



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 July 24, 2023

FINAL

To ensure the most efficient use of State resources, the July 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

Brett Mason, Member

Carmine Boal, Member

Drew Stensland, Representing the State of Iowa Auditor, Ex-Officio Member

Commissioners Absent

Denise Sturm, Member

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

Ryan Mulhall, Network Operations and Engineering Bureau Manager

Stephanie DeVault, Business Services Bureau Manager

Patrick Kazeze, Facilities/TAC Bureau Manager

Brian Clayton, Executive Officer 2

Patricia Townsend, Executive Officer 3

Lori Larsen, Executive Officer 2 (Recorder)

Guest Attendees

Jeff Peterzalek, AG

Molly Kilker, LSA

Maria Wagenhofer, LSA

Iowa Communications Network

Grimes State Office Building, 400 E. 14th Street, Des Moines, IA 50319 Phone: 515-725-4692 icn.iowa.gov



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Call to Order:

Chair Olson called the meeting to order at 10:32 AM. It was noted that a quorum of members was present for the meeting.

Approval of the June 26, 2023 Meeting Minutes:

Chair Olson requested a motion to approve the June 26, 2023, meeting minutes. Commissioner Holz moved to approve the minutes. Commissioner Mason seconded the motion. The motion passed unanimously.

Old Business:

None.

New Business:

Agency Updates

Contracting Update – Mike Cruise

- Department of Corrections (DOC) Request for Proposal (RFP) – ICS filed an appeal on the recent ruling. In the meantime, ICN sent a contract draft to Securus.
- We sent contract to Northwest Iowa Community College (NWICC) for colocation in Sioux Center.
- Colocation agreement with IPERS. We are going to wait and see what they eventually want to do.
- TAC is continuing to work with Anamosa State Penitentiary on information for their wiring ITB.
- Working with the City of DSM on colocation at JFHQ and moving out of the city armory.
- Working on a direct agreement with Adva for equipment purchases.
- Continue to work with Windstream/Uniti on agreements for circuits, Uniti took over.

COMMENTS

None.

Finance Update – Mike Cruise

Monthly Revenues and Expenses:

The month of June resulted in an operating margin of negative \$122,764 which is negative 4.9% of revenue. This is \$115,110 unfavorable to the budget which is negative \$7,664. Revenues were unfavorable for the month by \$184,036. As a repeat from the last 4 months, 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 recovery of OSP expenses as we are currently up-to-date on that activity. Direct expenses are favorable to budget by \$111,425. Illustrating we have not received a lot of expenses yet for Outside Plant (OSP). Total allocated indirect expenses are a combined \$42,490 unfavorable to budget. Operating expenses were unfavorable by a little less than \$150,000 and that was due to an expense from May estimates being too low.



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

Through June, we now have an operating margin of \$733,471 which is \$733,471 favorable to the budget which is positive at \$0. Revenue is \$493,326 unfavorable to budget. On the positive side, direct expenses are favorable to budget by \$673,366. Total allocated expenses are \$553,431 favorable to the budget.

Comparison to FY 2023:

The current year operating margin for the month of June is \$77,000 favorable to June FY2022. Revenue is unfavorable by \$73,000 compared to last June. Direct expenses are \$186,000 favorable. Total allocated expenses are unfavorable by \$35,000.

Year-to-Date Comparison to FY 2023:

Operating margin is \$2.17M favorable through June. This includes revenue being up \$756,000, direct expenses are just short of \$1.68M favorable and indirect expenses at \$270,000 unfavorable. Overall, we are looking very good for exceeding our budgeted margin. We have about \$25-30,000 to post in revenues from period 13 and will still have payables for period 13 running through August 31.

Other

Executive Officer 3 (internal auditor) position was offered and accepted by Patricia Townsend and she started July 21. She is another returning employee who had worked for us for 6 years from 2007-2013.

Year-end physical inventory was conducted June 29-30. Variance results were under the 5-year average so it was very successful.

FY23 ended on June 30. We are just now completing FY23 billings to our customers. We have until August 31 to complete payments to our vendors for all FY23 activity. This is collectively called Period 13. Reporting commences at that time with a deadline of Oct. 2 for our GAAP package which provides information for the State's Annual Comprehensive Financial Report.

I/3

- State accounting system – no update.

COMMENTS

None.

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.



