



IOWA TELECOMMUNICATIONS AND TECHNOLOGY COMMISSION

Barb Kniff McCulla Timothy L. Lapointe Robert F. Holz Steven Olson
CHAIR Krista Wenzel Annette Dunn Rob Sand

Deb Evans, Acting Executive Director

Governor Kim Reynolds

Lt. Governor Adam Gregg

Iowa Telecommunications & Technology Commission
Grimes State Office Building, 1st Floor
400 East 14th Street, Des Moines, IA 50319
Meeting Minutes September 17, 2020
FINAL

To ensure the most efficient use of State resources, the September 17, 2020, ITTC meeting was held via video conference pursuant to Iowa Code section 21.8. The current public health recommendation is to minimize public gatherings. A video conference ensured that more Commissioners, staff, and the public were able to participate in the meeting and reduced the risk of delays caused by the public health recommendation. The meeting was accessible to members of the public.

Roll Call:

Commissioners Present via Zoom

Barb Kniff McCulla, Chair
Bob Holz, Member
Steven Olson, Member
Timothy Lapointe, Member
Krista Wenzel, Member
John McCormally, Representing Rob Sand, Ex-Officio Member

Commissioners Absent

Matt Behrens, Representing Annette Dunn, Ex-Officio Member

Iowa Communications Network Staff via Zoom

Deb Evans, Acting Executive Director, Chief Financial Officer
Mike Cruise, Finance Bureau Manager
Randy Goddard, Business Services Bureau Manager
Scott Pappan, Operations and Engineering Bureau Manager
Ryan Mulhall, Network Services Bureau Manager
Dave Marley, Field Services Officer
Lori Larsen, Executive Officer 2 (Recorder)

Guest Attendees via Zoom

Scott Golberg, Fiber Network Services (FNS)
Rob Smith, Fiber Network Services (FNS)
Ray Warner, Aureon
Sean Corey, CenturyLink

Call to Order:

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

Iowa Communications Network

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



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Approval of the August 20, 2020 Meeting Minutes:

Chair Kniff McCulla requested a motion to approve the August 20, 2020 meeting minutes. Commissioner Lapointe moved to approve the minutes. Commissioner Wenzel seconded the motion. The motion passed unanimously.

Old Business:

Mississippi Bend Area Education Agency Waiver - Chair

The written decision was sent to the Commission and the customer (Mississippi Bend Area Education Agency). There was no additional discussion.

New Business:

Agency Updates

Finance Update – Mike Cruise

Comments on Fiscal Year (FY) 2019

ICN received the Letter of Report of Recommendations from the State of Iowa Auditor's office for the FY 2019 audit. As reported in prior meetings there were no reportable findings in FY 2019. Congratulations to staff and all ICN for their work in FY 2019.

Comments on FY 2020

FY 2020 is now officially closed for the state accounting system. We will close our general ledger shortly and begin preparing final financial statements that are due October 1.

ICN Generally Accepted Accounting Principles (GAAP) package is due to DAS-SAE (State Accounting Enterprise) by October 1. The GAAP package is financial information to help create the CAFR which is the state's comprehensive annual financial report. The SWCAP for federal reporting is due October 31. The SWCAP is the statewide cost allocation plan.

Auditors have continued the FY 2020 audit as they were remotely performing the audit the week of August 17.

FY 2022-FY 2023

The two year budget is due in the state accounting system by October 1. We've started working on this for the fall budget cycle. This is also where we would request any appropriations for FY 2022. ICN will not be requesting any appropriations for FY22. Final budget cycle is in the spring at which ICN submits the final version to the ITTC for approval.

August FY 2021 Budget-to-Actual Report

Monthly Revenues and Expenses

The month of August resulted in an operating margin of -\$26,662. This is \$259,990 favorable to the budget of -\$286,653. Revenue was \$314,787 favorable to budget and expenses were



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-\$27,675 unfavorable to budget. This did include the July monthly accrual for MVS not entered last month.

Year-to-Date Revenues and Expenses:

The August year-to-date operating margin was -\$29,451, which is favorable to the budgeted margin of -\$384,034 by \$354,583. Revenues and direct expenses are both favorable to budget summing to a gross margin that is \$396,413 favorable to budget.

Comparison to FY 2020

The operating margin for FY 2021 is \$220,152 favorable to August FY 2020. The major difference is a favorable increase in revenue of \$370,686.

