



**Iowa Telecommunications & Technology Commission
Grimes State Office Building, 1st Floor
400 East 14th Street, Des Moines, IA 50319
Meeting Minutes August 26, 2024**

FINAL

The Iowa Telecommunications and Technology Commission's meeting occurred on Monday, August 26, 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
Brett Mason, Member
Carmine Boal, Member
John McCormally, State of Iowa Auditor, Ex-Officio Member
Matt Behrens, Office of the Chief Information Officer, Ex-Officio Member

Commissioners Absent

Bob Holz, Member
Denise Sturm, 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
Patrick Kazeze, Facilities, TAC, NOC, Project Management Bureau Manager
Stephanie DeVault, Business Services Bureau Manager
Brian Clayton, Executive Officer 2
Eric Porter, ICN Sales Engineer
Lori Larsen, Executive Officer 2 (Recorder)

Guest Attendees

Jake Nicholas, IGOV
Scott Golberg, FNS
Ray Warner, Aureon
Sean Cory, Lumen
Mark Siebenburgen, Lumen
Jeff Peterzalek, AAG.

Call to Order:

Chair Olson called the meeting to order at 10:30 AM. It was noted that a quorum was not present.

Approval of the July 22, 2024 Meeting Minutes:

The July 22, 2024 meeting minutes were tabled until the September meeting.

Old Business:

None.

New Business:

IGOV Update - Jake Nicholas

Over the course of the summer, the Governor's office conducted multiple interviews for the new executive director of the ICN. It was announced that Ryan Mulhall was selected to be the next executive director for the ICN.

Ryan Mulhall said, "This is a great honor and I am grateful to Governor Reynolds for the trust put in me to take over the ICN. I know I have a lot of support in this room and those out there on video. I know I will continue to get that support as I move forward in the role. I love the mission, I love what we do, especially the critical communications functions like healthcare and 911. It is important work that we do here and we should all be proud of it."

Agency Updates

Contracting Update – Mike Cruise

- **Indianola Municipal Utilities (IMU)**
 - Dark fiber agreement is awaiting IMU countersigning.
 - Colocation for ICN is moving from high school to IMU. ICN is to provide documentation for IMU review.
- **ITB for connection to Denver** – Three bids were rejected. ICN revised the ITB and released with a September 3 due date.
- **NG911 service** – Updating the contract and renewing for 10 years with a 10-year renewal.
- **DOT Master Services Agreement** – Agreement was countersigned on 7/30/24. Ten years with a 10-year renewal.
- **Fiber Management System** – Could not find an adequate replacement, renew with current product for one year. We will split the cost with DOT.
- **DSM Colocation at JFHQ** – The new Des Moines CIO was provided a tour of JFHQ. He likes redundancy and may be interested in five additional racks.
- Continue to work on various support and fiber renewals.
- **Grants** – We had three FEMA Homeland Security Grants that we were working on to finalize the funding. All three closed at the end of July. All payments and reimbursements have been approved.

COMMENTS

None

Finance Update – Mike Cruise

Monthly Revenues and Expenses:

The month of July resulted in an operating margin of \$69,069 which is 2.9% of revenue. This is \$608,715 favorable to the budget which was -\$539,646. Revenues were unfavorable for the month by \$102,000. Of that, \$43,000 is from voice services being down, partly from usage decreasing. \$25,000 of the \$43,000 is Zoom, which is budgeted equally over the entire year, but is billed annually to the customer, so we will have months of being up/down depending when we start billing for each new customer. OSP revenue was down \$63,000 with \$59,000, since we had no new fiber projects billed in July. Direct expenses are favorable to budget by \$8,340.

Total allocated indirect expenses are a combined \$701,973 favorable to budget. There were several annual expenses budgeted to July but will not hit the books until August so I would expect August to reflect that.

Comparison to July FY2024:

Revenue is unfavorable by \$117,000. Direct expenses are \$38,000 favorable. Gross margin is unfavorable by \$79,000. Allocated expenses are a combined \$266,000 favorable. Overall, we are \$186,000 favorable to last July.

