



**Iowa Telecommunications & Technology Commission
Grimes State Office Building, 1st Floor
400 East 14th Street, Des Moines, IA 50319
Meeting Minutes August 21, 2025**

FINAL

The Iowa Telecommunications and Technology Commission's meeting occurred on Thursday, August 21, 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
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 Operating Officer / Chief Technology Officer
Patrick Kazeze, Director of Networking and Engineering
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
Scott Golberg, FNS
Rob Smith, FNS
Ray Warner, Aureon
David Merchan, Iowa AAG

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 July 17, 2025 Meeting Minutes

Chair Olson requested a motion to approve the July 17, 2025, meeting minutes. Commissioner Sturm moved to approve the minutes. Commissioner Boal seconded the motion.

The motion passed unanimously.

Old Business

None.

New Business

Agency Updates

Contracting Update – Mike Cruise

- The Business Support System (BSS) and Operating Support System (OSS) RFP is nearing release.
- Working on an agreement with Cogent at Equinix. We reduced the monthly cost by \$400 for 36 months.
- Colocation area for Ark Data Centers. We reduced costs by about 50% for connections.
- Working on other issues and contracts.

COMMENTS

None

Finance Update – Mike Cruise

- The quick ratio is 1.68. We have adjusted the goal to 1.75 from 1.50.
- Days Cash On Hand (current): 50.28.

Monthly Revenues and Expenses:

Overall operating margin for the month was negative \$368,142, which was \$133,594 unfavorable to the budget of negative \$234,548. Recurring revenue was favorable to the budget for the month by \$41,618. Direct expenses were \$184,000 unfavorable. Allocated expenses were \$75,000 favorable.

Comparison to Last Fiscal Year:

Operating margin is within \$2,800 as of July last year. Recurring revenue is \$87,000 favorable.

FY 2025 preliminary final budget is at negative \$1.6M, which is about \$800,000, favorable to budget. We have 10 days left to pay for FY 2025 and another two weeks to finish up corrections.

FY 2026 Budget

Currently at negative \$217,000, which is \$70,000 unfavorable to last month. There have been a couple of maintenance/licensing agreements higher than estimated. We are still working on negotiations on some agreements. Once that is complete, we will add estimates for equipment expenditures and finalize the FY 2026 budget for distribution.

Other

- FY 2025 GAAP package is due September 30.
- FY 2027 fall budget is due September 15.
- We have been working with Business Services, and we found some adjustments for USAC reporting contributions. With our change in numbers we will save \$250,000 in that expense.

COMMENTS

None

Business Services Update – Stephanie DeVault

For the month of July:

- The monthly sales goal for FY 2026 is \$17,500 in new revenue, and 50 new opportunities.
- In July, we closed with \$30,734 in revenue and 71 opportunities.

Scott Pappan explained the total build revenue process.

Team Updates

- Project Management – The team is finishing the City of Des Moines and ADVA projects. There will be a new order for additional items.
- Integration with Iowa Department of Inspections, Appeals, and Licensing (DIAL). Moving the customer off the MVS platform to the Zoom platform. We received additional orders to add licenses.
- Boreas project is in progress and moving forward.

Marketing and Communications

- The Peer to Career session was held on August 11. Vicki Harris (ICN) spoke about our Network Operations Center (NOC) and the systems that are used.
- Launched Qualtrics surveys for installation and disconnection questions for July data.
- The social media focus in July was Ragbrai and severe weather posts.

COMMENTS

None

Network Services Updates**Network Operations & Security Update – Patrick Kazeze**

- **Dell Server Suite:** Our secondary site for the new file share suite is up and configured. It is scheduled to be installed on August 21 by Dell. One of our team members is onsite to assist.
- **The primary site is the Lucas Building.** We continue to wait for the HVAC project to be completed before standing this site up.
- **New Denver Path.** The new 100Gb path to Denver, which is our western ingress and egress point to the cloud is lit up and functional though it does not carry any traffic. Technicians are going through QA and punch list items before we begin migrating traffic on the path.

- **Gigamon Optical Tap** - The first of the new 100Gb Gigamon has been installed along our new path to Denver. Field techs are now working to get this device to feed the older ones that are only capable of ingesting 40 gigabytes of data, which was sufficient for the legacy path to Denver.
- **Aggregation project:** With solutions in place, the aggregation is getting into a good pace. We have three more sites, bringing our total to 68 with 18 more in various stages of implementation.
- **Zoom Migration:** As we continue to find ways to decrease our costs, we have been making progress in migrating the remainder of the agency and our support team over to Zoom. Our focus will shift to the auto call attendants. The one for the NOC has been built and is awaiting the last group from the NOC to be migrated, so that testing can begin.

COMMENTS

None

Facilities and Inside Plant (TAC) Updates – Connor Kuehl

Increase in Revenue

- The leadership and finance team have prioritized a project to replace the billing and operating support systems. We published the RFP this week. Bids are due by October 3.

Decrease Expense

- The team continued to review expenses and deferred several maintenance activities, and canceled others.
- We continued to work with partners in finance to recoup expenses and have submitted multiple executive council claims and collections to contractors.
- ICN continues to gracefully migrate our clients to modern and sustainable voice solutions. The project to decommission the DMS is now approximately 24% complete. Kudos to the project team for all their hard work on this.

Improve Customer Outcomes

- We have now received 32 (+2) customer satisfaction responses and the vast majority of respondents are very satisfied.

Make Our Jobs Easier

- We continued to work on Project Portfolio Management Standards, which will increase our book to bill, and our attention to detail, which will gradually improve our billing, rate reviews, and budget projections.
- We completed some process improvement goals for capital expense approvals and plan to make further enhancements next Spring with new systems we'll have at that time.
- Highlighted the TAC team's (Inside Cabling) move from the Lucas Building to the Grimes Building. We decreased expenses and increased our team efficiency.

COMMENTS

None



Other Business:

ITTC Committee Updates – Staff/Commission

Personnel Committee – Executive Director Mulhall

There was no meeting for the personnel committee.

Finance Committee – Mike Cruise

Meeting Date: August 18, 2025.

Attendance: Commissioner Holz, Commissioner Sturm, Brian Clayton, Mike Cruise and Director Ryan Mulhall.

Topics Covered:

- Brian Clayton provided an update on contracting.
- The FY 2026 financials as presented today.
- Update on FY 2025 preliminary numbers.
- Update on FY 2026 budget adjustments.

Customer and Services Committee – Stephanie DeVault

Meeting Date: August 20, 2025.

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

Topics Covered:

- Numbers that we closed last month and future numbers for next month.
- DMS updates.
- Projects that the team is working on to reduce expenses for the organization.

Operations Committee – Patrick Kazeze and Connor Kuehl

Meeting Date: August 20, 2025.

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

Topics Covered:

- Challenges with trying to make us smaller and a more efficient network.
- Challenges we can't control with vendors.
- Operational tasks and HR focus on job profiles.

Public Comment

None

Adjournment

The ITTC meeting adjourned at 11:26 AM.



ATTESTED TO:

A handwritten signature in black ink, appearing to read "Steve Olson".

Steve Olson – Chair, Iowa Telecommunications and Technology Commission