



**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 December 18, 2025**

**FINAL**

The Iowa Telecommunications and Technology Commission's meeting occurred on Thursday, December 18, 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  
Brett Mason, Member  
Denise Sturm, Member  
Carmine Boal, Member

**Commissioners Absent**

Bob Holz, Member  
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  
Connor Kuehl, Director of Facilities, Cable Plant, NOC  
Stephanie DeVault, Director of Business Services  
Tyler Smith, ICN Legislative Liaison  
Brian Clayton, Executive Officer 2  
Lori Larsen, Executive Officer 2 (Recorder)

**Guest Attendees**

Ray Warner, Aureon  
David Merchan, Iowa AAG  
Scott Goldberg, FNS  
Daniel Stalder, ICA

**Call to Order:**

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

## Approval of the November 20, 2025 Meeting Minutes

Chair Olson requested a motion to approve the November 20, 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 – Executive Director Mulhall

- 25-019 BSS / OSS – Business Support System / Operational Support System – Working on revising the Scope of Work (SOW) prior to agreement execution.
- Inmate Calling – Working with Aureon to provide DOC Inmate Calling Services on a month-to-month basis once the voice switch is turned down.
- State Medical Examiner – DMACC connection via Aureon for an 84-month term. It appears ICN is now able to sign a 10-year contract related to IT/data under language in IAC Chapter 8.
- BTOP IRU's – Contracting is working with others to determine what we need to bid on, let expire, or consider alternative solutions in the future.
- Part III - Contracting is working with the evaluation team for the 11 circuits that are expiring in July 2026.

#### COMMENTS

None

#### Finance Update – Executive Director Mulhall

The financial ratios.

- Quick ratio is 1.50. This is down from 1.56 last month. We continue to lag behind our goal of 1.75, but still in line with our previous goal of 1.50 as it was raised to emphasize cost-cutting initiatives.
- Days Sales Outstanding. New metric asked for by Commissioner Sturm. A financial metric showing the average number of days it takes a company to collect payment after a credit sale, indicating how efficiently it converts sales into cash. It is currently at 48.71. We believe we are doing well here, given the majority of our customers have 60 days to pay.
- Days Cash on Hand-Current is at 34.59, slightly down from 35 last month. Average daily expenses remain around \$87,000.

#### *Budget-to-Actual*

For November, we had an operating margin of negative \$281,091 against a budgeted amount of \$121,019. This is unfavorable by \$402,110. We had to record an expense of \$294,000 for software that we were disputing to the brink of litigation, as we are not using it as of June 30 of this year. The legal opinion we received we had no recourse due to the agreement and terms signed previously and had to pay.

Without this legacy cleanup, ICN actually generated a positive margin of \$13,000 for the month, which would've been the earliest I can ever remember ICN turning things into the black in a fiscal year. Our team has been working diligently, and it shows.

#### *Year to Date (YTD)*

The ICN reports a year-to-date (YTD) operating margin of -\$947,347. This performance is \$527,968 unfavorable to the budget of negative \$419,379. While that software expense sets us back, we should still have some large positive initiatives that can have a big impact including decommissioning our DMS500 switch, getting out of the legacy voice business, and our USF/TRS contribution cleanup.

#### **COMMENTS**

Commissioner Mason asked what the software was?

Executive Director Mulhall explained it was the software called OpenGov, which included Financials and Enterprise Resource Planning (ERP).

### **Business Services Update – Stephanie DeVault**

The sales goal per month is \$13,500 and 50 new opportunities.

In November, Business Services closed with \$17,663 in revenue and 39 opportunities.

For December, we are at \$16,547 with 37 opportunities. Traditionally, December through March is typically slow, but we have sales coming in to hit our goal numbers.

E-rate: For Category 1, we have 10 eligible sites for ICN to bid on. Of those 10, six are current ICN customers. There are 110 opportunities for the entire State. ICN will not bid on everything that comes through the door. For the category 2, managed internal broadband, there are nine that have been filed. Of those nine, we can only bid on one. ICN has already won the one.

DMS update – ICN has 9 customers that need new orders pushed to Aureon. We have five orders that have been signed with four more to go. The DOC Inmate Calling contracting has been signed.

#### **Marketing and Communications**

- Our Peer to Career group met on December 8. Chris Harris presented the Outside Plant techniques.
- SYBAC met on December 9 with ISU professor Doug Jacobson where he talked about cybersecurity history and career paths.
- In early December, we hosted Ankeny High School's Advanced Cybersecurity class.

