



**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 January 16, 2025**

**FINAL**

The Iowa Telecommunications and Technology Commission's meeting occurred on Thursday, January 16, at 11:00 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  
Matt Behrens, Representing the Chief Information Officer, Ex-Officio Member

**Commissioners Absent**

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 Business Services  
Connor Kuehl, Director of Facilities  
Eric Porter, Sales Engineer  
Brian Clayton, Executive Officer 2  
Lori Larsen, Executive Officer 2 (Recorder)

**Guest Attendees**

Daniel Stalder, ICA  
David Merchan, AAG  
Scott Goldberg, FNS  
Mark Siebenburgen, Lumen

**Call to Order:**

Chair Olson called the meeting to order at 11:00 AM. It was noted that a quorum was present.

## Approval of the December 23, 2024 Meeting Minutes:

Chair Olson requested a motion to approve the December 23, 2024, meeting minutes. Commissioner Boal 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 connection to Denver – These contracts are still being finalized.
- Decorah Metronet – Installed with BTOP funds, working on a 5-year renewal.
- Judicial wireless back-up – Judicial responded to contract language, ICN is reviewing.
- Part III ITB – Bids were due on Jan 8. Responses are under review for 33 sites.
- 24-043 RFP Tech Labor – Master prequalification for tech labor. We are finalizing the requirements that we want in the RFP.
- Indianola Municipal Utilities – Re-engaging them in talks for colocation.
- 24-056 Datavizion – Working with a new agreement for Aruba network products.

#### COMMENTS

None

#### Finance Update – Mike Cruise

##### Monthly Revenues and Expenses:

The month of December resulted in an operating margin of \$35,988, which is 1.4% of revenue. This is \$38,948 favorable to the budget, which was negative \$2,960.

MRC revenues were favorable for the month by \$59,530. OSP cost recovery revenue was \$63,565 favorable. Direct expenses were unfavorable to the budget by \$27,000.

Total allocated indirect expenses are a combined \$67,000 favorable to budget. General & administrative and payroll expenses continue to be well below budget. Equipment spending for the month was favorable too.

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

Through December, we have an operating margin of negative \$1.37M which is \$7,666 unfavorable to the budget, which is negative \$1.36M. MRC revenue is now \$133,000 favorable to budget. OSP cost recovery is \$198,000 favorable.

Direct expenses are \$234,000 unfavorable to budget through December. Total allocated expenses are \$377,000 favorable to budget.

Comparison to December FY 2024:

Revenue is unfavorable at \$26,000, but MRC favorable by \$100,000. Direct expenses are \$103,000 unfavorable. Allocated expenses are a combined \$229,000 unfavorable. Overall, we are \$357,000 unfavorable to last December.

YTD comparison to December FY 2024:

Revenue is unfavorable by \$186,000, but MRC is \$248,000 favorable. Direct expenses are \$324,000 unfavorable. Allocated expenses are a combined \$1.1M unfavorable. Overall, we are \$1.6M unfavorable comparatively through December FY24.

Other:

- OpenGov Budget – We are now in the hypercare phase for budgeting and looking to use it as we are near preparations for the FY2026 spring budget cycle. The purchase order for the requisition module has been entered with a beginning date set for mid-February. There is a meeting in two weeks to go over the rest of the overall timeline for all of OpenGov.
- Billing System – We are still working on the creation and release of an 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.
- Preparing to post for an Accounting Tech 2 position in Payables for an employee leaving to move to Council Bluffs.

**COMMENTS**

Director Mulhall gave kudos to the ICN team for getting us to where we are now from the original budget that was submitted.

**Business Services Update – Stephanie DeVault**

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

**Order Highlights**

- We are finalizing the Judicial contract for the wireless backup connections.
- We are finalizing a partnership with Granite for different products and services.
- Decommission the DMS 500 - We are working with partners to continue to support long-distance calls for our customers.

**Orders Received**

- The Attorney General's Office for the FedRamp product for Zoom.
- An order for Compass Memorial Hospital.
- A few orders to support the Legislative Services Agency (LSA) for session preparation.
- An order increase for Hawkeye Community College, Ottumwa CSD, Saydel CSD, University of Dubuque.
- Provided an E-Rate update to the Commission.

**Marketing and Communications:**

- TAI invited Ryan Mulhall to their first Tech Brew for 2025.

