



**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 October 28, 2024**

**FINAL**

The Iowa Telecommunications and Technology Commission's meeting occurred on Monday, October 28, at 10:30 a.m. in the Grimes State Office Building, ICN Thompson Conference Room, 400 E. 14<sup>th</sup> 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**

John McCormally, Representing the State of Iowa Auditor, Ex-Officio Member  
Matt Behrens, Representing the Chief Information Officer, Ex-Officio Member

**Iowa Communications Network Staff**

Ryan Mulhall, Executive Director  
Scott Pappan, Chief Technical Officer  
Patricia Townsend, Chief Financial Officer  
Mike Cruise, Director of Finance  
Patrick Kazeze, Director of Networking and Engineering  
Stephanie DeVault, Director of Business Services  
Brian Clayton, Executive Officer 2  
Lori Larsen, Executive Officer 2 (Recorder)

**Guest Attendees**

Ray Warner, Aureon  
Greg Fallacara, Lumen  
Sean Cory, Lumen  
Mark Siebenburgen, Lumen  
Andrew Greenberg, AAG  
David Merchan, AAG  
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 September 23, 2024 Meeting Minutes:

Chair Olson requested a motion to approve the September 23, 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

- ITB Denver Connection – We are still considering offers from the ITB.
- OpenGov – We are currently working through the implementation of the procurement piece with a goal to complete it later this fall or early winter.
- Transport to Chicago – We released an ITB for four 10Gb wavelength transport between Quad Cities and Chicago; bids are due 11/18.
- Data Power – Purchase order entered for the Lucas switch room air conditioning.
- Disposals – We are working on releasing surplus equipment in inventory for outside bid opportunities.
- Master Telecom Agreements – We sent awards for the master telecom agreements, which are pre-qualification contracts with intent to award.
- We are working on various support and fiber renewals.

#### COMMENTS

None

#### Finance Update – Mike Cruise

##### FY2024

Final budget-to-actual for FY 2024 was a positive \$161,000, which is \$841,000 favorable to the budget of negative \$680,000. We finished strong at the end of the year.

##### Monthly Revenues and Expenses:

The month of September resulted in an operating margin of negative \$422,751, which is negative 15.2% of revenue. This is \$353,405 unfavorable to the budget which was negative \$69,346. Revenues were favorable for the month by \$74,000. Some of the details were, we did bill out a Genesys Cloud service to the Iowa Department of Revenue (IDR) and we booked Zoom revenue for

that service to the Iowa Attorney General (AG) Office. OSP revenue was down 15.7% however cost recovery revenue was 141.5% favorable.

Direct expenses were unfavorable to the budget by \$88,000. There was \$139,000 in expense from an OSP project begun in FY24.

Total allocated indirect expenses are a combined \$339,000 unfavorable to budget. That would have been much better, but there was two months of accrual needed to bring the FNS network maintenance expense up to the year-to-date amount, because July expense had been missed.

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

Through September, we now have an operating margin of negative \$990,577, which is \$182,000 unfavorable to the budget which is negative \$809,000. Revenue is \$242,000 below budget but we made improvements in the month. Outside Plant (OSP) new project revenues being down is a big factor.

Direct expenses are now \$75,000 unfavorable to budget through September. Total allocated expenses are \$135,000 favorable to budget.

Without the extra expense accrual for network expenses, we would have been favorable for the month by about \$55,000. YTD we are doing well in all expenses with the exception of OSP where we have seen a lot of activity.

Comparison to September FY 2024:

Revenue is favorable by \$23,000. Direct expenses are \$51,000 favorable. Allocated expenses are a combined \$463,000 unfavorable. Overall, we are \$492,000 unfavorable to last September.

YTD comparison to September FY 2024:

Revenue is unfavorable by \$320,000. Direct expenses are \$57,000 unfavorable. Allocated expenses are a combined \$614,000 unfavorable. Overall we are \$991,000 unfavorable comparatively through September FY 2024.

Other:

- OpenGov – Nearing completion of the budgeting validation. We will then begin looking at the requisition and financial pieces.

## COMMENTS

Chair Olson asked if we are making progress with the 5-year projections?

Mike Cruise said we are getting into that once we are done with reporting and budgeting for FY 2024. Hope to get that out in the late fall and winter months.

Scott Pappan added that the 5-year plan will be in OpenGov to help track ROI.

Commissioner Mason asked when will OpenGov be live?

Patricia Townsend said we have a phased approach. The budgeting module is in the final validation, so we are ready for that to be completed. We are validating the FY25 budget. That will make it so that we can begin working on the 5-year budget.

