I understand it, this was started as a way for western schools to access the internet more efficiently??
32. I've heard pricing is more than I currently pay for network access.
38. Network Nebraska is a state wide network that supports on-line education.
40. Good in Panhandle. Haven't seen a lot of use in our system.
43. I believe that Network Nebraska-Education has done an outstanding job as a lobbying agency to get support to provide schools with high-speed internet access.
44. Cost is high, Limited bandwidth. It would be a step backward for those of us in the Southeast Consortium.
47. It has linked many of the public educational facilities across the state.
52. I have heard of Network Nebraska-Education. From my understanding, it is a backbone for internet traffic for educational institutions. That is about all I know about it.
56. Attended a NETA session on Network Nebraska last year, this was the first I'd heard about it. High speed network connecting most ESUs in the state. I've heard conflicting information about whether we can participate as a private school.

• Little, Limited, or No Knowledge

1. Nothing or very little
2. I really do not know anything about this group.
3. Only what I have read today on your website.
4. I do not know anything about Network Nebraska-Education.
5. I have not heard of it.
6. Very Little
8. I am new to the state of Nebraska, so I am not aware of your program or offerings.
9. I don't know about Network Nebraska-Education.
10. Never heard of it.
13. Nothing
14. I had not heard of this until Msgr. Gilg sent the survey.
15. Only what I read in the above paragraph
16. Nothing
19. Nothing
20. Very little as a school administrator.
21. no have not heard of this.
22. I know very little about Network Nebraska-Education.
23. Not much
24. nothing.
25. Very little, beyond reading through your website.
26. nothing, I'm sorry.
27. Nothing
29. I am not familiar with your organization
30. Just what I have read above
33. nothing
34. only heard of this through this survey
35. Virtually nothing.
36. Have heard about it.
37. Have not heard about NN.
39. Just the information listed here.
41. I know only a little about NN beyond the details provided in the description above. We are in the process of considering a partnership with NN.
42. I Have not heard about this before but i am a new administrator

- 45. Nothing.
- 46. Very limited information received at this time.
- 48. Nothing
- 49. I am familiar with NN.
- 50. No.
- 51. Very little.
- 53. Nothing
- 54. Nothing - until I received this survey
- 55. Not very much.
- 57. Nothing
- 58. Nothing

10. What questions do you have about Network Nebraska-Education?

• Cost Related

- 2. Is there a membership fee?
- 5. What is it? How expensive is it?
- 20. The cost?
- 25. What are the costs of providing Internet services to k-12 schools?
- 26. Will this increase the cost to us?
- 27. Cost to my district
- 33. Is there a cost?
- 45. What would the costs be?

• Speed Related

- 26. Will this change the way we are connected to the internet?
- 26. Will this increase the speed or decrease it?

• Membership Related

- 2. Can parochial schools get help?
- 38. How can a private college join the mix?
- 45. How would we participate as a private school? Would we work through an ESU?

• Related to Specific Services

- 6. How would this impact what we are currently doing with our current Parent Information System (Sycamore), or like other schools are doing with a program like Powerschool?
- 21. How will this improve the Education process in Nebraska?
- 22. Are you involving tech directors across the state? Have you asked those people to share with the administrators in the district?
- 25. What is the possibility of providing school information services state-wide for every K-12 school? Schools would have access only to their data. For example, having a State-wide PowerSchool or Infinite Campus and each school seeing only their data. NDE would have superuser access so that when they needed a report they could pull the data they needed in the way they needed it. It would also be a huge cost savings and time savings for each school district.
- 31. Are web based asynchronous courses supported?
- 34. We would be interested in knowing the NN schedule for supporting IPv6 traffic, as well as the opportunities for participation in Internet2. We are also interested in learning more about potential educational content available through NN.

• Related to Benefits and Services

- 1. Could opportunities be provided for our teachers to have access to educational ideas for their classrooms?
- 2. What services or help do they offer schools?
- 3. What benefit would there be for us to be a member?
- 4. How would it help a k-6 school?
- 5. What are the benefits to it for small private schools?
- 8. Applications for public schools.
- 14. What benefits are available to me if my school becomes a partner?