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

Customer	Number of Orders
Healthcare	21
Government	51
Public Safety	8
Education K-12	42
Higher Education	5

Services	Number of Orders
Domain Name Service	13
Expert Consultation	8
Internet	14
Firewall	1
Transport (internet)	52
Voice	39

Order Details

- We are getting ready for the USAC filing window for E-Rate to open. As of July 10, there were no 470s filed in Iowa. In the next couple of weeks, there will be more schools posting.

Project Management

We are finalizing the following projects:

- Melcher-Dallas and Iowa Lottery firewall installs have been completed.
- Finalizing Gundy Center's voice conversion of 100 phones. This will be active on August 2.
- Nashua Plainfield has over 80 phones, and will be live on August 8.
- For Eastern Iowa Community College, we are finalizing all the ATA installation and long distance.
- For Meskwaki Nation, we completed all upgrade work from 1000Mg and 200Mg up to 2Gb.
- The Des Moines Diocese has a circuit increase to 100MB
- Completing a project for the Iowa Veterans Home, which includes two (2) 1Gb Ethernet connections.

Marketing and Communications

- We completed a website platform migration from Drupal 8 to Drupal 10. Noticeable public-facing change is the black bar at the top of the website.
- SYBAC letters have been sent out to students. Waiting for students to return their acknowledgement form.
- Continuing to release ICN social media content.

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COMMENTS

- None.

Network Services Updates

Network Operations & Security Update – Ryan Mulhall

Aggregation Replacement: Received new software code and deployed it to all the currently installed aggregation replacement hardware. We have started bringing new hardware back up into the network. We have not seen any issues with the new software code. We are going to be giving it one more week, and next week we will start migrating customer circuits.

DDoS Expansion: This consists of adding new software and hardware components for our DDoS mitigation service. The expansion hardware is onsite and configured, as well as the software portion. We will start migrating traffic to the new solution in the next few weeks. We have a target completion date of September 1. We'll begin planning for the next part, which will be lifecycle replacing the existing hardware and fully deploying the new software.

Firewall Decentralization: We are getting ready to reengage phase 2 of the State Firewall decentralization. We are working with the OCIO to make sure that the executive branch agencies that will be moving out have protections in place. They can either migrate as is onto a new firewall, they can move to a managed firewall with us, move it to Internet direct if they have their own firewall, or they can use the OCIO for security.

Outside Plant (OSP): In June there were 27 new OSP projects opened. This represents a 33% increase for June. Fiscal year numbers included a total of 253 projects that were open, which is the third most that we have had in a single fiscal year. We were able to manage that with reduced staff. We did have 6 billable projects in the month of June. We have 1 Executive Council claim, 3 Iowa Hospital Association (IHA) relocations or cable cut projects, 1 cable cut due to a contractor, and 1 Des Moines Metronet damaged area.

Hiring: We hired a new Outside Plant Engineer, who started on July 11.

COMMENTS

Commissioner Boal - What does DDoS stand for?

Ryan Mulhall said it is Distributed Denial-of-Service (DDoS). Those are the big attacks that people will launch at networks to try to take them down to disrupt services. It is not a good thing for our customers, and that is why our service is needed. To take that bad traffic going to our customers and separate it out and drop it. Our customers don't even know they are being attacked.

Administration & Facilities Updates

Facilities and TAC Update – Patrick Kazeze



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TAC

- More orders are tied to the Governor's consolidation alignment.
- Working on large ongoing projects for infrastructure upgrades for the Iowa Department of Health and Human Services, Post 16, along with the DAS infrastructure upgrades.
- We completed the 75th CradlePoint install. This install marks our first install of a new model that TAC will be installing going forward. The current model is aging out and is slated to be replaced. ICN will move to two new platforms well ahead of the end of life of the older model.

