



IOWA TELECOMMUNICATIONS AND TECHNOLOGY COMMISSION

Steve Olson, Chair

Robert F. Holz

Brett Mason

Denise Sturm

Carmine Boal

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 May 22, 2023

FINAL

To ensure the most efficient use of State resources, the May 22, 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

Denise Sturm, Member

Brett Mason, Member

Carmine Boal, Member

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

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

Stephanie DeVault, Business Services Bureau Manager

Patrick Kazeze, Facilities/TAC Bureau Manager

Mark Dayton, ICN Sales Engineer

Brian Clayton, Executive Officer 2

Lori Larsen, Executive Officer 2 (Recorder)

Guest Attendees

Ray Warner, Aureon

Xavier Leonard, LSA

Molly Kilker, LSA

Jeff Peterzalek, AG



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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 April 24, 2023 Meeting Minutes:

Chair Olson requested a motion to approve the April 24, 2023, meeting minutes. Commissioner Holz moved to approve the minutes. Commissioner Sturm seconded the motion.

The motion passed unanimously.

Old Business:

None.

New Business:

Agency Updates

Contracting Update – Mike Cruise

- Business as usual.
- Continuing to support the Commission and the ICN as a whole.

COMMENTS

None.

Finance Update – Mike Cruise

Monthly Revenues and Expenses:

The month of April resulted in an operating margin of \$883, which is 0.03% of revenue. This is \$74,861 unfavorable to the budget which is \$75,744. Revenues were unfavorable for the month by \$85,047. As a repeat from the last two months, the two primary causes are voice revenues continuing to be down and slower cost recovery of OSP expenses as we are currently up-to-date on that activity. Direct expenses are unfavorable to budget by only \$17,270. Total allocated indirect expenses are \$27,456 favorable to budget.

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

Through April, we have an operating margin of \$718,883, which is \$695,332 favorable to the budget, which is positive at \$23,551. Revenue is \$227,553 unfavorable to budget. On the positive side, direct expenses are favorable to budget by \$523,539. Total allocated expenses are \$399,345 favorable to budget.

Comparison to FY 2022:

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The current year operating margin for the month of April is \$64,000 favorable to April FY 2022. Revenue is favorable by \$109,000 compared to last April. Direct expenses are \$42,000 unfavorable. Total allocated expenses are unfavorable by \$2,601.

Year-to-Date Comparison to FY 2022:

Operating margin is \$1.65M favorable through April. This includes revenue being up \$889,000, direct expenses are \$1.2M favorable and indirect expenses are at \$453,000 unfavorable.

COMMENTS

None.

ACTION: FY 2024 Budget Approval – Mike Cruise

Mike Cruise provided general comments about the FY 2024 budget proposal. Below are highlights.

- Overall we have a positive margin budgeted at \$130,240.
- Increases a 1.6% decrease from FY 2023 budgeted revenue, but a 0.6% increase over projected actual FY 2023 revenue. A big variable will be voice revenues.
- Budget for significant decreases in specific network maintenance expenses.
- Personnel will increase by 1 FTE by the end of the year and total payroll is budgeted at 3.9% over the FY 2023 budget and 2.3% above projected actual FY 2023 payroll.

Commissioner Sturm commented, as part of the ITTC Finance committee, we did a thorough review of the budget. Mike Cruise did a great job answering all my questions, and I'm comfortable with what is being proposed.

Chair Olson added, I would say as a member of the Commission, from the time I came on board verses today, I would like to thank the staff. There has been a change during the four years that I have been here.

Chair Olson requested a motion to approve the FY 2024 budget. Commissioner Mason moved to approve the FY 2024 budget. Commissioner Holz seconded the motion. A roll call vote was taken.

Commissioner Boal – Yes
Commissioner Holz – Yes
Commissioner Mason – Yes
Commissioner Sturm – Yes
Chair Olson – Yes

The motion passed.

Business Services Update – Steph DeVault

General Updates

- We have no new customers and no new waivers.
- We have one customer left for finalization of Webex.

From our sales outreach, we have the following orders placed this month:

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Customer	Number of Orders
Healthcare	24
Government	52
Public Safety	9
Education K-12	51
Higher Education	5

Services	Number of Orders
DDoS Mitigation	3
Domain Name Service	12
Expert Consultation	9
Internet	15
Firewall	1
Transport	46
Voice	46

Education

USAC Erate 2023 Update: As of May 5, 2023, there have been 463 Form 470 filings for Iowa in the category of Data Transmission and/or Internet Access & Managed Internal Broadband Service. There are 169 Form 471s for the ICN. As of May 5, ICN received 159 contracts.

Project Management

We are finalizing the following projects:

- Ten site locations for community colleges. Eight are installed and 2 are going to be finalized in a couple of weeks.
- We completed a firewall install for a school. We were waiting for a year to receive the firewall equipment and it has now been installed.
- Made progress on Lottery's firewall installation.
- Made progress on Trinity's Mesh Network, which includes over 40 locations.
- A number of schools are in the process of ordering voice projects.

Marketing and Communications

- We partnered with the State Library of Iowa for a continuing education webinar on May 3. There were over 90 registered library director attendees. Ryan Mulhall presented about incident response.
- Press releases were distributed to local media for new Commission members.
- Continuing to release ICN social media content.
- The SYBAC applications for the 2023/24 school year are being accepted.

