



IOWA TELECOMMUNICATIONS AND TECHNOLOGY COMMISSION

Richard L. Bruner
CHAIR

Timothy L. Lapointe
Jeff Franklin

Robert F. Holz
Rob Sand

Kelly Dolan Lange

Philip Groner, Executive Director

Governor Kim Reynolds

Lt. Governor Adam Gregg

Iowa Telecommunications & Technology Commission
Grimes State Office Building, 1st Floor
400 E. 14th Street, Des Moines, IA 50319

FINAL

January 17, 2019

To ensure the most efficient use of State resources, the January 17, 2019 ITTC meeting was held via video conference pursuant to Iowa Code section 21.8. A video conference also ensured that more Commissioners were able to participate in the meeting and reduced the risk of delays caused by weather or other impediments to travel. The meeting was accessible to members of the public through attendance at the Grimes State Office Building.

• **Roll Call:**

○ **Commissioners Present:**

Richard Bruner, Chair (on-site)
Bob Holz, Member (on-site)
Timothy Lapointe, Member (Lightspeed Plus Video)
Kelly Dolan Lange, Member (Lightspeed Plus Video)
Jeff Franklin, Ex-Officio Member (on-site)
John McCormally – Representing Rob Sand, Ex-Officio Member (on-site)

○ **Commissioners Absent:**

None.

○ **Iowa Communications Network Staff Present:**

Phil Groner, Executive Director
Deb Evans, Agency Division Administrator, Chief Financial Officer (CFO)
Mark Johnson, Carrier Services Division Administrator, Chief Operating Officer (COO)
Mike Cruise, Finance Bureau Manager
Randy Goddard, Business Services Bureau Manager
Scott Pappan, Engineering/Operations Bureau Manager
Ryan Mulhall, Network Services Bureau Manager
Dave Marley, Field Services Officer
Lori Larsen, Executive Officer 2
Jontell Harris, Executive Officer 2 (Recorder)
Karen Alessio, Secretary 2 (Lightspeed Plus video)

○ **Guest Attendees:**

Alan Nagel, Attorney General's Office

• **Call to Order:**

- Chair Bruner called the meeting to order at 10:30 AM. It was noted that a quorum of members were present for the meeting.

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- **Approval of the December 20, 2018 Meeting Minutes:**

- Chair Bruner requested to approve the December 20, 2018 meeting minutes. Commissioner Holz moved to approve the minutes. Commissioner Lapointe seconded the motion. The motion passed unanimously.

Commissioner Holz – Yes
Commissioner Lange – Yes
Commissioner Lapointe – Yes
Commissioner Bruner – Yes

- **New Business:**

- **Agency Updates**

- **Finance Update – Mike Cruise**

- Monthly Revenues and Expenses:
 - The month of December resulted in an operating margin of \$302,244 or 12.2%. This is favorable compared to the budget of \$30,964.95 by \$271,279.19.
 - Gross margin was favorable by \$312,000.
 - Outside Plant direct expenses were negative due to an adjustment from Fiscal Year (FY) 2018, where expenses for the SP-43 project were over accrued. The expenses were reversed in December.
 - A little over \$134,000 in fiber cuts were submitted to either a vendor or Executive Council. That cost is generally offset against the expense contributing to the negative expense amount of -\$355,837.86.
- Year-to-Date Revenues and Expenses:
 - The December year-to-date operating margin was -\$1,016,430.75, favorable to the budgeted margin of -\$1,459,807.89.
 - The gross margin was favorable by \$1,237,275.09.
 - No significant events occurred in December.
- December Comparison to FY 2018:
 - The operating margin for December FY 2019 is \$302,244.14, which is unfavorable to December FY 2018 by -\$149,075.74.
 - Revenue has decreased by \$295,328.14.
 - Direct expenses were favorable by \$158,627.44.
- Year-to-Date Comparison to FY 2018:
 - The FY 2019 operating margin of -\$1,016,430.75 is \$1,329,753.87 favorable to the FY 2018 margin of -\$2,346,184.62.
 - The gross margin was favorable by \$871,859.60.

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COMMENTS:

NONE.

