



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

Final
May 17, 2018

To ensure the most efficient use of State resources, the May 17, 2018 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)
- Kelly Dolan Lange, Member (Zoom Video)
- Bob Holz, Member (on-site)
- Timothy Lapointe, Member (Zoom Video)
- Mary Mosiman, Ex-Officio Member (on-site)

- **Commissioners Absent:**

- Robert von Wolfradt, Ex-Officio Member

- **Iowa Communications Network Staff Present:**

- Phil Groner, Acting Executive Director
- Deb Evans, Agency Division Administrator, Chief Financial Officer (CFO)
- Randy Goddard, Business Services Bureau Manager
- Mike Cruise, Finance Bureau Manager
- Scott Pappan, Engineering/Operations Bureau Manager
- Dave Marley, Field Services Officer
- Lori Larsen, Executive Officer 2
- Jontell Harris, Executive Officer 2 (Recorder)

- **Guest Attendees:**

- Alan Nagel, Attorney General's Office
- Caitlin Jarzen, Iowa Communications Alliance (ICA)
- Logan Murray, House Republican Staff
- Ben Gentz, House Republican Staff
- Adam Broich, Legislative Services Agency (LSA)
- Christin Mechler, Legislative Services Agency (LSA)
- Joe Coon, Mississippi Bend Area Education Agency (AEA) (via Zoom Phone)

- **Call to Order:**

- Chair Bruner called the meeting to order at 10:35 AM. It was noted that a quorum of members were present for the meeting.

Philip Groner, Acting Executive Director

Grimes State Office Building, 400 E. 14th Street, Des Moines, IA 50319 Phone: 515-725-4692 Fax: 515-725-4727 www.icn.iowa.gov

IOWA TELECOMMUNICATIONS AND TECHNOLOGY COMMISSION

- **Approval of the April 19, 2018 Meeting Minutes:**

- Chair Bruner requested a motion to approve the April 19, 2018 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**

- **Agency Division Update – Deb Evans**

- **Managed Voice Services (MVS)**
 - ICN has migrated over 1,400 seats to MVS in the last 30 days.
 - Of the original 48 buildings, there are 14 buildings left to be engineered.
- **MPEG Sunset**
 - Completion of Moving Picture Experts Group (MPEG) sunset is scheduled for June 30, 2018.
 - A meeting was held with Community College Technical contacts and schedulers to discuss progress, scheduling and the remaining seven sites that are left to be converted.
 - A handout and recorded video were provided to the Community Colleges as well as to the Community College Association Executive Director to distribute.
 - The contacts have been asked to decide if they wish to continue with the existing scheduling software and costs associated with the software by May 31, 2018.
- **911 Contract**
 - The updated language and Service Level Agreement (SLA) has been signed by ICN leadership and the contract has been returned to the Department of Administrative Services (DAS) and Homeland Security and Emergency Management (HSEMD).
 - The ICN is working with Zetron in conjunction with HSEMD to provide circuits, colocation and possibly router management for the hosted 911 equipment solution.
- **Colocation Product**
 - The product description, pricing, SLA and access policy have been completed.
 - Marketing material and testing of the equipment in the lab are currently being finalized.
- **Fiscal Year (FY) 2019 Budget**
 - The FY 2019 budget was sent to the ITTC for approval on May 9.
- **Billing System**
 - All data has been loaded into the new billing test system.
 - Training has been scheduled for early June.
 - New modules for Microsoft Dynamic, the alternative financial system used for payables and purchasing, have been loaded and are being tested.

Iowa Communications Network

Grimes State Office Building, 400 E. 14th Street, Des Moines, IA 50319 Phone: 515-725-4692 Fax: 515-725-4727 www.icn.iowa.gov

BROADBAND STRONG
STRONG FLEXIBLE FAST

- The Warehouse staff will begin removing old equipment from the warehouse using the State disposal process.

COMMENTS:

Chairman Bruner: The 911 contract is a big deal. Please provide an overview of why this is important to the ICN.

