

Connecting Illinois



ICN Regional Technology Centers

Your Trusted Advisors for Education Excellence

ICN has nine Regional Technology Centers (RTC) strategically placed around the state, providing support, expertise and consulting to local schools and school districts. Each RTC has a wealth of experience in local broadband matters that affect you and your school.

Connecting to ICN

Your first interaction with the RTC will be to connect to the ICN. RTC staff are familiar with the broadband options in your area and will work with you to find the best possible solutions for connecting to ICN. RTC staff will identify and quote the required hardware and help facilitate the full process of connecting from the first call to being fully operational.

Trusted Advisors for Education Technology Excellence

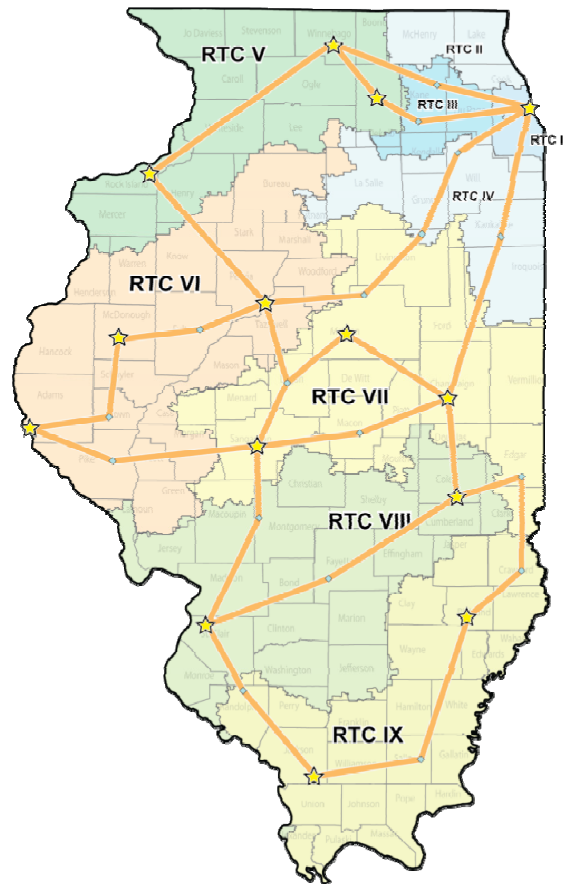
Once connected to ICN, RTC staff provide ongoing support and expertise addressing such issues as network architecture within the school building, traffic monitoring and capacity management, network configuration and school to school private network planning. Regarding network architecture, RTC staff can advise on best practice approaches for in building networks, including advice on equipment available via state master contracts, ensuring the lowest cost solutions for schools and school districts.

Network Evolution

As the ICN network and school connectivity evolves to be all fiber and bandwidth prices continue decreasing, applications and services will move from school servers to cloud based services. RTC staff are ready to assist schools with migration to all fiber, advise on cloud based services and will help with your network evolution needs.

Contact us

To speak with RTC staff or to connect to the ICN, don't hesitate to call your local RTC office, numbers are shown on the reverse.



RTC Staff Help Reduce Last Mile Provider T1 Bills

In 2012, a Tier 1 service provider in Illinois initiated a T1 contract reconciliation project to identify customer T1 circuits with expired contracts and move them to month to month terms resulting in significantly higher charges, in some cases \$10,000 for a single month's service. Needless to say, the impact to our customers was significant and the calls started pouring into the RTC offices. RTC staff responded by helping facilitate contract renewals and credits for charges over the contracted rate, as well as helping many sites migrate from T1 to Metro Ethernet service. RTC staff worked closely with our service provider representatives to resolve hundreds of these cases, reached out to all our constituents with T1 service to ensure they were aware of the service provider project and review their contract terms and provided direction on other connectivity options.

RTC Staff Mitigate Cyber Attack

Recently one of our largest school districts experienced a severe denial of service attack interrupting their Internet service. The attack was on a Metro Ethernet circuit directly to a service provider network, but the district was unable to get the required level of technical support from the service provider to resolve the issue. The school district moved all their traffic to their ICN backup circuit and engaged their local RTC office for help. The RTC engineers were able to identify the source of the attack and stop the attacking traffic from reaching the district's network.

RTC Staff Reduce Outage Time on Power Failure

A power failure at one of our Chicago area school district campuses caused their web server to crash. As district staff were moving their website content to a new server, ICN staff were updating their DNS records minimizing the time their web site was off line.

How can we help you?

These are just a few examples of how the RTC staff go above and beyond to serve its customers on a daily basis. To find out how RTC staff can help you, please contact your local RTC staff member at the number shown.

"Our new connection has been phenomenal! We love it. Please pass on my thanks to the team up there. We really appreciate you guys."

Darin Hostetter, Director of Technology, Marshall CUSD #C2

Region	Phone
<u>Region I</u>	312.814.9697
<u>Region II</u>	847.294.4700
<u>Region III</u>	630.907.2950
<u>Region IV</u>	815.936.4644
<u>Region V</u>	815.632.4080
<u>Region VI</u>	309.671.7683
<u>Region VII</u>	217.353.2693
<u>Region VIII</u>	618.651.9633
<u>Region IX</u>	618.453.3833