



## 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 November 27, 2023

## FINAL

To ensure the most efficient use of State resources, the November 27, 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

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

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

### Iowa Communications Network Staff

Randy Goddard, Executive Director

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

Dave Duncan, ICA

Jeff Peterzalek, AAG

Ray Warner, Aureon

## Call to Order:

Chair Steve Olson called the meeting to order at 10:34 AM. It was noted that a quorum was present.

## Approval of the October 23, 2023 Meeting Minutes:

Chair Olson requested a motion to approve the October 23, 2023, meeting minutes. Commissioner Holz moved to approve the minutes. Commissioner Mason seconded the motion. The motion passed unanimously.

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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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### Old Business:

None.

### New Business:

### Agency Updates

#### Contracting Update – Mike Cruise

- 23-001 Anamosa cabling ITB – The award was made and the scope of work T&C's are being revised as the awarded bid was higher than Anamosa State Penitentiary's budget.
- Juniper MX480 switches – We posted on Govdeal the bids, which did not reach the reserve. We are going back to the vendor for their offer to buy back or credit back.
- Inmate Calling/Tablet Agreement – All changes and workflows are being discussed with Department of Corrections (DOC) and Securus, including DOC's preference that ICN remain the connectivity between sites and the long-distance carrier.
- DOT Master Service Agreement & Collocation Agreement – We are working through multiple documents for this agreement.
- Zoom – We are looking to be an indirect reseller through a fulfillment partner and using a NASPO (National Association of State Procurement Officials) consortium agreement.
- Indian Hill Community College, Centerville – We are reviewing bids to move the genset to a new location on campus.
- City of DSM Colocation – We are working on documentation for them to colocate at JFHQ.
- Issued an intent to negotiate notice to FNS for the network maintenance contract that expires on 12/31/24. (14-001 FNS)
- OSP Zone Pre-qualification Bids – Issued new bid requests to vendors to become pre-qualified for consideration for ICN OSP projects. Bids are due November 30. This process has been successful so we are creating an opportunity to add additional vendors.
- Manchester OSP – Bids are due December 6 for an 8-mile relocation project.
- Equipment disposals – Working on another round for equipment disposals to help clean up the warehouse spaces. Most of this is desktop-type equipment.

#### COMMENTS

None.

### Finance Update – Mike Cruise

#### Fiscal Year 2024 Budget Adjustment

We completed our budget adjustment for the year. We added another \$523,005 in expenses to the budget. This brings the total added since the original budget to \$810,541 and puts the annual budget with an operating margin of negative \$680,301. The amount of \$355,000 was added only to the first two quarters and the rest was split among all twelve months of the year. We did retro apply some of the budget back to July - September.

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### Monthly Revenues and Expenses:

The month of October resulted in an operating margin of negative \$174,462 which is - 7.1% of revenue. This is \$88,335 favorable to the budget which is - \$262,797. Revenues were unfavorable for the month by \$198,026. However, \$161,000 is due to the ebbs and flows of the OSP revenue. Direct expenses are unfavorable to budget by \$43,248. Nothing of significance to report though. Total allocated indirect expenses are a combined \$329,609 favorable to budget.

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

Through October we now have an operating margin of - \$173,718 which is \$346,620 favorable to the budget which is - \$520,339. YTD revenue remains \$339,755 unfavorable to budget and \$146,000 is from the ebbs and flows of OSP revenue. Direct expenses remain slightly unfavorable to budget by \$74,893. Total allocated expenses are \$761,000 favorable to budget.

### Comparison to Fiscal Year (FY) 2023:

Comparison to October FY 2023: The revenue is unfavorable by \$291,000. Direct expenses are \$50,000 unfavorable. Gross margin is unfavorable by \$340,000. Allocated expenses are a combined \$79,000 unfavorable. Overall we were \$420,000 favorable to October FY23.

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

Revenue is unfavorable by \$828,000. Direct expenses are \$68,000 favorable. Gross margin is unfavorable by \$760,000. Allocated expenses are a combined \$331,000 favorable. Overall we were \$429,000 unfavorable to October FY23.

### Other

- SWCAP was submitted by the Oct. 31 due date.
- The FY 2023 annual report has been distributed and posted on our website.
- Except for the annual audit we are done with FY23.
- The list of tasks and specific requested functionality has been submitted to our vendor, which is an attempt to reduce reliance on external information and become more efficient in the billing process and providing information to our customers.

### 1/3 Update

- State accounting system Iowa Advantage – Some of the testing will begin in December. They are looking for a go live date in March.

