



**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 January 22, 2024**

**FINAL**

To ensure the most efficient use of State resources, the January 22, 2024, 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  
Matt Behrens, Office of the Chief Information Officer, Ex-Officio Member

**Commissioners Absent**

State of Iowa Auditor, Ex-Officio Member

**Iowa Communications Network Staff**

Mark Johnson, Interim Executive Director, Chief Administrative Officer  
Scott Pappan, Chief Technical Officer  
Patricia Townsend, Chief Financial 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, AAG  
Scott Golberg, FNS  
Joey Lovan, LSA

## 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 December 21, 2023 Meeting Minutes:

Chair Olson requested a motion to approve the December 21, 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

- The DOT Master Services Agreement (MSA) & Collocations – ICN is reviewing the DOT responses and we will meet to determine our counter response.
- City of DSM collocation at JFHQ, ICN provided a response to the City on Jan 16. We are waiting to hear back from them.
- OSP zone pre-qualifications – We received at least four bidders in each of the five zones, scoring is being tabulated in preparation for awards.
- Pipedrive – We are sole sourcing an initial purchase of 9 licenses for a CRM system. That will help Business Services and Finance to keep track of our customers and the services that we provide to them.
- Fiber management system – Current vendor no longer supports certain aspects of their system, which creates security issues. We will begin looking for a replacement. This is used by outside plant.
- FNS – We conducted our first meeting with FNS on our maintenance contract renewal.

#### COMMENTS

None

#### Finance Update – Mike Cruise

##### Monthly Revenues and Expenses:

The operating margin line shows the month of December resulted in an operating margin of \$339,140 which is 14.6% of revenue. This is \$428,315 favorable to the budget which is negative \$35,175. Revenues were favorable for the month by \$99,158 led by a \$160,000 billing of the second half of the HSEMD fiber project. Direct expenses are favorable to budget by \$75,160. Nothing of significance to report. Total allocated indirect expenses are a combined \$253,997 favorable to budget. All 7 sub-categories are favorable.



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

Through December we have an operating margin of \$283,548 which is \$1.1M favorable to the budget, which is negative \$848,621. Instead of focusing on revenues and direct expenses we can look at gross margin which is our ability to recover our direct expenses for services. There are three services with gross margins that are behind budget by more than 5% and more than \$50,000. Those are MVS, Inmate Calling and Internet. We have potential new opportunities in both MVS and Internet coming up, so we look for those to improve. Total allocated expenses are \$1.45M favorable to budget. There are \$245,000 in expenses for projects added to the budget in Sept/Oct for the first two quarters that we are still expecting so that will have an impact shortly.

Comparison to Fiscal Year (FY) 2023:

Comparison to December FY 2023: Revenue is unfavorable by \$24,000, Direct expenses are \$116,000 favorable, gross margin is favorable by \$92,000, allocated expenses are a combined \$109,000 favorable, and overall we were \$201,000 favorable to last December.

Year-to-Date Comparison to FY 2023:

Revenue is unfavorable by \$825,000. Direct expenses are \$176,000 favorable. Gross margin is unfavorable by \$649,000. Allocated expenses are a combined \$566,000 favorable. Overall we are \$84,000 unfavorable comparatively through December FY 2023.

Other

- We are close to getting a response for our billing system inquiries and expect within the week.

1/3 Update

- State Accounting System Iowa Advantage – Testing has begun so we will participate in that especially the testing of the state customer billing transfer of funds for ICN services.

**COMMENTS**

Scott Pappan added that the two organizations are working well together with the cooperation of Patricia coming on as CFO and Mike Cruise with her support.

**Business Services Update – Steph DeVault**

We had no new customers and no new waivers. For the month of December, we had 156 orders.

**Orders**

DDoS Mitigation	1
DNS	14
Expert Consultation	9
Internet	9
Transport	101



Voice 22

Customer	Number of Orders
Healthcare	10
Government	123
Public Safety	15
Education K-12	12
Higher Education	6

**Service Updates:**

**Order Highlights**

Healthcare

- Great River Health and Iowa Lakes upgraded circuits.
- Horn Memorial and Burgess Healthcare added orders.

Government

- Health and Human Services (HHS), IDPS added MVS order.
- HHS TAC cabling in Creston was ordered.
- HHS TAC Cabling E Euclid was ordered.
- HHS Mason City Upgrade was ordered.
- HHS Cabling Lucas Building was ordered.
- DIAL (6200 Park Ave) final touches to Auto Attendants and Hunt Groups. Finished with DOM DoIT (OCIO) with Rightfax, to push the fax to email distribution.
- We are working with Racing and Gaming that moved in a couple weeks ago.
- DNR will be moving. TAC is working on ports, cabling, voice orders, and working with DOM DoIT (OCIO) on faxes.
- We did great for the Caucuses. We received a call from NBC, they needed to upgrade from 100 mg to 1 Gb. The teams between engineering, business services, and project managers, had it turned up within 22 minutes on Friday. We supported ABC, NBC, and CNN.

Public Safety

- DPS - Bremer County has two new LMR circuits.
- DPS - Muscatine County has two new LMR circuits.
- DPS - Floyd County has two new LMR circuits.
- DPS - Guthrie County has two new LMR circuits.
- DOC Anamosa wiring project is underway.
- HSEMD/DPS (two orders for LMR/ISICS) - Greene, Decatur, and Wayne counties.