Year-to-Date Comparison to FY 2020:

The August year-to-date margin is \$582,408 favorable to the FY 2020 margin. Adding to the gains mentioned for gross margin are favorable comparable totals in general & administrative and payroll expenses. There were no major issues in August.

COMMENTS

Commissioner Lapointe – Can you explain the Colocation category, and how ICN had no expenses to report.

Mike Cruise – Most of ICN's expenses for Colocation have already been expended. The racks and equipment are already installed, there is no direct expense, at the current time, until we add more racks or perform a buildout.

Business Services Update – Randy Goddard

Healthcare Update

- Iowa Rural Health Telecommunications Program (IRHTP) Network refresh update.
- Working on contract renewals and bandwidth increases.
 - Orange City Area Health System doubled their bandwidth.
 - ICN started drafting contract language for fiber build for Great River Health System in Southeast Iowa.

Government Update

- We continue to provide consultation services for the Office of the Chief Information Officer (OCIO) and Iowa Department of Human Services (DHS) for their proposed datacenter relocation.
- ICN is working with DHS for colocation service.
- Continued interest in Managed Voice Service for Iowa Department of Natural Resources (DNR), DHS, and State Public Defender's (SPD).
- ICN continues to monitor toll service during COVID-19. Iowa Workforce Development is the largest users for their unemployment Toll free line.

Public Safety Update

- Department of Corrections' (DOC): Received order for Newton Correctional Facility for 200 phones. Working with Clarinda Correctional Facility for cabling to connect additional buildings with MVS.

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- ICN continues to provide DOC with one free call each week for the inmates. DOC is sponsoring this program.
- DOC Inmate Tablet Request for Proposal (RFP): ICN assisted the DOC, wrote RFP, evaluated responses, provided consultation, and an award was made. The award was appealed by current provider. The hearing date with all parties occurred on September 17. Based on the hearing the Administrative Judge will make a decision.
- Iowa State Patrol: We are presenting our MVS solution to other offices.
- Iowa Department of Public Safety (DPS): Working to remove old legacy connections that connected radio towers. DPS is turning down this Network. Most are circuits, ICN was managing those from other providers.
- FEMA was activated for the Derecho winds. ICN is providing Internet and Voice to FEMA.

Iowa Homeland Security & Emergency Management (HSEMD) and 911 Project Wireline and Hosted Public Safety Answering Point (PSAP) Equipment

- 911 Wireline: ICN continues to work on the migration of all 911 wireline calls from local exchanges. Seven of the eight CenturyLink Regional Routers are now connected to ICN's Point of Interconnect. Last one in Sioux City is scheduled for next week. At that point all CenturyLink's regional routes will be connected to the ICN.
- PSAP Migration: 14 of the 113 PSAP have been migrated. HSEMD is working with local carriers to ensure Automatic Number Identification and Automatic Location Identification (ANI/ALI) database is updated for the calls to be routed properly. Until the database is updated, HSEMD prefers no additional PSAPs migrated.
- 911 Wireless Secondary Connections: Iowa will be the first in the nation to utilize FirstNet to wirelessly connect the redundant selective routers to the PSAPs in the event if the primary route that utilizes ICN's fiber is damaged. Additional information will be provided later in the meeting.

Education

- Consultations continue with community colleges. We are focusing on contract renewals.
- Colleges are increasing bandwidth. Students likely will be completing more online classes from the dorms.
- USAC Update – Reopened a second window for funding year 2020 due to COVID. Schools are seeing increased bandwidth needs for category 1 services only.
- ICN has worked with Iowa State University on their Platforms for Advanced Wireless Research (PAWRNET). Their application is the Wireless Living Lab for Smart and Connected Rural Communities. We have started working with them as a Consultant to the Iowa Statewide Interoperable Communications Systems Board (ISICSB) and State Patrol that controls virtual infrastructure to lift canopy higher for the three counties involved.

Outreach

- Statewide Youth Broadband Advisory Council (SYBAC): The 10 high school students participated in their first SYBAC meeting for 2020-2021 school year.
- ICN Virtual Cybersecurity Roadshow is scheduled for October 20 using Zoom.
- Scheduling meetings with customers' executive leaders to build relationships and awareness of services and support ICN provides.

