



**Iowa Telecommunications & Technology Commission
Grimes State Office Building, 1st Floor
400 East 14th Street, Des Moines, IA 50319
Meeting Minutes December 23, 2024**

FINAL

The Iowa Telecommunications and Technology Commission's meeting occurred on Monday, December 23, 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

Matt Behrens, Representing the Chief Information Officer, Ex-Officio Member
John McCormally, Representing the State of Iowa Auditor, 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 Operations
Stephanie DeVault, Director of Sales
Connor Kuehl, Director of Facilities
Lori Larsen, Executive Officer 2 (Recorder)

Guest Attendees

William George, DOM DoIT
Daniel Stalder, ICA
David Merchan, AAG
Joey Lovan, LSA
Scott Goldberg, FNS
Kyle Holmgren, High Point Networks
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 November 25, 2024 Meeting Minutes:

Chair Olson requested a motion to approve the November 25, 2024, meeting minutes. Commissioner Mason moved to approve the minutes. Commissioner Holz seconded the motion.

The motion passed unanimously.

Old Business:

None.

New Business:

Agency Updates

Contracting Update – Mike Cruise

- ITB for connection to Denver – We are still considering offers from the ITB.
- Transport to Chicago – Original ITB responses were not attractive, so it has been cancelled. We will continue with the current agreement.
- Master Telecom Agreements – We are still working on agreements with the vendors.
- Decorah Metronet – Installed with BTOP funds, working on a 5-year renewal.
- Managed Voice for HHS-IME – Asked for an additional three months under the current agreement until future direction can be determined.
- Judicial Wireless Backup – We are reviewing contract language from both parties.
- Part III ITB – This is for the sites due for renewal beginning FY26. There are 33 sites, and replies are due back the second week of January.
- Department of Education fiber agreements – ICN will be responding to Request for Bids (RFB) for data circuits.

COMMENTS

None

Finance Update – Mike Cruise

Reports

There were no changes to the format in the reporting in November.

Monthly Revenues and Expenses:

The month of November resulted in an operating margin of negative \$101,058, which is negative 4.0% of revenue. This is \$96,649 favorable to the budget, which was negative \$197,707. MRC revenues were favorable for the month by \$77,597. This may be more defined going forward. Outside Plant (OSP) cost recovery revenue was \$1,146 favorable. Direct expenses were unfavorable to budget by \$26,000. Nothing of significance to report there. Total allocated indirect expenses are a combined \$93,000 favorable to budget. General and administrative and payroll expenses continue to be well below budget.

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

Through November, we now have an operating margin of negative \$1.4M, which is \$63,000 unfavorable to the budget, which is negative \$1.34M. MRC is now \$57,000 favorable to budget for the first time this fiscal year. OSP cost recovery is \$135,000 favorable.

Direct expenses are now \$207,000 unfavorable to budget through November. Total allocated expenses are \$310,000 favorable to budget.

Comparison to November FY 2024:

Revenue is favorable by \$71,000 with MRC favorable by \$109,000. Direct expenses are \$26,000 unfavorable. Allocated expenses are a combined \$187,000 unfavorable. Overall, we are \$165,000 unfavorable to last November.

YTD comparison to October FY 2024:

Revenue is unfavorable by \$160,000, but MRC is \$147,000 favorable. Direct expenses are \$208,000 unfavorable. Allocated expenses are a combined \$911,000 unfavorable. Overall we are \$1.3M unfavorable comparatively through November FY24.

Other:

- OpenGov Budget – Signed off on implementation, and we are now in a hypercare phase for budgeting and looking to use it as we near preparations for the FY2026 spring budget cycle. We are continuing to meet on the requisition module and starting to look at the Asset module. The financial piece is now going to be delayed until calendar year 2026.
- Billing System – Moving this up in priority due to potential unfavorable financial exposure if we encounter issues that we cannot fix in house and would need the vendor to help with the fixes. We will release a new RFP to seek other solutions an upgrade to the current system will not give us the functionality we need and want. Implementation would begin in 3Q CY2025 after FY25 billing is complete.

