



IOWA TELECOMMUNICATIONS AND TECHNOLOGY COMMISSION

Richard L. Bruner  
CHAIR

Kathleen Kohorst  
Kelly Dolan Lange

Timothy L. Lapointe  
Robert F. Holz

Mary Mosiman  
Robert von Wolffradt

Ric Lumbard, 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

July 20, 2017 Minutes

**FINAL**

To ensure the most efficient use of State resources, the July 20, 2017 ITTC meeting was held via telephonic conference pursuant to Iowa Code section 21.8. A telephonic conference also ensured 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 via Phone Bridge.

- **Roll Call:**

- **Commissioners Present:**

Richard Bruner, Chair (on-site)  
Kelly Dolan Lange, Member (video)  
Kathleen Kohorst, Member (on-site)  
Bob Holz, Member (on-site)  
Mary Mosiman, Ex-Officio (on-site)

**Commissioners Absent**

Timothy Lapointe, Member  
Robert von Wolffradt, Ex-Officio

**Iowa Communications Network Staff Present:**

Phil Groner, Chief Operating Officer, Acting Executive Director  
Deb Evans, Agency Division Administrator  
Mark Johnson, Chief Administration Officer, interim Carrier Division Administrator  
Randy Goddard, Business Services Officer  
Scott Pappan, Carrier Services Officer  
Mike Cruise, Finance Services Officer  
Dave Marley, Network Operations Center Operations Officer  
Jessica Jensen, Executive Administrator  
Lori Larsen, Communications Lead  
TJ Boulet, Legislative Liaison  
Jontell Harris, Executive Officer 2  
Shweta Agrahari, Accounting Tech 2  
Karen Alessio, Secretary 2 (Recorder/Minutes)

- **Guests:**

Fred Himburg, TriTech Software Development

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Sean Cory, Century Link

- **Call to Order:**

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

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- **Approval of June 15, 2017 Meeting Minutes:**

- Chair Bruner requested a motion to approve the June 15, 2017 meeting minutes. Commissioner Holz moved to approve the minutes. Commissioner Lange seconded the motion. The motion was passed unanimously.

Commissioner Holz – Yes  
Commissioner Kohorst – Yes  
Commissioner Lange – Yes  
Commissioner Bruner – Yes

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- **New Business:**

- **Director Lumbard Status – Phil Groner**

On Tuesday, July 11, 2017, ICN's Executive Director Ric Lumbard, experienced a medical emergency which resulted in him being absent from the office for an extended period of time. In Director Lumbard's absence, the ITTC has appointed Phil Groner, COO, to serve as acting Executive Director

- **Financial Report – Mike Cruise**

The June Budget-to-Actual Report Lead Schedule for 2017 was presented. The monthly Operating Margin for June contributed to a negative cash flow for the month. Year-to-date Operating Margin is (-\$227,734.65) with a negative margin percentage of (-7.99%). June reflected a negative balance due to recording of the FY 17 expenses. Year-to-Date totals for the month ending in June with overall cash from Operations (-\$1.6M) with an overall margin percentage (-4.8%). The negative balance reflects the equipment expenditures that were intentionally moved back and transferred to the appropriation fund.

- **Waiver (Action): AEA 267 – Randy Goddard**

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A request was made by Jerry Schnabel, Director, Information and Technology Services Area Education Agency (AEA) 267. AEA 267 is requesting a waiver for Primary Rate Interface (PRI) service for the Cedar Falls and Marshalltown offices. AEA 267 accepted a contract that includes 10,000 minutes of free long distance a month, which means there will be no cost for long distance services at those locations. AEA 267 requests a wavier from July 1, 2017 – June 30, 2018.

Staff recommends ITTC approval of the AEA 267 Waiver Request of Primary Rate Interface (PRI) service of a certified user.

**COMMENTS:**

*Chair Bruner: Do we know who the provider is?*

*Randy Goddard: Yes, Century Link.*

- Commissioner Kohorst moved to approve the waiver for Area Education Agency 267 pricing for Primary Rate Interface (RPI) service for Cedar Falls and Marshalltown offices. Commissioner Holz seconded the motion. The motion passed unanimously.

