



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 Iowa National Guard's Enhanced Classroom 6100 NW 78th Ave, Johnston, IA Meeting Minutes April 24, 2023

FINAL

To ensure the most efficient use of State resources, the April 24, 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

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

Commissioners Absent

John McCormally, Representing the State of Iowa Auditor, 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

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

Carmine Boal

Ray Warner, Aureon

Scott Golberg, FNS

Rob Smith, FNS

Erick Eggers, Iowa National Guard

Blake DeRouchey, Iowa HSEMD

Chris Courmoyer, State Senator

Lee Bureson, Iowa National Guard

Iowa Communications Network

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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 March 27, 2023 Meeting Minutes:

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

The Commission unanimously approved the minutes.

The motion passed.

Old Business:

None.

New Business:

Agency Updates

Contracting Update – Mike Cruise

- We have a bid released for Contracting help for a DMS technician and administration.
- Completed another round of surplus disposals, which it looks like it will net \$3,500, which we can collect and not have to give out to a recycler to take care of.
- Working on Microsoft renewals and adjustments.
- Working on renewal documentation for a colocation location in Denver.
- Working on several cabling projects on the capitol complex.
- Waiting on the ruling for the Inmate Calling Appeal (DOC), which should be forthcoming in the next couple of weeks.
- Looking at a cabling project over in Anamosa prison. We are reviewing and finding out the requirements.

COMMENTS

None.

Finance Update – Mike Cruise

Monthly Revenues and Expenses:

The month of March resulted in an operating margin of \$49,117, which is 1.9% of revenue. This is \$91,961 favorable to the budget which is -\$42,844. Revenue was unfavorable for the month by \$201,297. As a repeat from last month the two primary causes are voice revenues continuing to be down as they have for the entire fiscal year and not having much billed for cost



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recovery of OSP expenses. Direct expenses are favorable to budget by \$113,000. Total allocated indirect expenses are \$180,258 favorable to budget.

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

Through March, we now have an operating margin of \$717,999, which is \$770,192 favorable to the budget, which is still negative at \$52,193. Revenue is \$142,505 unfavorable to budget, which marks the first time this fiscal year we have been under budget for YTD revenues. Direct expenses are favorable to budget by \$540,809. Total allocated expenses are now \$371,889 favorable to budget.

Comparison to March FY 2022:

The current year operating margin for the month of March is \$207,000 favorable to March FY 2022. Revenue is unfavorable by \$106,000 compared to last March. Direct expenses are \$364,000 favorable. Total allocated expenses are favorable by \$51,000.

Question from Commissioner Mason - Why are the direct expenses so low?

Mike Cruise explained that we have completed several cost cutting measures to remove the expenses we don't need. One big gain was with the maintenance on equipment, we have a surplus that we can use for spares. We don't need to carry extra maintenance on equipment, it is mostly software.

Scott Pappan added that we are working on the core contract. The team worked on the edge contract, and we are doing the same thing with the core network.

Year-to-Date Comparison to FY 2022:

Operating margin is nearly \$1.6M favorable through March. This includes revenue being up \$780,000, direct expenses are \$1.3M favorable and indirect expenses at \$452,000 unfavorable.

Other:

- FY 2024 Budget – Second draft of FY 2024 budget has been distributed to the executive team for their review and input. Those are due by April 21. The third draft of the budget will be distributed to the ITTC Finance committee on April 28.
- Workday Update – No update on the upgrade progress for the State accounting piece of Workday.

COMMENTS

None.

Business Services Update – Deb Evans

General Updates

- We have no new customers and no new waivers.
- An order can represent multiple connections and multiple services.
- Webex – Migrating of the legislature is on hold until after session.
- Working on a business plan for Zoom and SIP services.

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- Also working on new pricing.

Healthcare

- IRHTP fiber relocation for upcoming hospital remodel.
- Orders for 2nd, 3rd, 4th, 5th, & 6th phases for Mercy at remote sites.
- Ethernet service and renewals with increases in bandwidth.
- Several hospitals have installs for Ethernet and Internet for 5-year terms.
- Orders to increase ICN Internet for a couple of hospitals outside of IRHTP.
- Provided estimates for LEC layer 2 Ethernet services at three locations for Mercy clinics. Also provide Layer 2 service for clinic locations to connect to Mercy IRHTP network.