## Business Services Update – Stephanie DeVault

**Service Updates:** No new customers & no new waivers.

### Order Highlights

#### Government

- **Judicial redundancy project:** We are moving forward. This will be a huge project for the ICN over multiple years. This project will be for any courthouse in Iowa. If there is a fiber cut, service will roll over to secondary and tertiary connections.
- **Department of Transportation:** An agreement to renew and upgrade every circuit was signed. This project includes 140 circuits.
- **NIACC:** They renewed and upgraded their ICN circuits and will also be moving forward with Zoom. Professional services will be included. This project is scheduled for Christmas break.
- **City of Des Moines:** They approved a joint Metronet build. We are finalizing that project and it will be moving forward. The City will be moving into the legacy Nationwide campus. There will be a fiber build-out and equipment needed.
- **Department of Public Safety (DPS):** They upgraded to a 10Gb Internet connection.
- The 5<sup>th</sup> Judicial District upgraded service at their Adel office.
- **DPS Bremer County and Adair County** placed multiple connections for DPS and Iowa Homeland Security.
- **Iowa Workforce Development:** Renewed their connections to Denver and Chicago.
- **Iowa Health and Human Services:** Received a 2Gb connection to Chicago for their Direct Connect.
- **Iowa Racing and Gaming Commission:** upgraded and renewed services at all locations.
- **Zoom:** We are finalizing or beginning to install with AG office, Ombudsman, and LSA.

#### Healthcare

- Service Increases: Compass Memorial and Methodist Council Bluffs.

#### E-Rate Update

We have seen 6 to 7 form 470s filed for the State of Iowa. We expect for the ICN that we will see 34 consortiums that we can bid on. We are working with school districts that have not filed.

#### Marketing and Communications:

- SYBAC students met with ProCircular on October 8. The focus was cybersecurity.
- Peer to Career occurred on Oct 22. The guest was FNS.
- Added the broadband labels to the website on October 10.
- Next case study with the Iowa Utilities Commission is posted to the ICN website highlighting our Zoom service.
- We started promoting a virtual Security Exchange Series for technical users. First two sessions are Dec 18 and Feb 5. Topics are: Building a Network Map & Building a Device Inventory.
- On September 25, FirstNet experts held a special event in West Des Moines, showcasing the fleet of deployables with hands-on demonstrations. Right now, with our PSAPs we have

fiber connected, it is backed up with the FirstNet cellular device, and a third option is a satellite device.

- Zoom is planning to hold a webinar for ICN customers on October 31 at 9 AM.
- Social media and website updates continue. Social media focused on cybersecurity awareness month.

#### COMMENTS

- Scott Pappan added that we are going to be tracking all E-Rate opportunities in Pipedrive.
- Business Services is pushing voice services. 60% of all new revenue is voice related.

### Network Services Updates

#### Network Operations & Security Update – Scott Pappan

- An overview was provided regarding maintenance costs and contracts.
- **Aggregation Replacement:** We have had delivery issues on equipment. The contract has been signed and moving forward. 67 sites are completed with 89 sites ongoing. The team will move 12 – 14 replacements per month.
- **DAS Point of Sale:** Bringing connectivity to all elevators and fire panels. We have a contract with another provider. We will be completing a proof of concept.
- **VPN Installation:** This project is completed.
- **ICN Internal Zoom Move:** Our Operations group has moved to Zoom. The rest of the agency will move to Zoom in the coming months.
- **Department of Transportation:** This project includes 130 sites on a 5-year contract.
- **State Firewall Decentralization:** We have two sites left, anticipated to be completed in six months.
- **DDoS Mitigation Platform:** We are working on an enhancement. We are still using the older legacy platform.
- **Virtualization Platform:** Bids are in and should be awarded soon.
- **Denver Route:** All bids are in and will be awarded in the next 30/60 days. Looking at all routes and opportunities.
- **City of Des Moines:** We are working on colocation services.
- **BOREAS:** We are looking to be the backbone for Internet2, we welcome that opportunity. It gives us another route to Chicago and places us on-net to Equinix. This is a great opportunity
- **FNS Audits:** They have 190 audits completed.
- **Outside Plant Update:** We average about 18 new projects a month, and closed 19 new and completed projects. We had five cable relocations and three facility maintenance projects.

#### COMMENTS

None

### Facilities and TAC Updates – Patrick Kazeze

#### Facilities

- **Chiller Projects:** The chiller project is complete and fully operational at JFHQ. We've placed an order for the HVAC project at the Lucas State Office Building for that chiller replacement. We

are waiting to see where lead times are to receive the hardware. We are working with the Department of Administrative Services to begin the preparatory work for the install.

