



## 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, 1<sup>st</sup> Floor 400 East 14<sup>th</sup> Street, Des Moines, IA 50319 Meeting Minutes September 25, 2023

## FINAL

To ensure the most efficient use of State resources, the September 25, 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

Brett Mason, Member

Carmine Boal, Member

Denise Sturm, Member

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

### Commissioners Absent

Bob Holz, 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

Mark Dayton, ICN Sales Engineer

Patricia Townsend, Executive Officer 3

Lori Larsen, Executive Officer 2 (Recorder)

### Guest Attendees

Jeff Peterzalek, AG

Molly Kilker, LSA

Scott Goldberg, FNS

Mark Siebenburgen, Lumen

Sean Cory, Lumen

Ray Warner, Aureon

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## Iowa Communications Network

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



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### Call to Order:

Chair Steve Olson called the meeting to order at 10:30 AM. It was noted that a quorum was not present at the beginning of the meeting, and at 10:31 AM a quorum was present.

### Approval of the August 28, 2023 Meeting Minutes:

Chair Olson requested a motion to approve the August 28, 2023, meeting minutes. Commissioner Sturm 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

- We are now property owners in Henry county after buying a piece of land for the Mt. Pleasant and Iowa Wesleyan move. We are now working on the rest of the project.
- Anamosa Prison RFP – We had a visit on Sept 21, questions due Sept 26, and the answers to those questions are due Sept 28, and final bids due on Oct 13.
- We are working on the last few items for an agreement for migration of the Iowa Department of Revenue IVR/ACD due to Lumen's Genesys Cloud.
- Inmate Tablet RFP – Deb Evans, Brian Clayton, Nicholas Crawford (DOC), Brian Foster (DOC) met to discuss the tablet contract draft in progress.
- We are reviewing bids for moving Kirkwood Community College in Iowa City.
- We posted Juniper MX480 disposals on Govdeals.
- Iowa Western Community College - We are still working through details with the bidder.
- Trying to determine a reseller for Zoom that ICN could use, meeting scheduled for the week of Oct 2.
- Working on an agreement for two 10Gb waves for the OCIO at their new building.
- Updating contracts for 100 circuits ICN provides for Judicial.
- Renewing contract with INRY, our ServiceNow developer vendor.

#### COMMENTS

None.

#### Finance Update – Mike Cruise

##### Final Budget-to-Actual for FY23

The final Budget-to-Actual reported an operating margin of \$806,550. That is a gain of \$73,079 over the original June Budget-to-Actual. It is \$806,000 favorable to the zero budget.

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We billed \$77,000 in revenue, which means we had a net \$4,000 in expense. Several expense estimates in June were slightly higher than the actuals, resulting in corrections in our favor. We were favorable for FY22, we were at a positive \$2.27M favorable to FY22. The GAAP package is completed and under Mike Cruise's review and is due Oct 2.

### Monthly Revenues and Expenses:

We added \$305,741 in expenses to the FY24 budget. \$182,000 was added to voice and data for the increase in our UCAS contribution. We added \$123,000, which was an increase in Juniper maintenance, which adds \$25,500 to the monthly expense. We will add an additional increase in September between \$450,000 - \$630,000.

The month of August resulted in an operating margin of \$49,405 which is 1.9% of revenue. This is \$289,732 favorable to the budget which is negative \$240,327. Revenues were unfavorable for the month by \$51,537. We have voice, data and internet all a little below budget as contributing factors. We billed a large fiber project to HSEMD. Direct expenses are favorable to budget by \$50,745. As some of the revenues come down so does the associated expense.

Total allocated indirect expenses are a combined \$290,524 favorable to budget. The biggest factor is OSP expenses being \$219,000 favorable. Operating expenses and general and administrative expenses are also favorable for the month.

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

Through August, we now have an operating margin of negative \$68,111 which is \$424,609 favorable to the budget, which is negative \$492,720. Revenue is \$188,657 unfavorable to budget. Between the two months, it has been a combination of services that are down. On the positive side, direct expenses are favorable to budget by \$22,000. Total allocated expenses are \$591,265 favorable to budget.