- 24. How can being a member benefit small schools in Nebraska
- 27. benefit to my district
- 28. How can it help Rule 18 providers and Special Purpose Rule 10 schools
- 30. How will it enhance the educational process in my building?
- 33. What are the benefits that we don't already have?
- 35. What services do you offer?
- 37. How will it work for me?
- 42. What can NN do for the OPS Career Center and what can we do for NN?
- 43. How can it benefit my teachers and families?
- 44. What do you do and how can you benefit my school?
- 46. Is this something that would benefit our school?
- None / Not enough Information
- 7. I would need to learn all about your program and the services that it offers to public schools.
- 9. What is it?
- 10. No questions at this time. Our problem at the present is fiscal. We do not have the money to invest. If we can get that issue resolved we will be wanting to join.
- 11. None
- 12. Do not know enough about it to question it
- 13. How can I receive more information about this program?
- 15. None
- 16. None.
- 17. None at this time.
- 18. I need more information before asking questions.
- 19. Don't know what to ask given how little I even know about what this resource is...(other than what I just read in the intro to this survey)
- 21. What will the information be used for?
- 23. None
- 29. Since I know virtually nothing about it, I have no basis to form questions.
- 32. More details
- 39. None
- 40. None
- 41. Why would we be interested in it?
- 47. I wouldn't know what to ask

11. What is the single most compelling competitive advantage that makes Network Nebraska's services distinctive and motivates Educational entities (Educational Service Units, public and private colleges, and public and private K-12 schools) to partner in Network Nebraska?

- Cost sharing / Reduction
- 3. The price of internet access.
- 15. Easy and affordable access
- 17. Costs
- 34. Cost sharing
- Bandwidth / Connectivity
- 5. Bandwidth and support are the things that would make it attractive to us.
- 21. Improved bandwidth
- 24. The opportunity to gain additional bandwidth at lower costs is the most compelling short term advantage.
- 26. State wide connectivity
- 31. Bandwidth availability.
- 35. Increased bandwidth
- Professional and Educational Partnerships
- 1. Pooling resources saves money and just makes sense.
- 2. Increased communication
- 8. Communication and collaboration between educational entities across the state of Nebraska.

- 11. To make a bridge for our state and build strong relationships across the state
- 12. Sharing information that will help students learn in a 21st Century world.
- 16. Having access to experts in an every changing technology landscape.
- 19. To level the playing field for all Nebraska K-12 schools.
- 21. Increased access to resources and information
- 22. Collaboration state wide
- 25. The lobbying power of the organization to get support to provide access to students by keeping the costs low and the access superior.
- 28. To be able to reach so many audiences across the state.
- 29. The size of the network and number of partners.
- 29. The potential to share resources across many schools and other institutions
- No Perceived Advantage
- 6. Currently does not compete in price and band width.
- 23. Stay with ESU 5 & 6 -- they keep us informed on new programs.
- More Information Needed
- 4. I need more information before answering.
- 7. I couldn't tell you.
- 9. I do not have enough information to answer this .
- 10. No idea...this question implies I have a more thorough understanding of NN.
- 13. We are not familiar enough with your services to comment.
- 14. Not sure
- 18. I don't know enough to answer this question.
- 20. No idea
- 27. I don't know.
- 30. Don't know.
- 32. Unknown
- 33. I don't know enough about Network Nebraska to answer this question.
- 36. Since I don't know anything about Network Nebraska, I really can't answer this question

12. In a short phrase, what do you think should be the guiding principle or slogan that you believe Network Nebraska's services should stand for in the hearts and minds of its partners?

- Learner Focused
- 1. Accountability for the Education of our Youth
- 6. Bringing together all of Nebraska under one shared vision of educating all of our students.
- 10. Creating students equipped to compete in the modern work-force.
- 12. Together we educate for the future
- 13. Network Nebraska - Making Sure Technology Opportunities are Available for Every Nebraska Student
- 16. Equal Access for All
- 18. Keeping up with the present by planning for the future
- 19. Serving all educational entities in the state, formal and informal
- 20. Broad range individual student education and assistance to teachers.
- 22. Connecting all Nebraska students with 21st Century tools.
- 25. Education for everyone
- 28. Building knowledge is about building connections.
- 30. Improving opportunities to learn for students of all ages.
- 31. Technological experiences, advantages and knowledge is a must for our schools and children.
- Network Focused
- 2. Collaboration, not competition
- 3. Quality, reliable connectivity for all schools/participants.
- 4. State wide sharing of resources.
- 5. It's low-cost and optional.

- 9. Triple "N": Nebraska's Neighboring Network: From county lines to networking lines, they are all drawn in the heart of Nebraska
- 11. Reliable, cost-effective bandwidth with functionally rich services.
- 14. Making Network Nebraska work for you.
- 17. U CANS: Universally Connecting All Nebraska Schools
- 21. Reliable performance on a forward-looking technological base.
- 23. Service
- 26. Efficiency, effectiveness and reliability.
- 27. Reliability and quality of services
- 29. Providing resources to 21st century learning
- Unknown
- 7. I do not have enough information to answer this.
- 8. Given my lack of knowledge, I'm not one to say...
- 15. I don't know enough to answer this question.
- 24. ??????
- 32. ???

