



**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 April 22, 2024**

**FINAL**

To ensure the most efficient use of State resources, the April 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  
Brett Mason, Member  
Carmine Boal, Member  
Denise Sturm, Member

**Commissioners absent**

State of Iowa Auditor, Ex-Officio Member  
Office of the Chief Information Officer, 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**

Ray Warner, Aureon  
Jeff Peterzalek, AAG  
Rob Smith, FNS  
Scott Goldberg, FNS

## 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 March 26, 2024 Meeting Minutes:

Chair Olson requested a motion to approve the March 26, 2024, 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

- **City of DSM Colocation** – ICN is working on responses to the city's response.
- **ServiceNow ITB** – Eight bids were received, currently under review.
- **Zoom** – Finalized the agreement with the vendor. We are working on internal processes.
- **Master Service Agreement for Ethernet** – Main agreement for all Ethernet, reviewing for potential changes.
- **Fiber management system** – Seeking another vendor. Using the current vendor will be cost prohibitive going forward.
- **Iowa Department of Revenue** – We are working on new security and confidentiality responsibilities for MVS.
- **DOT Master Service Agreement** – We are working on revisions that the DOT has requested.

#### COMMENTS

None

#### Finance Update – Mike Cruise

##### Monthly Revenues and Expenses:

The month of March resulted in an operating margin of positive \$98,601 which is 3.9% of revenue. This is \$159,218 favorable to the budget which is negative \$60,847. Revenues were unfavorable for the month by \$66,824. We see yearly trends for most services and low billings for Outside Plant (OSP) cost recovery projects. Direct expenses are favorable to budget by \$70,054. Total allocated indirect expenses are a combined \$156,218 favorable to budget. Four of the sub-categories are favorable and no category was materially variant.

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

Through March we have an operating margin of \$334,784 which is \$1.16M favorable to the budget, which is negative \$823,563. Direct expenses and \$97,226 unfavorable to budget through March. Total allocated expenses are \$1.7M favorable to budget. Now at the end of 3Q-2024 there is \$236,000 from added operations projects that is still to be recognized. On a positive note there is



currently \$70,000 in new monthly recurring revenue forecast to begin billing in the months March-June.

Comparison to Fiscal Year (FY) 2023:

Revenue is favorable by \$10,000. Direct expenses are \$84,000 favorable. Gross margin is unfavorable by \$94,000. Allocated expenses are a combined \$45,000 unfavorable. Overall, we are \$49,000 favorable to last March.

Year-to-Date Comparison to FY 2023:

Revenue is unfavorable by \$830,000. Direct expenses are \$131,000 favorable. Allocated expenses are a combined \$317,000 favorable. Overall we are \$383,000 unfavorable comparatively through March FY23.

Other

- Working on the FY2025 budget which will be presented for approval in the May meeting.
- Debra Carl has started on April 19 as our new Accountant 3. She is also the payables and reporting lead worker. She replaces the retired Kevin Heinzeroth.
- We will conduct interviews for the open Accounting Tech 2 position.
- Shortly we will post our circuits billing position to replace Diane Kroll who will be retiring in June.

**COMMENTS**

None

**Business Services Update – Stephanie DeVault**

For the month of March, we had 179 orders.

**Orders**

DDoS Mitigation	3
DNS	9
Expert Consultation	7
Internet	44
Transport	98
Firewall	1
Voice	17

**Customers**

**Number of Orders**

Healthcare	10
Government	118
Public Safety	15
Education K-12	23
Higher Education	13

**Service Updates:**

**Order Highlights:**

No new waivers

**CRM:** We are finalizing our Customer Relations Management tool.

**Zoom Update:**

- **New Customer:** Grinnell-Newburg CSD placed an order for Zoom. We are onboarding and finalizing Zoom processes to bring this product inhouse.
- Allamakee CSD signed an order for Zoom.
- ICN is having a Zoom Customer Day on May 22 in the Grimes State Office Building's basement conference rooms.

**Wireless Connectivity to School Buses.** Leadership is reviewing product information and rates.

**Healthcare:**

- Order for Waukee Pediatrics.
- Order for Washington County Hospital and Keokuk Clinic.

**Government:**

- Iowa Health and Human Service (HHS) order for three redundant 10Gb connections.
- Iowa Department of Agriculture did a Webex collaborations upgrade.
- Iowa Department of Revenue is finalizing their ACD/IVR upgrade.

**Public Safety:**

- DPS had three redundancy connections for failover in northern Iowa.
- Iowa Department of Corrections signed a managed firewall contract.

**Education:**

- As of the closing of the 470-filing window, the ICN responded to 116 unique opportunities. The ICN has been awarded 44 bids through the 471 process. Thirty-two (32) contracts have been returned, and we are waiting on 12. From last year we lost 10 customers.
- Upgrades: Indiana Hills Community College, Iowa Lakes Community College, and DMACC.
- Increased connections for ADM CSD, Norwalk CSD, and Pella CSD.

**Marketing and Communications:**

- We invited our Peer to Career trainees and SYBAC students on April 8 and April 9 to tour the capitol, meet ICN management, and tour the LightEdge Data Center.
- Working on zoom product and marketing materials for launch in April.
- SYBAC Applications for 2024/2025 school year are now open.