Commissioner Holz – Yes  
Commissioner Kohorst – Yes  
Commissioner Lange – Yes  
Commissioner Bruner - Yes

- **NG911 RFP Update – Randy Goddard**

Background

Over 25 years ago Iowa implemented 911 which was designed on wire line technology. Cell phones have since expanded with texting, video, and picture messaging capabilities that the current E-911 system was not intended to handle. Nearly eight years ago, the Iowa Homeland Security and Emergency Management Department (HSEMD) was charged to separate the wireless 911 services from the network resulting in two separate networks. At the same time about eight years ago, a separate network was created based on Internet Protocol (IP). The upgrade would allow citizens to use texting, video, and picture messaging to access emergency care via 9-1-1. While the existing E-911 system has been successful for more than 30 years, it has been stretched to its limit, and running two separate networks is not efficient. During last year's legislative session Senate File 500 was enacted and changed chapter 34A to reflect the merging of E911 with Next Generation 911 services in an effort to realize cost savings. Two recommendations have been suggested; one was to merge the two 911 Networks and the second is sharing the PSAPs (Public Safety Answering Points) services. Currently, there are approximately 113 PSAPs in the State of Iowa, each

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purchasing their own equipment. The suggested solution is to purchase one set of equipment or software and share instead of purchasing the same equipment multiple times. HSEMD released the request for proposal (RFP) on June 23, 2017, ICN has responded to questions and the responses are due by September 1, 2017.

## COMMENTS:

*Chair Bruner: This is a result of the legislative action asking?*

*Randy Goddard: Yes, it is*

*Chair Bruner: Did the Legislation ask the ICN?*

*Randy Goddard: Yes. Last year, the legislation charged Homeland Security with going out and hired a contractor to seek 911 the opinions PSAPs in different areas. The vendor also invited the local telecoms as well as other carriers and different vendors who are currently providing 911 equipment to meetings. After the meetings, the legislation pulled in several different telecom providers: Century Link, ICN, Windstream, and Iowa Communications Alliance (ICA) and had separate interviews with them stating their opinion of what division should be.*

*Chair Bruner: So it was a consultant that made that recommendation.*

*Randy Goddard: Yes.*

- **Fiscal Organizational Shift – Phil Groner**

The Fiscal Flip has occurred and two handouts were highlighted: the Organizational Shift and Mains and Plains. One of the largest changes regarding the Organizational chart is that the agency has been divided into two divisions. The agency has gone from five bureaus to a two division system. The ICN will now have a Carrier Services Division and Agency Services Division. Carrier Services Division is responsible for everything in terms of technology, delivering network services, and acting as a common carrier for our authorized users and customers. The Agency Services Division includes services in support of the Carrier Services. ICN will be changing from bureau managers to officers. Randy Goddard will continue to serve as the Business Services Officer overseeing the Sales Account Consultants, Sales Engineering, Customer Service Management and E-Rate Program Management. Mike Cruise will oversee Financial Services which will include payables, receivables, the work order team, purchasing, contracts and the warehouse. All of those operations will report to Deb Evans, the Division Administrator for Agency Services.

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Scott Pappan will serve as ICN's Carrier Services Officer. Engineering and Operations will now be called Development and Production. Dave Marley will oversee Field Services Operations: Fiber Network Services (maintenance provider for the network), Managed Voice Services (MVS) contract with CenturyLink, other managed vendors that we have, and Network Operations Center (NOC) at JFHQ. Ryan Mulhall will oversee Security Services which will include Security Operations, Managed Cyber Services Vendors, Cyber Security Analysts, Public Safety Systems and Services, and the Jekard Operations.

Please note that the updated Organizational Chart is slightly different from what was handed out at the All Hands Meeting on July 11. The changes were made at the executive level by interim Executive Director, Phil Groner. Mark Johnson will be the interim Division Administrator for Carrier Services and continue his role as Chief Administration Officer as the ICN continues with the transition and changes before us. Deb Evans will remain as the Chief Financial Officer (CFO), and Phil Groner will remain as Chief Operating Officer (COO) and serve as the interim Executive Director. Jessica Jensen will serve as the Executive Administrator.

- **Mains & Plains – Phil Groner**

### 2017-2018 *VISION*

- **ICN: “BROADBAND STRONG”**
- **FORMULA:  $G^{11}+M^3+=V^1$**

### 2017-2018 *MANDATES*

- **STRONG**  
*DEFINITION: Resilient, Valuable, Secure and Reliable*
- **FLEXIBLE**  
*DEFINITION: Efficient, Dynamic, and Customer Friendly*
- **FAST**  
*DEFINITION: Transport, Services, Systems, Processes, Customer and Vendor Experiences*

### 2017-2018 *MAJOR GOALS*

- **AGENCY-WIDE:**
  - **GOAL 1:** Move the **ICN culture** into an **orchestrated** and automated environment by **repurposing** our **intellectual talents**.