13. What services would benefit your organization as a partner in Network Nebraska?

- Resource Sharing
- 9. Always open to collaboration and sharing resources...
- 23. Good Product at a reasonable price.
- 29. Cost sharing, funding (or assistance in securing funds), in-service on new technologies
- Internet and Transport
- 3. Internet access
- 12. Reliable, cost-effective bandwidth.
- 19. We really need better bandwidth to take advantage of the many resources that are available on the internet.
- 22. To continue to reliable high speed Internet access and technical support.
- 27. High speed, reliable internet access.
- Not Sure
- 8. I do not have enough information to answer this.
- 16. I don't know enough to answer this question.
- 18. Not sure - would need to know more.
- 28. Unknown
- 31. ???
- Services and Support
- 1. Network support and availability of services
- 4. Many of these services are currently being provided through our Educational Service Unit. Seamless coordination would be valuable.
- 10. Networking, local technology assistance, internet
- 11. Technology improvements within in our school.
- 14. More in-service opportunities and technical support
- 15. Shared school information services - PowerSchool, Infinite Campus, SASI, etc.
- 17. Completing e-rate forms.
- 26. Expanding to share with more schools.
- More Student Learning Opportunities
- 2. Distance Learning
- 5. Distance education would be our first interest. I personally would like to see it become possible for Catholic schools around the state to all afford to be involved so that we could share resources that might not otherwise be available to us from both public and non-public schools.
- 6. Increased courses for credit.
- 7. Distance Learning, Communication services, and sharing information.

- 20. Web based asynchronous courses
- 21. Receiving courses of study that is of interest to our students that are not currently available.
- 24. Having access to programs, learning opportunities for students, and easy to navigate and use for students and staff.
- 25. Providing us access to all of the affiliates so that we can offer educational programs to students (both traditional and non-traditional) and faculty across the state.
- 30. Online courses.

* APPENDIX: D – Unprocessed Survey Responses *

Raw Data from the NITC Ed Council / Mktg Survey of December, 2009

[Responses from Existing members of Network Nebraska: numbers next to responses only indicate the order in which the response was listed in the text file and cannot be used to identify individual respondents.]

2. Reflecting on your experience as a Network Nebraska-Education partner, please rate the following attributes based on their relative importance to your institution (comments received):

Need to continue to increase student use and principal knowledge of the system
 So far we have not benefited a whole lot for what we are spending.
 Faster, faster, faster

3. Reflecting on your experience as a Network Nebraska-Education partner, please rate the following attributes based on the level of concern to your institution (comments received):

This network needs daily attention and leadership--like an Executive Director
 What's wrong with the southeast schools--why haven't they joined the network?
 Quality of courses, based on teacher effectiveness, is critical. Also, increasing dual credit courses is needed.
 We need someone that has technical and excellent communication skills to advocate and provide trainings.
 Money is a driving factor for us in everything we do. More for less is the mantra!
 I don't know enough to answer these questions. The one on the first page about being an existing, potential, or interested NN partner was unknown to me--I put existing even though I don't know.
 I checked "Not concerned" for all these areas because I understood this as an evaluation of the services we have received.
 We are happy with the services we have received over the last year. We are especially pleased that the costs have been moving down, especially the declines in cost for Internet 1 access.

4. What are the strengths of Network Nebraska-Education services?

- 1. The basics are covered by Network Nebraska in a cost effective manner.
- 2. The ability to control traffic and provide reliable services.
The potential to share services
Local Ownership
- 3. Lower costs, high speed access between sites
- 4. Collaboration and coordination.
- 5. We are becoming a larger group.
- 6. Wonderful collaborative effort between K-12 and higher ed, public and private. The sky's the limit (eventually) with this self-funded network!
- 7. Band width, technical service
- 8. It has been a very dependable system and provided excellent opportunities for our rural area.
- 9. Bigger pipeline, lower costs
- 10. reliability
- 11. Having all K12 and education institutions on the same network. Having the tech support of Ben M.
- 12. Ability to meet educational needs of students and staff.
- 13. To this point it has been very stable & reliable.
- 14. Gives all school equal opportunities
- 15. The support and ability to collaborate with other schools.
- 16. Shared resources with institutions of similar interest
- 17. Cost sharing has reduced the impact on our institution.
Reliability
Flexibility to add bandwidth
- 18. Good bandwidth to central NE at an affordable price.

