



**Iowa Telecommunications & Technology Commission
Grimes State Office Building, 1st Floor
400 East 14th Street, Des Moines, IA 50319
Meeting Minutes July 22, 2024**

FINAL

The Iowa Telecommunications and Technology Commission's meeting occurred on Monday, July 22, at 10:30 a.m. in the Grimes State Office Building, ICN Thompson Conference Room, 400 E. 14th Street, Des Moines, IA. To ensure the most efficient use of State resources, the ITTC meeting also included a video conference connection 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
Scott Pappan, Chief Technical Officer
Patricia Townsend, Chief Financial Officer
Ryan Mulhall, Chief Information Officer
Mike Cruise, Finance Bureau Manager
Stephanie DeVault, Business Services Bureau Manager
Brian Clayton, Executive Officer 2
Lori Larsen, Executive Officer 2 (Recorder)

Guest Attendees

Ray Warner, Aureon

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 June 24, 2024 Meeting Minutes:

Chair Olson requested a motion to approve the June 24, 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

- **OpenGov** – The Master Service Agreement is completed for the Enterprise Resource Planning (ERP) and procurement system. The kick off meeting was July 12 and other working meetings have begun.
- **Indianola Municipal Utilities** – Dark fiber agreement is in draft status and is in progress.
- **ITB for Connection to Denver** – The three bids are being evaluated.
- **FNS Network Services** – Amendment has been signed and runs through December 31, 2029.
- **ConnectDSM** – Bought out by Cologix out of Colorado. We anticipate new agreements and Outside Plant is working through portal authorizations.
- **Lucas Switchroom HVAC** – ICN has an MOU with DAS for this. We begin switching the appropriation money back and forth again.
- Various support and fiber renewals.

COMMENTS

None

Finance Update – Mike Cruise

Monthly Revenues and Expenses:

The month of June resulted in an operating margin of \$94,685, which is 3.3% of revenue. This is \$119,456 unfavorable to the budget which is \$214,140. Revenues were favorable for the month by \$190,000. Highlighting the revenues was \$183,000 billed out for MVS programming and install of Genesys cloud for Iowa Department of Revenue (IDR). Another \$163,000 was billed out for Zoom for three new customers. Direct expenses are unfavorable to budget by \$61,216. Some of that is the expense from the revenue projects just mentioned.

Total allocated indirect expenses are a combined \$248,678 unfavorable to budget. The major factor is OSP expenses being \$168,000 over-budget with \$413,000 in total expense for the month. About \$254,000 of the \$413,000 will not be recoverable.

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

Through June we have an operating margin of \$296,858 which is \$977,000 favorable to the budget. This is the final annual amount of negative \$680,301. Direct expense is now \$385,000 unfavorable to budget through June. Total allocated expenses are \$1.9M favorable to budget.

There is still a possible \$275,000 in expenses from all approved projects that is still expected to be recognized. Some of this might not hit in FY24. The final review of expenses for approved projects is being done.

Comparison to Fiscal Year (FY) 2023:

Revenue is favorable by \$361,000. Direct expenses are \$72,000 unfavorable. Gross margin is favorable by \$289,000. Allocated expenses are a combined \$72,000 unfavorable. Overall, we are \$217,000 favorable to last June.

Year-to-Date Comparison to FY 2023:

Revenue is unfavorable by \$609,000, but much improved from last month. Direct expenses are \$43,000 unfavorable. Allocated expenses are a combined \$216,000 favorable. Overall we are \$437,000 unfavorable comparatively through June FY23.

Other:

Final FY24 billing for period 13 is being worked on. That will be completed by the end of July.

Working meetings have begun on the Procurement and Budgeting pieces of OpenGov. Budgeting completion is due around the first of September for our fall budgeting period for FY26 and Procurement has a deadline around Thanksgiving.

COMMENTS

Commissioner Mason asked do you have any sense of what the variable will end up?

Mike Cruise said we just finished period 13 billing. What is remaining is some expenses. There is about \$275,000 in approved projects, but if we spent all of that, we don't know at this time.

