



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 December 21, 2023

FINAL

To ensure the most efficient use of State resources, the December 21, 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

Commissioners Absent

State of Iowa Auditor, Ex-Officio Member
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
Patricia Townsend, Executive Officer 3
Lori Larsen, Executive Officer 2 (Recorder)

Guest Attendees

Jeff Peterzalek, AAG
Scott Golberg, FNS



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Call to Order:

Chair Olson called the meeting to order at 10:30 AM. It was noted that a quorum was present.

Approval of the November 27, 2023 Meeting Minutes:

Chair Olson requested a motion to approve the November 27, 2023, meeting minutes. Commissioner Mason 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

- The DOT Master Service Agreement and Colocations – The DOT has provided counter comments for review and consideration.
- Indian Hills Community College in Centerville – For the genset project site move, we received no bids. ICN is looking at other options.
- City of DSM colocation at JFHQ - We are waiting on additional input from the City of DSM.
- Outside Plant (OSP) zone pre-qualifications – We received at least 4 bidders in each of the five zones so those are being reviewed and they will be awarded in mid-January.
- Manchester OSP – The lowest bid for the 8-mile relocation project came in at 24% higher than anticipated.
- Sac City bids for moving the genset and corresponding electrical work are due January 17, 2024.

COMMENTS

Commissioner Mason asked what was the no bids received?

Mike Cruise said that was in regards to Indian Hills Community College in Centerville. Moving a generator.

Commissioner Mason asked do we have a timeframe on this?

Patrick Kazeze said we are moving into a new building. It may cause us to delay and we may need to think of a work-around. February of next year is our completion timeline.

Finance Update – Mike Cruise

Monthly Revenues and Expenses:

November resulted in an operating margin of \$64,127 which is 2.6% of revenue. This is \$357,234 favorable to the budget which is negative \$263,107. Revenues were unfavorable for the month by \$78,643 with \$48,000 being due to the ebbs and flows of the OSP cost recovery revenue. Direct expenses are favorable to budget by \$953. Total allocated indirect expenses are a combined \$434,925 favorable to budget. All seven sub-categories are favorable.

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

Through November we now have an operating margin of negative \$109,591 which is \$703,855 favorable to the budget which is negative \$813,446. YTD revenue remains \$418,398 unfavorable to budget and \$194,000 is due to OSP cost recovery revenue. Direct expenses remain slightly unfavorable to budget by \$73,941. Total allocated expenses are \$1.2M favorable to budget. Revenues for the year are behind budget, but taking out OSP which we know is volatile we are \$224,000 below budget on monthly billable revenues and \$190,000 of that is from combined voice services.

Comparison to Fiscal Year (FY) 2023:

Comparison to November FY 2023: Revenue is favorable by \$26,000. Direct expenses are \$8,000 unfavorable. Gross margin is favorable by \$18,000. Allocated expenses are a combined \$125,000 favorable. Overall we were \$143,000 favorable to November FY23.

Year-to-Date Comparison to FY 2023:

Revenue is unfavorable by \$801,000. Direct expenses are \$60,000 favorable. Gross margin is unfavorable by \$741,000. Allocated expenses are a combined \$456,000 favorable. Overall we were \$285,000 unfavorable to October FY23.

Other

- We will hear about our billing system questions after the new year. We had inquired about the new functionality of that system so we had put in several inquiries on that.

1/3 Update

- State accounting system Iowa Advantage – testing will begin in January and not December as reported last month. Doesn't change the go live date in March.

COMMENTS

None

Business Services Update – Steph DeVault

We had no new customers and no new waivers. We had 196 orders.

Orders

DDoS Mitigation	1
DNS	14
Expert Consultation	9
Internet	7
Transport	131
Voice	34

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Customer	Number of Orders
Healthcare	10
Government	153
Public Safety	8
Education K-12	16
Higher Education	9

Service Updates:

Order Highlights

- A connection for Iowa Radiology included Internet and a fiber build.
- Internet orders received for Iowa Lakes and Mercy County Health.
- Next step for 6200 Park Ave: The Iowa Racing and Gaming Commission is moving in January. DNR will be moving in October. Working on moving faxes, moving phones to virtual lines, cabling, and VLAN traffic.
- We are working on caucus orders with DAS. Stations of ABC, NBC, and CNN orders are in. We will have everyone ready before January 9.
- Working in the Hoover building for a cubical remodel.
- Cabling for Health and Human Services (HHS) in Knoxville.
- Judicial agreement with Johnson County courthouse for dark fiber.
- Handful of orders that we have work with DPS and Homeland Security: Cedar Falls, Cedar Rapids, and Des Moines.
- DPS equipment move for Green County and Wayne County. We are working on redundant fiber and voice connectivity.
- The Governor's School Safety Bureau made Cedar Falls an active PSAP. We tested and turned-up the phone line for the 24/7 PSAP.
- USAC Erate Update: As of Dec 8, there were 134 470s that have been filed. We have 5 we responded to and we have another 22 that are due in January.
- Department of Education 470 renewal for all Part IIIs. There are 341 sites included in the quote.
- There have been 12 schools that have asked to move forward with MVS by summer.
- Colleges and community colleges are looking at adding redundant Internet connections.

