



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 August 28, 2023

FINAL

To ensure the most efficient use of State resources, the August 28, 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

Denise Sturm, 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

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

Mark Dayton, ICN Sales Engineer

Lori Larsen, Executive Officer 2 (Recorder)

Guest Attendees

Jeff Peterzalek, AG

Molly Kilker, LSA

Scott Goldberg, FNS

Ray Warner, Aureon



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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 July 24, 2023 Meeting Minutes:

Chair Olson requested a motion to approve the July 24, 2023, meeting minutes. Commissioner Boal moved to approve the minutes. Commissioner Holz seconded the motion. The motion passed unanimously.

Old Business:

None.

New Business:

Agency Updates

Contracting Update – Mike Cruise

- We are still working on the details with all parties for the best solution at Iowa Wesleyan in Mt. Pleasant.
- ICN sent the cabling draft to Anamosa Prison for their Request for Proposal (RFP) on Aug. 17th. We are waiting on their review.
- Working on an agreement for migration of the Iowa Department of Revenue IVR/ACD to Lumen's Genesis Cloud.
- We are working on international calling rates for offenders with ICS.
- Inmate tablet RFP, ICN sent redlines to DOC for their review.
- Brian Clayton saved \$1,300 on a contract renewal by asking for a reduction in their 10% increase, so they settled on a 5% increase.
- Working on agreements on four HVAC projects throughout the State.
- ICN contract spending limit was increased by 3 percent to \$2,933,325.70.

COMMENTS

None.

Finance Update – Mike Cruise

Monthly Revenues and Expenses:

The month of July resulted in an operating margin of negative \$117,516 which is negative 4.6% of revenue. This is \$135,107 favorable to the budget which is negative \$252,623. Revenues were unfavorable for the month by \$137,120. In legacy data and internet, we had higher amounts budgeted in the first part of the fiscal year (July & August). We used last fiscal year's actual expense to allocate it over the 12 months. The revenue budgeted in those categories will come down in the upcoming months. Another factor is that only \$33,218 has been billed out in all types of Outside Plant (OSP) (new, relocates, repairs) matched against \$198,132 budgeted. There will be a large project billed in August.

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Direct expenses are unfavorable to budget by \$43,503. Almost exactly the amount that was booked in July, but the budgeted amount is in August. It is normal to have a slight timing issue for one-time, annual expenses. Total allocated indirect expenses are a combined \$315,730 favorable to budget. The biggest factor is OSP expenses being \$202,000 favorable, which helps explain revenues being down.

Comparison to FY 2023

We do not have any year to date. Revenue is unfavorable by \$273,830 compared to last July. Last year we billed out \$256,000 in new fiber installs. Direct expenses are \$84,000 favorable. Gross margin is unfavorable by \$189,000. Allocated expenses are a combined \$102,000 unfavorable. Payroll is higher by \$54,000, almost fully staffed this July. Operating and OSP are both above FY23 by almost \$23,000 each. Overall we were \$292,000 unfavorable to July FY23. Overall, even though we have a negative margin, we are better than we budgeted, so we will move on to August.

Other

- FY23 payables closes August 31.
- FY23 corrections/carryforwards due September 15.
- GAAP package is due Oct. 2.
- Statewide Cost Allocation Plan (SWCAP) due Oct. 31.

1/3

- State accounting system – no update.

COMMENTS

None.

Business Services Update – Steph DeVault

General Updates

- We have no new customers and no new waivers.

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

Customer	Number of Orders
Healthcare	12
Government	63
Public Safety	8
Education K-12	17
Higher Education	10
Services	Number of Orders
DDoS Mitigation	1
Domain Name Service	14
Expert Consultation	9

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Internet	18
Firewall	3
Transport (internet)	30
Voice	35

Marketing and Communications

- We had our first Peer to Career session with the Ottumwa Job Corps Center.
- The announcement to the SYBAC students went out in August.
- We are working on DDoS mitigation handouts, social media, and our website.

Other

We have the retirement of Dana Richardson occurring on September 15. That position is currently open.

COMMENTS

None

Network Services Updates

Network Operations & Security Update – Ryan Mulhall

Aggregation Replacement: We are migrating customer circuits onto the new aggregation hardware again after the pause we took for a code upgrade. We've already completed a couple of the circuit migrations, and have 4 more scheduled. Engineering continues to design and send new hardware out to additional sites, so the project is back rolling in full swing. The focus continues to be the Des Moines and Central Iowa areas with the first effort.

Merchant's Building to Financial Building: Engineering, Network Operations, Outside Plant, and Project Managers continue to push towards completing a move from Aureon's facility downtown to the Financial Building. This has been a focused effort since February. We have re-established fiber connections with the vendors we met at the old Aureon data center, and are working with vendors to reach 2 more sites that were fed from that location. We should be ready to push to finish this project. All work needs to be completed by Oct 31.