Government

- Lottery we have a firewall and cloud connect orders.
- Multiple orders due to the reorganization of government for cabling. Currently five orders.
- Orders for some outlining government agencies for MVS.
- Order for SIP and disaster recovery (DR) circuits coming through.

Public Safety

- Working on renewals.
- Orders for DPS LMR for three locations.
- DOC headquarters is replacing their firewall.
- Fifth Judicial is moving to SIP.
- DOC is also increasing Internet service.
- Received cabling orders for DOC.
- Build order received for Iowa HSEMD in Delaware county.
- Received orders from Veterans Home for circuits.
- Received orders for Iowa HSEMD Harrison county shared and Firstnet services.

Education

- USAC Erate 2023: As of 4/12/2023 there have been 463 Form 470 filings for Iowa: Data Transmission and/or Internet Access & Managed Internal Broadband Service. There are 159 Form 471s for the ICN.
- Eight orders for managed firewall.
- Five orders for MVS at K-12 education sites.
- DMACC renewal for 3 years.
- DMACC will be doing an RFP for Managed Firewall. We are their primary Internet provider.
- Working on several renewals.
- AEAs renewing multi-point Internet.
- Looking at phone service for AEAs – MVS.
- Completing eight sites for DMACC that will go to billing. Three locations still being installed.
- We have a community college moving to MVS.
- DOC Anamosa: we will not cable this project, but we will do the SOW.
- We have four K-12 moving to MVS.
- Completed ACD orders for several Capitol Complex customers.
- IPERs call recording.
- Ankeny's On with Life is installing a new facility. ICN will be putting in fiber there.

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Marketing and Communications

- Our SYBAC Students visited the Capitol on April 11. They toured the Capitol, met ICN leadership and legislators, met with the Governor's Office and toured a datacenter in Altoona.
- We are partnering with the State Library of Iowa for a webinar for May 3 for Iowa Library Directors.
- Preparing materials for upcoming conferences.
- Continuing to release ICN social media content.
- Preparing internal handouts for Business Services.
- ICN attended the Iowa CITO Vendor Show on April 13. Ryan Mulhall presented a breakout session.
- We opened applications for the next round of SYBAC students on April 17.

COMMENTS

- None

Network Services Updates

Network Operations & Security Update – Ryan Mulhall

- Aggregation Replacement: On hold right now, waiting for a different version of code from our vendor. We are about 15% completed with the project. There are other components moving within that aggregation layer, including our annual reboot of our legacy aggregation boxes. Once a year we reboot that hardware. We received some additional hardware from a vendor after a long wait time, and we are preparing those in the lab right now.
- DDoS Platform: We have installed and powered on additional hardware and brought software online for our DDoS service. We were going to start migrating, but had some additional dependences on another component. May take a couple months to be completed.
- Outside Plant: In March there were 17 new projects started. This is a little below average due to weather and a slow start to the construction season. There were 3 cable cuts that will be billed back to contractors via partners or executive council claims. We have seen an uptick in April.
- Open Position: We do have an opening for an Outside Plant Junior Engineer position. This is in the hiring phase. This closes on April 27. Hope to have someone ready to go in mid-late May.
- Grants: We are getting ready to close out one grant from Iowa HSEMD. We need to complete that by June 30. We have two more in progress that we were awarded. One is waiting on equipment to be shipped and the other grant we will start ordering equipment soon. Those are from the most recent grant year. We also have four other grant applications in the 2023-year program. We usually get notification in September/October timeframe.

COMMENTS

None.

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Administration & Facilities Updates

Facilities and TAC Update – Mark Johnson

TAC

- DHS Child Support Recovery Unit in Sioux City required relocation of existing cable and the installation of new CAT6 to support an office reconfiguration.
- IDPH-Medical Examiners Lab - Completing work on an office reconfiguration project, this one to accommodate a future construction project.
- Completed cost estimate at JFHQ for Homeland Security Emergency Management for some CAT 6 Cabling between the ICN NOC terminal room and the DPS Network.
- Provided another cost estimate for the OCIO at the Hoover Building.
- Begun work on a two-phase camera project at the State Historical building.
- Working on a camera project at the Hoover building for OCIO and a remodel project at DPS Post 16 on the Capitol Complex.
- Completed installation and testing of FirstNet CradlePoints at two more sites, in Kossuth County and Grundy County bringing us up to 72 now completed out of 110 PSAPs with two more in que.