### Comparison to FY 2023:

Revenue is unfavorable by \$59,983. Direct expenses are \$28,000 unfavorable, which gives us a gross margin that is unfavorable by \$88,000. Allocated expenses are a combined \$185,000 favorable. Overall we were \$98,000 favorable to August FY23.

### Year-to-Date Comparison to FY 2023:

Revenue is unfavorable by \$334,000. Direct expenses are \$47,000 favorable, which gives us a gross margin is unfavorable by \$287,000. Allocated expenses are a combined \$126,000 favorable. Overall we were \$161,000 unfavorable to August FY23.

### Other

- FY 2023 financials are completed.
- GAAP package is due Oct 2.
- SWCAP report due Oct 31.
- Our FY 2025 budget is due Sept 29.

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- State accounting system update – The “Iowa Advantage” Go Live is in March 2024. Awaiting further information. Upgrade from the current platform but in the cloud for current functionality with future phases possible to add modules and new functionality.

## COMMENTS

Commissioner Boal asked if ICN does a presentation in front of the Governor?

Mike Cruise said we do not. Deb Evans explained, that agencies used to present to Governor Reynolds, but they have been canceled. No agency presents their budget. Randy Goddard added it is mostly because the budget is at status quo.

## 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	59
Government	90
Public Safety	9
Education K-12	27
Higher Education	9

Services	Number of Orders
DDoS Mitigation	0
Domain Name Service	18
Expert Consultation	12
Internet	59
Firewall	3
Transport (internet)	36
Voice	66

### Service Updates

- We are upgrading 90 locations for Judicial. The team is half way through. We are finalizing with our LEC now. They are in the system and upgraded.
- We are also working on OCIO orders. We are finalizing the voice service at that location.
- We are actively working on other moves on the Capitol Complex such as the Iowa Department of Health and Human Services and the Auditors office.
- We had the Department of Corrections renew their PRIs, and we have a fiber build out to the National Guard’s new armory in West Des Moines.

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- We are working on DOC's IP audit.
- September 25 was the first Erate form 470 that was filed.
- We did have Chariton CSD upgrade to 2GB of Internet.
- We finalized with Northwest Community College on colocation service and provided a 100 Mb Internet connection.

### Project Manager Updates

- They are working through orders associated with the Governor's realignment.
- We are working with TAC and Contracting with the DOC bid.
- They have been working on the Department of Revenue, requesting changes to their main interaction routing call flow.
- We finalized the Grundy CSD with 100 phones installed. Nashua Plainfield CSD had 80 phones installed.
- Eastern Iowa Community College project, we completed the ATAs for long distance. Project took about 8-9 months.
- We have half of the circuits up for the Iowa Veterans Home.
- We are working on the Iowa Racing and Gaming fiber build in Marquette. We had three vendors trying to get a long fiber build under the railway. That is now completed.

### Marketing and Communications

- We had our second Peer to Career session with the Ottumwa students. We had Greg Dorrell from ICN speak about structured cabling and our facilities group. We also had representatives from FNS.
- Our first SYBAC meeting took place on Tuesday. We had Randy Goddard and Steph DeVault welcome the students. We did introductions, heard about their broadband and internet perspectives at home and at school, and provided information about the ICN.
- We are hitting the road. We announced three roadshows that are currently being scheduled in Elkader, Ottumwa, and Des Moines.
- An article was released announcing our 75th install for public safety backup connections using Firstnet. Government Technology published a portion of the article: Iowa PSAPs Increase Reliability with FirstNet Installs.
- Starting up the education emails this month: Internet2 and EdTech News.
- Releasing social media and updating the website.

### Other

- Dana Richardson retired on September 13.
- There were 25 applicants apply for the Account Consultant position. Interviews are currently underway.
- Steve Schwier has stepped back in to help with Erate. He will be training and working with Business Services.

### COMMENTS

None

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### Network Services Updates

#### Network Operations & Security Update – Ryan Mulhall

**Aggregation Replacement:** We are approximately 20% complete on replacing that hardware. We continue to install new hardware in multiple change windows to swing customer circuits over. Big kudos to the engineering team, project managers, and BRIC personnel dedicated to that project.

