



**Iowa Telecommunications & Technology Commission
Grimes State Office Building, 1st Floor
400 East 14th Street, Des Moines, IA 50319
Meeting Minutes July 17, 2025**

FINAL

The Iowa Telecommunications and Technology Commission's meeting occurred on Thursday, July 17, at 11:00 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
Denise Sturm, Member
John McCormally, Representing the State of Iowa Auditor, Ex-Officio Member

Commissioners Absent

Bob Holz, Member
Matt Behrens, Representing the Chief Information Officer, Ex-Officio Member

Iowa Communications Network Staff

Ryan Mulhall, Executive Director
Scott Pappan, Chief Operating Officer / Chief Technology Officer
Mike Cruise, Director of Finance
Stephanie DeVault, Director of Business Services
Connor Kuehl, Director of Facilities
Brian Clayton, Executive Officer 2
Lori Larsen, Executive Officer 2 (Recorder)

Guest Attendees

Joey Lovan, LSA
David Merchan, Iowa AAG
Daniel Stalder, Iowa Communications Alliance, joined at 11:27 AM
Ray Warner, Aureon
Scott Golberg, FNS
Kyle Holmgren, High Point Networks
Scott Duescher, Extreme Networks

Call to Order:

Chair Olson called the meeting to order at 11:05 AM. It was noted that a quorum was present.

Approval of the June 19, 2025 Meeting Minutes

Chair Olson requested a motion to approve the June 19, 2025, meeting minutes. Commissioner Sturm 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

- Colocation in Pocahontas County – The county signed the document. ICN is waiting for fiber to be installed, so we can include a route map and fiber details.
- DOM-DoIT Master Service Agreement (MSA) for billing Executive Branch customers. We received DOM's changes, and ICN management decided it was acceptable. ICN will continue to invoice the customer directly, but will pay DOM a 1% admin fee starting July 1, 2026.
- Ark Data Centers - ICN is working internally and with (limited) healthcare customers to see what we can do to reduce our footprint and costs.
- Compiling the next Part III group to bid out (11 sites). Services begin July 2026.
- Many other issues and contracts.

COMMENTS

None

Finance Update – Mike Cruise

There were no July financials due to extending the June billing period and eliminating Period 13. Financials will be sent out next week.

FY2026 Budget

- Currently at negative \$147,872.
- Added \$40,000 to data revenue.
- Payroll increased by less than \$20,000 due to updating the ICN calculated projections with the DAS-HRE provided projections.
- Minor corrections using actual amounts from purchase orders have already been made for FY26 early expenses.

COMMENTS

Executive Director Mulhall added the team at the director level has been driving hard at finding efficiencies with a lot of auditing and workability. We are making significant strides. We have more work to do, and some big things that are not accounted for here that we are working on. They are doing a fantastic job.

Business Services Update – Stephanie DeVault

For the month of June:

- The sales goal for the month is \$13,500 in new revenue, and 30 new opportunities.
- Closed \$40,183 in revenue and 46 opportunities. \$27,183 more in sales, and 209% over our sales goal.

Other Projects

Decommissioning the DMS: The Business Services team continues to work on this project. We have 22 circuits that have been disconnected, and we are placing orders with a new provider. Our goal is to have this completed by December 1.

DOM DoIT Contract – Signed and working on a kick-off call to create processes to move forward.

Marketing and Communications

- Lumen presented to the Peer to Career network cable trainees at the Ottumwa Job Corps on July 14. They presented their brands, open positions, roles and responsibilities. They took a deep dive to talk about the art of fiber splicing.
- Social media: highlighting severe weather in Iowa and how our network is proactive in keeping Iowans safe.
- ICN in the News:
 - July 1, 2025, ICN Taps Into Omaha IX Peering Exchange at 1623 Farnam to Boost Statewide Reach.
 - June 25, 2025, ICN Adds Network Redundancy in North Central Iowa.

COMMENTS

None

Network Services Updates

Network Operations & Security Update – Scott Pappan

Aggregation Project

- The removal of the Brocade network, which had 156 aggregation boxes. Right now, we have 72 locations that have been upgraded.
- Moving forward with the ACX 7024 boxes. The total completed is 68 units with 4 removed. We have 15 projects in scope to be upgraded.

Gigamon Optical Tap

- We have received the new hardware for our Optical Traffic Aggregation Points (TAPs) monitoring platform. This platform ingests traffic through the TAP's or Traffic Access Points at various links in our network and combines or aggregates that traffic into a tool that then helps give us visibility of the traffic. This information is also passed on to DOM DoIT.
- We are waiting for Optics to arrive before we can begin strategically installing.