19. Efficient, comprehensive service; consistent service; very little downtime
20. Providing quality education throughout Nebraska
21. Standards across the state, cost sharing, collaboration among partners
22. Very reliable services. Cost effective solution for distance education, tele-health delivery
23. Availability of resources/classes.
24. Potential for options for students.
25. Support is very good. Cost is excellent. The reliability is great.
26. Ben Mientka does a good job of providing support for entities.
27. For the most part it think NN is a solid reliable network.
28. Good cost-sharing
29. Acquiring cost effective contracts with service providers
30. First Year
31. cost sharing and technical support
32. Ability to reach more students with added efficiency
33. Opens rural NE students to the world; we are desperately in need of foreign languages.
34. Possibility for increased offering in small rural schools.
35. Our bandwidth and connection has been good so far this year. In the past, with other providers, we've lost connection on regular basis and none of that has gone on this year.
36. -Increased access to classes for student
-Increased information available to students, faculty and staff
-Potential for Statewide increased communication
-Speed of IP services
37. Wide range of opportunities for class offerings
38. The ability to communicate throughout the state.
39. Statewide services
40. Great connections between partners.
41. Dependability, growth potential, cost effectiveness,
42. Allowing rural areas, especially those in western Nebraska, the opportunity to access a wider variety of courses via distance learning
43. Expanded choices for our students.
44. Reliability
45. Provides statewide backbone
lower cost for bandwidth
46. Distance Education Coordination and Communication
47. The many opportunities for students.
48. More speed than we had before.
49. We are a new member and have only used NN for our connections for about 4 months for video and 2 months for data (Internet) I can't say what the strengths, weaknesses are at this time. We would need more time to evaluate this.
50. Smooth connections from one school to the next.. flexibility, connectivity
51. At this point I would say shared cost and the possible ability to receive discounts for being part of a group.
52. Great service!!!!
53. I believe the "strength in numbers" possibilities associated with Network Nebraska will allow us lower prices and increased opportunities in the future. I am more concerned with the increased in educational opportunities and services however.
54. Increased access/faster internet.
55. Affordability, increased bandwidth, more technology services are available to students and staff
56. The strengths are: reduced costs, increased education collaboration and education opportunities.
57. DL I think is the most. Also the added level of Security to the network. The speeds so far is awesome so hope that will continue.
58. Collaboration among members.
59. Its strength is its potential.
60. Internet access
Distance learning access
Guidance
61. The ability to go statewide for DL courses
62. Quality assistance as needed.
63. Large group costs
64. depth of services

65. Increased offerings to our students of smaller schools
66. Rural schools with limited resources can access quality educational opportunities for students via Network Nebraska
67. We just have to have technology with our rural situation.
68. Able to receive classes from other districts. This gives a broader variety of classes for your students.
69. Opportunities for students.
70. The overall goal is the strength.
71. It is still too early to tell...I believe we are still in the infancy stage, therefore, I am not sure we have been at it long enough to identify strengths.
72. Low price, ability to purchase gear like the packetshaper for services
73. More opportunities
74. Reliability.
75. Large entity thereby spreading costs & services.
76. Bandwidth and reliability provides potential for much greater sharing of resources and collaboration.
77. Cost control, speed and reliability, especially compared to schools in other states.
78. We haven't had any major issues with our DL or internet connection. Reliability is the biggest strength. This is the first year I have had comments that the internet seems to be faster. That is because we purchased extra bandwidth.
79. Unknown
80. Network support; reliability; costs; bandwidth
81. Opportunity to share with other schools across the state.
82. Able to find classes for a variety of students across the state. Helps with accreditation issues and teacher shortage in certain areas.
83. Availability and response to problems.
84. The service is always available providing classes or educational opportunities for all of our students.
85. Increased course offerings. dual credit classes
86. Coordination, collaboration, cost effectiveness
87. Tech support
88. Economies of scale in a state where this is difficult to achieve.
Professional management of a large network where finding that experience can be difficult.
89. Our school has grown its capacity in 21st century learning which would not have been possible without NN.
90. Access to the internet and many distance learning offerings that our school would not have.
91. Cost-effective, coordinated, enterprise-class
92. Standing together for staff and students
93. Cost of Internet 1 access being pushed down through collaborative purchasing.
Connection to Internet 2 and avoidance of Internet 1 bandwidth costs.
Opportunities to improve disaster recovery and business continuity options through placing servers/services at the core nodes of the network.
94. The ability to purchase large amounts of bandwidth below normal prices that individual organizations would expect to pay.
95. The NN opportunities have greatly reduced our ongoing operating costs for internet bandwidth.
96. The potential to save costs to its members through sharing services that drain resources at the local level.

