Welcome to UETN

We network for education and healthcare

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

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

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

Ray Walker
Chair, UETN Board

Ray Timothy
CEO and Executive Director, UETN

Utah Education and Telehealth Network

Strategic Plan 2015-2020

UEN.ORG   UTN.ORG

We network for education and healthcare

Purpose

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

Initiatives

NETWORK

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

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

APPLICATIONS

We will curate and support high quality resources and tools.

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

SUSTAINABILITY

We will secure ongoing funding for our work.

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

BROADCAST

We will extend programs and projects to benefit our community.

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

DEVELOPMENT

We will provide excellent professional learning experiences.

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

Values

Service: *open, honest, clear and respectful*

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

Diversity: *respect for all*

Equity: *statewide access*

Fiscal Responsibility: *stewardship, public trust*

Empowered Staff: *opportunities for professional growth*

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

Performance Indicators

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

UETN serves customers all over Utah

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

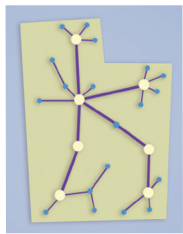| UETN SERVES:	AND ITS:	IN SUPPORT OF THEIR MISSION TO:
Utah Public K-12 Education	633,896 students 32,760 educators 1,085 schools *(USOE Fingertip Facts 2015-2016)*	• Assure literacy and numeracy for all Utah children • Provide high quality instruction for all Utah children • Establish curriculum with high standards and relevance for all Utah children • Require effective assessment to inform high quality instruction and accountability *(Promises to Keep 2009)*
Utah System of Higher Education	175,509 students 34,857 faculty and staff 8 institutions *(USHE Data Book 2016)*	• Increase the rate of student participation in higher education (postsecondary education programs) • Increase the rate of student completion in their chosen field of study or training • Increase the level of economic innovation *(HigherEdUtah2020, 2011 Report)*
Utah College of Applied Technology	38,985 postsecondary students 14,029 trainees *(UCAT Annual Report 2016)*	• Meet the needs of Utah employers for technically-skilled workers • Promote local and statewide economic development • Provide market-driven technical education *(UCAT Annual Report 2014)*
Utah Public Libraries	135 public libraries and branches* Serving 3 million Utahns *(Utah State Library Division 2015)*	• Develop, lead and deliver exceptional library services *(Utah State Library Division, 2015)*
Rural and Urban Healthcare	More than 70 hospitals, clinics, and health departments throughout Utah and on our borders with Idaho and Wyoming. *(UTN Site List, 2014)*	• Provide ethical access and availability • Provide care, prevent disease, promote wellness • Encourage efficient use of resources *(UTN member mission statements, 2016)*

*Connected directly to the UETN backbone or via DTS

How do we serve them?

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

1. Networking Services

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

WIDE AREA NETWORK (WAN) – The Network infrastructure carries high speed data and real-time applications including video to communities throughout the state. UETN connects a majority of education and healthcare institutions at 100 Mbps and most at 1 Gbps. Network engineers and staff research, design, build, monitor and contract with multiple Utah service providers across the state. This public/private partnership benefits businesses and homeowners who gain increased bandwidth because UETN is the anchor tenant for their local community.

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

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

BROADCAST – UEN-TV broadcasts three TV channels through a digital transmitter and statewide translator system: UEN-TV 9.1 provides educational programming to public education, higher education and the general public; MHz Worldview 9.2 carries international news and cultural programs; and UEN's First Nations Experience (FNX) Channel 9.3 carries Native American and Indigenous programming.

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

2. Application Services

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

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

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

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

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

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

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

3. Support Services

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

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

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

REGIONAL SUPPORT – UETN's regionally located field support centers provide 24/7 assistance to the data and IVC network. UETN 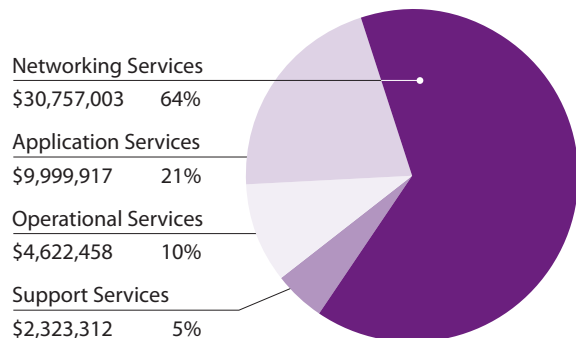helps sustain these four Regional Service Centers with technical support, grant support and personnel funding. The centers are the frontline support for connectivity, training and problem resolution for Utah's rural school districts. The centers include NUES, Northeastern Utah Educational Services in Heber City; CUES, Central Utah Educational Services in Richfield; SEDC, the Southwest Educational Development Center in Cedar City; and SESC, the Southeastern Educational Service Center in Price.