Operations

- Kirkwood Community College announced a few months ago that they would be consolidating some of their campuses.
- Iowa City campus - they will be moving out of the space that they occupy at the end of the school year as part of a consolidation effort. ICN maintains a footprint at this site. This means that we need to secure our FOTS room and work on a plan to ensure a safe and efficient expedited plan to relocate IF required once a determination on what will become of the building.
- Sioux City AEA is relocating to a new building. We are still in the discovery phase.
- Iowa Wesleyan University is closing at the end of the school year and the USDA will assume ownership of the campus following closure. We are working on the next steps.
- For a remodeling project, the architects for Indianola high school have reached out to ICN to begin discussions for our needs as they start work on the remodel and addition to the high school. Everything is moving on a positive note as we move forward.

COMMENTS

None.

Other Business:

Legislative Update – Mark Johnson

It appears that the legislators are in discussions again. The final week is approaching. We are only tracking bills right now.

COMMENTS

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None.

ITTC Committee Updates – Staff/Commission

Personnel Committee – Mark Johnson

The Personnel Committee did not meet in April.

Finance Committee – Mike Cruise

Meeting Date: April 17, 2023.

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

Topics Covered:

- Contracting update.
- Budget-to-actual as presented today.
- Reminder of the FY 2024 budget timeline.

Customer and Services Committee – Ryan Mulhall

Meeting Date: April 12, 2023.

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

Topics Covered:

- Presented what was listed today.
- Discussed any service related impacts.

Operations Committee – Ryan Mulhall

Meeting Date: April 13, 2023.

Attendance: Commissioner Mason, Commissioner Lapointe, and Ryan Mulhall.

Topics Covered:

- Core and aggregation layers.
- Future planning.

Presentation: Iowa Department of Homeland Security and Emergency Management, Blake DeRouchey

Provided an overview of HSEMD and the ICN role. The presentation highlighted the Iowa law, Iowa's threat profile, HSEMD's executive team, response vs. recovery, emergency operations center, ICN's ESF (Emergency Support Function) role of lead of Communications (ESF 2).

Commissioner Holz asked what kind of grade would you give ICN in response to your needs?



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Blake DeRouchey said an A. Throughout the transition to ESF, the ICN role was more ICN Network focused and we greatly expanded it. When you look at the players, ICN was uniquely situated to be the lead. When we tabbed ICN, there was collaboration on who the best person and how that role looked. It was an expansion of information normally on the health of the network, now it is operational working across various departments and states to help with the communications mission. Speaking from the 911 program manager perspective as well, we can't do our job managing the network without ICN.

Presentation: Iowa National Guard (ING), Lt. Colonel Erick Eggers

Provided an overview of the ING. ING provides support to 46 employees that help manage the enterprise environment. ICN provides services to 44 different armories and facilities across the State. ICN provides circuits for us to do our job. The response time that we get when we have an issue is incredible. The staff has been great. ICN provides data transport, voice/SIP services, and external telephony calls. We also have a data recovery offsite information system over in Boone. What the ICN allows us to do is invaluable.

On the military side, the ICN allows us the capability to do election support. With the ING defensive team and the cyber operations team, there is a joint team to help support the OCIO come election time. Having the ICN connection and being able to place sensors when we need to, to help manage vulnerabilities. ICN provides the capabilities to do these types of things.

Recognition of Tim Lapointe

Randy Goddard thanked Commissioner Tim Lapointe for his 24 years of service. On behalf of the ICN leadership and our team, and the citizens of Iowa, thank you for your service.

Commissioner Lapointe said thank you to everyone. It was a true honor to serve. I have been appointed by four different Governors, and I am proud of that. Serving has been interesting and rewarding, and I appreciate the professionalism and the friendships. Thank you all again.

Public Comment:

None.

Adjournment:

The ITTC meeting adjourned at 11:12 AM.

ATTESTED TO:

Steve Olson – Chair, Iowa Telecommunications and Technology Commission