



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 October 23, 2023

FINAL

To ensure the most efficient use of State resources, the October 23, 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

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

Commissioners Absent

Denise Sturm, 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

Jake Nicholson, IGOV COO

Jeff Peterzalek, AAG

Molly Kilker, LSA

Scott Goldberg, FNS

Ray Warner, Aureon

Xavier Leonard, LSA

Iowa Communications Network

Grimes State Office Building, 400 E. 14th Street, Des Moines, IA 50319 Phone: 515-725-4692 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 present. He also welcomed the Governor's Chief Operating Officer and ICN's Governor's Office Liaison, Jake Nicholson.

Jake Nicholson was pleased to have the invite and meet everyone at the ICN and the ITTC members.

Approval of the September 25, 2023 Meeting Minutes:

Chair Olson requested a motion to approve the September 25, 2023, meeting minutes. Commissioner Mason moved to approve the minutes. Commissioner Boal seconded the motion. The motion passed unanimously.

Old Business:

None.

New Business:

Agency Updates

Contracting Update – Mike Cruise

- The colocation service for Ames CSD has been executed.
- Anamosa Cabling ITB – There were two bids received. Evaluations on those bids have started.
- IWCC (Council Bluffs) HVAC Replacement – We accepted a quote for this project. The project should be commencing soon.
- We placed Juniper MX480 switches on GovDeals to try to receive bids on excess equipment that we had. We ended with a bid of \$30,000, so it did not meet the \$60,000 reserve. It appears there are a lot of these switches on reseller shelves, so the supply is greater than demand and explains the low interest on GovDeals. Our approach will be to go back to Juniper to get an updated offer from their third party.
- Inmate Calling/Tablet Agreement – The revised draft has been sent back to Securus on October 12. We are waiting to hear back.

COMMENTS

None.

Finance Update – Mike Cruise

Fiscal Year 2024 Budget Adjustment

Will add another \$523,005 in expenses to the budget. Some of that has been added and is reflected in the September report. The remainder will be added on the October report. The new additions are for the Indianola High School move, the Mount Pleasant move, and battery replacements in the Lucas State Office Building.

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Monthly Revenues and Expenses:

The month of September resulted in an operating margin of \$68,919 which is 2.5% of revenue. This is \$93,663 favorable to the budget which is - \$24,744. Revenues were favorable for the month by \$46,928. This was helped by two larger Outside Plant (OSP) fiber builds for the Iowa National Guard in Wes Des Moines and Boone CSD. Direct expenses are unfavorable to the budget by \$53,719. Most expenses are following the yearly trend, but OSP expenses were up \$63,000, which relates to the fiber builds. Total allocated indirect expenses are a combined \$100,455 favorable to budget.

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

Through September, we have an operating margin of positive \$808, which is \$518,000 favorable to the budget, which is - \$518,000 rounded up. YTD revenue is \$142,000 unfavorable to budget. Direct expenses are now slightly unfavorable to budget by \$32,000. Total allocated expenses are \$692,000 favorable to budget.

Comparison to Fiscal Year (FY) 2023:

Comparison to September FY 2023: The revenue was unfavorable by \$204,000. Direct expenses are \$48,000 favorable. Gross margin is unfavorable by \$156,000. Allocated expenses are a combined \$307,000 favorable. Overall we were \$151,000 favorable to September FY 2023.

Year-to-Date Comparison to FY 2023:

The YTD comparison to September FY 2023. Revenue is unfavorable by \$537,000. Direct expenses are \$104,000 favorable. Gross margin is unfavorable by \$434,000. Allocated expenses are a combined \$425,000 favorable. Overall we were \$9,000 YTD unfavorable to September FY 2023.

Other

- GAAP package was submitted by the Oct. 2 due date.
- FY 2025 budget was submitted by the Sept. 29 due date.
- SWCAP due Oct. 31.
- Billing staff met with our billing system vendor to look at increased functionality we can use and increase efficiencies in our billing process.

1/3 Update

- State accounting system Iowa Advantage – Two names have been submitted as testers representing the ICN for this implementation scheduled for March.