Facilities/Operations

- At Sac City, we are preparing to begin phase two of moving from the middle school to the elementary school. Currently awaiting on MidAmerican to complete installation of a transformer to provide power at the site before we can continue on.
- On the Capitol Complex in Des Moines, DAS completed an electrical hardware upgrade that included the addition of newer power distribution panels. This upgrade impacted the entire complex requiring ICN to transfer to generator power for the duration of the outage.
- During the weekend of July 22, the Capitol Complex experienced an unscheduled power outage that impacted ICN. We did lose power, along with everyone else, and coincidentally our phones at the NOC briefly. Our generator kicked on and normalized things for our Data room at Lucas shortly thereafter, phones at the NOC restored.
- Kirkwood Community College closed their Iowa City campus this past May. The Operations team is trying to expedite our move from this location, as the college is working to sell the property.
- We are starting the HVAC replacement project for the Liebert CRAC units that provide cooling for the Data room at Lucas. This is a large project similar in scope to the JFHQ Chiller project. The Lucas data room project is headed to initial design and will take several months to complete as well. No timeline for completion has been established yet as it is still early in the process.
- On July 4, ICN was involved with the transport piece with the Yankee Doodle Pops celebration. We support this most years. This year was more challenging, but we communicated with the customer on what they needed. We were able to get IPR the connection in time for the concert.

COMMENTS

Commissioner Mason – Was the Governor's realignment planned for last year or was it a surprise?

Patrick Kazeze said we knew it was going to be some work for us, so we have been preparing for it since last year.

Commissioner Mason – How has it been going, as you back away? Was it a severe impact or are you taking it in strides?

Patrick Kazeze said, we are taking it in strides. It is a trickle right now, we know that there will be a torrent, at some point. There has been a lot of good transparency in the organization, and good communication with agencies. We have a lot of good contacts that have reached out to ICN, which has helped with planning. No surprises, so far.

Commissioner Mason said you appear to be handling it well.

Commissioner Holz asked, do we have any involvement in RAGBRAI?



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Steph DeVault answered, we support the PSAPs if anything would happen in those communities. There is also a DPS mobile trailer that has a CradlePoint device that follows the RAGBRAI riders across the State. If there would be a need or call the traffic would hit that device.

Ryan Mulhall added, that we do also provide the transport for DPS for the State's Land Mobile Radio (LMR) network. This would be for interoperability for police departments. If they are talking across that, that traffic would ride our network.

Commissioner Boal asked what involvement do we have with the Iowa State Fair?

Steph DeVault said that DPS is at the Iowa State Fair, and we support them with their communications efforts.

Patrick Kazeze said if you imagine all the traffic and everyone with their mobile device at the Fair, it can create a lot of congestion and difficult to talk out. With the CradlePoint and FirstNet, DPS is able to give priority and preemption.

Other Business:

Peer to Career: ICN and Ottumwa Partnership – Mark Johnson

I want to introduce you to our Peer to Career Program that will be starting next month. Lori Larsen was contacted by an instructor at the Ottumwa Job Corps Center, to get a similar experience of SYBAC for his Network Cable Installation students. Lori is primarily responsible for getting this program off the ground and has spent considerable time with the organizing and coordinating activities. We will have a kick off session on August 1, and the first student session is August 14. Sessions will be monthly with industry experts from FNS, KLK Construction, and more.

ITTC Committee Updates – Staff/Commission

Personnel Committee – Mark Johnson

The Personnel Committee did not meet in July.

Finance Committee – Mike Cruise

Meeting Date: July 17, 2023.

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

Topics Covered:

- Contracting update.
- Budget-to-actual as presented today.



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Customer and Services Committee – Steph DeVault

Meeting Date: July 12, 2023.

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

Topics Covered:

- Presented what was listed today.
- Orders that came in for the month of June.
- Discussed orders received throughout the month.

Operations Committee – Scott Pappan

Meeting Date: July 19, 2023.

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

Topics Covered:

- ICN systems and how we use them to manage the network.

Public Comment:

Commissioner Mason asked, how does the torrent of work come in affect our budget forecast?

Deb Evans said most of the projects that Patrick is talking about come from DAS. We have a great partnership with DAS. They give Patrick a heads up, and we know in advance how to schedule. As he said, it could come as a torrent here, as they have a lot of stuff that that they want done in the fall. We did add some to the budget for revenue. Our biggest issue is the outstate projects and trying to coordinate them.

Randy Goddard said the governor's office said initially when they came out with this alignment, knowing that it would be an exercise moving pieces around. Most directors tried to get their staff in close proximity. They talked about a two-year timeline to move agencies and their staff.

Adjournment:

Commissioner Mason made the motion to adjourn the meeting. The ITTC meeting adjourned at 11:07 AM.

ATTESTED TO:

Steve Olson – Chair, Iowa Telecommunications and Technology Commission