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Status of Broadband in Alaska – Updates, Challenges and Solutions	Pacific Dataport Shawn Williams, VP/Government Affairs & Strategy Shawn Fitzpatrick, VP/Engineering swilliams@pacificdataport.com / 907-440-1185

- Pacific Dataport's goal is to bring affordable broadband to all of Alaska's communities.
- Aurora GEO HTS: Phase 1 is expected to be operational December 2021, will have statewide coverage; Phase 2 will include the ability to communicate with moving vessels like marine/aero industry, and is expected to be operational in 2023.
- OneWeb LEO: Currently launching around 36 satellites/month. Within a month they plan to have complete Alaska coverage. They are in the process of Alpha testing/Beta testing with service available in October.
- Talkeetna Alaska Teleport: LEO satellites communicate through this gateway; tours can be arranged to view this site.
- For remote locations wanted to be connected quickly, Microcom (sister company) is fully prepared to meet this need (build plan, install, manage, billing, etc.).
- Links shared:
  - Video from the presentation. https://www.youtube.com/watch?v=8_kytEDxC0A
  - Video that details OneWeb's approach. https://www.youtube.com/watch?v=REzA_SYInvc
  - Website showing "live" up-to-the-minute satellite locations for OneWeb and Starlink: https://satellitemap.space/oneweb.html
  - Website showing how busy space is: http://www.stuffin.space/?search=

Questions:
- *Aurora 4A/IV – is that a time to market situation, why not just wait for the 2023 satellite program that the Aurora IV; what does the 4A do for you?*
  It is basically a way for us to start a revenue stream and allows us to get get more middle mile capacity out there as soon as possible. There is extreme interest, the demand is high.
- *How can small towns/villages take advantage of this?*
  Using the funds rural communities are receiving, they work with them to design a system to meet their requests/needs (example: school, health center, community center). Some communities don't want to be in the broadband business, they want someone to help design, purchase, install and manage the system. For communities that have existing infrastructure (copper, DSL, WISP system), it is dropping in a small system to enhance what they currently have or a completely new system; a third option, which is Aurora IV is a system built for those outside the communities a couple miles to have an individual system for their home. They believe the most cost effective way is to build a wireless delivery system for the entire village, a large broadband connectivity, and share that across the village.
- *Is there a campaign plan anticipated to reach out to villages?*
  There is an active campaign and several organizations working with tribal entities. They (Pacific Dataport) receive calls daily, but they also reach out to tribal/community leaders/councils explaining how it works. They do believe the WISP networks/telecomm is the most valuable, efficient way to get capacity to remote communities. There currently are

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unlicensed 2.4GB or 5GB Wi-Fi systems being used in some communities now, so it doesn't require them; it is just a more robust way to do it and gives argument to go back to FCC with because someone is interfering with your system.
- *Doesn't the satellite's distance determine bandwidth speeds?*
  LEO is going to have the lowest latency; LEO is 40-50ms, GEO is ~600ms; with LEO, satellites are moving and the antennas are tracking, which is also more expensive equipment at this time. Buffering/latency is built into LEO. LEO works well for general needs – 90% of applications, like web meetings, work perfectly fine; for robotics, GEO would be best at this point.   GEO is currently a more cost effective option because it offers more capacity for less money; it does them no go to put in systems that people can't afford. Currently, recovery of the LEO costs is an issue.
- *What is launch capacity now versus five years ago?*
  There is a difference because of changes including smaller wavelength bands, reuseable rockets, launching multiple payloads –these help to change the economics for putting satellites into orbit and do a technology refresh more often.

Overview and Progress on Digital Transformation Initiatives	State of Alaska Amanda Holland, Acting Commissioner / DOA Bill Smith / CIO amanda.holland@alaska.gov / bill.smith@alaska.gov

