



IOWA TELECOMMUNICATIONS AND TECHNOLOGY COMMISSION

Steve Olson, Chair

Timothy L. Lapointe

Robert F. Holz

Brett Mason

Denise Sturm

Matt Behrens, State CIO
(ex officio)

Rob Sand, State Auditor
(ex officio)

Randy Goddard, Executive Director

Governor Kim Reynolds

Lt. Governor Adam Gregg

Iowa Telecommunications & Technology Commission Grimes State Office Building, 1st Floor 400 East 14th Street, Des Moines, IA 50319 Meeting Minutes March 27, 2023

FINAL

To ensure the most efficient use of State resources, the March 27, 2023 ITTC meeting was held via video conference pursuant to Iowa Code section 21.8. A video conference ensured that more Commissioners, staff, and the public were able to participate in the meeting. The meeting was accessible to members of the public.

Roll Call:

Commissioners Present

Steve Olson, Chair

Bob Holz, Member

Timothy Lapointe, Member

Denise Sturm, Member

Brett Mason, Member

John McCormally, Representing the State of Iowa Auditor, Ex-Officio Member

Commissioners Absent

Matt Behrens, Representing the Office of the Chief Information Officer, Ex-Officio Member

Iowa Communications Network Staff

Randy Goddard, Executive Director

Deb Evans, Chief of Staff, Chief Financial Officer

Scott Pappan, Chief Technical Officer

Mark Johnson, Chief Administrative Officer

Mike Cruise, Finance Bureau Manager

Stephanie DeVault, Business Services Bureau Manager

Patrick Kazeze, Facilities / TAC Bureau Manager

Ryan Mulhall, Network Operations and Engineering Bureau Manager

Mark Dayton, ICN Sales Engineer

Brian Clayton, Executive Officer 2

Lori Larsen, Executive Officer 2 (Recorder)

Guest Attendees

Ray Warner, Aureon

Dave Duncan, ICA

Scott Golberg, FNS

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Call to Order:

Chair Olson called the meeting to order at 10:30 AM. It was noted that a quorum of members was present for the meeting.

Approval of the February 27, 2023 Meeting Minutes:

Chair Olson requested a motion to approve the February 27, 2023, meeting minutes. Commissioner Holz moved to approve the minutes. Commissioner Mason seconded the motion.

The following Commissioners unanimously approved the minutes: Commissioner Holz, Commissioner Lapointe, Commissioner Mason, and Chair Olson. Commissioner Sturm abstained from the vote, since she was not present at the February meeting.

The motion passed.

Old Business:

None.

New Business:

Agency Updates

Contracting Update – Mike Cruise

- Inmate Calling Appeal: Filed with the Attorney General on March 15. We are waiting on a decision.
- MVS cabling project at Anamosa State Penitentiary: This is ongoing and just getting started.
- Reminder the E-rate filing date is March 28.
- We are working on a finalized listing of bid posting for the Brocade excess equipment in the warehouse. Those bids are due March 30.
- We are working on a couple colocation projects.
- There has been a slowdown on some of the DOT colocations and fiber location projects in Council Bluffs.
- Looking for a technician support for our DMS 500. This is ongoing until we decide a long-term solution.
- We have a couple of renewals for our Network Detection Response and Cybersecurity Solution software.
- Several circuit rates have been reduced and renewed.

COMMENTS

None.

Finance Update – Mike Cruise

Monthly Revenues and Expenses:

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The month of February resulted in an operating margin of \$228,056 which is 9.3% of revenue. This is \$200,875 favorable to the budget which is \$27,181. Revenues were unfavorable for the month by \$113,659. The two primary causes are voice revenues continuing to be down as they have for the entire fiscal year and not having a high amount billed for cost recovery of OSP expenses. Direct expenses are favorable to budget by \$91,268. Total allocated indirect expenses are \$223,267 favorable to budget. Cost cutting actions are really starting to be realized and with the cold weather the OSP expenses have been low.

Year-to-Date (YTD) Revenues and Expenses:

Through February, we now have an operating margin of \$668,882 which is \$678,231 favorable to the budget, which is still at -\$9,349. Revenue is still \$58,791 favorable to budget and direct expenses are favorable to budget by \$427,809. Total allocated expenses are now \$191,631 favorable to budget which is the first time in several months we have been favorable.

Comparison to February FY 2022:

The current year operating margin for the month of February is \$22,340 favorable to February FY 2022. Revenue is unfavorable by \$20,251 compared to last February. Direct expenses are \$12,620 unfavorable. Total allocated expenses are favorable by \$55,212.

Year-to-Date Comparison to FY 2022:

Operating margin is \$1.38M favorable through February. This includes revenue being up \$886,000, direct expenses are \$896,000 favorable and indirect expenses at \$401,000 unfavorable.

Other:

- FY 2024 Budget – The first draft of the FY 2024 budget has been distributed to the leadership team for their review and input. Those are due by April 14.
- Workday Update – Workday Financial has been cancelled. It was decided that it will not meet the State's unique needs. The State will stay with an upgraded version of the current accounting system that is called I/3. They have new SaaS capabilities that they did not have when Workday was being awarded. Work on this upgrade will begin April 1, 2023 and is projected to conclude in March 2024. The State will stay with the HCM piece of Workday (personnel and time keeping), which is able to exchange data with I/3.

COMMENTS

None.

Business Services Update – Stephanie DeVault

General Updates

We have no new customers and no new waivers.

An order can represent multiple connections and multiple services.

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Healthcare

- 15 orders.

Government

- 15 orders.