■ **Business Services Update – Randy Goddard**

- Managed Voice Services (MVS):
 - ICN is focusing on completing the migration of the Capitol, Department of Human Services (DHS) – River Place, and Iowa College Aid. Joint Forces Headquarters (JFHQ) migration is to begin in January.
 - New customers to be added in January include: DHS – Child Support Recovery Unit Offices in Pleasant Hill, Indianola and Ankeny.
 - Work will continue with CenturyLink to develop new opportunities. Several schools and Area Education Agencies (AEAs) have adopted MVS so focus is being placed on school districts.
- HSEMD 911 Wireline Project:
 - Continuing with installation of services at JFHQ and SP-43.
 - The CAMA Trunk aggregation RFP was released. The vendor conference was completed on Monday, January 14, 2019. Vendor responses for the RFP were due by 3:00 PM on Thursday, January 31.
- Letters of Appreciation
 - Letters of appreciation were signed by Executive Director Phil Groner and sent to 15 Community Colleges and high schools that have worked with the ICN to upgrade power at their facilities to support growth.
 - Responses have been received thanking the ICN for working with their sites.
- E-Rate:
 - The ICN is currently providing responses on the following services: Ethernet transport, internet, managed firewall and internal infrastructure.
 - Voice services were eligible up until this year. No funding opportunities will be offered next year.
 - ICN validated with the Universal Service Administrative Company (USAC) staff that the federal government shut down does not impact the program. The funding and payments to providers will not be delayed.
- Iowa Advisory Council on Automated Transportation
 - ICN was asked by the Department of Transportation (DOT) to provide a member to the Infrastructure Subcommittee for Iowa's Advisory Council on Automated Transportation. The DOT recognizes the ICN's expertise in technology. Mike Lauer, Account Engineer from the Business Services Division, and Tim Flickinger, Telecom Engineer from the Outside Plant Bureau, to represent the ICN on the Council.
- Contracting:
 - The ICN signed a contract with the OCIO to move ahead with the MVS ACD to replace the existing legacy platform.

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- The final one year extension for the master agreement with the Department of Education (DE) was signed for internet and Ethernet services utilized by the AEAs. The master contract allows the agencies to make changes to their internet and Ethernet networks throughout the year.
- Five responses were received for the Wireless RFP. Ryan Mulhall and Randy Goddard will complete the scoring of responses. The RFP will assist with supporting additional services in the future.

COMMENTS:

NONE.

○ **ICN Carrier Updates**

■ **Network Services Update – Ryan Mulhall**

The ICN continues to implement quality of life enhancements and improvements in ServiceNow. A significant version upgrade has been completed. ICN plans to renew the contract with INRY (formerly IntegRhythm) to continue with integration, optimization and planning utilization of the system for the future. The road mapping continues and will be completed by the end of January. Network Services continues to look at expanding customer service management capabilities, project management, and how assets are tracked within ServiceNow as well as within the organization, and tying ServiceNow in with other systems currently being utilized.

The Security division continues to pay close attention to the Domain Name System (DNS) hijacking campaign, coming from a well-known threat actor, as well as specific targeted phishing campaigns targeted towards telecommunications entities. Some attempts have been made toward the ICN. Employees recently completed the yearly security awareness training with the help of the OCIO. A phishing test campaign was also completed with the OCIO's office. Results have not been recorded however, from a reporting perspective, the ICN as an agency has gotten expeditiously better at reporting phishing attempts when received. Recently, a user reported a phishing incident that looked like it was meant to be a credential stealing attempt. The ICN was able to work with the OCIO and quickly get a list to determine who else received the email within the ICN and then ensure that none of the other recipients clicked on the email or the links.

Network Services continues to work with technologies that provide visibility on the carrier network and customer networks as well with hopes of being able to utilize the findings to replace the more maintenance heavy and expensive legacy systems that have been used for monitoring.

COMMENTS:

NONE.

■ **Engineering/Operations Update – Scott Pappan**

Engineering and Operations is working on seven core strategic projects: Power Upgrade, Core Upgrade, E-911 TDM over Ethernet network, Multi-node call handling platform, Iowa Rural Health

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Telecommunications Program (IRHTP), VMware platform, and MVS. The Power upgrade is approximately 75% complete. Dave Marley and his team are doing a fantastic job with the power upgrade and the project is moving along quite well. The 100gb network is gaining traction. Five locations are currently passing 100gb traffic and the first ring is nearly closed with Lucas, JFHQ, Boone, Creston and Council Bluffs. The next sites include Mason City, Tiffin and Newton.

The 911 multi-node host platform is moving along with JFHQ and Tiffin. HSEMD orders have been issued on behalf of Zetron, those orders have begun at JFHQ with the Tiffin location to follow.

The 911 TDM over Ethernet network RFP is set to be re-released. The two data centers will be connected via TDM over Ethernet. The ICN is operating as the Network-to-Network (NNI) provider connecting Incumbent Local Exchange Carrier (ILEC) traffic to HSEMD.

We will possess all of the wireline traffic coming across as ICN the Network-to-Network (NNI) provider.

IRHTP configuration and templates are completed. Orders have been submitted to Fiber Network Services (FNS) to begin work on the edge locations.

The VMware platform has been installed in Lucas. The production environment will be setup in the Lucas building. Once the modeling is complete, production will begin. Failover and disaster recovery POCs will also be completed with Veam and Dell to determine what quality services to provide for disaster recovery for the state.

MVS has seven orders to complete including existing Capitol Complex orders and new orders. When those orders have been completed, MVS will be finished as it relates to Engineering.

COMMENTS:

Chair Bruner: When will the Auditor's office be upgraded?

Randy Goddard: The Auditor's office is online and is using the new MVS phones in the Lucas Building. The Capitol offices will be finished this month.