5. What are the weaknesses of Network Nebraska-Education services?

1. Not much thinking about "last mile" or curb to household connection. As we move to 1:1 models in our schools, we'll need to be able to guarantee access to our digital resources from our students homes. What should this look like? What will this mean for NN?
2. lack of clear cut policies that are enforceable!
Local Ownership
Too much administrative overhead; lack of direction.
The threat of increased costs for k12.
lack of value added services beyond colaborativ
3. no redundancy or alternative infrastructure available if a network outage occurs
4. Voluntary option rather than mandatory.
5. Too many are not in the group.
6. That it cannot grow as fast as other networks, given that it is self-funded.
7. Student and principal knowledge of how to best use the system to expand student learning opportunities
8. Far Western NE not as well served as the Eastern half
9. cost
10. Not having more control of the NET Ne costs to schools for services.
11. Easy of access to the CCC college locations.

12. Large network possible breakdowns
13. The reliability of the network is low.
14. the organization should have an "elected" board that represents ALL levels of institutions.
15. Technical training
- Transparency of connection and cost information
16. We feel pretty removed from the process out here in central/western NE. The service has gotten better and I know you try and inform us about what is going on, our remoteness just limits the contact and personal attention.
17. MAKING NETWORK CHANGES THAT AFFECT US and OUR PARTNER INSTITUTIONS AND FAILING TO NOTIFY THOSE INVOLVED...this happens frequently and causes havoc with our events/classes.
18. None come to mind.
19. Still not enough information about classes outside of our esu area.
20. Lack of communication statewide.
21. Use by school districts.
22. More updates of future directions would be nice.
23. Redundancy
24. A "statewide" network that stops at Grand Island; lack of redundancy
25. no one in the current leadership has the pulse of all Education sector needs and vision to provide those needed services; NN response to needs is often delayed because of purchasing rules, requirements, or other political hurdles
26. First Year
27. none
28. Teh speed and the glitches experienced periodically.
29. Limited scheduling availability.
30. Cost of the equipment and services.
31. None I can see.
32. Need more/better communication about how to access some of the Net 2 services
-Could use more communication about how higher education can benefit from Net Neb since there is no E-rate benefits or financial reimbursements.
33. Seems some districts are looked out for over other districts.
34. Class times do not always match school times
35. Scheduling
36. The Distance Learning system - Renovo - does not work well. It needs to be updated or get a new partner.
37. Over sold connections to the internet. We also potentially have some configuration needs and issues.
38. Scheduling issues for DL classes from one time zone to another and from one school district's bell schedule to ours
39. Need greater communication as to what is available for students k-12.
40. Cost
41. do not duplicate services that ESU's can provide, such as Tech support.
Loss of local control is a concern
42. Increased levels of state involvement and accountability
43. Lack of dual credit classes.
44. see above answer
45. none
46. None so far for us.
47. I believe the current weakness of Network Nebraska is the angle we're currently using to sell the viability of this union of educational institutions. We need to get out and show people how we're using the capabilities that NN has brought about instead of just telling them.
48. NA
49. Always concerned about costs.
The need for virtual learning/High School
50. I have not found any as of yet. This is a great system that allows us to be connected and reduce travel time in this remote area
51. At the present time, Network Nebraska has focused one educational needs. As we grow in educational needs, more bandwidth will be needed to expand our resources.
52. None
53. Services aren't really anything more than we received prior to Network Nebraska except for additional costs for the Network.
54. Not much is known by administrators in districts with technology director or solely utilize ESUs
55. It doesn't always work the way we want it to (connections)
56. School agreements with other schools do not allow for any other institution to take the class.