Randy Goddard: HSEMD has always been responsible for wireless 911 and local agencies have been responsible for wireline 911. They are redundant networks. For cost savings, it made sense to combine the two networks. HSEMD implemented Code of Iowa changes to allow them to manage the combining of the two networks. They released an RFP with two sections: 1) on the carrier side, to aggregate all of the 911 phone calls from the approximately 150 telco's across Iowa 2) to consider the consolidation of equipment rather than replicating 113 sets of equipment at each of the Public Safety Answering Points (PSAPs). Instead they would use a remote hosted PSAP equipment solution. ICN was awarded the aggregation side of that project. With that, the ICN has five aggregation sites across the state based on lata so all of the telco's in that area would direct their 911 calls to that site. ICN would then transport the calls back to the geo-redundant data centers. There is one center in Davenport and the other center is in West Des Moines. Zetron is the hosted equipment provider. Zetron has come to the ICN for support to add transport for the hosted solution for those PSAPs.

Auditor Mosiman: The contract has been signed by the ICN and has been returned to DAS and HSEMD. Is this a contract that the ITTC should review?

Phil Groner: This is not a purchase contract. The ICN is not purchasing services from a vendor. It is a service contract where our authorized user is purchasing services from us. Typically, if there were large scale contracts that we were going to do an expenditure of money for, then that would need to be approved by the ITTC.

Deb Evans: The expenditures will be HSEMD's. So HSEMD contracted to work with DAS to do the RFP and the contract. We're just the service provider.

Phil Groner: We can certainly share any contracts with you. The terms and conditions, especially with another state agency, are fairly standard. We will send copies of the 911 contract to the Commission.

■ **Financial Report – Mike Cruise**

- The operating margin for April was -\$105,790 or -3.2% operating margin. The margin, in comparison to the budget of -\$303,801, is favorable.
- Revenue is below budget by \$120,000, however, direct expenses are below budget by approximately \$180,000.
- Operating expenses are over budget by \$178,000 due to equipment purchases received in April and several annual license renewals.
- General and Administrative expenses are \$116,000 below budget and payroll is \$108,000 below budget.
- The year-to-date operating margin for April was -\$1.7 million, which is -5.9% of the overall operating margin for April. This is favorable to the budget of -\$3 million.
- The operating margin for April FY18 is \$258,000 below the April FY17 operating margin. This is primarily due to revenues decreasing \$268,000.
- The FY18 operating margin is \$419,000 less than FY17 through April. Revenues have decreased \$1.6 million. Direct expenses are down \$661,000. Operating expenses have increased \$1 million but equipment expenditures are down \$1.6 million.

Iowa Communications Network

Grimes State Office Building, 400 E. 14th Street, Des Moines, IA 50319 Phone: 515-725-4692 Fax: 515-725-4727 www.icn.iowa.gov

BROADBAND STRONG
STRONG FLEXIBLE FAST

- In comparison to last fiscal year, transport expenses are down \$1.4 million and operating expenses have increased \$1 million primarily due to the ServiceNow implementation. Equipment expenditures are down \$1.6 million due to the Core upgrades from FY17.

COMMENTS:

No comments.

■ **ACTION - FY 2019 Budget Approval – Mike Cruise**

- Changes were made to the previous FY 2019 draft to include:
 - \$16,000 in video revenue and expenses were added for video scheduling as a pass-through cost for ICN users.
 - Maintenance costs were decreased by \$7,000.
 - An adjustment of \$12,000 was made to Operating Professional fees from General and Administrative Professional fees.
 - Minor adjustments were made to Personnel, Travel and Other Administrative Expenses.
 - General and Administrative Professional fees were increased by \$54,000 to add the implementation of the Customer Relationship Module (CRM) in the new billing system.
 - \$170,000 was added to Equipment for normal repairs and consumables throughout the year.

COMMENTS:

No comments.

Chair Bruner requested a motion to approve the FY19 Budget proposal. Commissioner Lapointe moved to approve the budget. Commissioner Lange seconded the motion. The motion passed unanimously.