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

4. Operational Services

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

UEN Infrastructure Services

Networking Services
$30,757,003   64%

Application Services
$9,999,917   21%

Operational Services
$4,622,458   10%

Support Services
$2,323,312   5%

UETN Infrastructure Map
Connecting 1500+ locations throughout Utah

Legend:

- *Name* — COMMUNITIES SERVED BY UTAH TELEHEALTH NETWORK (UTN)
- 100 GIGABITS/SECOND BACKBONE
- 40 GIGABITS/SECOND BACKBONE
- 10 GIGABITS/SECOND BACKBONE
- 10 GIGABIT/SECOND ETHERNET
- 1 GIGABIT/SECOND ETHERNET
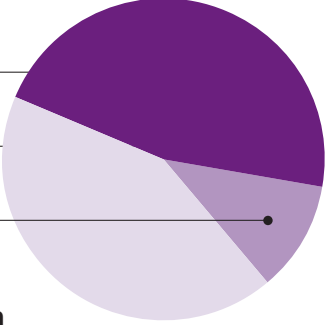- 180 MEGABITS/SECOND MICROWAVE
- **NAME** POINT OF PRESENCE (POP)

Overall Bandwidth Utilization

Public Education
26.16 Gbps   46%

Higher Education
24.04 Gbps   43%
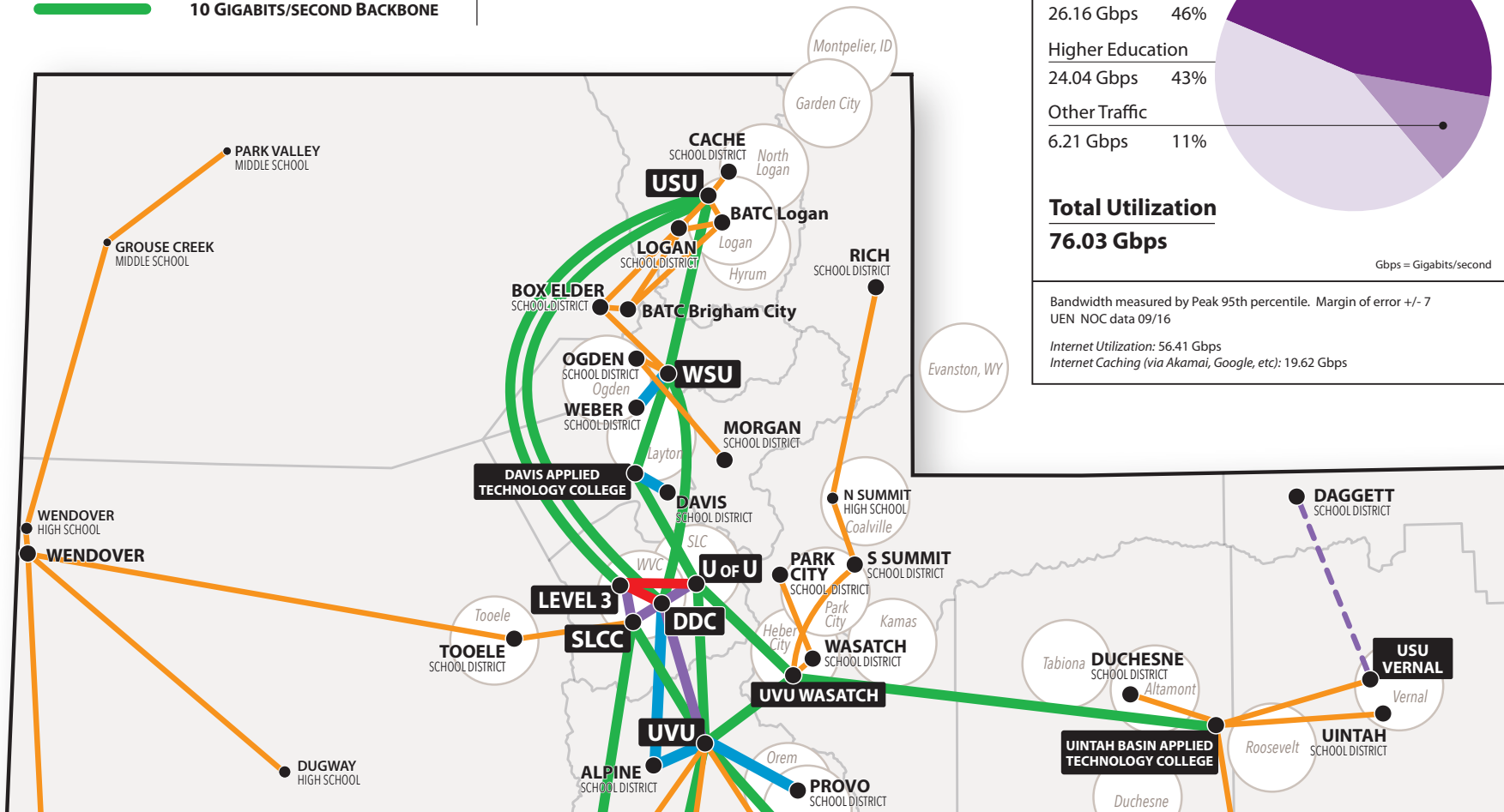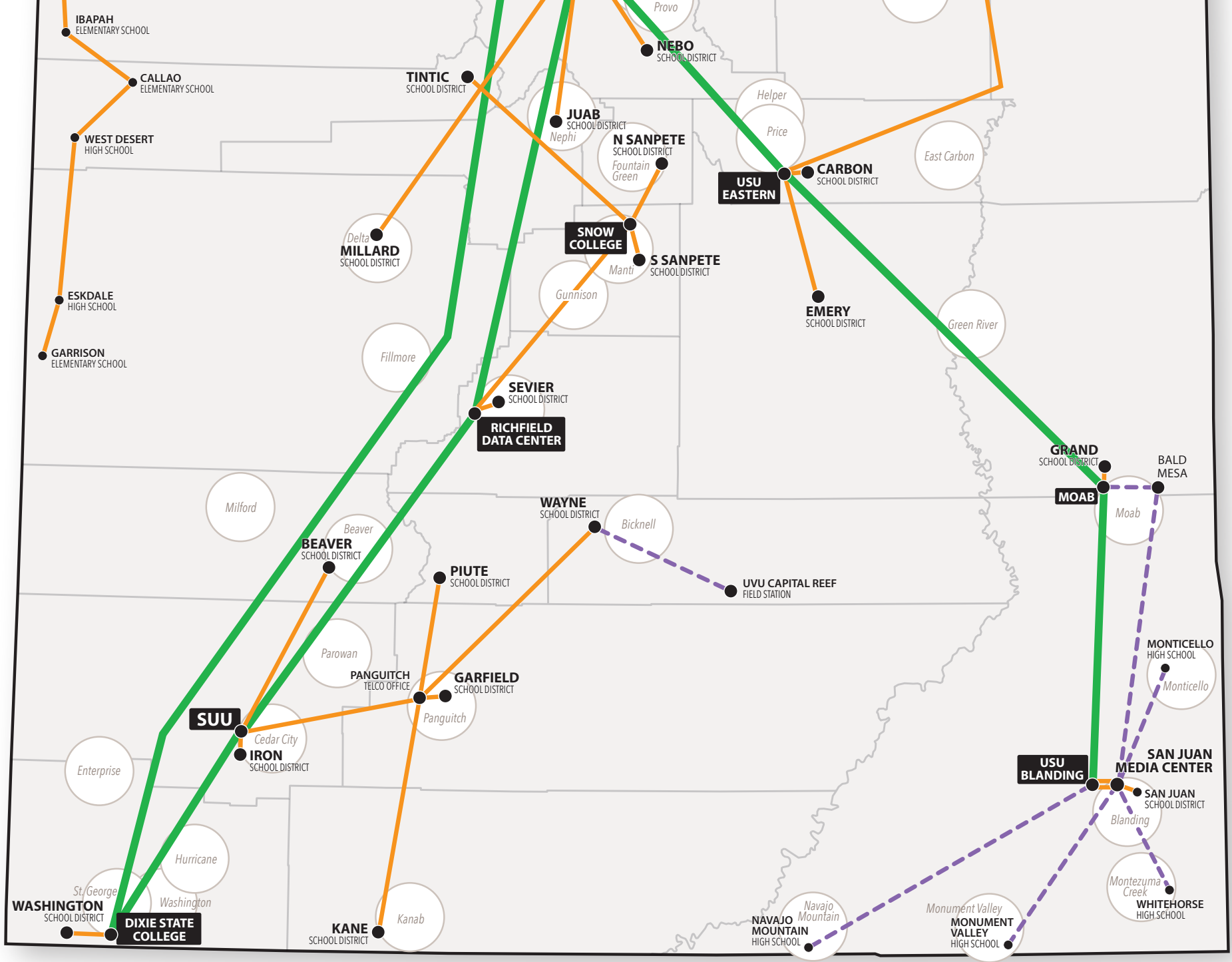
Other Traffic
6.21 Gbps   11%