Public Safety

- 6 orders for DPS.
- 3 orders for Judicial.
- 3 orders for DOC.
- Finalized the first step of the Governor's School Safety Initiative for their tip line.
- We have brought on Cedar Falls as a Public Safety Answering Point (PSAP). This will be a live 24/7 PSAP.

Education

- As of March 13, there were 457 Form 470 (e-rate) filings for Iowa: Data Transmission and/or Internet Access and Managed Internal Broadband Service. As of March 13, the ICN has responded to 162 of them.
- Completed a DDoS Audit that has over 30 orders that have been pushed to billing. We have 10 orders received for education and higher education.

Marketing and Communications

- Our SYBAC students heard from Patrick Kazeze and Chuck Tonsi in March. They discussed our NOC and Facilities.
- We are planning to bring our SYBAC students in-person on April 11. They will tour the Capitol, meet ICN leadership, and tour a datacenter in Altoona.
- Partnering with the State Library of Iowa for a webinar for May 3 to all interested Iowa Library Directors.
- Preparing materials for upcoming conferences.
- Adding QR codes to connect the audience with our website.
- Finalized Internet2 handouts that explain the benefit to our education users.
- ICN is planning to attend the Iowa CITO Vendor Show on April 13.

COMMENTS

Commissioner Lapointe stated that it appears we are receiving substantially more orders than what we have done a few years ago. I assume that is attributable to the quality of products and service that ICN provides. Is my assumption correct?

- Steph DeVault answered yes, orders are increasing. One of the reasons they are is that we are streamlining to more of a sales strategy. We are bringing everything together in metrics and spreadsheets, and being held more accountable.

Network Services Updates

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Network Operations & Security Update – Ryan Mulhall

- **Aggregation Replacement:** We completed an additional 3 sites last month and have another 3 in various stages of installation with more being engineered. We were able to give the project some focus even with the code upgrades going on in our core that required a lot of manpower. We completed the last of 3 change windows across the entire network early yesterday morning. We had multiple technicians working multiple weekends in the middle of the night over the last 6 weeks to complete this task, so gratitude to them for always showing up to do what is needed for the network and our customers.
- **DDoS Platform:** We have installed and powered on additional hardware for our DDoS platform expansion. We have to do some additional work on the physical connections, but anticipate we will have this fully operational in the next few months. This will allow redundancy and more efficient traffic flow across the state when mitigating attacks.
- **Outside Plant:** In February there were 15 new projects opened. This is slightly below average for February. We had no outages due to fiber cuts.
- **Cost Recovery:** This is a focused effort from our Finance team, Outside Plant team, and Attorney General's office when needed to recoup the emergency restoration and permanent fix costs for natural causes or damage caused by mislocating or a contractor hitting us. For FY22 these teams were able to bring back around \$843,000 and only \$25,000 is currently outstanding. For FY23, we are looking at about \$282,000 so far that we are targeting. A little over half of that has been recouped so far. We don't anticipate any reason we won't be able to recover the rest.

COMMENTS

Chair expressed his thanks to the staff that put in the extra effort to make the changes that need to be made.

Administration & Facilities Updates

Facilities and TAC Update – Patrick Kazeze

Facility Update

- Beginning preventative maintenance for the calendar year.

TAC Update

- Chiller #4/HVAC project at Joint Forces Headquarters is at 30% of design phase.
- TAC has installed more CradlePoints for FirstNet bringing us to 70 out of the 110 PSAPs.
- The work is picking up for TAC following Governor's consolidation efforts.
- Ongoing work in Lucas to pull new cabling for penthouse control room, elevators, and rave system.
- More projects coming up for DPS, Post 16, and one at the Hoover Building.

COMMENTS

None.

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Other Business:

Legislative Update – Mark Johnson

The legislature continues to move towards adjournment. It appears they should be able to wrap up their work within the timeframe. We have not seen any significant legislation that would impact the ICN, other than the State agency reorganization bill. As a service provider, we will see how it will affect us when agencies combine together.

COMMENTS

None.

ITTC Committee Updates – Staff/Commission

Personnel Committee – Mark Johnson

The Personnel Committee did not meet in March.

Finance Committee – Mike Cruise

Meeting Date: March 20, 2023.

Attendance: Commissioner Sturm, Commissioner Holz, Brian Clayton, and Mike Cruise.

Topics Covered:

- Contracting update.
- Budget-to-actual as presented today.
- Reminder of the FY24 budget timeline.

Customer and Services Committee – Stephanie DeVault

Meeting Date: March 15, 2023.

Attendance: Chair Olson, Commissioner Lapointe, Mark Dayton, Ryan Mulhall, and Stephanie DeVault.

Topics Covered:

- Presented what was listed today.
- Went over numbers and what we have in flight.
- Projections for next quarter.

Operations Committee – Scott Pappan

Meeting Date: March 9, 2023.

Attendance: Commissioner Mason, Commissioner Lapointe, Ryan Mulhall, Lori Larsen, and Scott Pappan.

Topics Covered:

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- Presented an update regarding grants.
- Provided utilization information.
- Presented Network Management tools.

Public Comment:

Chair Olson thanked Krista Wenzel for her time spent on the Commission. Everyone wished her luck in her next adventure.

Chair Olson welcomed Denise Sturm to the Commission.

Lori Larsen announced that the location for the April 24, ITTC meeting will be at the Iowa National Guard's Enhanced Classroom at Joint Forces Headquarters (JFHQ) in Johnston. Information regarding the location will be included in the April ITTC meeting notice.

Adjournment:

The ITTC meeting adjourned at 10:50 AM.

ATTESTED TO:

A handwritten signature in black ink, appearing to read "Steve Olson".

Steve Olson – Chair, Iowa Telecommunications and Technology Commission