Business Services Update – Stephanie DeVault**Service Updates:****Order Highlights**

No new waivers and no new customers.

Government:

- We finalized a deal with Genesys Cloud for IDR.
- Upgrades for HHS at the Watson Powell Building and Pottawattamie County.
- The City of Dubuque upgraded their Internet connections to service traffic lights.
- Installed a connection for 40 Mb that would service DIAL and DNR. This connection will handle Voice services.
- ICN provided an Iowa Public Radio (IPR) Internet connection for the July 3 Yankee Doodle Pops. TAC cabling and project management had services turned up and down.

Public Safety:

- Finalizing recabling at the Anamosa prison. The existing cabling was prior to WWII. There were a lot of changes. This project has been completed.
- Iowa HSEMD moves for Johnston County. We had a few changes also with Adair County, due to their tower being down. We worked with Motorola to get services back up for Adair County.
- Second Judicial has come on board for Zoom. IUB has migrated to Zoom too.

Education:

Our non-erate customers:

- Dowling Catholic has approved a 1Gb connection.
- Maharishi International University placed an order for 250 Zoom user licenses and professional services. This is finalized with Zoom.
- Ames Public Library has increased their Internet connections.
- ISU connections to connect to Racom for 911 services.

Marketing and Communications:

- Our Peer to Career did not meet during the month of June.
- Sent acceptance letters to the SYBAC students.
- ITAG Conference Presentation: Ryan Mulhall covered a variety of topics including how the ICN will provide Managed Firewall Service to three county PSAPs thanks to a grant opportunity made possible through FEMA and U.S. Dept of Homeland Security.
- Allamakee will be our next customer case study.
- Continue to release social media.

Other

Mark Dayton’s last day with the ICN was July 19. Tim Flickenger moved from Outside Plant to start in Business Services on July 19.

COMMENTS

Chair Olson asked if ICN is involved in RAGBRAI?

Steph DeVault added that we are there to only support the public safety team, as needed.

Commissioner Mason – CrowdStrike is not a service we provide, but we have customers that have problems that we are helping them out with, correct?

Steph DeVault – That is correct.

Network Services Updates

Network Operations & Security Update – Ryan Mulhall

Aggregation Replacement: We completed another 2 sites in the aggregation replacement project which brings us to a total of 50 completed. We had a couple different Move Add Change freezes that slowed the deployment down over the last month, and also are dealing with a supply chain issue trying to replenish our inventory.

Aggregation Reboots: For the aggregation hardware we have in place, we completed our annual reboot of our switches during the month of June. If the older devices stay up for too long, they are susceptible to crashing. One of our network admins switches to overnights and reboot them all.



Lumen Pipe Break: When Lumen’s downtown facility flooded on May 30th, it did affect the Wireline 911 network the ICN provides for call transport on behalf of HSEMD, but we were able to keep the State’s wireless 911 system operational to help mitigate the loss of wireline 911 traffic in the State. It also provided the ICN an opportunity to join the SEOC for the first time in its ESF2 lead capacity. We helped orchestrate and provide information for stakeholders regarding the 911 disruption.

FCC Cybersecurity Pilot: There is a pilot program that will provide \$200 million dollars to schools and libraries to identify whether the eRate program should expand the cybersecurity eligible offerings. Historically, the only thing allowable that would be funded as Category 1 was Internet Access with Basic Firewall. The ICN was on the forefront of that with our Managed Firewall Service, and will look to take part in this pilot. We are identifying stakeholders that want to participate, as well as trying to identify partners that may want to provide their services in tandem with the ICN.

Outside Plant

In June, there were 25 new OSP projects opened representing a 29% increase over the average for June of 18. Of the 25 new projects, 8 were billable including 3 executive council claims, 3 USIC at faults, and 1 contractor damage.

We have a job posting out there right now for an Outside Plant Engineer that will close on August 8th. Hopefully we will get a good slate of candidates to move quickly on getting someone into the organization and up to speed.