**State Firewall Phase 2 Migration:** We moved the first agency behind the state firewall. We have another scheduled this week. The OCIO is working with us on this project with the executive branch agencies that are part of the move. We are targeting completion of the migration sometime in the third quarter of this fiscal year, which would be the first quarter of the calendar year 2024.

**DDoS Migration Expansion:** The testing continues on the new software and hardware in the lab to ensure we can mitigate the traffic efficiently. We have continued to engage the vendor for help with the setup to continue to deliver the service as expected.

**Merchant's Building to Financial Building Move:** Engineering, Network Operations, Outside Plant, and Project Managers have continued to push this forward. We have to move from Aureon's old facility to the Financial Building by the beginning of November. We have the fiber path established and needed and will cut over in the next month. We have three additional customer locations that need to be addressed. We have a new vendor online for one of the customer sites. We have two other locations that the current vendor needs to do some splicing work.

**Outside Plant Retirement:** Mike Broderick is retiring on Oct 5. He was our resident professional engineer. He has spent over 20 years with the state split between DNR and ICN.

**Outside Plant:** In September there were 36 new OSP projects opened. This is a large increase, and we continue to be on track. Four are cable cuts that are billable and the other is an executive council claim.

The leadership team wanted the Commission to be aware of the amount of damages that have been caused by our locate provider. These could be due to mismarked facilities or facilities not marked at all. We have received multiple One Call violation complaints for noncompliance for the last month. This is a big contract that we have, which expires in 2025. We paid about \$850,000 this last year for locates, and this expense is shared with entities we provide maintenance for like IRHTP and other customers. We have multiple courses of action. There is a lack of viable companies that can handle the entire State for a vendor. We could consider splitting the contract up in area, bringing the work in-house with a partnership with FNS, all options are being explored. This update is for awareness.

#### COMMENTS

None



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### Administration & Facilities Updates

#### Facilities and TAC Update – Patrick Kazeze

##### Operations

- As we prepare for the winter ahead, we've run into a series of engine block heater issues with four of them having failed recently. We are working with the factory authorized repair vendor to see if there is a common thread as the block heaters have all failed in the same way and within a few weeks of each other.
- Operations is forging ahead with the Iowa Wesleyan relocation project, we hope to break ground on the new site soon. They are working in concert with the other internal sections ensuring that everyone is moving forward.
- The chiller replacement project at JFHQ was awarded. We are awaiting notice of the preconstruction kick off meeting.
- The battery backup plant at Lucas is nearing end of life. Operations staff are working to bring in a replacement.

##### TAC

- One more Cradlepoint install and two are planning to be installed: one during the first week of October and the second one later in December.
- Completed cabling work for the Department of Public Safety, the Iowa Utilities Board, and the Iowa Workforce Development. They've also been working with the Department of Health and Human Services on a colocation project.
- The group has coordinated efforts with Business Services for cost estimates both on and off the Capitol Complex.

##### COMMENTS

None

### Other Business:

#### ITTC Committee Updates – Staff/Commission

#### Personnel Committee – Mark Johnson

The Personnel Committee did not meet in September.

#### Finance Committee – Mike Cruise

Meeting Date: September 15, 2023.

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

Topics Covered:

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- Contracting update.
- FY24 budget-to-actual and final FY23 budget-to-actual as presented today.

### **Customer and Services Committee – Steph DeVault**

Meeting Date: September 13, 2023.

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

Topics Covered:

- Presented what was listed today.

### **Operations Committee – Scott Pappan**

Meeting Date: September 20, 2023.

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

Topics Covered:

- Covered current network projects and direction of Network.

### **Public Comment:**

Chair Olson announced the upcoming retirement for Deb Evans on October 12. This will be her last commission meeting. Randy Goddard thanked Deb for her years of service. Members of the Commission, ICN, and guests congratulated Deb.

### **Adjournment:**

The ITTC meeting adjourned at 11:03 AM.

### **ATTESTED TO:**

*Steve Olson – Chair, Iowa Telecommunications and Technology Commission*