Total Utilization
76.03 Gbps

Gbps = Gigabits/second

Bandwidth measured by Peak 95th percentile. Margin of error +/- 7
UEN NOC data 09/16

Internet Utilization: 56.41 Gbps
Internet Caching (via Akamai, Google, etc): 19.62 Gbps

Map labels:

Montpelier, ID
Garden City
North Logan
CACHE SCHOOL DISTRICT
USU
BATC Logan
Logan
LOGAN SCHOOL DISTRICT
Hyrum
RICH SCHOOL DISTRICT
PARK VALLEY MIDDLE SCHOOL
GROUSE CREEK MIDDLE SCHOOL
BOX ELDER SCHOOL DISTRICT
BATC Brigham City
OGDEN SCHOOL DISTRICT
Ogden
WSU
WEBER SCHOOL DISTRICT
MORGAN SCHOOL DISTRICT
Evanston, WY
DAVIS APPLIED TECHNOLOGY COLLEGE
Layton
DAVIS SCHOOL DISTRICT
N SUMMIT HIGH SCHOOL
Coalville
DAGGETT SCHOOL DISTRICT
WENDOVER HIGH SCHOOL
WENDOVER
SLC
WVC
U OF U
PARK CITY SCHOOL DISTRICT
S SUMMIT SCHOOL DISTRICT
LEVEL 3
Tooele
DDC
SLCC
Park City
Kamas
Heber City
WASATCH SCHOOL DISTRICT
Tabiona
DUCHESNE SCHOOL DISTRICT
Altamont
USU VERNAL
Vernal
TOOELE SCHOOL DISTRICT
UVU WASATCH
UINTAH BASIN APPLIED TECHNOLOGY COLLEGE
Roosevelt
UINTAH SCHOOL DISTRICT
DUGWAY HIGH SCHOOL
UVU
Orem
ALPINE SCHOOL DISTRICT
PROVO SCHOOL DISTRICT
Duchesne