Other:

- Final FY24 billing budget-to-actual will not be ready until late September. We are near getting all of our revenues and expenses booked. We do have until mid-September for final adjustments.
- There will be some adjustments for the FY25 budget. I will present that in the September meeting.
- OpenGov – There was inhouse training for budgeting two weeks ago, which lasted for four days. Some benefits of OpenGov will be a running 5-year budget that will always be available. We will also be able to have many reports and other information more readily accessible to staff. The Procurement module is being implemented over the course of the next couple of months.
- The new hire for the billing position to replace Diane Kroll has left for another opportunity. That position has been posted and closed a week ago, so we are currently reviewing those applicants.

COMMENTS

Scott Pappan asked with revenue being down, how much of that is Department of Corrections voice revenue?

Mike Cruise answered \$43,000 overall was Voice, and \$25,000 is Zoom. Then \$18,000 which isn't that big of a difference. We were just down slightly.

Business Services Update – Stephanie DeVault

Service Updates:

Order Highlights

Education

- Opportunities that closed: Denison CSD, Allamakee CSD, and Johnston CSD.

- We did another piece of Iowa State University's ARA (Agriculture and Rural Communities) project. A demonstration can be seen at the Farm Progress show.
- New connections for: South Hamilton CSD, Iowa Valley Community College in Grinnell and Marshalltown CSD.

Government:

- Working on MVS changes for the Iowa Department of Inspections, Appeals, and Licensing (DIAL).
- Judicial had two 20 Mb Ethernet expedite orders. We are finalizing a project with Judicial for redundancy across the State.
- Office of Ombudsman and the Attorney General's Office ordered Zoom.

Healthcare:

Installed connections for Cherokee Medical Center and Van Diest Medical Center.

Public Safety:

- Two new LMR circuits for Charles City.
- Finalized Pottawattamie County's Cradlepoint and FirstNet.
- Anamosa cable rewire: finalized data gathering sheet and handed off to Lumen to get installed for an up-to-date Voice system.
- Iowa National Guard upgraded and renewed 44 locations in the State of Iowa.
- HHS Mental Health Centers at four sites have upgraded from 100 mb to 300 mb.
- Iowa DOT - We are almost finalized with the master services agreement. This is for all connections within the State of Iowa.

Personnel Update – Eric Porter is the account consultant lead. Tim Flickenger moved from outside plant to Sales.

Marketing and Communications:

- Peer to Career met on Monday, August 12. We had Tyler Smith from our TAC cabling group explain his day-to-day activities and the projects that the TAC team works on.
- SYBAC students have been contacted. This will be our 10th year, and we will have 20 students. First session will be in September.
- We released a customer case study highlighting Allamakee CSD and their Zoom service.
- Continue outreach on social media.
- Employee News: Karen Alessio retired. Jodi Bruce started on August 16 as our new administrative assistant.

COMMENTS

Commissioner Boal asked are there others that can provide the Zoom service?

Stephanie DeVault answered that there are others that can provide the service, but only one or two can get the full access to the government portal.

Scott Pappan added our biggest asset is that we are a managed service provider.



Commissioner Boal asked there is no mandate for users to use ICN? This was an independent project that is offered to all state agencies. Who else do we offer it to?

Stephanie DeVault said we see a lot of schools with Zoom?

Commission Mason added that Zoom doesn't sell direct anymore. Zoom mandates that customers go to a Zoom provider.

Network Services Updates

Network Operations & Security Update – Ryan Mulhall

Aggregation Replacement: We completed another 7 sites in the aggregation replacement project. We are still having some supply chain issues for the new hardware we order quarterly. We continue to press the vendor for quicker shipping dates. We did place an order for the first quarter for FY25. We are about at a standstill.

DDoS Mitigation Platform Expansion: We are back to testing internally and adding customers on to the new detection and mitigation platform. We did have a delay due to the changes of the software and functionality. We seem to be back at a good point to get it into production in the next month of two.