COMMENTS

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None.

Carrier Updates

Network Services Update – Ryan Mulhall

Fiber Cuts / Outages / Customer Issues

- Derecho: 8/10/20
 - We have one incident from the storm and that is non-service impacting. We have one customer in Cedar Rapids that is currently up as the Local exchange carrier (LEC) brought the service back up, but the permanent repair needs to be completed. The provider is still working this as the area was heavily damaged. ICN ended up having a total of 187 incidents related to the storm.
- Fiber Outages
 - We had four fiber outages last month, but none of them were cuts of ICN fiber. The only damage we had to ICN facilities occurred in Ankeny on August 19 when a contractor hit a conduit and caused a temporary disruption to our primary link between JFHQ and Newton, which went down for a few minutes. The disruption lasted about 20-30 minutes for customers. ICN brought back some of the paths manually and services were restored. ICN received a few escalations from our State agency partners. The contractor that damaged the conduit repaired it.
- MVS Outage on September 10
 - Phones were down for six hours for almost all customers. The softphone client of Business Communicator did continue to work as an alternative solution. It turned out to be a latency issue with a piece of equipment.

Outside Plant

Our Outside Plant team added another 32 projects in August. Almost all were maintenance with only two being a construction/estimate. A lot of relocates and washouts occurred.

TAC – Structured Cabling

Our TAC Group continues to stay busy as they always are with Capitol Complex cabling projects for agencies. They have more camera projects ongoing that they are installing. They are also providing continued support of the HSEMD's FirstNet cellular backup project by performing the site cabling and antenna installs for the project when necessary.

Information Systems/Security

There is a lot going on with internal systems and we have three internal projects that are starting to wind down/kick off.

ServiceNow Planned Timeline:

We have moved our deployment of Customer Service Management to October 8. This will allow us to provide greater control and flexibility for customers in managing their users and services as well as provide our internal staff with better visibility over all of their assigned work. We will finish testing and acceptance with our Business Service and FNS NOC staff. We will also deploy some customized Project Management capabilities in November to help better track the big strategic infrastructure projects occurring.

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Asset Manager Upgrade

We are in the middle of upgrading Asset Manager which is what is utilized to provision circuits and track equipment across the Network. We have completed all of the work in test and pushed out new clients to the machines in anticipation. We are waiting on internal resources to become available to upgrade the server that the production software runs on and then will be able to finish the full upgrade.

Oracle

We are preparing to install new Oracle appliances and upgrade our database versions. The internal network is being groomed to allow a contractor the ability to manage these appliances and the databases going forward. Oracle is important to the ICN as Asset Manager, Netplus Billing, and other critical applications utilize it.

Cybersecurity & Infrastructure Security Agency (CISA) Relationship

ICN is starting to further enhance our relationship with CISA. We take part in the Communications Information Sharing and Analysis Centers (ISAC) which shares information as it relates to the communications sector as well as receive alerts from the OCIO who participates in the multi-state MS-ISAC. They have more services that the ICN will be taking part in. In December CISA will be coming onsite and performing a Risk and Vulnerability Assessment and a few other security-related reviews.

Phishing Test

ICN recently ran a simulated phishing security test through the OCIO to determine what our vulnerability would be if a real phishing attack were to happen to our users. It was tougher and more targeted than previous iterations.

COMMENTS

Commissioner Holz – Did we have any economic impact from the storm?

Ryan Mulhall – We do have some facility damages and some battery plants that we will need to replace. Damages were not as high as we anticipated. We made the initial notice to the executive council.

Dave Marely – We were concerned about the battery plants, where they were extended all the way out and ran down. We have a list of those, and we will check on a FEMA reimbursement. We had 11 generators that ran full-time. The Uninterruptible Power Supplies (UPS) ran as they were supposed to, seven did not run as long as they should have.

Operations/Engineering Update – Scott Pappan

100Gb Network Core Upgrade

- Provided a Core Network overview explaining equipment installed and operational verses circuits being migrated for service to be online.

Iowa Rural Health Telecommunications Program (IRHTP)/Hospital Ciena Upgrades

- All IRHTP orders have been engineered.
- Clinics: 128 sites installed, 4 open orders, and 39 pending orders with FNS.
- 170 new network devices have been installed on IRHTP Network.

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- Five hospitals left to convert.