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

○ **ICN Carrier Updates**

■ **Carrier Division Update and ICN Major Initiatives Update – Scott Pappan**

- Core and Power Upgrades:
 - Phase I of the Core upgrade is moving forward.
 - 12 generators have been purchased and the ICN is in the process of scheduling the installation of the generators.
 - Dave Marley is creating a timeline for battery installation. Batteries have been upgraded in Council Bluffs, Ottumwa and Boone. Rectifiers are next to be upgraded.
 - Power and Core upgrades that accommodate revenue generating opportunities and schedules are being adjusted based upon available resources.

Iowa Communications Network

Grimes State Office Building, 400 E. 14th Street, Des Moines, IA 50319 Phone: 515-725-4692 Fax: 515-725-4727 www.icn.iowa.gov

BROADBAND STRONG
STRONG FLEXIBLE FAST

- 100gb Project:
 - The ICN is moving forward with the 100 gb project. The first production circuit has been installed providing a connection between JFHQ and the Lucas Building.
 - The next circuits will be Council Bluffs, Boone, Mason City and Ottumwa.
- SP 43:
 - SP 43 is the disaster recovery site located near Iowa City.
 - The building was delivered from South Dakota on May 16.
- Personnel Update:
 - The ICN will begin the process of backfilling a recently vacated position in the Engineering and Operations Bureau.
- ServiceNow Update:
 - The final Statement of Work with Aeritae is being completed.
 - Approximately 1/3 of the existing project has been completed.
 - The final sprint is scheduled to be completed by June 1, 2018. Once the final sprint is completed, services will be transitioned from Aeritae to Integrhythm. The Integrhythm Scope of Work is currently being created.
 - The initial focus will be the ICN Customer Portal, rebranding services and provisioning ServiceNow enhancements.
 - The first engagement with Integrhythm is being coordinated.

COMMENTS:

Chair Bruner: Integrhythm is the new vendor for ServiceNow?

Scott Pappan: Yes. The contract with Aeritae was completed and the ICN went out to bid for another vendor for the next phase of the project.

Phil Groner: Scott mentioned the employee who took a new position. That employee was in a position that took care of the network, meaning these are the staff people that in the middle of the night, if switch router or server went down, they were the ones who are called to dial-in and do repairs. If you recall last year, the legislature made a change and then the administration implemented changes to the exempt status of classifications of positions within the state. This position and numerous others, were amongst this classification where overtime was removed. Previously, these employees were given on-call and call-back pay to cover weekends and evenings. This is probably our first impact from these pay changes. That employee looked at those changes and they did not meet his requirements. Scott and his team are doing a very good job at managing through this backfill process but this will be one of our first tests. We will have to find talent and skill sets to replace that employee while also ensuring that the new employee fits the environment that we have now. Changes that State government has made has had an impact on the ICN and our employees. We will work through it and find solutions.

Chair Bruner: Hopefully this is the first and last employee but it will be a big job to find a replacement.

Scott Pappan: It will especially impact the ICN with our 911 and Iowa Rural Health Telecommunications Program (IRHTP) projects in the future. Most of the changes for the network have to be done at night because they cannot be done during production. Utilizing employees at night means we will not be able to utilize those employees during the day. This

Iowa Communications Network

Grimes State Office Building, 400 E. 14th Street, Des Moines, IA 50319 Phone: 515-725-4692 Fax: 515-725-4727 www.icn.iowa.gov

BROADBAND STRONG
STRONG FLEXIBLE FAST

is something that we can accommodate during the short term but this is nothing that we would be able to sustain long-term.

- **Other Business:**

- **Legislative Update - Jontell Harris**

- The legislature adjourned on Saturday, May 5.
- SF 2235, providing penalties for criminal acts committed on or against critical infrastructure property, was passed. The bill provides for a class “B” felony or fines up to \$85,000.
- HF 2254, authorizing HSEMD to combine the wireline and wireless 911 services in Iowa, was passed.
- HF 2477, the Auditor of State’s bill for whistleblower protection, was not passed.
- In the February ITTC meeting, the ICN received approval for proposed Administrative Rule modifications. The proposed changes have been noticed by the Administrative Rule Committee (ARC) and will now begin the Administrative Rule process.

COMMENTS:

Auditor Mosiman: I think the whistle blower bill will happen just not during this legislative session. We need more time to determine the differences between a forensic audit, complete audit and a financial audit. There was a lot of confusion there. We don’t want taxpayers to pay for this inadvertently without a little more time to discuss it.