COMMENTS

None

Note: The video feed in the ICN Thompson Conference Room lost the zoom video connection at 10:40 AM. The zoom video feed was restored at 10:41 AM.

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Business Services Update – Steph DeVault

General Updates

- We have no new customers and no new waivers.

Service Updates

- First wave of the Iowa Department of Inspections, Appeals, and Licensing (DIAL) employees transitioned to WebEx before the deadline. Prepping for the second wave which is November 1. When all is done, the move to 6200 Park will be one of the fastest solutions stood up using an outside vendor.
- Iowa Department of Health and Human Services (HHS) ordered a new 1Gb point-to-point connection.
- HHS ordered ICN cabling.
- HHS in Decorah ordered an upgrade for Ethernet service.
- HHS in Knoxville ordered data and cabling.
- DNR's Atlantic Field Office ordered MVS.
- For the Governor's NASCAR public announcement, ICN expeditiously provided services within 6 hours of receiving the order.
- DPS ordered cabling for the Lucas and Oran Pape State Office Buildings on the Capitol Complex.
- DPS had an equipment move in Palo Alto County in Emmetsburg.
- The USAC E-rate 2024 Form 470 filing window opened on July 1, 2023. There has been four 470s filed, and ICN responded to at least two of them.
- Our account consultants are working with a handful of schools for MVS service.
- DMACC upgraded 3 circuits to finalize redundant paths from the ICN and other network providers.

Project Manager Updates

- Upgraded two connections for the Iowa Veterans Home. They were connections to both datacenters.
- Judicial is upgrading two circuits and four are pending with Local Exchange Carriers.
- Iowa Racing and Gaming Commission's Marquette office has completed a fiber build.
- Auditor of State (AOS) move of voice & data to Hoover State Office Building.
- Caucuses are coming and working with DAS and all news stations.

Marketing and Communications

- Our Peer to Career session included an outside plant overview from our OSP group along with a recorded session from Barb Kniff McCulla from KLK Construction.
- Our SYBAC students heard about cybersecurity from Ryan and ISU's Professor Doug Jacobson. Doug shared that the Center for Cybersecurity Innovation & Outreach is launching a new cybersecurity ambassador program on Oct 31.
- Our last cybersecurity session will be on Thursday, October 26.
- The Peer to Career program will be highlighted at Internet2's Community Anchor Program's virtual retreat on October 24.

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- John O'Conner and Patricia Townsend attended the Iowa Association of School Business Officials conference on September 27-28.
- ICN representatives attended the Iowa Homeland Security conference the second week of October.
- We continue to release social media and update the website.

Other

- A new Account Consultant will be starting next week. She is coming with 17/18 years of telecom experience. We are excited for her to join our team.

COMMENTS

Commissioner Boal asked what are we doing for the caucuses?

Steph DeVault explained that ICN works with DAS to setup connections and the location of voice order placement. ICN's TAC needs to be present for building walkthroughs. She explained that CNN, FOX, CBS, ABC, and NBC stations are participating.

Commissioner Mason commented we have been talking about sales month after month, pricing, and our extended sales forecast. Is some of our 2024 revenues at risk because of our pricing, and is that something that we need to be dealing with?

Randy Goddard explained we are taking a couple of our customers under analysis. By FCC rules we are required to have common pricing. We have that setup, but we recognize our volume customers. When we do that, Mike Cruise has the final approval. He sees our outstanding bills, contracting we have in place, and estimates for future revenues. Mike will work with Steph DeVault and Scott Pappan, and the rest of the leadership, and provide a forecast. Right now, Mike's comments are there is nothing really big. We are looking at future E-rate for education. No one has to use the ICN, so we have to be competitive and pay our bills, so that is what we are doing.

Chair Olson added that I did attend a roadshow in Elkader. The thing that sticks out to me is the reliance on the ICN and the Iowa Hospital Association; the work that they do for rural healthcare for Iowans. It is my understanding that we are in 80 counties of the 99, and provide access to 200 facilities.