- The Des Moines Business Journal interviewed Ryan Mulhall in December for their 'A Closer Look' Series. The writeup can be found on their website:
- ICN started a smaller SYBAC session in January for the Allamakee cybersecurity class.
- We released a customer spotlight highlighting the U.S. National Radio Astronomy Observatory located in North Liberty, Iowa. We provide the Internet for this radio antenna.
- Our next customer security exchange session is on February 5. Our Cyber Lead will talk about 'Building a Device Inventory'.
- Our Peer to Career session met on January 13 with our Outside Plant representative Chris Harris.
- Our SYBAC group met on January 14 with Kyle Kuhlers leading a coding exercise.
- Update website, social, and all documents.

**Other Updates:** Stephanie DeVault provided an overview of the upcoming changes for Business Services, which will go live on January 27.

#### COMMENTS

None

### Network Services Updates

#### Network Operations & Security Update – Patrick Kazeze

**Aggregation Project.** New hardware was configured, tested, and deployed on our Network. We have made some progress in getting the vendor to provide support. It remains an internal issue to the manufacturer to resolve. They have acknowledged that they owe us support, in the interim, and have developed a work around to keep us moving.

**Replacement of our network storage solution.** We had settled on a new platform from Dells, a line of servers and network attached storage devices. The order has been committed, and we have coordinated the delivery to align with the arrival of new switches that will support this new solution. The vendor has worked with us to ensure we are able to maximize support.

**Asset Manager Upgrade.** Asset Manager is an application we use to store and manage information on all of our assets. With the help of a contracted vendor and a Department of Management, Division of IT (DOM-DoIT) consultant, we successfully upgraded and migrated the application, bringing it to a current platform status. We will be sunsetting the old version now that we've had a couple of weeks of running exclusively on the new instance without any issues.

#### COMMENTS

None

### Facilities and TAC Updates – Connor Kuehl

#### Facilities

- We made some progress on the Lucas State Office Building HVAC lifecycle.
- We supported additional movement out of the Hoover datacenter.
- Continued a project to ensure a 30-minute runtime across all of our battery backup systems.

- Work continued operational on a couple of critical contracts, including generators, ATS, battery backup, and direct current infrastructure.
- We have one open FEMA claim.
- The COOP-COG plan was released to an internal group for comments and will be shared more broadly after incorporating initial feedback.

### Inside Plant (TAC)

Completed three cabling projects:

- 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 in the Ola Babcock Miller building.
- More than 200 workstations wired connections in DAS' new core space on Hoover 3rd floor.
- Support for IDALS' 5th floor spaces and data center spaces in the basement.

**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 December, there were 8 new OSP projects opened, representing a very welcome -57% change from the historical average of 13 new projects typically opened in December. Of the 8 new projects, only one was cable damage, and was partially billable.

The team continues to use our escalation process for outstanding invoices. We currently show a little over 274,000 in outstanding OSP invoices, the bulk of which are Executive Council claims. We made some major progress on cost recovery including gains of \$240,000 in FY24 expenses and \$68,000 in FY25 expenses.

### COMMENTS

The group thanked David Merchan for his support with the cost recovery claims.

## Legislative Update – Ryan Mulhall

The session kicked off on January 13. We are planning for it to be a standard year. There is a new chair of the Senate Technology Committee. We will have a couple of appointments running through that committee, so it is business as usual.

FCC Update – The Universal Service Fund (USF) has been deemed unconstitutional, and it is expected to be taken up by the US Supreme Court. There is no timetable, which is subject to change with the new administration coming in. We will be monitoring the FCC more closely.

## Other Business:

### ITTC Committee Updates – Staff/Commission

### Personnel Committee – Executive Director Mulhall

There was no personnel committee meeting for January.

### Finance Committee – Mike Cruise

Meeting Date: January 13, 2025.

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

Topics Covered:

- Brian gave the update from contracting.
- The FY25 budget-to-actual as presented today.

### Customer and Services Committee – Stephanie DeVault

Meeting Date: January 15, 2025.

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

Topics Covered:

- Presented what was listed today.
- PowerPoint presentation for business services sales plan for upcoming year.

### Technology/Operations Committee – Patrick Kazeze

Meeting Date: January 15, 2025

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 11:33 AM.

### ATTESTED TO:



Steve Olson – Chair, Iowa Telecommunications and Technology Commission