- **Indianola High School Project:** We are working on the project, which has stalled. We are waiting for Indianola Municipal Utilities to get back to us on the draft agreement.
- **Denison Relocation Project:** The fiber is out of the way, so this project is on hold for us.
- **FEMA:** Finalizing a claim with FEMA to help cover damaged ICN equipment at the Clay County PSAP due to flooding this past summer.
- **Sioux City Relocation:** We have begun the process of relocating a propane tank and generator. More signs of progress and growth as we are making way for the school to grow. Our equipment will shift to the right.

### Project Management

- The team continues to work closely with business services and contracting to improve service delivery for our Zoom service.

### TAC

- Project for the State Treasurer of Iowa for hardware and structured cabling work.
- Work will also be completed for the Iowa Department of Veteran Affairs, for the Iowa Veterans Cemetery in Van Meter (Dallas county). TAC has been tasked with a cabling project to support 42 workstations. We are waiting for the arrival of materials.
- Completed work to support the migration of the Attorney General's office. The project was to support 104 workstations. This work was completed ahead of the scheduled completion date.

### COMMENTS

Scott Pappan added that the teams are having weekly calls for Homeland to redesign the Network.

Commissioner Mason asked where the DOC appeal process is?

Brian Clayton answered that the appeal is still with the Appellate Court.

Scott Pappan added that we have a request to hire the Director of Facilities. There were 20 applicants. We are in the middle of interviewing six candidates.

## Other Business:

### ACTION: 2025 Meeting Schedule – Chair Olson

Requesting the change to move the meetings back to the third Thursday before three of you were appointed to the Commission.

Chair Olson requested a motion to approve the 2025 ITTC meeting schedule. Commissioner Boal moved to approve the 2025 ITTC meeting schedule. Commissioner Mason seconded the motion.

The motion passed unanimously.

### COMMENTS

None

## **ACTION: FY 2024 Maintenance Contract Report – Executive Director Mulhall**

Annually we submit a maintenance report to the legislature that is approved by the Commission. Generally the report includes the Part I and Part II contracts and the FNS contract, since they are the managed provider to manage our infrastructure on our Network. The report deemed that FNS provided satisfactory service and it was approved to renew the contract for a third 5-year term, which will begin on January 1, 2025. Those Part III service contracts are at the schools and include the connections that we maintain. Our contracting manages about 250 contracts for those connections and we continue to competitively bid those services.

ICN would ask that the Commission approve the FY 2024 Maintenance Contract Report.

Chair Olson requested a motion to approve the FY 2024 Maintenance Contract Report. Commissioner Mason moved to approve the FY 2024 Maintenance Contract Report. Commissioner Sturm seconded the motion.

### Roll Call Vote

Commissioner Boal – Yes  
Commissioner Holz – Yes  
Commissioner Mason – Yes  
Commissioner Sturm –Yes  
Chair Olson – Yes

The motion passed unanimously.

### **COMMENTS**

None

## **Administrative Rules Update – Executive Director Mulhall**

The administrative rules historically would have been a topic that the Commission would have voted on. Senate File 2385 last year moved the appointment of the Executive Director from the Commission to the Governor and moved rulemaking authority from the Commission to the ICN Executive Director. We started updating the administrative rules to reflect the changes from the last legislative session. We have a public forum scheduled for November 21 for open comments regarding these updates. We also will have a comprehensive administrative rules review, which will begin in the calendar year 2026.

### **COMMENTS**

None

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

### **Personnel Committee – Executive Director Mulhall**

There was no personnel committee meeting for October.

### Finance Committee – Mike Cruise

Meeting Date: October 21, 2024.

Attendance: Commissioner Holz, Commissioner Strum, Executive Director Mulhall, Patricia Townsend, Brian Clayton, and Mike Cruise.

Topics Covered:

- Contracting update.
- Final FY24 budget and FY25 budget-to-actual as presented today.

### Customer and Services Committee – Stephanie DeVault

Meeting Date: October 16, 2024.

Attendance: Commissioner Mason, Commissioner Boal, Scott Pappan, Stephanie DeVault, Patrick Kazeze, Eric Porter, and Lori Larsen.

Topics Covered:

- Presented what was listed today.
- Highlighted customers and deals that were closed.
- Upcoming forecast, funnel, pipeline, and products.

### Technology/Operations Committee – Patrick Kazeze

Meeting Date: October 16, 2024

Attendance: Commissioner Mason, Commissioner Boal, Scott Pappan, Patrick Kazeze, Stephanie DeVault, Eric Porter and Lori Larsen.

Topics Covered:

- Discussed the live DOT outage in regards to running over the maintenance window.
- Explained networking and engineering issues that we are facing today.

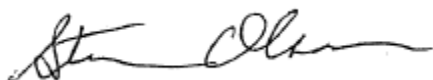
### Public Comment:

None

### Adjournment:

The ITTC meeting adjourned at 11:15 AM.

### ATTESTED TO:



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