IBAPAH
ELEMENTARY SCHOOL

CALLAO
ELEMENTARY SCHOOL

WEST DESERT
HIGH SCHOOL

ESKDALE
HIGH SCHOOL

GARRISON
ELEMENTARY SCHOOL

Provo

NEBO
SCHOOL DISTRICT

Helper

Price

East Carbon

TINTIC
SCHOOL DISTRICT

JUAB
SCHOOL DISTRICT
Nephi

N SANPETE
SCHOOL DISTRICT
Fountain Green

CARBON
SCHOOL DISTRICT

USU EASTERN

Delta

MILLARD
SCHOOL DISTRICT

SNOW COLLEGE

S SANPETE
SCHOOL DISTRICT

Manti

Gunnison

EMERY
SCHOOL DISTRICT

Green River

Fillmore

SEVIER
SCHOOL DISTRICT

RICHFIELD DATA CENTER

GRAND
SCHOOL DISTRICT

BALD MESA

MOAB

Moab

Milford

WAYNE
SCHOOL DISTRICT

Bicknell

Beaver

BEAVER
SCHOOL DISTRICT

PIUTE
SCHOOL DISTRICT

UVU CAPITAL REEF
FIELD STATION

MONTICELLO
HIGH SCHOOL

Monticello

Parowan

PANGUITCH
TELCO OFFICE

GARFIELD
SCHOOL DISTRICT

SUU

Cedar City

IRON
SCHOOL DISTRICT

Panguitch

USU BLANDING

SAN JUAN
MEDIA CENTER

SAN JUAN
SCHOOL DISTRICT

Enterprise

Blanding

Hurricane

Montezuma Creek

St. George

Washington

WASHINGTON
SCHOOL DISTRICT

DIXIE STATE COLLEGE

Kanab

KANE
SCHOOL DISTRICT

Navajo Mountain

NAVAJO MOUNTAIN
HIGH SCHOOL

Monument Valley

MONUMENT VALLEY
HIGH SCHOOL

WHITEHORSE
HIGH SCHOOL

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

As of June 30, 2016

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

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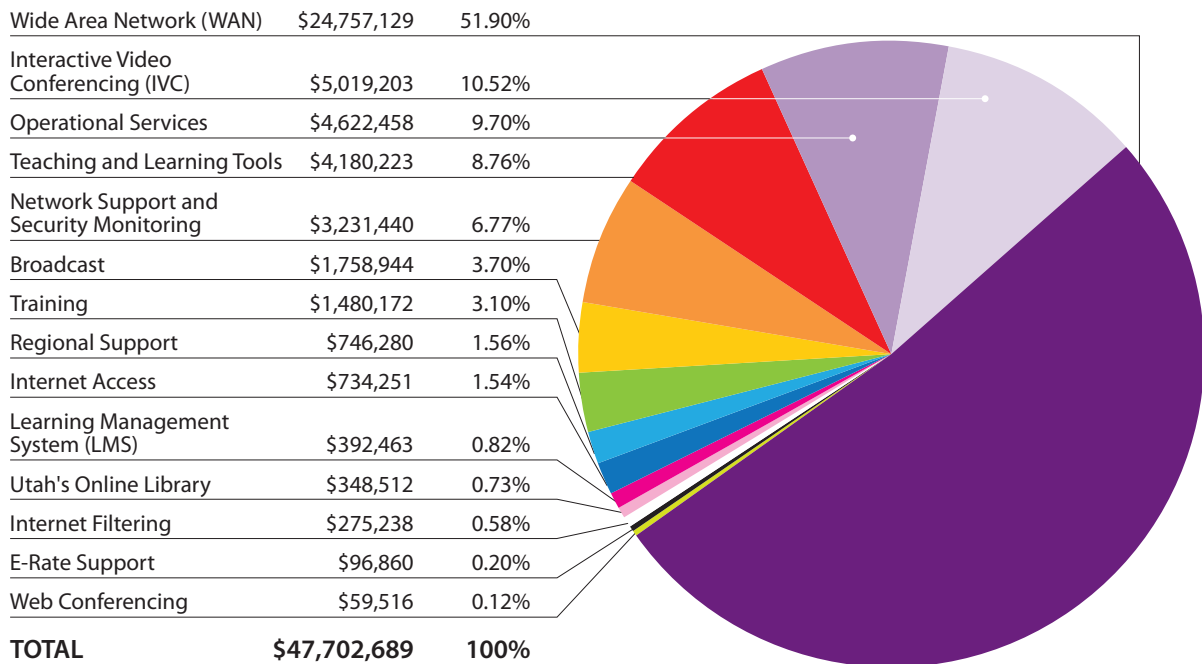
UETN services by customer

