



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
March 21, 2019

To ensure the most efficient use of State resources, the March 21, 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)
John McCormally – Representing Rob Sand, Ex-Officio Member (Lightspeed Plus Phone)
Lillian Sanchez – Representing Rob Sand, Ex-Officio Member (on-site)

○ **Commissioners Absent:**

Jeff Franklin, Ex-Officio Member

○ **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
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 February 21, 2019 Meeting Minutes:**

- Chair Bruner requested a motion to approve the February 21, 2019 meeting minutes. Commissioner Holz moved to approve the minutes. Commissioner Lange 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 February resulted in an operating margin of \$76,143 or 2.9%. This is favorable by \$53,811 compared to the budget of \$22,333.
 - Nothing of major financial consequence occurred in the month.
- Year-to-Date Revenues and Expenses:
 - The February year-to-date operating margin was -\$1.28 million which is favorable by \$169,000 to the budgeted margin of -\$1.45 million. The gross margin is favorable to the budget by \$1.14 million.
- February Comparison to FY 2018:
 - The operating margin for February FY 2019 was \$427,000 unfavorable compared to February FY 2018.
 - Adjustments were made to move expenses from operating cash to appropriation monies in FY 2018.
 - Adjustments were also made for an annual expense booked in one month to change it to a prepaid expense that is amortized over 12 months. Therefore, the expenses for February FY 2018 were lower than actual expenditures accrued for the month.
- Year-to-Date Comparison to FY 2018:
 - The February year-to-date margin of - \$1.28 million was favorable by \$460,000 to the FY 2018 margin of -\$1.74 million.
 - There were no major items in February.

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- Contracting Update:
 - The Centralized Automatic Message Accounting (CAMA) Trunk for the 911 bid has been awarded to CenturyLink. There were no appeals. The contract is currently being negotiated.
 - The bid from the Request for Proposals (RFP) for managed Local Area Network (LAN) and wireless/LAN services was awarded to Core2Cloud. The appeal period has ended. The contract is currently being negotiated.
 - A third RFP for supplemental engineering services has been released. Bids are due April 4, 2019.
 - ICN is currently working to restructure a contract with the Board of Regents related to an agreement on Internet peering.

COMMENTS:

BRUNER: Were any appeals received on the CAMA trunk RFP?

CRUISE: No appeals were received.

EVANS: One vendor did ask for all of the information related to the winning bid.

BRUNER: But no action was taken?

EVANS: No.

▪ Business Services Update – Randy Goddard

- Managed Voice Services (MVS):
 - Migration has been completed for Iowa College Aid, ICN Network Operations Center (NOC) at Joint Forces Headquarters (JFHQ), and the Homeland Security and Emergency Management Department (HSEMD) offices at 7900 Hickman.
 - The next buildings to begin migration are Department of Human Services (DHS) – Iowa Medicaid Enterprises (IME), Alcoholic Beverages Division (ABD), and the DHS SPIRS program. IME will have approximately 500 phones and 100 ACD agents. This will be new business for the ICN.
- HSEMD Wireline and Hosted Public Safety Answering Point (PSAP) Equipment:
 - The Colocation service at SP-43 in Tiffin and JFHQ in Johnston are fully operational. Equipment has been installed. Testing is being completed.
 - HSEMD has submitted the first three orders to migrate three existing PSAPS to the hosted solution. This will double the number of circuits that HSEMD has when compared to the number used in the past.
 - ICN Engineering has received an additional five PSAP orders and is expecting an additional 20 PSAP orders.
 - Approximately 1/3 of the PSAPs will be using the hosted solution for which ICN will provide the infrastructure.