COMMENTS

Scott Pappan explained rate and pricing changes that occurred earlier in the year.

Patricia Townsend and Scott Pappan said that the Capital Plan is live in OpenGov for the Executive Team to review. This gives transparency between groups.

Business Services Update – Stephanie DeVault

Service Updates: No new customers & no new waivers.

Order Highlights

- We are finalizing the judicial contract for the courthouses. This should be moving forward.
- We are finalizing a partnership with Granite for different products and services.
- We are in the middle of deployment for SIP and legacy voice. We are looking for different ways to add services and help with additional costs.

E-Rate Update, Education

We believe there will be 34 Form 470s, not including the Department of Education's that we will be responding to. There have been 97 E-Rate Category 1s that have been filed. 167 Category 2s

that have been filed. Many of these the ICN is unable to provide services. ICN has responded to twelve Category 1 requests and two Category 2 requests.

Sales

- Anamosa Prison – We have done cabling and received equipment for Voice services. We have completed cabinet installations to house the equipment.
- City of Des Moines - Contract signed for Colocation service. Purchasing new equipment and fiber build.
- Iowa Health and Human Services (HHS) – Orders for Carroll, Fort Dodge, Hoover Building, connection to LightEdge, Sioux City, Decorah, and Omaha.
- DNR – Order for Rathbun Fishery.
- Order for Homeland Security for shared services and Cradlepoint in the Des Moines area.
- Iowa National Guard orders at the West Des Moines and SIP at the Johnston location.
- Healthcare orders – Iowa Arthritis and Osteoporosis and Trinity Health at Centerville, Des Moines, West Des Moines, and Newton.
- Additional Zoom license orders – Maharshi International University, NICC and LSA.

Marketing and Communications:

- Assisted the Finance department with billing contacts communication for our billing system.
- Our Peer to Career session met on Dec 9 with RHT Technologies highlighting tools and customers. The SYBAC students met on Dec 10 with Scott Pappan, explaining critical infrastructure and AI technology.
- Our first Security Exchange Session with customers was held on Jan 18. The topic was building a network map.
- Starting in January, ICN will be working with the students from Allamakee CSD for a smaller version of SYBAC for their entire cybersecurity class.
- Continue to update social media, our website, and regular newsletters by highlighting parts of the agency and network, customer spotlights, and services.

COMMENTS

None

Network Services Updates

Network Operations & Security Update – Patrick Kazeze

Network Storage Solutions have reached their end of life and we've been sorting through two viable options to replace it. We have settled on a new platform and placed the order. Shifting focus to hardware, we will need four switches, two for each side (primary and backup).

Optical hardware vendor – We met a vendor that showcased a product similar to what we have on board for our current CWDM platform. ICN is not considering them at this time.

Iowa Lottery – We continue to reach out to develop a way to upgrade both their wireless platform and ours as their hardware is aging. The goal is to continue with our collaborative agreement, which will minimize duplication of professional services being bought.

Aggregation Network Upgrade – The project has slowed down due to no equipment on hand. We did move on to the new juniper ACX 7024 models that replaced the ACX 710s. There are some software issues to address, and the support requested by the vendor has been escalated.

Juniper MX480 Core Routers Code Upgrades - Most upgrades have been going well, with one exception. A couple of routers are configured to communicate with the DOT's Cisco switches. The platform mismatch is challenging, but we continue to work on finding a solution. A recent milestone with the issue was identified and isolated. We need more information and to validate the issue to develop a solution.