**COMMENTS**

Scott Pappan thanked Patricia Townsend for working with Business Services on rates. We have organized education Internet rates, government and state internet rates, and we are trying to establish education Internet rates. We are trying to be more competitive and gain new business. We have a rate

sheet with direct connects with Coresite and Equinix. We also have a customer interested in a failover wireless back-up service.

Commissioner Mason said it is the add-on services and the facilities that differentiates you from your average Internet connectivity vendor.

## Network Services Updates

### Network Operations & Security Update – Ryan Mulhall

**Aggregation Replacement:** We completed another 6 sites in the aggregation replacement project, which places us officially 1/3 of the way through this strategic project. We are still looking at another 2 years until full completion.

The other two major projects we are working on is sunsetting of the State firewall and the DDoS mitigation expansion, including new software utilized to run the solution.

**Outside Plant:** In March we had 17 new projects opened which is a dip from historical averages compared to other years. We did have three cable cuts, one in Denison, one in Cedar Rapids, and one in Des Moines that we will need to get reimbursed by contractors.

#### COMMENTS

None

## Administration & Facilities Updates

### Facilities and TAC Update – Patrick Kazeze

#### TAC

- The DNR will be moving offices. They have been working with Business Services and Lumen to ensure all special requirements for Managed Voice Services (MVS) are completed. The project was staged into three phases due to the size of the move.
- A PSAP relocation for the Delaware County Sheriff. They will be tearing down the existing CradlePoint and relocating it to another building. This project is ongoing and will be completed in phases.
- Working on cost estimates for future work at On With Life in Ankeny.
- Providing consultation time for Anamosa State Prison to update the building's infrastructure.

#### Project Management

- We rescheduled a cutover for Indian Hills Community College in Centerville due to a vendor issue. The project is now scheduled for May 2. We are also planning a maintenance window for Sac City to wrap up their project.
- We have requested quotes for our newest project at Western Iowa Tech Community College in Denison, to relocate our fiber point of entry, a generator, and a propane tank for a new building addition.
- We completed a project at the Knoxville Armory to relocate our BTOP fiber. So that they can pave their heavy wheeled vehicle gravel parking lot.
- We are scoping two projects to relocate two propane tanks at two rural high schools.

## COMMENTS

Scott Pappan asked how many Part II moves have we had?

Patrick Kazeze said in the last year alone we have had four moves.

Scott Pappan added that TAC rates have also been adjusted and will go into effect on July 1. It had been several years since those rates have been adjusted.

## Other Business:

### **ACTION - FNS Contract Renewal, Discussion, Approval – Patrick Kazeze**

This topic was deferred until the May ITTC meeting. Commissioner Holz recommended that the item be forwarded to the Finance Committee for review.

### **Legislative Update – Ryan Mulhall**

The Legislative session officially concluded at 4:23 a.m. on April 20. There are 12 bills that directly or indirectly affect the ICN that made it through. A couple of the highlights are:

- SF2385 is the Boards and Commissions bill that will move the appointment of the Executive Director from the ITTC to the Governor, and the rulemaking authority from the ITTC to the Executive Director. Those two changes were anticipated after a review was completed last year.
- HF2686 cleans up the state agency realignment from last year. It includes one minor change to the ICN as it provides for a salary range for the Executive Director comparable to the Public Service Executive classification used by the State and keeps the Judicial Districts as authorized users after their move to the Department of Corrections.
- HF2539 relates to open meetings and open records and provides additional penalties for violations. It also adds a training requirement related to the open records Code chapters 21 and 22 for elected or appointed officials that the ITTC will have to take going forward.
- SF2096 repeals the gender balance requirements for appointive bodies, including the ITTC. It has already been signed by Governor Reynolds.
- HF2581 gives locators a little additional time to complete markings for excavation under the One Call law. Instead of having 48 hours to complete locates from when the ticket is input, the clock begins the next business day. There was an amendment to the original bill that passed as well that does provide potential liability for the ICN as the non-performance in a timely manner now provides for penalties for the locator and the operator so we will have to keep an eye on that going forward.

## COMMENTS

Commissioner Boal asked about the wireless project on school buses. Is that coming from school districts?

Stephanie DeVault answered that schools started filing E-Rate Form 470s for federal funding for wireless on school buses. We have seen all sorts of filings. The leadership team is reviewing this initiative and if this is a good product.

Scott Pappan added that as an organization we have established a process for productization. In the past we would have to figure out support after the new service is sold. All elements of the ICN should be addressed with new products before we start selling a new product.

## ITTC Committee Updates – Staff/Commission

### Personnel Committee – Mark Johnson

Meeting Date: April 16, 2024.

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

Topics Covered: Brief discussion of the boards and commissions legislation and open positions.

### Finance Committee – Mike Cruise

Meeting Date: April 18, 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 – Stephanie DeVault

Meeting Date: April 10, 2024.

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

Topics Covered:

- Presented what was listed today.
- Pending renewals and upgrades and sales updates from Business Services.

### Technology/Operations Committee – Ryan Mulhall

Meeting Date: April 10, 2024.

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

Topics Covered: Capital Purchases for FY2025.

## Public Comment:

None

## Adjournment:

The ITTC meeting adjourned at 11:03 AM.

## ATTESTED TO:



Steve Olson – Chair, Iowa Telecommunications and Technology Commission