*Scott Pappan thanked Brian Clayton with Contracting, which ran the project. He handed over the SOW to Business Services.*

## Education

- Last week there were 64, 470s released for education. We are actively bidding, and we have bid on 50+. We are starting to see form 471s.
- We are working on the phone systems with schools. We have roughly 15 systems that will need to be installed before the beginning of the 2024/2025 school year. Some schools will need to upgrade their cabling.

## Marketing and Communications

- Continue to work with the Peer to Career and SYBAC students.
  - On January 8, our Peer to Career students heard a presentation from James Nielsen with Microsoft about their Des Moines datacenters.
  - On January 9, our SYBAC students had an interactive cybersecurity presentation from Kyle Kuhlert Waterloo's Career Center's High School Cyber Defense Coach. Topics included having a cybersecurity mindset, careers, and goals of cybersecurity. Students experienced Cyber.org range, where the students experienced cyber-attacks in a safe and controlled virtual environment.
- ICN and Internet2's Community Anchor Program will be presenting at the virtual Iowa Libraries Online Conference scheduled for January 25. The main topic is the Toward Gigabit Libraries toolkit, a tool to help libraries learn about and improve their current broadband infrastructure and technology environment.
- All logos and documents are being updated.
- Release social media and update the website.

## COMMENTS

None

## Network Services Updates

### Network Operations & Security Update – Ryan Mulhall

**Aggregation Replacement:** We were only able to get one aggregation site migrated due to all the MAC freezes with the recent holiday and caucus. We'll ramp back up into full swing and get back to aiming for 3-4 sites a month being completed.

**State Firewall Phase II:** We're working with DOM-DoIT to coordinate and finish up moving the remaining agencies on the state firewall platform to either new, individual firewalls, or relying on the firewall infrastructure they have in place.

**Outside Plant:** In December there were 19 new projects opened, representing a 36% increase above the average of 12 for December. We received another One Call complaint regarding our fiber locate provider bringing the total number of complaints to four in the last couple months. We'll await the results of the Utilities Board's inquiry that gets passed onto the Attorney General's office, and will continue to make sure our representation in that office is made aware as these complaints continue to come forward.

- Commissioner Mason asked is there an exit clause?
- Brian Clayton said yes, there is termination language. If we terminate with them, we are unable to find anyone else to cover the entire State. The last time there was a major change with the locate vendor, most of the employees left one vendor and went to the other vendor.

**Grants:** The 2024 HSEMD grant period is now open with Notices of Interest due next week, and full grant applications due in late February. We'll submit six projects for consideration this year. Patrick Kazeze is also taking the opportunity to get familiar on this process. Finance is also single threaded as well on that aspect of it, so Mike Cruise is also going to get familiar with the system and process as well.

During the last 4 years, we have received \$445,000. About three-quarters of that is money that would've come out of our capital or operating budget, so definitely a worthy time investment over the years and we continue to appreciate HSEMD's continued investment in our critical infrastructure network.

## COMMENTS

- Mark Johnson added that Ryan has done an excellent job. This has been an issue since I have been here 12 years ago. We have worked with various options and work with the Attorney General's office. The amounts were never big enough were they could invest in their time and resources. Ryan has taken that on to improve the collections that we had.
- Scott Pappan added that when Randy Goddard became Director, he allowed us to leverage the relationships with Homeland.

## Administration & Facilities Updates

### Facilities and TAC Update – Patrick Kazeze

#### Facilities

- We have completed the Iowa Wesleyan move to our new hut located in Mt. Pleasant. What remains is some clean up at the old site before we close out the project.
- Sac City move – The struggle here has been to get qualified electricians on board due to the high demand for electricians across the State.
- IHCC Centerville – We are migrating into a newly built facility at the Indian Hills Community College. We are struggling to get an electrician online. Fortunately, we are still on track as far as working towards completion on time for the customer. We have taken alternative steps to bring in an approved electrician.

#### TAC

- Another flawless year supporting the caucus. They worked with NBC, ABC, and CNN, nothing but kind words from the network support staff they interacted with. TAC provided all of the necessary cabling requirements ahead of the caucus date.
- Worked on a large relocate project for the Department of Health and Human Services including both cabling and fiber work.
- Continue to support Anamosa State Prison providing technical consulting support.
- Working on a CradlePoint deployment for the 78<sup>th</sup> install for the Decatur County Sheriff..

### **Project Management**

A large move in Palo Alto County. We are moving two customers from one building to another building. We begin moving the HSEMD and the Department of Public Safety's hardware in coordination with close to a dozen other vendors. Keeping the sheriff's 911 service online is Homeland's Disaster Response Vehicle, which contains an ICN installed CradlePoint. The vehicle has been driven from Joint Forces Head Quarters and is on site carrying the traffic.

#### **COMMENTS**

None

### **Legislative Update – Mark Johnson**

We are tracking legislation, there isn't a lot out there that impacts us. Last week, I did have the opportunity to go in front of the Senate Technology Committee. The presentation was well received. At this point, the House may be looking for a presentation also.

#### **COMMENTS**

Commissioner Mason said it was a good presentation.

### **Other Business:**

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

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

There was no personnel meeting for the month of January.

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

Meeting Date: January 17, 2024.

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: January 10, 2024.

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

Topics Covered:

- Presented what was listed today.



- Pending projects.

### **Technology/Operations Committee – Ryan Mulhall**

Meeting Date: January 11, 2024.

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

Topics Covered:

- Deep dive into Outside Plant.

### **Public Comment:**

None

### **Adjournment:**

The ITTC meeting adjourned at 11:03 AM.

### **ATTESTED TO:**

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