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- **CARRIER SERVICES OPERATIONS:**
  - **GOAL 2: DEVELOPMENT:** To efficiently develop, design, install, and construct all network infrastructure and systems that enable revenue and network growth.
  - **GOAL 3: PRODUCTION:** *Protect the integrity of the network and services by providing **cutting edge technology, automation, monitoring, and in-depth knowledge that stabilizes and secures the production environment.***
  
- **SECURITY SERVICES OPERATIONS:**
  - **GOAL 4: Identify security threats and risks** to create a **proactive, intel-driven carrier network environment.**
  - **GOAL 5: Identify and evaluate opportunities** to enhance capabilities and/or reduce costs for **managed security services.**
  - **GOAL 6: Support** carrier and agency technology **initiatives** while **implementing cloud application-based technologies.**
  
- **FIELD SERVICES OPERATIONS:**
  - **GOAL 7: Design** and begin building **JFHQ** field services with **innovative communications and data center technologies.**
  
- **BUSINESS SERVICES OPERATIONS:**
  - **GOAL 8: Enhance processes** for service delivery and project closure **to fast track revenue.**
  - **GOAL 9: Utilize proven sales methodology** to promote services and provide **solutions for revenue growth.**
  
- **FINANCIAL SERVICES OPERATIONS:**
  - **GOAL 10: Implement** a new financial system and **integrate** with ServiceNow.
  - **GOAL 11: Utilize systems** to better implement the “**matching principle**” methodology of **revenues and expenses.**

Both the Organizational Shift and the Mains and Plains are two items of discussion from the Fiscal Flip. There are many details involved with these two initiatives and the Executive team is busy implementing those processes.

- **FirstNet Report – Jontell Harris**

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Iowa has been paving the way with FirstNet initiatives for several years. Governor Reynolds has officially decided to opt-in to FirstNet but there are several initiatives that led to the State of Iowa making the recommendation to opt-in.

The FirstNet Broadband Committee was created in 2013. Director Lumbard and Robert von Wolffradt, the Chief Information Officer (CIO) co-chaired the committee as a subcommittee of the Iowa Statewide Interoperable Communications Systems Board (ISICSB). The committee provided information and guidance to FirstNet related to the operational needs for the deployment of the network.

The committee completed several rounds of outreach:

- Ninety nine county tour starting in 2014 which was completed in one year.
- Regional outreach – the first in 2015 and the outreach was completed in June 2017.
- Iowa was engaged with the Meskwaki tribe as well as FirstNet tribal representatives to make certain the tribes were kept informed.
- Iowa has been recognized for its outreach efforts and commended on the education being provided locally.

Iowa is one of the first states to complete the initial data collection phase for FirstNet. Information was gathered on Iowa's assets, public safety usage, coverage profiles and overall telecommunications infrastructure availability.

### Private Sector Outreach

- Private sector outreach was achieved with five Iowa Public Private Partnership Summits starting in April of 2015 with panelist from private sector telecommunication entities, public agencies, public safety, and FirstNet.
- In effort to show the cohesiveness of the telecommunications community in Iowa, the committee bundled a list of 123 Iowa-based vendors interested in partnering with FirstNet for the deployment, maintenance and operation of the network. Iowa was the only state to coordinate and bundle a submission for the FirstNet Teaming List.
- Director Lumbard met numerous times with members of the private sector leadership, including AT&T and Iowa Communications Alliance (ICA), to ensure that they were kept informed regarding the FirstNet process. Director Lumbard also partnered with AT&T to speak at the Nebraska-Iowa Wireless Association (NEIA) conference concerning FirstNet.
- All of the work that was completed was done to prepare for the state plan.

### Committee Opt-In Motion

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- State Plan released to Lt. Tom Lampe of the Iowa Department of Public Safety (IDPS) in June
- Committee already had an approval process created
- Special meeting convened on June 26, 2017
- Committee broke into three key subject areas: Coverage, Network Architecture, and Products and Services
- Two FirstNet representatives were present on being the FirstNet regional lead; one being the FirstNet regional lead, Tim Pierce, who explained the portal and answered questions.
- Committee was not able to provide detail on the information provided in the state plan based on restrictions set by FirstNet
- After the committee members finished review of the plan, reconvened to discuss and ask questions.
- With feedback from the committee as well as with the Regional Interoperability Council (RIC) the committee voted and decided unanimously to recommend that the ISICSB advance the state plan for Iowa. ISICSB approved the recommendation on July 13, 2017.