57. Only as strong as its members
58. Not alot of participation and not very well advertised for the benefits to educators
59. We are concerned with distances involved with communication, infrastructure issues, and equity of educational opportunities.
60. Don't always hear about classes until there is no space left.
61. Cost is still high.
62. Not there yet.
63. Communication had previously been low until Ben was hired
64. Tech issues
65. None.
66. Overall size results in sometimes delayed services and communication.
67. Not enough publicity to techs/admins about what it is and what it is for, how it can be leveraged for the future, etc.
68. Lack of lower-end options for schools not needing to take full advantage of distance education services. We have an elementary school in a different city (through school merge), but it is cost prohibative to bring them on Network Nebraska. We have a residential DSL connection, which means none of their traffic can see the benefits of the closed NN network.
69. The coordinators for the DL system rely on the local school technician to fix issues with the DL system. If they are going to rely on that then they need to have some sort of training on the equipment.
70. unknown
71. None
72. If you open up the curriculum for all students in NN then the concern is paying for all the classes. I would hope we can all work together when we share teachers.
73. None that I can think of at this time.
74. I have not found any at this point.
75. coordinating class times.
76. Renvo scheduler
77. Distance Education Coordination
78. Lack of communication regarding network services and offerings as the network grows. Unknown channel of communication other than through my ESU. (maybe that is preferred. It would be good to know that.)
79. Assisting schools generate relevant, collaborative experiences for student learning would be very valuable.
80. Network speed is very much an issue. Distancde learning is a concern since not all schools are not on the lifesize system. It creates connection probelms and sound and video problems.
81. Limited number of application services. The mantra, "if you build it, they will come" definitely applies. I might add, "if you don't increase the application services they may leave" as vendor pricing in large metros will rival NN. The differentiation comes in the application services. NDE needs to become a player and figure out how they can provide services including statewide learning management, statewide content management, statewide student information, statewide ERP. The vision should be toward a service-optimized cloud connected to NN and offering better applications at lower prices than individual entities could possibly afford.
82. Not able to match more schools across the state with offerings
83. Still dealing with a lack of trust and therefore cooperation from some potential participants.
Marketing of the advantages that Network Nebraska-Education offers.
High connectivity costs for some locations to get on the network (conduit).
84. Doesn't have the ability to act in a quick manner due to needs of users because of bidding requirements.
85. Awareness of opportunities.
86. Lack of go-to leadership directly responsible for achieving NN-Education goals on behalf of its members. Continuing to grow the network so its benefits extend beyond LB1208 for K-12

6. What is the single most compelling competitive advantage that makes Network Nebraska-Education services distinctive and motivates educational entities (Educational Service Units, public and private colleges, and public and private K-12 institutions) to partner with Network Nebraska?

1. Comprehensive service at value.
2. The ability to tie all institutions together via a reliable and effective network.
3. increased bandwidth and connectivity for all
4. high speed connections to various office locations across the state to allow video-conferencing, collaboration, etc.
5. Leveraging buying power of the educational group.
6. One group, one boice is the most power we can have.
7. Cheap and reliable Internet
8. Expanded academic opportunities for students
9. Online courses
10. Th ability to connect over high bandwidth to other schools in the state for distance learning opportunities.

11. All on the same network, before hitting the internet.
12. Ability to share costs and service coordination.
13. The opportunity to access the entire state
14. I think the cost sharing...with today's budgets we have to cut costs wherever we can!
15. Cost reduction thru cost sharing
16. Cost savings! and grant money available.
17. Only game in town
18. Strength of being able to purchase bandwidth at a more competitive price.
19. I thought we had to join to gain access to classes outside of our area.
20. Cost
21. Provides statewide network reach at an affordable price. Provides internet 1 and 2 services as a very reasonable price.
22. Having all entities working together in one organization.
23. Uniqueness of options.
24. The connections to other educational institutions is very helpful. This helps us save cost and complications on any collaboration.
25. Network connectivity/close proximity to other educational entities within Nebraska.
26. Cost
27. The cost is probably the biggest advantage, plus once you are a NN member you can video conference, etc. with other NN members without major concern of bandwidth limitations
28. large network with adequate bandwidth at cost effective prices
29. First Year Member
30. cost
31. cost sharing and technical support services
32. Increased opportunities for our students.
33. Shared costs for the services
34. All based on same system.
35. Potential for offering more courses to more students.
36. Shared cost
37. Communication
38. Opportunities and cost of those opportunities with fast internet
39. The continuing ed opportunities are endless. We also need NDE to be more flexible and willing to not tie funding to traditional classroom attendance.
40. cost per meg of bandwidth
41. Being able to offer courses to our students (dual credit, college level, etc.) that we would not be able to otherwise due to staff limitations
42. Dual credit classes.
43. Who's involved (schools)
44. Statewide network and having everyone on board
45. Statewide distance education opportunities
46. Scheduling and ease of scheduling
47. Inter-connectivity with all other schools belonging to NN as well as overall speed of connections.
48. It expands the learning opportunity for students.
49. For us the huge increase in bandwidth.
50. Everybody has the same capabilities, such as speed of internet, etc.
51. I believe the overall current belief is cost effectiveness. However, I believe that when we begin to look at the future implications of building the net work we're going to find that increases in bandwidth and speed will allow us to make better use of DL possibilities such as collaborations, virtual field trips, and shared resources.
52. Ease of use/accessibility
53. Low cost Bandwidth
54. Connectivity with the all institutions to enhance video conferencing without travel time.
55. reduced costs
56. Ability to provide services to a wide variety of students and communities.
57. The whole concept of DL and what you can do with it. Also purchasing power on internet speeds.
58. People working together for the same mission, educating kids.
59. Don't know.
60. Keep internet cost reasonable for educational purposes
Make distance learning available to districts who must have it to survive
61. Potential sources and resources.