Grants

We have received almost all, if not all equipment, from the reallocation grants we received from HSEMD and the Federal DHS and FEMA. Mike Cruise and Finance are working to get the invoices paid and everything reimbursed before the July 31st deadline. We also closed out one project from a previous award year. After this month we will only have one active grant that needs to be finished up.

COMMENTS

None

Administration & Facilities Updates

Facilities and TAC Update – Mark Johnson

Project Management Update

- With the completion of the renewal of the FNS contract we have engaged FNS in discussions on what we believe should be beneficial changes.
 - We intend to migrate additional project management responsibilities to FNS that will allow ICN to leverage existing staff resources. We have started mapping out how the workload will be distributed.
- ICN has been working with a new clinic in Hopkinton, Iowa. We have been working on behalf of the clinic to engineer the circuits and work with our last mile vendor to ensure successful activation.

TAC Update

- Provides estimates for future work and complete projects as they come in.
- Assisting state agencies following Lumen’s flooding incident last month. The water leak at Lumen’s Central Office had some residual problems that are ongoing and impacting some of our customers. TAC has stepped in several times to provide critical trouble shooting and work arounds where possible.
- Recently finished installing CAT6 cabling to support 14 new workstations at the Oran Pape building for the Dept of Administrative Services.
- Completed a project on behalf of the Dept of Health and Human Services at their Council Bluffs location where they established a couple of new single mode fiber pathways and installed CAT6 cabling to support 25 new workstations.
- On the Capitol Complex they have completed cabling for two projects to add new work stations: one for Health and Human Services, and one for Iowa Workforce Development.

Facilities Update

- We continue with the chiller replacement projects at the Lucas Building and at JFHQ. The weather has provided some challenges and given us some relief the past few weeks as we near peak summer temps with some very temperate days coming at critical times.
 - At JFHQ, the temp cooling situation has had its ups and downs as we saw temps rising into the 90’s and the 100’s a few weeks ago. As a result, some of our legacy equipment began to struggle. A new solution for the temporary cooling has been implemented that has improved conditions. At JFHQ, the old outdoor chillers have been removed and concrete work is under way to accommodate the new outdoor units.
 - The Lucas Building HVAC project was out for bid and has closed. A vendor has been awarded . The project is to begin in the coming weeks.
- We continue to assess damage in the flood damaged areas. Damage has been minimal.
- We have two more relocation projects: Indianola High School and the Western Iowa Technical Community College (WITCC) in Denison. Both projects are kicking off this month and will be expedited to move as quickly and efficiently as possible.

COMMENTS

None

Other Business:

FY 25 Regulatory Plan Review – Mark Johnson

There is a draft of the FY 25 regulatory plan in front of you. The change made this last legislative session is that the rule making authority has been moved from the Commission to the Executive Director. There are three primary areas that we will be looking at: initiate changes related to that legislative action that took place, the executive director being appointed by the Governor, and the executive director has rule making authority. We will continue to look at technical changes that need to be made. We will also look at the Executive Order 10, which all agencies are required to review their admin rules. We are scheduled for calendar year 2026, but we will begin the work looking at the changes needed.

COMMENTS

None

ITTC Committee Updates – Staff/Commission

Personnel Committee – Mark Johnson

Meeting Date: July 15, 2024

Attendance: Chair Olson, Commissioner Holz, and Mark Johnson

Topics Covered:

- Ongoing personnel updates on current openings and retirements.

Finance Committee – Mike Cruise

Meeting Date: July 15, 2024.

Attendance: Commissioner Holz, Commissioner Sturm, 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: July 17, 2024.

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

Topics Covered:

- Presented what was listed today.
- Upcoming E-rate season and upcoming forecast.

Technology/Operations Committee – Ryan Mulhall

Meeting Date: July 11, 2024

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

Topics Covered: Grants & FY25 changes on the Capital Plan.

Public Comment:

None

Adjournment:

The ITTC meeting adjourned at 11:07 AM.

ATTESTED TO:



Steve Olson – Chair, Iowa Telecommunications and Technology Commission