COMMENTS

- None

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Network Services Updates

Network Operations & Security Update – Ryan Mulhall

Aggregation Replacement: We continue to have the larger part on hold while we await a different version of code from our vendor to alleviate operational issues on the replacement hardware. Still standing about 15% complete. We anticipate having the code available in mid to late June. Things are not at a complete standstill. We received hardware from a different vendor for aggregation sites that don't have as many connections. We configured and tested the new gear in the lab, and designs and work orders are starting to work through the system. We do have a Memorial Day MAC freeze (move add change) where we halt all non-emergency work to ensure stability of our network for public safety entities on long holiday weekends, so we likely won't start any deployment until the beginning of June.

DDoS Expansion: We are working through the new hardware and software for our DDoS platform. This included installing a new centralized management software for the piece that feeds our DDoS platform traffic so integration is ongoing. We will also be performing code upgrades on that system. Still targeting this summer to have this expansion completed.

State Firewall Decentralization: We are working through the last pieces of decentralizing what we call the State Firewall. There are only a handful of executive branch agencies that wish to continue. Others have migrated to a managed firewall service, and others have no need to participate anymore, as they have their own firewalls. We look forward to completing this as it not only enhances the security posture of the agencies and ourselves, it greatly decreases the ongoing expenses.

Outside Plant: For the month of April, there were 14 new OSP projects opened. This is below the typical April total which averages 22 new projects. This is likely due to the weather being abnormally cold and possibly the suspension of route surveillance.

Hiring: We have an opening for a Junior Outside Plant Engineer that is currently in the hiring phase. We conducted a round of interviews two weeks ago and will be conducting final interviews the next couple days and hope to have an offer out by the end of the week.

COMMENTS

None.

Administration & Facilities Updates

Facilities and TAC Update – Patrick Kazeze

Facilities

Over the past two months we have kept a very close eye on the rivers and flood levels in particular on the east and north east portion of the State. To date ICN sites near or in the flood areas have not been impacted. We are now seeing a slow and steady receding of water levels, even in Davenport. We continue to keep watch on all of the rivers.

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We are engaged with Indianola high school. We will be undergoing a remodel and addition to accommodate the existing growth of students and allow for the projected growth. This remodel will require ICN to relocate from the existing facility that is in an old house, converted for school use, close to highway 92 into one of the new additions of the new campus. We are in the early stages of design and working closely with the school. More information to follow as we hit significant milestones. For now, we have been afforded space in a new portion of the building.

Addressing cooling issues at Lucas, JFHQ and Kirkwood, which are all critical sites to ICN. We are fighting to keep thirty-year-old cooling architecture in operation even though it is well past its prime. We are troubleshooting Kirkwood and JFHQ. We are also in the process of overhauling the entire cooling system at JFHQ. This project is now at the 95% design phase. ITB will follow after a few additional reviews.

We've upgraded to a newer version of ServiceNow which provides a slightly different user experience. ServiceNow is a cloud based centralized platform. This platform automates most of our workflows and ties into several configuration management databases allowing everyone in the organization to have a unified point from which to access information. We try to stay within one or two revisions, ensuring we are on the most secure versions.

TAC

We have finished installing wireless access points and the required copper backbone for DHS to support a relocation of staff, as they begin consolidating their organization; completed a cabling project to support additional conference room requirements for the Child Support Recovery Unit; and completed cabling work at the Wallace State Office Building to support office reconfigurations for 34 workstations and included infrastructure to support voice and data requirements. TAC also removed old unneeded existing cabling for approximately eight workstations. The camera project for the IDR that began a few months back was also completed.

Ongoing project at Lucas includes removing old CAT3 cabling and installing new CAT6 in five elevators for the emergency phones, the penthouse control room, and the RATH System (emergency 2-way communication system). We also continue to work with DAS on a camera system for the Iowa Historical Building and a video wall project for Post 16.

The group also completed two more Firstnet installs bringing us to 73.

COMMENTS

Commissioner Holz asked when we went through the budget, on the revenue side, are there plans for potential to beat the numbers on revenue next year?

Steph DeVault said yes. I have provided a business plan for this coming year to executive leadership.



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Other Business:

Legislative Update – Mark Johnson

This will be the last legislative update for the year. The legislature did adjourn on May 4. We are waiting for the Governor to take final action on the Transportation Infrastructure appropriation bill, which includes some of the funding for the HVAC work at JFHQ and the Lucas State Office Building. There is also Part III funding that is appropriated to the Department of Education.

COMMENTS

Commissioner Mason asked where does ICN fall in the Governor's consolidation of departments.

Randy Goddard provided an overview regarding the Governor's realignment plan. They did look at consolidation, but ICN has the Common Carrier language for our discounts to our education and healthcare users. ICN is considered a non-cabinet level agency.

ITTC Committee Updates – Staff/Commission

Personnel Committee – Mark Johnson

The Personnel Committee did not meet in May.

Finance Committee – Mike Cruise

Meeting Date: May 15, 2023.

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

Topics Covered:

- Contracting update.
- Budget-to-actual as presented today.
- Reviewed the FY 2024 budget proposal.

Customer and Services Committee – Steph DeVault

Meeting Date: May 10, 2023.

Attendance: Commissioner Boal, Commissioner Mason, Mark Dayton, Ryan Mulhall, Stephanie DeVault, and Lori Larsen.

Topics Covered:

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



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Operations Committee – Scott Pappan

Meeting Date: May 13, 2023.

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

Topics Covered:

- Business cases and the new ones on the Capital Plan and Aggregation.
- Showed our Network Management Software (NNMI).

Public Comment:

None.

Adjournment:

The ITTC meeting adjourned at 11 AM.

ATTESTED TO:

Steve Olson – Chair, Iowa Telecommunications and Technology Commission