- **Subcommittee Assignments - Commission/Staff**

Phil Groner: Chair Bruner sent out the listing of Subcommittee assignments. Monthly meetings will be scheduled for each of the subcommittees. The meetings will be held by phone for a duration of 30 minutes.

Subcommittees Assignments:

- *Finance Subcommittee* - To review budgets, financial considerations, service pricing and financial audit related issues.
 - ITTC members: Chair Dick Bruner and Commissioner Bob Holz
 - ICN Staff: Deb Evans and Mike Cruise
- *Customer and Services Subcommittee* - To review authorized and certified user issues, waiver requests and new service offerings.
 - ITTC Members: Commissioner Kelly Lange and Commissioner Bob Holz
 - ICN Staff: Randy Goddard
- *Personnel Subcommittee* - To review personnel related issues, staffing requirements and Executive Director Performance and oversight.
 - ITTC Members: Chair Dick Bruner and Commissioner Tim Lapointe
 - ICN Staff: Mark Johnson

COMMENTS:

Iowa Communications Network

Grimes State Office Building, 400 E. 14th Street, Des Moines, IA 50319 Phone: 515-725-4692 Fax: 515-725-4727 www.icn.iowa.gov

BROADBAND STRONG
STRONG FLEXIBLE FAST

Chair Bruner: We will be moving forward with the Executive Director search. The Personnel subcommittee will be the primary committee to work with Mark Johnson and DAS-HRE on that process. We are also still in the process of selecting another Commissioner to replace Kate Kohorst.

Auditor Mosiman: What are the demographic requirements?

Chair Bruner: The person selected must be a republican and a woman.

Auditor Mosiman: That's it? It doesn't matter what part of the state they are from?

Phil Groner: It can either be an independent or a Republican but it does have to be a woman. There is no geographic requirement.

Chairman Bruner: We have really been fortunate. We have had some great Commissioners. If anyone has any thoughts or recommendations of anyone who might be interested, let the Governor's Office know.

ADDITIONAL COMMENTS:

Alan Nagel was introduced as the new Assistant Attorney General assigned to the ICN.

Commissioner Holz: I had mentioned in the last meeting putting together a summary related to where we are with the auditor's office recommendations

Deb Evans: That has been sent to the Commissioners. The Audit report provided recommendations and Commissioner Holz requested that we address each of those recommendations. The leadership team put together a document detailing how the ICN has addressed each of the recommendations as well as any supporting Code of Iowa information or procedures that pertained to each recommendation if applicable.

Commissioner Lapointe: Who is reviewing the mileage logs for the agency?

Mike Cruise: We have a staff member monitoring mileage from monthly reports provided from DAS Fleet.

Commissioner Lapointe: You aren't seeing anything out of the ordinary?

Mike Cruise: No we have not seen anything abnormal yet.

Phil Groner: Mike, for the Commission, would you tell them how many vehicles the ICN has and who they are assigned to?

Mike Cruise. We have 14 vehicles right now. Two vehicles are assigned to Account Consultants, one pool vehicle is assigned to Business Services, two vehicles are assigned to the Video Technicians, one vehicle is assigned to the ICN Warehouse staff, four vehicles are assigned to the Technical Assistance Center (TAC) and four vehicles are assigned to Outside Plant staff.

- **Public Comment:**

No public comment.

Iowa Communications Network

Grimes State Office Building, 400 E. 14th Street, Des Moines, IA 50319 Phone: 515-725-4692 Fax: 515-725-4727 www.icn.iowa.gov

BROADBAND STRONG
STRONG FLEXIBLE FAST

- **Adjournment:**

Commissioner Lange moved that the meeting be adjourned. The ITTC meeting adjourned at 11:02 AM.

ATTESTED TO:



Richard Bruner, Chair, Iowa Telecommunications and Technology Commission

Iowa Communications Network

Grimes State Office Building, 400 E. 14th Street, Des Moines, IA 50319 Phone: 515-725-4692 Fax: 515-725-4727 www.icn.iowa.gov

BROADBAND STRONG
STRONG FLEXIBLE FAST