#### Governor Opt-In Decision

- Governor Reynolds and Lt. Governor Gregg held a press conference on July 18, 2017 announcing the decision to opt-in to FirstNet.
- TJ Kennedy Chief Executive Officer (CEO) and President of FirstNet and Jim Douglas (former Governor of Vermont), a host of public safety and emergency responder representatives were present.
- Governor Reynolds and TJ. Kennedy were very complimentary of Director Lumbard and all of the work he has invested in the committee, strengthening the relationship with the private sector and overall a fantastic job moving FirstNet forward for Iowa.
- Iowa is the 5<sup>th</sup> State to opt-in following Wyoming, Arkansas, Kentucky, and Virginia.
- The deployment process will begin over the next five years. Public safety can begin signing up for services.

#### COMMENTS:

*Chair Bruner: Excellent overview. I do not believe that Director Lumbard could have accomplished this large undertaking without Jontell and Shweta's help. FirstNet has been a topic for quite some time. The intent when hosting the FirstNet Summits was to include the private sector into the process and to assure them if there was anything the ICN could do to assist them in building out the network. I believe that the ICN succeeded in doing so.*

- **Jekard Update – Phil Groner**

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With Mark Lumsden leaving the ICN there has been a change in leadership regarding Jekard Operations. Ryan Mulhall will serve as both the Security Services Officer and Jekard Operations Officer. In addition, Vicki Wallis will be partnering with Ryan Mulhall applying her many years' experience with the ICN as the Jekard Operation Manager. Vicki has overseen a couple of large projects; serving as the co-project manager with the Broadband Technology Opportunities Program (BTOP) grant deployment and the Program Manager for Managed Voice Service (MVS) implementation. Vicki and Ryan will be directing the efforts for moving Jekard forward.

Aeritae was selected as one of the partners for Jekard services, and is an integrator to ServiceNow. ICN requested that Aeritae perform a Value Stream Mapping (VSM), which evaluates how ICN currently performs in our legacy world. From a delivery circuit to our customer and compared that to the future with Jekard; what will it look like in the future and how will ICN gain efficiencies for that? Some of the general efficiencies and estimates that were identified were:

- **Lead Time:** Today, from the time a customer places an order to the time they receive the final invoice that time averages about 15 to 16 weeks. In the New World the estimate is about one and a half weeks to deliver from the time customers submit an order to receiving a final invoice from ICN.
- **Manual Entry Points:** The largest area causing a lot of work for the ICN employees is the number of manual entry points. The ICN has over 45 systems that people use to deliver services. ICN ranges anywhere from 44 to 54 manual entry points and in the New World that can be reduced to 19 to 24 entry points. The number of hand offs (meaning how many times the order has been passed from one person to another or one system to another) today it is 14 to 20 times (depending on what type of order), in the New World that can be as little as 8 to 12 times.
- **Process Steps:** Today, ICN performs as many as 56 process steps to deliver service to a customer. In the New World that number can be as low as 23 and as high as 30.
- **Systems and Forms:** Today 14 - New World 4.
- **Project Cost Estimate:** Today, \$566 per project - New World potentially as low as \$125. Circuit installs per project is close to \$600 for a one-time charge. ICN is covering the cost with a little bit of margin on that, but in the New World, that could potentially be cost savings to our customers when services are delivered.
- **Yearly project cost estimates** which are based on 23,000 projects which the ICN completes each year. Today cost \$1.3M - New World, \$280,000.

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Very significant cost savings should be realized and these line up as to what is being said in the industry. A couple of months ago, Director Lumbard showed a video regarding Software Defined Network (SDN) and Network Functions Virtualization (NFV) with industry experts estimating operational cost savings from 40 – 80 percent which falls in line to what the estimates are. The ICN is confident in the direction we are headed and some of the Operational efficiencies that will be gained from Jekard.

**COMMENTS:**

*Chair Bruner: I believe that you can see why the ICN is going to the New World of Jekard. Major carriers like Verizon and CenturyLink, and others are headed in that direction as well. ICN's customers will benefit as will state government. I believe ICN made a good decision to switch to Jekard services.*

• **Adjournment:**

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

ATTESTED TO:

A handwritten signature in black ink that reads "Richard L. Bruner". The signature is written in a cursive style.

Richard Bruner, Chair, Iowa Telecommunications and Technology Commission

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