#### **Project Managers (PMs)**

- ICN had 68 new orders in November. Twenty-three of the 68 new orders were closed in the same month we received them. An additional 38 orders from the previous month. Making a total of 61 orders that were closed for the month of November.
- Personnel – ICN will be losing a Project Manager, Chad Shepard on December 31. He has been a great asset to ICN. He previously was with FNS/NOC for over 20 years. We wish him well in the future.

## COMMENTS

Commissioner Mason asked about E-rate eligibility, what precludes ICN from bidding on the other services?

Stephanie DeVault said for managed internal broadband services (firewalls and wireless access points), if a customer has a condition of a product that is not in our portfolio, we would not bid on that opportunity.

## Network Services Updates

### Network Operations & Security Update – Patrick Kazeze

#### Palo Alto Firewall

A new, smaller, more efficient firewall was installed successfully over the Thanksgiving holiday. This project was another example of how teams are integrating very well. ICN faced a short turnaround time to receive the new firewall, configured, and then distributed to two locations.

#### Dell Solution

The new Dell cluster that we have spent the better part of the last year configuring and installing has run into a few issues. We tasked a team with resolving the issues and getting the primary and secondary sites completed. This is a critical component as we prepare to stand up our new BSS/OSS which will be hosted on the Dell platform.

#### Migration to Microsoft O365

The Local Area Network (LAN) team is moving its efforts to migrate from Google suite to Microsoft O365. With ICN set to do a good deal of the migration, there is a lot of work that we need to tackle prior to moving the agency over, namely sorting out the file shares, and email boxes, how much content to bring over, and other things of that nature. Our goal is to do this as efficiently and expediently as possible.

#### Aggregation

We have received our next allotment of hardware. Year-to-date, ICN has 96 sites completed and roughly 60 to go.

## COMMENTS

Scott Pappan added that the teams are working together. Part of building efficiency as a group is to get book to bill as fast as we can to get more revenue. Over the course of the year, if we can cut off a week or two for installations, that comes at a savings to the organization.

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

#### Increase Revenue

- We developed a service proposal to leverage our expertise in GIS. We would like to continue to grow the number of partners with this service.

#### Decrease Expense

- We continued to work with Business Services to decommission the legacy voice switch.

- With finance, we drafted a new chart of accounts and have started trial coding expenses.
- We began creating expense budgets from the functional teams and training the teams on the expense chart of accounts.
- We initiated a project to renew or reengineer legacy connections before they become expensive.

#### Improve Customer Outcomes

- We continued to work with a large customer and continued an internal project to update network diagrams and knowledge of our major subnetworks.

#### Make Our Jobs Easier

- We awarded an RFP for a new billing and operating support system (Bss/Oss) which will tie together customer relationship management, orders/requests and incidents, delivery and support, and billing processes across the ICN.
- We continued to gradually improve our Project Portfolio Management.
- We built upon a completed Knowledge Management goal (update retention policy) and implemented an annual digital clutter cleanup.

#### COMMENTS

None

## Other Business:

### Legislative Update – Executive Director Mulhall

We are approaching the 2026 session of the 91<sup>st</sup> Iowa General Assembly. The first day of session will occur on January 12. We will have a new face representing ICN this year, Tyler Smith, who is our new legislative liaison. Tyler is a member of our TAC team and is well known throughout the Capitol Complex. That team is well regarded for the tremendous service they provide. He has some political experience as well and has a very deep interest in the process. He is a great communicator, and we have no doubt he will represent ICN well at the Capitol.

We have been consistent with our message since the Iowa DOGE Task Force recommendations. The ICN is a great asset, and we welcome any look into the value we provide and look forward to discussions on how the State of Iowa can best use the ICN critical infrastructure in our communities.

#### COMMENTS

Commissioner Boal asked if we knew who the chairs are for the technology committee?

Executive Director Mulhall said no we do not know those chairs yet. Typically, the first week when they announce those. They are subject to change too.

## ITTC Committee Updates – Staff

### Finance Committee

Meeting Date: December 15, 2025.

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

Topics Covered:

- Discussed what was presented today.
- Provided the update from contracting.

## Customer and Services Committee

Meeting Date: December 17, 2025.

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

Topics Covered:

- Discussed what was presented today.
- Projects in the near future.
- DMS conversation.

## Operations Committee

Meeting Date: December 17, 2025.

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

Topics Covered:

- Discussed what was presented today.
- Some of the challenge areas (State firewall issue)

## Personnel Committee

No meeting for December.

## Public Comment

None

## Adjournment

The ITTC meeting adjourned at 11:30 AM.

**ATTESTED TO:**



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