- "Forward Together" approach: Encouraged collaboration to meet technology needs across all State agencies, adopted in 2020 when it became clear that COVID would be more than a one year experience to ensure they were caring for the continuity of government services, allowing public employees to comply with the COVID-related public health repercussions, and for employees to do their work in whatever environment needed (work site or home) by leveraging technology. Shared vision with all state agencies and encouraged input on governance and structure. Focus was on technology that would automate to streamline business processes and reallocate staff time for processes that couldn't be automated. Challenge was adequately educating users so that they would want to use technology – worked with users to overcome this challenge and be successful. Transformation is always a challenge when changes are made while things are moving/are in flight.
- COVID Pandemic Preparedness Report (): Realized the Pandemic Preparedness Plan would be useful for future similar emergency response needs.   Some of the areas identified were already on the radar and in process. Refocused on priority items, like access for work force to work from home and collaborative tools. Phase I was initial assessment to review workflows across all agencies; developed six-phase plan to expand digitization and transformation. Phase 2 goal was a plan so that users did not just "survive" at remote work, but thrived and being successful. Phase 3-AlaskaNow goal was to take manual and paper processes and digitize/automate to improve efficiency; initial focus areas were Human Resources, IT Incident Management, and customer service management.
  - Report and After Action Review: https://doa.alaska.gov/ppp.html

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- AspireAlaska (Learning Management System): Provides a quick view of training and personal development plans for all users/agencies, tied directly to performance management. 2021 focus is to load department custom courses and reaching out to agencies to identify the courses. Goal is to have one site for all agency training. The system includes a pathway for all employees to help them not just survive, but thrive, by providing one site that provided their job expectations/training/goals that was accessible wherever the employee may be working at the moment.

Questions:
- *Lessons learned on training/adoption of platforms?*
  When doing tactical response and had to move quickly, viewed the training as important as the technical ability. Taken a little bit of considered approach by focusing first with piloting with DOA and then moving out to other agencies.   HR group really specified which staff needed training. Tried to make it as transparent as possible to users. Challenge was coordinated communication path, which has improved over the past year. Needed systems up and running and people to learn/be proficient and it being done at a time of great change which caused "change exhaustion"; would have done pilot to a smaller group; at the same time, business need was urgent and work force having to learn a new way to approach their work. Communication plan coupled with even more structured training/learning opportunities would have resulted in people picking up their proficiency in a broader sense.
- *How did you bring all the agencies together, plan, triage the readiness approach to what parts of department to adopt first, or everyone having equal access?*
  We did not want to impose a lot of work on departments who was very busy. Took the approach of communication/sharing what was going on. Looked for specific targeted small groups. Desire to get the heavy lifting done, but not impose workflow changes on them when they were dealing with their own heavier-than-normal workloads. They focused on services that would bring immediate benefit and a consumable manner, but would not tap them out. Automation of workflows would be when those being hit heavy could be addressed. Goal is to take away administrative functions that sideline and slow workflows. Focus was on communication in regular meetings with commissioner offices in other departments, being available and asking for input, based on their availability.
- *Are the platforms you are using for AlaskaNow and AspireAlaska hosted by SOA or cloud based or a combination*?
  Yes cloud based. We're trying to leverage the right architecture for the right use in all cases when bringing on capabilities.
- *Does your vision include the integration of various tech training?*
  Yes it does. We have some tech training platforms/partners we are looking to integrate into our platform to build a one-stop shop. It opens the door for the State to benefit from the many different training opportunities over the 14 agencies into one platform. AspireAlaska does have video training/test capabilities that can really support many different types of training needs.

Alaska Smart Communities Forum – Meeting Notes
April 20, 2021   8:30 a.m.-10:30 a.m.   Videoconference

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- *How pervasive is DocuSign? Available for all departments?*
  DocuSign is available statewide and they believe it is being used across all departments. There are a couple agencies that are ensuring implementation/policies of use are in compliance in regards to HIPAA, etc. They are also exploring a notary capability within DocuSign, and exploring integrating with forms within the AlaskaNow platform.
- *Is there analysis done to identify whether the form requires a signature or just an attestation?*
  That level of analysis and designs of the forms is being left up to the various agencies; they are providing the training and assistance to help users become more efficient. What we are doing is leveraging the adoption so that it looks and feels the same way across the State.
- *Difference between the various mobile devices?*
  In some areas it is, like Teams. Within DocuSign, it is enabled but no effort yet to push it out except for those who have reached out to make the request. One of the areas in the road map to address is end-point mobile device management, which needs to be worked on first.
- *What do you foresee the pace of activity being through this year and into 2022?*
  Need to acknowledge people have worked hard to acknowledge; focus is to solidify what has been done. After action review to develop additional materials, future deployment plans based on readiness of departments/division. Desire to make it as seamless and painless as possible.

Announcements
- Topic suggestions for future Forums can be emailed to Doug Miller (doug.miller@wostmann.com).