Network Services Updates

Network Operations & Security Update – Ryan Mulhall

Aggregation Replacement: This continues to be the main effort of our strategic projects. We had a couple more sites completed in September. We continue to migrate customer circuits and multiple change windows every week as well as engineering and installing hardware at different location. This project allows us to replace legacy equipment and deliver higher bandwidths at the customers' location, as they continue to need more bandwidth to run their operations.

State Firewall Phase 2 Migration: We now have two agencies that are moved out. We continue with the plan and execution. We have picked up one managed firewall customer, and may pick up another one. The other 10 customers will go Internet direct. The ICN has provided consolidated firewall service for the executive branch since the late 1990s, mostly at the cost of the ICN. We have received

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appropriated money the last few years to help pay for some of the hardware and segmenting customers to help increase the security posture of the agencies and to gain operational efficiencies.

DDoS Migration Expansion: The new hardware and software solutions are fully operational and protecting ICN assets. We will be expanding out to customer connections the next couple of weeks. The purpose of this project is to provide redundancy for the DDoS protection and mitigation service, and push the service out to the edge of our network to our Internet ingress, so we are not allowing attack traffic into our Core network.

Merchant's Building to Financial Building Move: Still a high priority move as we approach the end of the month, since we need to be out of the Aureon datacenter. Engineering, Network Operations, Outside Plant, Project Managers, and FNS continued to push this forward. We have the fiber path established and have successfully cut over all but one circuit. We are working with some vendors for three customer locations that still need to be taken care of. Hopefully after October 23, we will have all of the electronics done and we will be able to start tearing out old equipment at the Aureon site. This has been ongoing since February, and we still expect to meet the timeline.

Outside Plant: In September there were 20 new OSP projects opened. We did have 9 that were closed out, and we have 238 projects that are outstanding. We consider open projects like maintenance work: relocations, new construction, cost recovery, and waiting on documentation from vendors. Seven projects were billable. Half of those were the fault with the locate provider, one was an executive council claim, one was shared cost with relocation with Des Moines Metronet. We have not seen the contractors during this construction season at fault for any fiber cuts, it is primarily the locate vendor.

Contracting: We have a prequalified vendor RFP released, which is a rebid from a couple years ago. We have five zones where we direct contractors to go out and perform work on our behalf. We are looking to add vendors and procure better pricing. Excellent work from our contracting team, our Outside Plant team appreciates it.

COMMENTS

None

Administration & Facilities Updates

Facilities and TAC Update – Patrick Kazeze

TAC

- Another PSAP is operational with CradlePoint equipment bringing the total to 76. One more will be installed before the end of the year, weather permitting.
- Worked with Business Services on cost estimates for the Department of Health and Human Services to support user workstations both hardwired and wireless.
- Provided cost estimates for Iowa Workforce Development to support 36 workstations.
- Worked with Legislative Services Agency on an estimate to repair some damaged fiber.

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- Work continues at 6200 Park Avenue on behalf of the Department of Administrative Services and OCIO. TAC has played an extensive roll in gutting and replacing a patch panel and having to re-terminate 440 existing cables to a new patch panel. They are also making repairs to at least 16 Cat 6 cables that were discovered to have been cut in the ceiling. We learned that six more offices within the building have had their CAT 6 cables cut in the ceiling by the previous tenant, so repairs are underway.

Facilities

- The former Iowa Wesleyan University in Mount Pleasant - Hershey Hall where our equipment is located was officially sold on October 17. The new owner took possession of the building upon completing the required documents. On the same day, our new equipment hut arrived at our location and was set on the foundation. We continue to wait for power to be brought onsite by the local coop, but they are about a month behind. OSP is working on bringing the fiber to the facility.
- The Sac City Middle School has been sold. We are working to remove our equipment. Mid-American recently brought power to our new location, which is at the elementary school.
- Kirkwood Iowa City Relocation project - Our move into the Eastdale shopping mall is on hold due to one of our vendors. They are still working on procuring the right equipment for the new site, switching from DC powered to AC powered equipment.
- Indian Hills Community College, Centerville Campus - We received word that the construction of our new room is almost complete. We are about two and half weeks from the next phase, which will entail pulling fiber via the new underground infrastructure to the room and moving the existing hardware from the old FOTS room.
- Chiller #4 - We had our pre-construction kick off meeting. The new chiller is about 40 weeks out due to continued supply chain issues. This timeline may reduce, but we can't begin to consider construction until late September, effectively delaying the project by a year.