Dell Server Suite

- Virtualized servers. There is a primary and secondary stack. We have racked and stacked our back-up site and the switches are in the warehouse.

Zoom Migration Phase 2

- Preparing to port the last group of ICN and FNS employees to Zoom. ICN will realize a cost savings by pairing down to one (1) platform from three (3) that we currently have.

Added Statistics

Currently, there are 106 open tasks for data operations.

Engineering has 58 tasks.

Change windows (how many touches to the Network):

- In 2024, we had 940 changes to the Network without failure.
- In 2025, we are at 561 changes.
- In the last year and a half, we touched Network 1,501 times, and did it successfully.

Incidents (fiber cuts and issues that occur).

- In 2024, we had 357 incidents.
- So far, in 2025 we are at 162 incidents.

Data Operations (Tasks that Business Services create.)

- Closed tasks for 2024 were 1,189.
- Closed tasks this year (2025) so far are 1,312 tasks.

Engineering closed tasks

- In 2024, there were 2,914.
- In 2025 so far there are 1,458.
- In the last year and a half, our engineering group of four have completed 4,372 tasks.

COMMENTS

None

Facilities and Inside Plant (TAC) Updates – Connor Kuehl**Facilities**

The primary focus is reducing expenses.

Increasing Revenue

- Prioritize a project to replace the billing and support systems. We kicked off that project last week.
- Improvements were made to cut our deficiencies.
 - No longer going to provide materials free of charge.
 - Material handling and recycling processes could increase our revenue and decrease our expenses.

Decrease Expense

- Continue to review expenses and defer additional maintenance activities.
- Continue to review and improve preventative maintenance activities.
- The outside plant team continues to recoup our costs.
- The DMS migration goal is for early December.



Improving Customer Outcomes

- Customer satisfaction surveys: On the network operation centers side. Over 90% have been very satisfied. Continue to see customers happy with our services.

Making our Jobs Easier

- Continue to work on how we deliver services and mapping out processes. Revamp systems and the way we do business.
- Continue to work on our project portfolio management. This increases project and process times, and attention to detail.
- Approval authority levels for how we get certain things started and approved. Making sure it is more efficient than it is today.

COMMENTS

None

Fiscal Year 2026 Regulatory Report – Director Ryan Mulhall

Every year we are required to submit our regulatory plan for our fiscal year. This is a look ahead of our activities for the previous fiscal year. Last fiscal year we submitted a proposed change to the rules that were adopted related to the changes codified in the 2024 Iowa Acts, Senate File 2385, that moved the appointment of the Executive Director to the Governor and moved the administrative rules authority to the executive director. This leads us to FY 26, and during the calendar year 2026 we will be participating in the comprehensive rules review, which is directed by Governor Reynolds in Executive Order 10. We will start that process when we get the go ahead with the goal of streamlining and removing restrictive language. We will keep the Commission aware of the process, but it will not require any voting from the Commission.

Other Business:

ITTC Committee Updates – Staff/Commission

Personnel Committee – Executive Director Mulhall

There was no meeting for July.

Classification review: DAS has enacted a review for all agencies. We are modernizing and streamlining our job descriptions.

Commissioner Boal clarified that DAS determines the categories.

Director Mulhall said we provide the job duties, functions, and categories. Some information is related to the union. Our part should be completed in a month or two.

Commissioner Boal asked about the ultimate goal.

Director Mulhall said the ultimate goal is to simplify. If you think about how technology has changed and in our job classifications, we reference technology that was used 20 years ago. Another example is that we can't hire an engineer right out of college, since the job description requires a combination of six years, a 4-year degree and two years of work experience.

Finance Committee – Mike Cruise

Meeting Date: July 16, 2025.

Attendance: Commissioner Sturm, Brian Clayton, and Mike Cruise.

Topics Covered:

- Brian Clayton provided an update on contracting.
- The FY26 update as presented today.
- Brief introduction to the high-level 5-year budget.

Customer and Services Committee – Stephanie DeVault

Meeting Date: July 16, 2025.

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

Topics Covered:

- Business we booked.
- Presented what was listed today.
- Future growth and future plans.

Operations Committee – Connor Kuehl

Meeting Date: July 16, 2025.

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

Topics Covered:

- Plans in the HR realm, projects, and agency strategy.

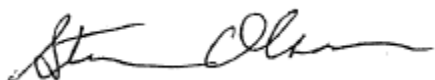
Public Comment

None

Adjournment

The ITTC meeting adjourned at 11:33 AM.

ATTESTED TO:



Steve Olson – Chair, Iowa Telecommunications and Technology Commission