COMMENTS

None

Facilities and TAC Updates – Connor Kuehl

Facilities

- **Lucas Bldg. HVAC:** We received temporary chillers, which will be used for similar projects after this one. Anticipate receipt of new units in March.
- **Hoover DC Move:** Identified need to move ICN power infrastructure due to OCIO vacating Hoover DC space. Met with DAS and made a plan for the power work.
- **City of Des Moines to JFHQ:** Relocate City of Des Moines hosted equipment into JFHQ racks. ICN is defining the timeline.
- **UPS Updates:** We have 300 sites with battery backup. We ensure battery backup runtime of 30 min or more at all sites. We have identified issues with generators #3's battery system and mitigated the issues. We are troubleshooting issues with generator #4. Identified cases of unauthorized use and practicing customer service skills.
- **Contracts:** Refreshing our electrical contracts for work on generators, automatic transfer switches, battery backup units, and direct current infrastructure as well as weed control.
- **Keys & Security Controls:** Seeking a new solution for key controls onsite.
- **Generators:** Installing a new generator at Woodlawn Elementary and removing an old one at another site.
- **Fire Ext.** Continued work on annual certifications. Rebuild (required every 6 years) of 26 units.
- **Propane:** Continued work on maintenance of propane fuel tanks and working to transfer a few tanks that used to be leased to ICN property books.
- **Claims:** Continued work on FEMA claim for damages during flood in Spencer.
- **COOP/COG:** Working through annual updates to continuity and emergency planning

Inside Plant (TAC)

- Completed six (6) cabling projects:
 - Installation of an equipment cabinet in the basement of the Lucas State Office Building.
 - Installation of network outlets for the House of Representatives.
 - Removal of wiring to more than 700 outlets for the Hoover building space transfer to DIAL.
 - Wired outlet installation supporting six (6) conference rooms in the Oran Pape building.
 - Inspecting, labeling, and modifying cabling for more than 20 outlets for the State Public Defender in Davenport.
 - Providing cost estimates for extending local and regional network circuits for the Dept. of Corrections in West DSM.
- Continued work on several projects, providing:
 - Fiber infrastructure to support server room and camera network expansion at Cherokee Mental Health Institute.

- Copper infrastructure to support wireless network access for the Legislative Services Agency.
- Network outlets for five (5) conference rooms at 6200 Park Ave.
- More than 120 workstation wired connections in DAS' new core space on Hoover 3rd floor.
- Support for DAS' 5th floor spaces and data center spaces in the basement.
- A better experience for the Senate staff in the Capitol Building 2nd and 3rd floor conference rooms (testing, correcting/relocating).

FirstNet: Continued to support the FirstNet program serving Homeland Security. The team's focus is on two sites: Clinton County Sheriff & DSM Police Department.

Outside Plant (OSP)

In November there were 16 new OSP projects opened, which is on par with our historical average for that month. Of those 16 projects, 7 were billable due to cable or raceway system damage.

Outstanding Invoices: Engaging the Attorney General's office to send letters helped recover a few outstanding invoices from contractor damages. We utilized the 'offset' program on the remaining outstanding ones, and look forward to seeing the benefits of this new process. We currently show a little over \$500,000 in outstanding OSP invoices, the bulk of which are Executive Council claims (\$292,000) andUSIC damages (\$124,000).

Recovered Costs: We have no change in costs recovered for events in FY23, but have a net gain of \$12,000 to report for both FY24 and FY25.

COMMENTS

Scott Pappan highlighted the appropriation funding that will be spent by July 2025. There is a plan to have that used for equipment purchased. This will offset some of our expenses going forward.

Other Business:

ITTC Committee Updates – Staff/Commission

Personnel Committee – Executive Director Mulhall

There was no personnel committee meeting for December.

Finance Committee – Mike Cruise

Meeting Date: December 16, 2024.

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

Topics Covered:

- Contracting update.
- The FY25 budget-to-actual as presented today.
- Discussed long-term outlook for future reporting and the 5-year budget.

Customer and Services Committee – Stephanie DeVault

Meeting Date: December 18, 2024.

Attendance: Commissioner Mason, Commissioner Boal, Stephanie DeVault, Patrick Kazeze, and Lori Larsen.

Topics Covered:

- Presented what was listed today.
- Upcoming forecast, funnel, and products.

Technology/Operations Committee – Patrick Kazeze

Meeting Date: December 18, 2024

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

- Discussed Network storage solution.
- Brought up our search for a new switch provider to support the storage solution.
- Shared some insight on the aggregation progress and how code upgrades are coming along for the Juniper routers.

Public Comment:

None

Adjournment:

The ITTC meeting adjourned at 11:07 AM.

ATTESTED TO:



Steve Olson – Chair, Iowa Telecommunications and Technology Commission