Outside Plant: In August there were 24 new OSP projects opened. This is a 13% increase over the average of 21 new projects. Six of the projects were billable. There was one Executive Council claim, 2 mis-located rebuilds, two Metronet shared cost rebuilds, and one contractor damage. The largest number of projects continue to be short notice relocations. DOT has let a much higher number of projects, as we believe the Infrastructure and Investment Jobs Act money has started to funnel in. This is definitely putting a strain on the OSP group and the expenses. It's also likely having an impact on locates as we've seen a large uptick in damages caused by our fiber being mis-marked or not marked at all. We will continue to find ways to work efficiently and come up with fiscally responsible solutions.

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HSEMD Grants: Finance worked to get two projects reimbursed for funds we expended. Great job by them keeping on top of it and as always much appreciation to HSEMD for continuing to support the network.

COMMENTS

Commissioner Mason asked, with the relocation efforts that are part of the Governor's realignment, do those efforts count into the projects you are presenting and do they count in the activities?

Ryan Mulhall said they count in business services' activities, but most of those are Patrick's group with the TAC group and the structured cabling work. We have not seen anything from outside plant that we would need to build new fiber. We don't expect a huge impact of putting fiber in the ground to connect new buildings.

Administration & Facilities Updates

Facilities and TAC Update – Mark Johnson

TAC

- Multiple requests for cost estimates for with the Department of Corrections/Jessie Parker Building. This is for cabling and Wireless Access Points (WAP's) to be installed.
- We also have a request to remove and mine out some 50 floor boxes at Hoover for DAS.
- Another request from IPERS for cabling work.
- More for custom work for DHHS in the Hoover Building for their data center and switch rooms.
- We have done installs for the Iowa Workforce Development to support several workstations.
- Work for the OCIO in the Wallace building for WAP's to support the Public Information Board Staff.
- Out state work to Marshalltown to perform fiber work for the Iowa Veterans Home.
- Work has been completed in the Lucas Switch Room as part of the Aureon/Merchants building move, paving the way for circuits to be moved.
- On the CradlePoint side, we have continued to see an increase and we're up to 76 with two more PSAP's having been brought online.

Facilities/Operations

- HVAC units across the State in our various FOTS rooms have experienced issues, and have had our attention. With the fiscal year underway, we have under a dozen units that we've budgeted for replacement. The first five are being worked: the sites include Maquoketa, Indian Hills Community college Ottumwa Campus, Iowa Central Community College, St. Ambrose University, and Corning High School.
- Operations has been working with the Army and the OCIO to finalize an MOA for the Chiller #4 project. Once signed the selected bidder will be awarded and we can begin construction.
- ICN is working with DAS to generate an MOA for the Lucas HVAC project concurrent with the Chiller #4 project. The Lucas building has experienced some HVAC issues with two of the HVAC units during the peak high temp periods, but we've found work arounds to keep the units running.

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Generator issues with one over heating that has since been repaired and been brought back to ready status.

- We have 5 site moves at various stages at Indian Hills Community College Centerville Campus, Kirkwood Community College Iowa City Campus, Sac City elementary school, Indianola High School, and Former Iowa Wesleyan University. We have spent the past few months looking at all of our options in Mt Pleasant and recently reached out to the city to purchase a small tract of Land located close to our Fiber path on the west side of town. The city presented it to the board for a decision.
- The Kirkwood move is going well. We have identified our location, and efforts are underway to start working this move in earnest.
- At Sac City we are waiting for Mid-American Energy to complete work on installing a transformer, so they can feed our shelter with power, and we can make the final moves and get the site operational.
- Indianola HS is still in the design phase, and we are due for a progress meeting soon.
- Indian Hills Community College is moving along. Our space has been built and infrastructure is in place as far as hand holes, conduits and things of that nature.

COMMENTS

None

Other Business:

ITTC Committee Updates – Staff/Commission

Personnel Committee – Mark Johnson

The Personnel Committee did not meet in August.

Finance Committee – Mike Cruise

Meeting Date: August 21, 2023.

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

Topics Covered:

- Contracting update.
- More details to the budget-to-actual as presented today.

Customer and Services Committee – Steph DeVault

Meeting Date: August 9, 2023.

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

Topics Covered:

- Presented what was listed today.

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- Presented orders that came in for the month of July.
- More details regarding marketing.

Operations Committee – Ryan Mulhall

Meeting Date: August 10, 2023.

Attendance: Commissioner Mason, Ryan Mulhall, and Lori Larsen.

Topics Covered:

- Covered ServiceNow, customer service management for trouble tickets, customer orders and requests.

Public Comment:

None

Adjournment:

The ITTC meeting adjourned at 10:51 AM.

ATTESTED TO:

Steve Olson – Chair, Iowa Telecommunications and Technology Commission