Marketing and Communications

- We continue to work with the Peer to Career and SYBAC students.
 - On December 11, our Peer to Career students heard from Blake DeRouchey with the Iowa Dept. of Homeland Security and Emergency Management. He talked about our infrastructure, evolution from E911 to NG911, and highlighted FirstNet shared services.
 - On December 12, our SYBAC students heard from representatives from Microsoft, presenting about their West Des Moines datacenter.
- State of Iowa branding changes have begun. First example of the change is migrating to a new State of Iowa logo in email signatures. We will also be updating letterhead, marketing handouts, and incorporating the logo in social media.

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- 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.
- We continue to release social media and update the website.
- Virtual Holiday cards were also released.

Other

COMMENTS

None

Network Services Updates

Network Operations & Security Update – Ryan Mulhall

Aggregation Replacement: We are at 32 sites completed in the new hardware replacement project. We completed another four sites last month. There are 10 sites in the design and deployment phase.

DDoS Expansion: After some re-architecting and capacity issues, we should be smoothed over and ready to start migrating customers onto the new DDoS hardware and software solution. It is running well and protecting our own network right now.

Outside Plant: In November we had 21 new projects come our way which is about a 25% increase over other Novembers historically. We continue to see increased activity in the amount of relocations year after year. Construction is definitely not slowing down. Of those 22 projects, 7 are billable to have costs recovered. One was our locate provider at fault, 2 shared cost projects with the Des Moines Metronet, which is our partnership with the City of DSM and DSM Schools, two contractor at-fault damages, and 2 executive council claims.

A few months ago, we touched on some of the issues with our locate provider, and a few complaints with the Iowa Utilities Board. Those investigations have mostly run their course, and have been passed to the Attorney General's Office and we'll await the outcomes. This is an industry problem that has seemingly gotten much worse this year. There has been some legislation introduced in recent years regarding One Call, and we'll monitor closely and participate a little more heavily should it come up at the Capitol this session. It is on the radar of some of our customers as well, as the public safety and hospital entities especially have raised concerns about the sheer number of fiber cuts, as well as the restoration times from the telecommunications providers.

Grants: We have two current grant projects in the deployment phase from the Homeland Security Grant Program. We have the PSAP managed firewall proof of concept that we worked with HSEMD and the Iowa Association of Counties on to provide a service to 3 PSAPs. The first one went live last week, and two more will follow likely in January.

Another grant is to replace the old equipment that is used to monitor the fiber network and determine where cuts may have occurred that has been received and tested and will be deployed as well.

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The 2024 grant period will be opening soon. The Notices of Interest are due in January, and the full grant applications are due in February. We usually submit about 5-6 projects or equipment requests. We will update the Commission if we are awarded any, usually we'll know in September. We didn't receive any allocations for 2023.

COMMENTS

None

Administration & Facilities Updates

Facilities and TAC Update – Patrick Kazeze

Facility Operations

- We are nearing completion of setting up the Mount Pleasant site. We have turned up power to the site and fiber has been brought into the shelter. We have heat operational and we connected the backup generator to the shelter. Next steps are to begin the migration of the hardware from Iowa Wesleyan.
- Knoxville Armory had a generator that failed. We are working diligently to get a replacement to ensure that we are prepared for any commercial power disruptions.
- We met with the Department of Administrative Services (DAS) regarding the Lucas data room HVAC replacement project. We were presented with the vendors that responded to the RFP. Following the meeting with DAS we met internally and came to a consensus and shared our recommendations back to DAS.

TAC

- Completed work for the DAS in the Lucas State Office Building. They cleaned up the existing cabling both fiber and copper from the 2nd floor to the 6th floor, so contractors can begin to proceed with clearing the building and start the demo phase of construction.
- In the Lucas State Office Building, TAC installed fiber to relocate equipment for the Department of Management, Division of Information of Technology.
- Worked with DHHS relocating cabling at one of their new sites downtown. TAC installed new cabling including a new copper backbone between two floors providing connectivity from the first to the third floors.
- In the Grimes State Office Building they have completed work for the Department of Education bringing in new cabling to support new workstations.
- Installed new cabling in Knoxville for a new location for DHHS. Installed a cabinet and cabling to support data transport service.

COMMENTS

None

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Legislative Update

The session begins on January 8. Topics that we have been hearing about are tax matters and working on the cleanup of the State reorganization. They will work through the budget and it is a short 100-day session.

COMMENTS

None

Other Business:

ITTC Committee Updates – Staff/Commission

Personnel Committee – Mark Johnson

There was no personnel meeting for the month of December.

Finance Committee – Mike Cruise

Meeting Date: December 18, 2023.

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

Topics Covered:

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

Customer and Services Committee – Steph DeVault

Meeting Date: December 13, 2023.

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

Topics Covered:

- Presented what was listed today.
- Caucus orders and upcoming projects for calendar year 2024.

Operations Committee – Ryan Mulhall

Meeting Date: December 15, 2023.

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

Topics Covered:

- Aggregation Replacement Deep Dive.

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Public Comment:

Chair Olson recognized Randy Goddard and thanked him for all the time that he has given to the organization.

Randy Goddard thanked Chair Olson, the Commission, ICN leadership, and staff. The organization is a lot more than one person, and this is a great team. Scott Golberg also congratulated Randy.

Adjournment:

The ITTC meeting adjourned at 10:58 AM.

ATTESTED TO:

A handwritten signature in black ink, appearing to read "Steve Olson", written in a cursive style.

Steve Olson – Chair, Iowa Telecommunications and Technology Commission