62. State wide access and coordination between schools
63. Safe internet usage by students
64. Common communication network.
65. We are all trying to manage a small number of students into a broad market.
66. It does decrease the cost involved.
67. No opinion.
68. Network Nebraska involves more partners which may provide more opportunities for students in the state of Nebraska.
69. Cheap internet access
70. more classes and network speed
71. Reliability and cost reduction.
72. Strength in numbers supports cost efficiencies & services.
73. State aid incentives
74. It is a closed, controlled network with many levels of network protection from outside intruders.
75. Keeps the costs down.
76. unknown
77. Collaborative efforts
78. Collaboration.
79. The curriculum opportunities for all students.
80. Relatively low costs.
81. Statewide link.
82. Schools can offer services or classes for their students that they would not be able to have monetarily without it.
83. cost
84. reliability
85. It is available to schools of all sizes.
86. Inexpensive Internet services.
87. Consortium participation
88. Distance Learning Opportunities.
89. At this time it is the coordination and pricing. Ultimately, it will need to be about the application services.
90. From a private college perspective it is Internet1/Internet2 access at comparatively low prices.
91. Amount of bandwidth that we have been able to purchase at a reasonable cost.
92. Cost
93. Administration and service management - coordination of the complex elements including RFPs, Erate, billing, troubleshooting, etc.

7. In a short phrase, what is the guiding principle or slogan that you believe Network Nebraska-Education services stands for in the hearts and minds of its partners?

1. Our digital backbone!
2. The ability to communicate reliably with any institution in the state.
3. connecting and collaboration for Nebraska's youth and citizens
4. increase bandwidth and opportunities across the state of Nebraska
5. quality of service
6. Network Nebraska--delivering educational opportunities at the speed of light
7. Making a difference in student learning
8. Technology Innovation in education
9. not sure perhaps educational opportunities for all Nebraskans
10. Network Nebraska is focused on providing cost effective technology service and support to all its partners.
11. A shared resource with reduced costs, that users guide.
12. Increased infrastructure, bandwidth, and service.
13. Collaboration
14. partnering for best use of Nebraska resources and to provide educational opportunities for all Nebraskans
15. Statewide network!
16. Remove the distance barriers!
17. Connecting K-20 entities in Nebraska
18. First Year Member
19. partner in cost sharing
20. Reaching out to more students in rural/remote areas
21. Opening schools' doors to the world...
22. Offering more learning to more students.

23. network-internet-schools-education
24. ncreased opportunity for Statewide academic partnerships and expanding information horizons.
25. Communication and collaboration
26. We are there for you
27. many connections
28. Bringing bandwidth equality to Nebraska education entities.
29. Equal educational opportunity for all
30. Conecting students through technology.
31. Network built for Education with student in mind.
32. Hopefully a State wide effort for cooperation in providing this service to all the schools in the state
33. Statewide distance education opportunities
34. Increased opportunities for students
35. Connecting Nebraskans in Learning
36. I hate slogans. Don't try to describe an experience with a cheap quip.
37. Education Today for the Needs of Tomorrow
38. equal access to all entities
39. 21st Century Learning opportunities
40. onnectivity today and tomorrow around the state.
41. Providing strong partner support and quality of service
42. Don't have one.
43. All educational institutions working together.
44. Electronic access to knowledge is an educational right
45. The ability to go statewide for assistance in obtaining courses.
46. Providing educational opportunities for all Nebraska schools
47. Equitable opportunities for all students in Nebraska.
48. ???
49. Working to improve student learning in Nebraska.
50. No opinion.
51. na
52. Always there when you need them.
53. "Outstate" entities benefit more, collectively, instead of being "2nd" to eastern competitors.
54. Provide high quality bandwidth for educational use.
55. this isn't my bag.
56. known
57. Providing technical solutions for online education efforts
58. Enhance educational opportunities for students throughout our state.
59. NA
60. Offering a wide-range of highly useful services at a low cost.
61. The ability to expand opportunities for students.
62. communication
63. Variety of educational opportunities
64. Not familiar with one
65. Service providers for all schools in the state.
66. Value conscious, learning focused
67. Access to services through intelligent cooperation.
68. Equallized access for all entities.
69. One network, endless potential.
70. Equitable access to network resources for the importance of educating future generations.