COMMENTS

None

Other Business:

Action - 2024 ITTC Meeting Dates – Chair/Commission

Chair Olson requested a motion to approve the 2024 ITTC meeting dates. Commissioner Holz moved to approve the 2024 ITTC meeting dates. Commissioner Boal seconded the motion.

Roll Call Vote

Commissioner Boal – Yes

Commissioner Holz – Yes

Commissioner Mason – Yes

Chair Olson – Yes

The motion passed unanimously.

ICN Maintenance Contract Report FY23 – Mark Johnson

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Under to Iowa Code section 8D.3(3)(g), we are required each year to put together a maintenance contracts report. This report relates back to years ago when the ICN received regular appropriations. The report goes to the General Assembly. The statute asks for the Commission's recommendation on the continued funding of those contracts. Since the contracts are funded out of our revenues, the report is adjusted to say that we find that the maintenance contractors are doing their job, and the Commission will continue to fund those from the revenues we receive. With your approval, I will submit this to LSA for the general assembly.

Commissioner Boal asked where this shows up in the budget or where is that language?

Mark Johnson said the language is in Iowa Code section 8D.3. We send this report over to LSA, and it would be listed as a filing.

Chair Olson requested a motion to approve the ICN Maintenance Contract Report FY23. Commissioner Boal moved to approve the ICN Maintenance Contract Report FY23. Commissioner Holz seconded the motion.

Roll Call Vote

Commission Boal – Yes

Commissioner Holz – Yes

Commissioner Mason – Yes

Chair Olson – Yes

The motion passed unanimously.

Proposed Admin Rule Change – Mark Johnson

The language was not presented to the Commission. Mark Johnson explained that in the Governor's reorganization bill, the Judicial District Departments of Correctional services user type was moved to be listed under the Department of Corrections. They previously were listed as a separate local entity that was taken care of by each county. They are still an authorized user, as an entity of state government. Our rules separate the judicial districts, and this change would strike that. This is an editorial change. With that, if the Commission is willing to approve this change, I can bring the actual language back to the Commission. I would ask to approve amending our rules to strike out the references to the Judicial Districts of Department of Correctional Services.

Chair Olson requested a motion to approve amending the rule of striking out the references to the Judicial Districts of Department of Correctional Services. Commissioner Mason moved to approve the motion. Commissioner Boal seconded the motion.

Roll Call Vote

Commission Boal – Yes

Commissioner Holz – Yes

Commissioner Mason – Yes

Chair Olson – Yes

The motion passed unanimously.

ITTC Committee Updates – Staff/Commission

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Personnel Committee – Mark Johnson

Meeting Date: October 4, 2023.

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

Topics Covered:

- Discussed the leadership vacancies and leadership changes.
- Potential options for the commission to consider as they move forward in filling the vacancy.

Finance Committee – Mike Cruise

Meeting Date: October 16, 2023.

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

Topics Covered:

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

Customer and Services Committee – Steph DeVault

Meeting Date: October 17, 2023.

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

Topics Covered:

- Business plans and projects.
- Presented what was listed today.
- Numbers for the month that we have sold to.

Operations Committee – Scott Pappan

The Operations Committee did not meet in October.

Public Comment:

Randy Goddard announced he will be retiring at the end of December, after 10 years of active duty in the Navy and 30 years of serving the State. December 26 is my last date. Thank you all.

Chair Olson thanked Randy for his time. He also suggested that all of the Commissioners should think about the issue, and they will talk about the direction that the Commission will go next month. He will have a few more discussions with the Governor's Office and the proposed changes as to the process of the replacement.



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Adjournment:

The ITTC meeting adjourned at 11:11 AM.

ATTESTED TO:

A handwritten signature in black ink, appearing to read "Steve Olson", is written over a light blue horizontal line.

Steve Olson – Chair, Iowa Telecommunications and Technology Commission