As of June 30, 2016

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

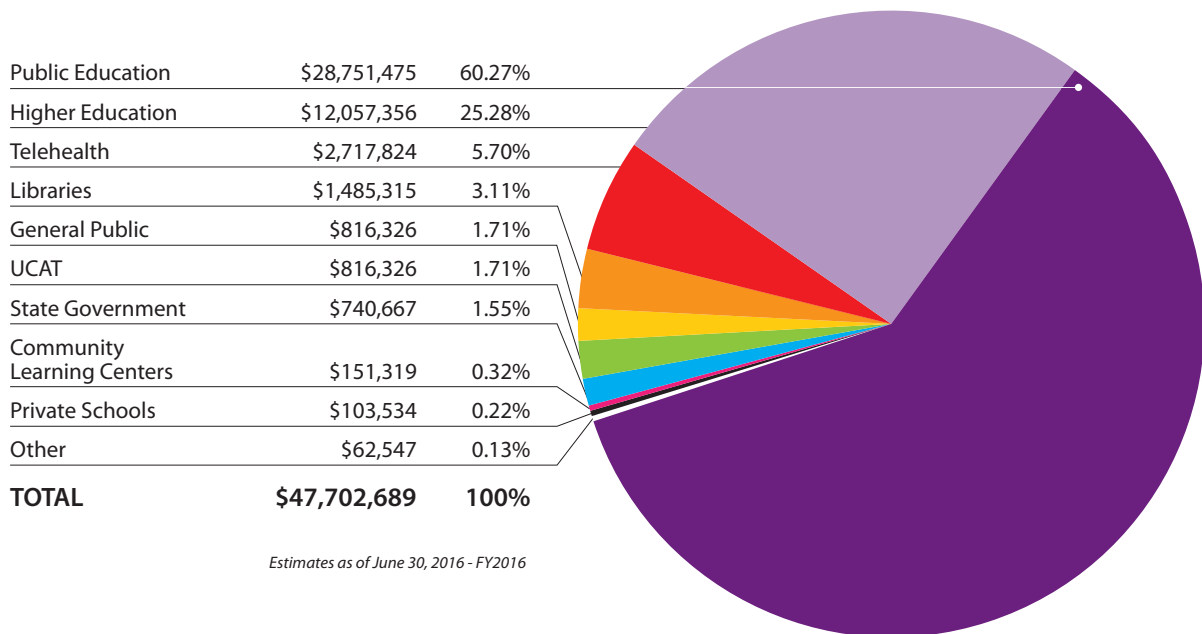Totals in these tables may not reflect precise summaries of the data since amounts less than one dollar are rounded.

UETN Budget by service

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

Estimates as of June 30, 2016 - FY2016

UETN Budget by customer

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

Estimates as of June 30, 2016 - FY2016

UEN & UTN Advisory Councils

Kimberley Bartel
Utah Department of Workforce Services
UtahFutures

David Brotherson
Duchesne School District
Public Education

Tom Cheatham
The University of Utah
Research Network

Kelleigh Cole
GOED / Utah Broadband Project
Economic Development

Dan Compton
Summit County Library
Public Libraries

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Urban Telecommunications

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USBE and TCC

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Representative Utah State Legislature
Utah Legislature (House)

John Louviere
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Utah Teaching Technology Council

Scot McCombs
Canyons School District
District IT Directors

James Morgese
KUED-7
Utah Public Media

Jon Ostler
Snow College
Academic Libraries

Tony Pellegrini
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Teacher Education Faculty Members

Hal Raymond
Weber School District
Online Schools

Nate Southerland
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Public Educators

Senator Todd Weiler
Utah State Senate
Utah Legislature (Senate)

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CentraCom Interactive
Rural Telecommunications

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

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

Libbey Chuy
Quality Improvement Coordinator, Association for Utah Community Health
Other Organizations

Brent Davis
CFO, Central Valley Medical Center
Rural Representative

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Robert Jex, RN, MHA, FACHE, *Chair*
Specialty Care Program Manager, Utah Bureau of EMS and Preparedness, Utah Department of Health
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Associate VP for Health Equity and Inclusion, UUHSC
Director, Cancer Health Equity, Huntsman Cancer Institute
The University of Utah Health Sciences Center

Preston Marx
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CEO, Utah Medical Association
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VA Access Crisis Team
At-Large

Eric Parker
CEO, Cedar City Hospital
Rural Representative

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

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

Donna Singer
Consultant
At-Large

Sarah Woolsey, MD, FAAFP
Medical Director, HealthInsight
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Medical Director, Utah Telehealth Network
Professor, Dermatology UUHSC
Ex officio/Staff

UETN Governing Board

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**Garfield School
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Represents: Public Education
Term Through: July 1, 2018

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**The University of Utah
and Utah System of
Higher Education**

Represents: Higher Education
Term Through: July 1, 2020

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**Dixie State
University**

Represents: Higher Education
Term Through: July 1, 2018

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District**

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Term Through: July 1, 2018
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Term Through: July 1, 2018

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Term Through: July 1, 2020

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Term Through: July 1, 2020

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Term Through: July 1, 2018

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Term Through: July 1, 2020

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Chair
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Represents: Higher Education
Term Through: July 1, 2018

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