8. What services or modifications to existing services would you like Network Nebraska-Education to provide?

1. As I said above, we need to have a variety of "last mile" or curb to home solutions being developed before too many more of our students face the digital divide.
2. Security. Would like to see some of the organizational structure modeled after the 10 domains as taught in a univerisity data assurance curriculum. The model can easily be adopted by all if formalized.
3. not sure
4. Provide better understanding of the existing system setup and provide updates on growth/changes to the network. Redundancy is critical for minimal downtime in the event that part of the system fails.
5. More shared services and enterprise services, like a statewide digital content repository.
6. Increased participation in the service

7. None
8. improving diagnostics to the end users
9. Not aware of any at this time
10. Enhanced technical training for network staff
11. Continue increasing bandwidth and reliability to remote areas in central and western Nebraska.
12. Don't make infrastructure changes without notifying customers
13. Not sure.
14. Counseling and direct work with school districts to utilize.
15. Packetshaping
16. I would like to see a fault tolerant links established so that if a fiber line is cut between Omaha, Lincoln, GI, Kearney, there is an alternate route for traffic to flow, if not already in place.
17. I think NN needs to maintain a circuit west of GI, probably to Scottsbluff or Sidney; I feel that a redundant connection to commodity internet possibly out of Grand Island would be beneficial
18. Backbone extended to western Nebraska
Redundant backbone and ISP's
Traffic shaping at the ISP edge(s)
19. First Year Member
20. continue what they are already doing
21. Continued refining the RENOVO software.
22. none
23. I believe we will have more answers to this question as more and more members experience the system, and begin to discover the potential(s). I don't have any recommendations at the moment.
24. N/A
25. Improve Renovo.
26. many cities, one community – Network Nebraska
27. state wide scheduling of all DL classes with a consistent schedule and course offering
28. ?
29. VOIP
30. Internet 2
31. None to think of at this time.
32. none
33. I would like information on what services are available.
34. I would like to look at the services that network nebraska could provide in the area of Learning Management Systems. We currently have Moodle and Angel/Blackboard being used across the state. With the combined efforts of the NN partners I could see us getting a uniform package deal and making these accounts available to all students and teachers.
35. increased bandwidth
36. Continue to expand learning opportunities for students and training for teachers/administrators.
37. At this time, I cannot come up with anything but I may at a later date.
38. A firewall and more security between internet and schools. My biggest worry with my network and I know would be hard to put in for the whole network nebraska.
39. None
40. Robust desktop video conferencing for meetings and conferences. (i.e. NDE meetings)
41. Find various funding resources to help lessen the costs schools are having to endure.
42. more participation from other educational institutions
43. I am not qualified enough to answer that. I do have rural sites that have to use satellite for service that are not able to communicate as effectively as we need.
44. More email updates on schedules of course offerings.
45. Costs that are equal throughout the state.
46. None.
47. As usual, greater variety of services at a decreased cost.
48. Outreach and education to administrators and technical workers about what Network Nebraska is and how it can be useful.
49. I would like to see a lower-cost option (and lower bandwidth option as well) to bring on elementary schools who will not be taking advantage of distance education services.
50. Seems to working.
51. known
52. None
53. NA

54. None that I can think of at this time.

55. None.

56. Nothing.

57. replace Renovo

58. If there is an affordable way to do it, colocation services for disaster recovery, ability to create a private cloud. Links into such services as might be needed by many schools (state testing system, etc.)

59. Assisting schools generate relevant, collaborative experiences for student learning would be very valuable.

60. I can't think of anything right now.

61. See above

62. Hosting of services on their servers/equipment.

Provision of or coordinating the low-cost purchase of technical training -- examples include ITIL service management, COMPTIA Network+ or A+ certification.

Provision/coordination of teacher/faculty training in effective online instruction.

Options to cost-effectively attach to the intranet a gigabit speeds.

63. Transport cost negotiation for Rural areas is the biggest cost hinderance for small schools compared to their counterparts in the Metro and larger cities.

64. Find ways to help make partner fees more worthwhile - how can we invest in the network to take full advantage of its capabilities?

*** APPENDIX: E – Work Group Action Plans ***

ACTION PLAN(s)

To be completed by task groups (see *Recommendations* section of this report).