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- Iowa Rural Health Telecommunications Program (IRHTP):
 - IRHTP is a joint effort consisting of a consortium of 85 rural and urban Iowa hospitals, two South Dakota hospitals, one Nebraska hospital, the Iowa Hospital Association (IHA) and the ICN with the purpose to connect willing Iowa hospitals to a dedicated broadband fiber network using IHA's infrastructure that ICN manages and maintains. The program began in 2007 and the network was completed in 2008.
 - ICN is working with IRHTP to refresh the network in the following phases:
 - Phase 1: Core switches and Equipment
 - Phase 2: Aggregation switches
 - Phase 3: Edge equipment
 - ICN Engineering has begun designing the edge equipment to be placed.
- E-Rate:
 - The FCC Form 470 filing window ended February 27, 2019.
 - The Form 471 window ended Wednesday, March 27, 2019.
 - Approximately 1,800 - 470 forms were filed through the E-Rate program this year.
- Significant Orders Received:
 - The Burlington PSAP has requested a direct connection to the ICN. A request has been submitted for a fiber build.
 - Iowa National Guard in Davenport has submitted a request for a fiber build directly to the new armory.
 - ABD in Ankeny is planning to expand their warehouses. ABD has contracted with ICN to complete the outside fiber work, as well as the inside cabling.
 - University of Iowa Hospitals and Clinics (UIHC) has requested a redundant fiber path and 200MB Ethernet connection.
 - Through the 471 E-Rate process, a fiber build request was received for Winterset Schools.
- Outreach:
 - 1:1 Educators Conference – April 3 in Des Moines, Iowa
 - Cyber Security Roadshow – March 26 in Burlington, Iowa
 - Iowa Association of Independent Colleges and Universities - May 22 - 23 in Des Moines, IA
 - School Administrators of Iowa Annual Conference – July 31 - August 1 in Des Moines, IA
 - Iowa Technology and Education Conference - October 13 - 15 in Des Moines, IA
 - Earlham High School College and Career Day - March 29 in Earlham, IA. Earlham has asked the ICN to give a presentation on the careers available in the telecommunications sector.

COMMENTS:

BRUNER: Is 1,800 E-Rate forms typical?

GODDARD: It is. From the three years that I have been with the ICN, that is pretty standard. Submissions have decreased because voice is no longer an eligible service but that service has been replaced with the managed wireless services.

LANGE: Which school has requested the presentation on telecommunications careers?

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GODDARD: Earlham High School, just west of Des Moines.

BRUNER: After the Marshalltown tornado, we really responded well. What is the deal with the floods? With all of western Iowa being under water, has it affected our network?

MARLEY: We have been monitoring the flooding. We had two fiber cuts within the last week or so that were stream crossings that washed out the cable. We got the cable restored. Sometimes you get flooding in the area that is so large that you can't get to the cables. We are monitoring the State Emergency Operation Center (SEOC), which has been deployed. There is an app called Web Emergency Operations Center (EOC) that we have been monitoring. We have our Operations staff sending reports in the morning and evening. We are doing well. We aren't sure what damage has been done that we might find later when the water recedes.

BRUNER: In terms of trouble reports?

PAPPAN: In most cases, most of the network has rerouted. With the exception of one circuit, the customers have not encountered the network being down.

BRUNER: Because of the redundancy?

PAPPAN: Yes, because of all of the redundancy. Even when we lost the connection to Denver, everything moved over to Dallas. At the highest point we were running at 50%-60% capacity so we never challenged the secondary circuit.

BRUNER: Redundancy is so important isn't it? In a situation like this, that pays big dividends. Good.

○ ICN Carrier Updates

▪ Network Services Update – Mark Johnson

A major upgrade was recently completed for the ServiceNow platform. Only minor releases and changes are expected for the balance of the year, dealing with customer portal and workflow management systems. Network Services is also working to establish an automated testing framework that will enable the ServiceNow platform to test any changes itself and thereby reduce the reliance on ICN staff to complete the testing.

COMMENTS:

NONE.

▪ Engineering/Operations Update – Scott Pappan

- Power Upgrade:
 - The project is nearing completion.
- 100gb Network Upgrade
 - Focus is on the second ring: Mason City, Tiffin and Newton.

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- The project will be slowed down for the next couple months to allow the bureau to focus on IRHTP and HSEMD/E911 projects.
- E911 Multi-Node Hosted Platform:
 - All engineering orders have been completed for JFHQ and Tiffin.
 - JFHQ has been cabled and services are installed.
 - HSEMD is working with their vendor to complete the installation of Tiffin.
 - Operations and Engineering will be working on new PSAP orders as they are requested.
- E911 TDM/Ethernet network project:
 - Once contracting has been completed, design and engineering will begin based on the solution from the winning RFP.
- IRHTP/Hospital Upgrades:
 - Configurations and templates for edge devices have been completed.
 - Equipment testing has been completed.
 - Orders will be assigned to Fiber Network Services (FNS) to be installed.
- VMware Platform:
 - The VMware platform has been installed in the Lucas testing lab.
 - Failover and Disaster Recovery software Point of Concepts (POCs) are still moving forward.
 - The first POC has been completed by Veeam.
 - The second POC is currently being set-up with Dell.
- MVS:
 - The original voice upgrade orders are nearing completion.
 - New orders are being completed.
- Other Updates:
 - Environmuxes are being installed to allow for the monitoring of environmental of all locations. Approximately 130 locations will be monitored and 122 sites are now installed.
 - The bureau is working on network cleanup. The bureau began with 427 DS3s/OC3s, and with the help of temporary staff, 325 circuits have been removed.
 - The hardware refresh is currently moving forward with the clinics that are tied in with IRHTP via the ICN.
 - The Winterset buildout is moving forward with Wide Area Network (WAN) management.