State Firewall Decentralization: We are down to 5 agencies on the old firewall platform. We have been working with DOM DoIT for the last six months as we move agencies off, but still ensuring they have some protections in place. As a reminder, the ICN has been running a centralized firewall since the late 1990s for the executive branch. It was a great thing to do back then, but today it is not good practice. Segmentation is much better for security and uptime.

Outside Plant (OSP): In July there were 36 new OSP projects opened representing a 40% increase. Of those project, 13 will be recoverable/billable. We will also have a new member joining our team on September 9.

Upcoming Webinar: ICN will be hosting a webinar for the Iowa Communications Alliance in conjunction with HSEMD on September 9. Talking about upcoming changes on the 911 network. Mostly dealing with the FCC order regarding originating service providers for 911 network calls and moving the 911 network to a SIP platform.

COMMENTS

None

Administration & Facilities Updates

Facilities and TAC Update – Patrick Kazeze

TAC

Working with the Department of Administrative Services (DAS) on projects. The Lucas State Office

Building has undergone extensive remodeling. TAC was tasked to install a high-density rack mount which will house the new multimode fiber optic cabling required to support the new tenants.

- Completed copper and single mode fiber cabling for the Department of Inspections and Appeals and performed audio-visual work.
- Completed work for DAS in the Hoover State Office Building and the Jessie Parker State Office Building to support 12 staff members that have been relocated.
- Continues to work on a large-scale project for the On with Life, Ankeny campus.
- Getting cost estimates for future work.
- The 79th CradlePoint was installed for the Pottawattamie County PSAP. We are also working with the Pottawattamie County Sherriff on a second CradlePoint for their Mobile Disaster Response Vehicle. If services go down, they can reroute the 911 traffic via the mobile command post.

Facilities & PM

Working on a relocation project in Denison at Western Iowa Technical Community College. The first phase was completed and that was to get all of the cabling moved to a new entrance, now coming in from the west side of the building. The generator and tank have been temporarily moved and the HVAC portion should be complete soon. This should pave the way for the College to officially break ground on their new addition. More to come next month.

The Joint Forces Headquarters project to replace the Legacy HVAC units for our datacenter is nearing completion. This week the system will be primed and flushed. Once that is complete we will be ready to turn up the new system. We will need to let it sit idle until the factory team can be on site, which is currently scheduled for mid-September.

The HVAC project at the Lucas State Office Building is slowly getting moving with vendors having been awarded last month. The current estimated completion time for this project is tentatively April 2025.

Project Managers

- They have been working multiple Zoom orders.
- Recently completed a large-scale upgrade for the Army National Guard armories across the State.

COMMENTS

None

Other Business:

ITTC Committee Updates – Staff/Commission

Personnel Committee – Mark Johnson

The committee did not meet in August.

Finance Committee – Mike Cruise

Meeting Date: August 19, 2024.

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

Topics Covered:

- Contracting update.
- FY25 budget-to-actual as presented today.

Customer and Services Committee – Stephanie DeVault

Meeting Date: August 21, 2024.

Attendance: Commissioner Mason, Commissioner Boal, Ryan Mulhall, Stephanie DeVault, Eric Porter, Tim Flickinger, and Lori Larsen.

Topics Covered:

- Presented what was listed today.
- Upcoming products we are working on and projects.

Technology/Operations Committee – Ryan Mulhall

Meeting Date: August 21, 2024

Attendance: Commissioner Mason, Commissioner Boal, Ryan Mulhall, Stephanie DeVault, Eric Porter, Tim Flickinger, and Lori Larsen.

Topics Covered: Aggregation supply chain issues and ways we can alleviate those in the future. The session also covered grants.

Public Comment:

Commissioner Mason thanked Mark Johnson for his leadership during the transition, and asked if he will see him again?

Mark Johnson said he will be establishing a retirement date, but he would guess there would be one more Commission meeting.

Adjournment:

The ITTC meeting adjourned at 11:07 AM.

ATTESTED TO:



Steve Olson – Chair, Iowa Telecommunications and Technology Commission