### **COMMENTS**

Chair Olson asked if the budget adjustments were because of the Iowa Wesleyan project and a couple of the unknowns that have surfaced?

Mike Cruise said, yes since I have been here it has never been done. Some of the projects are large and with the material, it was thought to adjust it for the year, so we are not always behind.

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## Business Services Update – Steph DeVault

Customer	Number of Orders
Healthcare	9
Government	101
Public Safety	12
Education K-12	38
Higher Education	12

**Service Updates:** We had 172 orders.

### Order Highlights

- Iowa Lakes Community College upgraded two circuits.
- Iowa Department of Health and Human Service (HHS) ordered 1Gb of service and upgraded their Decorah and Mason City sites.
- We finalized the DIAL move to 6200 Park Ave.
- We are now working on Civil Rights that is also moving to 6200 Park Ave.
- Finalized the Legislative Service Agency (LSA) cable repairs in the Capitol attic.
- Department of Corrections (DOC) order was placed for the Firewall.
- Relocating a PSAP in Green County and Indianola.
- The USAC Erate 2024 Form 470 filing window opened on 7/1/2023. As of 11/14/2023 there have been 32 470s filed to date from 16 different entities. The Business Services team reviews each to determine if ICN can bid or not. The ICN has bid on 2 with intent to file bids on 4 others before the 28-day window closes.
- We have 12 schools that we are in the process of finalizing MVS in the next couple of months.
- Indian Hills Community College and Green Hills AEA, we have renewed and upgraded circuits.

### Marketing and Communications

- We continue to work with the Peer to Career and SYBAC students.
  - On November 13 the Peer to Career students heard from Panduit and RHT Technologies.
  - On November 14 the SYBAC students heard from Carter Winton from Source Allies. He talked about STEM and coding.
- We completed the outreach for our cybersecurity sessions for 2023. We had 3 sessions in Elkader, Ottumwa, and Des Moines. In Ottumwa, our cyber lead was invited back for a future technology coordinator session.
- Finished the FY23 Annual Report, which was submitted.
- We continue working through the website migration that is led by the Governor's office and the OCIO. The estimated plan is to have a new ICN website by April 2024.
- ICN representatives attended the NENA Conference on October 30.
- We continue to release social media and update the website.

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Other

### COMMENTS

None

## Network Services Updates

### Network Operations & Security Update – Ryan Mulhall

**Aggregation Replacement:** We have 28 sites completed in the new hardware replacement project. We are getting about 3 to 4 done a month. There are 8 currently in the design and deployment phase. There are approximately 100 or so left to complete on this 3+ year project.

**State Firewall Phase 2 Migration:** We also continue to focus on Phase 2 of the state firewall migration project. We have two agencies that moved out and a third one will be continuing on with a managed firewall service. There are a couple more where the circuits will be going away in the next few months due to consolidation or no longer needed. The rest of the agencies will be moved to Internet direct connections as they have their own firewalls.

**DDoS Migration Expansion:** We had to take a step back and re-architect and rebuild our infrastructure to get the new DDoS hardware and software working as it should. We're coming out of a baseline/learning period and should start migrating customers onto the new DDoS platform over the next couple weeks possibly into early next year.

**Merchant's Building to Financial Building Move:** We've completed all of the ICN's side on the move from Aureon's facility that is closing downtown to the Financial Building. We also have completed a connection at the Des Moines Internet Exchange at that location and look forward to expanding our peering capabilities to keep as much traffic local as possible. There are still a few fiber passthroughs that one of our vendors needs to complete. One major highlight from this to touch on is that a vendor was going to be unable to reproduce a T1 connection that the City of Des Moines utilized to run the emergency warning system. Our Sales Engineer Eric Porter jumped in and was able to architect and deliver a service in a very short time frame to ensure that things like the tornado sirens would continue to work, so kudos to him and FNS for making it happen.

**Outside Plant:** In October there were 27 new projects opened. We also closed out 27, so there was a net difference of zero. Of the 27 new projects, 4 were billable. Three of them were Metronet shared cost projects and we did have one project reimbursable from Executive Council due to rodent chews.

### COMMENTS

None

## Administration & Facilities Updates

### Facilities and TAC Update – Patrick Kazeze

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### Project Management

- Assisting with moves at 6200 Park Avenue. We moved phones and migrated the system for the Department of Inspection Appeals and Licensing (DIAL) employees. They are working to migrate managed voice services for the Civil Rights Commission, which will also move to 6200 Park Avenue.
- They are working on multiple Judicial orders and PSAPs in the coming months. Our first one is for Palo Alto, a move that impacts multiple customers and includes the HSMED and the Department of Public Service. We have four more similar sites.