Network Cleanup: To fix or improve upon operational efficiencies within the ICN.

- DS3s: Retired 211 DS3s out of the Network, and disconnected another 200. We have 14 pending removal that are passed to FNS. There are 44 that need to be engineered and moved out of the network. 30 are customer circuits and the rest are network circuits. When completed ICN will remove 6 CBXs, and the ATM network will be sunsetted.

Network Update

- Ingress: Moving Dallas to Chicago, to lower costs, improve latency (network performance), and to have a more dependable circuit.
 - Ingress: Location the Network receives Internet from interexchange carriers (IXC).
- Working on HVAC for several (7) huts.
- OSV Voice Platform – Has been sunsetted.
- The 4K Voice platform has been downgraded to 10 PDAs. We are keeping for Voice backup, customer emergencies, and for Coop/Cog.
- Aruba platform and Wi-Fi platform has been upgraded.
- Virtualization platform has all servers and instances migrated.
- Aureon: – ICN had 1Gb connectivity into Independence, in cooperation with Aureon and ICN the circuit was upgraded to 10Gb.
- Pulse Secure (VPN Client) – All licenses and service are upgraded.

Future Plans

- Edge Services: Whitebox service to virtualize the edge to provide high performance, scalability, and security at the network edge. Testing will be next stage.
- ADVA: Fiber facilities has a Juniper box that is end-of-life and end-of-support.
- Aggregation: Our Core network is 100Gb, that is only at the Core. When we push that out to the aggregation sites, ICN will have multiple 10Gb that can be pushed out to customer edge locations.
- FirstNet LTE 4G First responder connectivity: We are currently connected to 100 Mb today as a backup service for our PSAPs. Right now consists of 24 sites statewide, 21 will be fixed PSAP locations, 2 are Zetron aggregation sites, and one homeland mobile command unit. Eight sites are turned up and are passing 11-13 Mb of upload speeds and 40-60 Mb download speeds to each PSAPs. ICN is working with AT&T for next steps.

COMMENTS

None

Other Business:

ITTC Committee Updates – Staff/Commission

Personnel Committee – Deb Evans

Meeting Date: September 4, 2020.

Attendance: Chair Kniff McCulla, Commissioner Holz, and Mark Johnson.

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Topics Covered:

- Provided update for the two new staff positions now filled.
- Discussed one upcoming retirement.

Customer and Services Committee – Randy Goddard

Meeting Date: September 9, 2020.

Attendance: Commissioner Olson, Commissioner Lapointe, Lori Larsen, Ryan Mulhall, & Randy Goddard.

Topics Covered:

- ICN's authorized user requests.
- New customers: State Patrol Post in Fort Dodge using Managed Voice, Palo Alto County using Reservationless Plus service.
- Requests for waivers from certified users. No new requests received.
- Services - State 911 Platform.
- Sales outreach.
- Customer complaints and network outages.

Finance Committee – Mike Cruise

Meeting Date: September 14, 2020.

Attendance: Commissioner Holz, Commissioner Wenzel, and Mike Cruise.

Topics Covered:

- Review of August financials as presented today.
- Reminder of the FY 2020 reporting requirement and dates.
- Distributed an adjusted 12 month allocation of the FY 2021 budget with payroll allocated by working days in a month.
- Announcement of the FY 2022 – FY 2023 fall budget cycle.

Operations Committee – Scott Pappan

Meeting Date: September 10, 2020.

Attendance: Chair Kniff McCulla, Commissioner Wenzel, and Scott Pappan.

Topics Covered:

- Legacy Network.
- Brocade MLX Removal – Core.
- 4K update - Legacy Voice.
- Shared Drive Clean up.
- SRX Maintenance.
- InfoBlox upgrade.
- Removal of OMI(HBOM) to Operations Bridge (NNMI).
- ATM/TDM Sunset.

Executive Director Search – Chair Kniff McCulla

The Personnel Committee has completed the scoring of the candidates that applied. The interviews have been scheduled and will take place with the members of the Commission participating.

Public Comment:

None

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Adjournment:

The ITTC meeting adjourned at 11:20 AM.

ATTESTED TO:

A handwritten signature in blue ink that reads "Barb Kniff McCulla - Chair". The signature is written in a cursive, flowing style.

Barb Kniff McCulla - Chair, Iowa Telecommunications and Technology Commission