COMMENTS:

BRUNER: That will be our first WAN management customer?

PAPPAN: Correct. We have other networks that we manage, but this will be the first time we have sold the WAN Management service.

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BRUNER: Great. How did the buildout go?

GODDARD: July 1 is when it will be operational. It is a part of this season's E-Rate.

PAPPAN: We have already initiated the fiber buildouts then we will put the routers in the network and make that its own network attaching to the ICN like IRHTP. We will then monitor and manage the entire WAN infrastructure.

BRUNER: That is covered by E-Rate?

GODDARD: Yes.

BRUNER: Could you provide more information on the environmental sensors?

PAPPAN: It is a small box that is Internet Protocol (IP) enabled. We can actually connect locations to a screen and monitor all 130 locations at once. If we have any heat problems, moisture problems, or people coming and going from the locations, we have total access to every location on the network and we can see what is going on. We also have alarms tagged so that every time something changes in that environment, it notifies the staff in the NOC. We are always being proactive instead of reactive.

BRUNER: So the information is displayed at the NOC in real-time? So we know exactly who is coming and going?

PAPPAN: Yes. In the future we will add cameras so that we can see right away who is coming in. If we ever get to where we do identifications, we can identify who is walking through the door.

BRUNER: That would be important and potentially something we could sell I would think.

PAPPAN: Possibly. Andy Ryan, Engineer, owns this project. He also used the temporary staff to install the Environmuxes. They have done a fantastic job.

BRUNER: Please, pass along our thanks.

MARLEY: I just received an update. You asked about other impact. We had Waverly in Bremer County, their NG911 is down. We hand that off to Unite Private Networks (UPN) which is another fiber provider.

• Other Business:

○ Legislative Update – Mark Johnson

March 22nd ended the tenth week of legislative session. There are six weeks left until May 3 when the per-diem expense funding runs out. There seems to be ongoing discussion in relation to reaching agreements on the budget.

Senate File (SF) 367, the bill that eliminated the Education Telecommunications Council (ETC) and the Regional Telecommunications Council (RTC) structure, passed both chambers and was sent to Governor Reynolds for signature. The Governor will have three days to sign the bill.

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COMMENTS:

BRUNER: How about the Sale/Lease bill?

JOHNSON: SF 8 did not make it out of Committee. The bill itself cannot be reconsidered. Jontell Harris is making sure that it does not reappear in other legislation. From the discussions that I have had since that time, it does not appear that the individual members who were interested in that legislation or at least wanted to discuss the issue, are interested in moving that issue forward.

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

Customer and Services Committee – Randy Goddard

Meeting Date: Wednesday, March 20, 2019

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

Agenda:

- ICN's authorized user requests – no requests.
- Requests for waiver of network use by certified users – no requests.
- Sales outreach.
- Customer complaints.
- April Meeting: New customer listing.

Finance Committee – Mike Cruise

Meeting Date: Monday, March 18, 2019

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

Agenda:

- Review of financial reports.
- Update on Contracting issues.
- FY 2020 Budget will be distributed to Commissioners no later than April 22, 2019.
- Five year budget plan will be presented to the Commission during the budget process.
- April Meeting: Review of justification on why the ICN chooses to outsource for network management services.

Personnel Committee – Mark Johnson

Canceled – no significant personnel issues to be discussed.

COMMENTS:

NONE.

○ **Additional Comments – Staff/Commission**

BRUNER: The Governor has appointed Barb Kniff as Chair effective May 1, 2019. I have known Barb for quite a long time. She is very active in the industry. She owns the KLK Construction Company in Pella. She is a very accomplished woman and I think she will do a good job. I did reach out to her to tell her what a great opportunity that she had coming in to work with all of you folks and the other Commissioners. The process is still going on but I did want to let you all know that my last meeting as Chair will be April 18, 2019.

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- **Public Comment:**

NONE.

- **Adjournment:**

Commissioner Lange moved that the meeting be adjourned. Lapointe seconded. The ITTC meeting adjourned at 10:54 a.m.

Barbara K. McCulla - Chair

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