Commissioner Lange: Has the federal shutdown impacted anything at the ICN?

Director Groner: So far, no. As Randy Goddard stated, we did reach out to USAC and they indicated that they are operating as normal. We do not anticipate any slow down or process changes from USAC, which is important because that is usually 6-8 million dollars each year as a benefit that we get back from them. Other than that, we haven't been notified of any other impacts from our federal customers.

• Other Business:

○ Legislative Update – Mark Johnson

The ICN was able to eliminate a \$1.1 million appropriation request that was received annually when the phone service was transferred from the Department of General Services to the ICN. That began back in the mid/late 1990s. We have eliminated that appropriation request and no longer receive any appropriated

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support from the legislature at this point. We also reduced our maintenance costs on the old legacy equipment as it is removed from the network.

The Governor gave her Condition of the State Address on Tuesday, January 15. Governor Reynolds proposed \$20 million in state funding for rural broadband infrastructure. It is assumed that those funds will go through the grant program that is administered by the OCIOs office. She indicated that it is anticipated to result in approximately \$120 million in private sector investment. The \$120 million would be split over the next two fiscal years if the legislature were to adopt the plan.

The ICN legislative proposal has been submitted to the Senate and the House for referral to the appropriate committees. The bill would eliminate the Education Telecommunications Council (ETC) and the Regional Telecommunications Council (RTC) structure, as previously discussed with DE. It is anticipated that the proposal will move forward and it will be assigned to a committee.

There has been an individual bill filed by a legislature to look at proposed sale or lease of the network. It was proposed by Senator Zaun and he has proposed the bill in the past. I don't know that it will gain any traction but we will continue to track the bill and see where it goes and determine how to proceed at that point.

COMMENTS:

NONE.

o **ITTC Committee Update – Staff/Commission**

Customer and Services Committee – Randy Goddard

Meeting Date: Wednesday, January 9, 2019

Attendance: Commissioner Lange, Commissioner Holz, Randy Goddard and Jontell Harris.

Agenda:

- ICN's Authorized Users – Heartland Family Services, Cornerstone Recovery Counseling
- Requests for Waiver of Network Use by Certified Users - None
- Services – Colocation, Wireless RFP
- Sales Outreach
- Iowa's 911 Current and Future Networks

Finance Committee – Mike Cruise

Meeting Date: Monday, January 14, 2019.

Attendance: Chair Bruner, Commissioner Holz, Mike Cruise and Jontell Harris

Agenda:

- Review of financial reports
- Contract renewals
- Possible cost benefit analysis for major vendor contracts

Personnel Committee – Mark Johnson

Meeting Date: Tuesday, January 15, 2019

Attendance: Chair Bruner, Mark Johnson and Jontell Harris

Agenda:

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- Telecommunications Engineering position application closing
- Vacant position in Outside Plant division, reclassification of position

*Commissioner Lapointe was provided an update following the committee meeting.

COMMENTS:

NONE.

○ Auditor Sand and Interim-OCIO Franklin Introduction – Commission

Chair Bruner welcomed representatives from the Auditor's office and OCIOs office to the Commission.

○ Additional Comments – Staff/Commission

Phil Groner: The ICN has lost an employee and dear friend. Jeremy Howard, who worked for the ICN for 10 years, passed away expectantly. Jeremy worked for the Engineering and Operations Bureau and was a rock solid employee. He could complete anything assigned to him. He was tenacious about his work. He loved working with customers and customers loved working with him. Jeremy was a good friend to many people at the ICN. This is a very tragic loss and I just wanted to let the Commission know a little about Jeremy, what he did for the ICN, how valuable he was and how much he will be missed. I want to thank the Commission for reaching out to the staff. I want to thank the leadership at ICN for continuously supporting your teams. The entire ICN came together and have supported one another during this grieving period.

Chair Bruner: He was the kind of person that you couldn't help but like.

Commissioner Holz: Where are we with the fifth Commissioner?

Director Groner: The Governor's office does have a new individual in charge of Boards and Commissions. As of yet, Mark and I have not reached out to him yet simply because they came on staff last week and probably need a couple moments to get adjusted. It is on our agenda to reach out to them and remind them that we do have a vacant position on the Commission that does need to be filled. Other than that, we have not heard anything about filling the position. If anyone has any recommendations, anyone they know of that may want to fill the vacancy, you can certainly make recommendation to them that they fill out the application on the Boards and Commissions website. The applicant does need to be a republican, a female, and cannot be employed by an ICN certified or authorized user. Those are the requirements for the position.

• Public Comment:

NONE.

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- **Adjournment:**

Commissioner Holz moved that the meeting be adjourned. The ITTC meeting adjourned at 11:10 a.m.

ATTESTED TO:

A handwritten signature in black ink, which appears to read "Richard L. Bruner". The signature is written in a cursive, flowing style.

Richard Bruner - Chair, Iowa Telecommunications and Technology Commission

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