### TAC

- Repairing damaged CAT6 cables at 6200 Park Avenue, building a new patch panel and having to re-terminate just under 440 CAT6 cables. As they prepare new sections of the building for the new arrivals and they will have to pull and re-terminate another 426 cables to a patch panel.
- Worked to relocate the Auditor of State's Data and MVS needs from the Lucas building to the Hoover building.
- Working on HHS Refugee Services installing data cabling for first floor offices.
- Working on cabling to support IT architecture for the Legislative Services Agency, the Iowa Board of Medicine, and Des Moines Area Community College.
- Assisting Business Services with estimates throughout the State. This past month they've worked on estimates for HHS, DAS, and the Department of IT services, formerly OCIO.

### Facility Operations

- Prepping for winter and addressing generator issues.
- Completed the long-awaited move out of Kirkwood Community College's Iowa City campus. We were ahead of schedule and moved down the street.
- Iowa Wesleyan project moved forward to Mt Pleasant. The power is now at the site at the new equipment hut and all that remains is for the fiber to be brought over before we can begin migrating equipment.
- At Sac City we are waiting to hire an electrician as MidAmerican Energy has completed the work to install a new transformer. Power is now also at the location, once the electrical tie in is complete, we will begin moving our assets there.

### COMMENTS

None

### Other Business:

#### Action – Possible appointment of Interim Executive Director – Chair/Commission

Chair Olson said as you know Randy Goddard has submitted his resignation and retirement letter. His last day is December 27. The Interim appointment would start December 28. With the Governor's proposal for this legislative session, we are waiting to act, since there are some unknowns that the Commission will have to work through.



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The ITTC Personnel Committee met in November. Chair Olson chose to bring the topic before the Commission today. The Interim appointment would be for a short term, and we would have to open it up and post the position at that time. With that, I would open the floor to discussion.

Commissioner Holz said in the ITTC Personnel Committee meeting, they discussed that they prefer to have someone from the present team in leadership to serve in that compacity. With two senior leadership members retiring, and one has indicated a retirement intent, we still prefer some continuity in the leadership team. Mark Johnson is the senior member on the team in terms of time here, and has functioned in some compacity near the Director level. We asked Mark Johnson on his retirement plans, he has previously announced his intent, but he has agreed to remain in place to serve as the Interim Director until a permanent director is in place.

Commissioner Holz moved on behalf of the ITTC Personnel Committee, that Mark Johnson be appointed as the Interim Executive Director following Randy Goddard's retirement. Commissioner Boal seconded the motion.

Commissioner Sturm said she agrees with the approach.

Commissioner Mason said I know Mark Johnson has the legislative and relationship background. Do we need to consider someone that has the technical experience too? I think the world of Mark.

Chair Olson said Scott Pappan is a member of the management [leadership] team, so they can communicate.

### *Roll Call Vote*

Commissioner Boal – Yes

Commissioner Holz – Yes

Commissioner Mason – Yes

Commissioner Sturm – Yes

Chair Olson – Yes

*The motion passed unanimously.*

## **ITTC Committee Updates – Staff/Commission**

### **Personnel Committee – Mark Johnson**

Meeting Date: November 15, 2023.

Attendance: Chair Olson, Commissioner Holz, and Mark Johnson.

Topics Covered:

- Discussed the leadership vacancies and potential strategies.
- CFO position – We have 11 applicants. Interviews will be starting in the next week.

### **Finance Committee – Mike Cruise**

Meeting Date: November 20, 2023.

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

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### Topics Covered:

- Contracting update.
- FY24 budget adjustments.
- FY24 budget-to-actual as presented today.

### Customer and Services Committee – Steph DeVault

Meeting Date: November 16, 2023.

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

### Topics Covered:

- Presented what was listed today.
- Discussed CRM perspective.
- Announced we hired a new Account Consultant that started October 30. Jessica Schlesselman has over 20 years of telecom and product development experience.

### Operations Committee – Scott Pappan

Meeting Date: November 9, 2023.

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

### Topics Covered:

- Direction of the Network.
- Network vendor and stability.
- IT Consolidation.

### Public Comment:

Randy Goddard congratulated Mark Johnson.

CFO Position Update: In years past, we have seen a shortage of applicants for a lot of the technical positions. For the CFO position, it is encouraging to see a couple of internal applicants and a few from outside of State government. We look forward to filling that vacancy on the executive team.

### Adjournment:

The ITTC meeting adjourned at 11:08 AM.

### ATTESTED TO:

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