



IOWA TELECOMMUNICATIONS AND TECHNOLOGY COMMISSION

Richard L. Bruner
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Kathleen Kohorst
Kelly Dolan Lange

Timothy L. Lapointe
Mary Sellers

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RIC LUMBARD, EXECUTIVE DIRECTOR

GOVERNOR TERRY E. BRANSTAD

LIEUTENANT GOVERNOR KIM REYNOLDS

Iowa Telecommunications & Technology Commission

Grimes State Office Building, 1st Floor

400 E. 14th Street, Des Moines, IA 50319

November 17, 2016

FINAL

To ensure the most efficient use of State resources, the November 17, 2016 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.

I. Roll Call:

- **Commissioners Present:**

Richard Bruner, Chair (on-site)
Kathleen Kohorst, Member (on-site)
Kelly Dolan Lange, Member (on-site)

- **Commissioners Absent:**

Timothy Lapointe, Member
Mary Sellers, Member
Mary Mosiman, Ex-Officio
Robert von Wolfradt, Ex-Officio

- **Iowa Communications Network Staff Present:**

Ric Lumbard, Executive Director
Phil Groner, Chief Operations Officer (video conference)
Mark Johnson, Chief Administration Officer
Deb Evans, Chief Financial Officer
Randy Goddard, Business Services Bureau Manager
Ryan Mulhall, Security Bureau Manager
Scott Pappan, Engineering Bureau Manager
Mike Cruise, Finance Bureau Manager
Dave Marley, Operations Bureau Manager
Lori Larsen, Communications Lead
TJ Boulet, Legislative Liaison
Karen Alessio, Secretary, (Recorder/Minutes)

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- **Guests:**

Jennifer Acton, (LSA) Legislative Services Agency
Anna Hyatt, House Democratic Staff
Sean Cory, CenturyLink

II. Call to Order

- Chair Bruner called the meeting to order at 10:30 a.m. It was noted that a quorum of members was not present for the meeting.

III. Approval of October 19, 2016 Meeting Minutes

- Chair Bruner requested to table the October 19, 2016 Meeting Minutes until the December 21, 2016 ITTC Meeting.

IV. Old Business:

- **None**

V. New Business

- **Finance Update – Mike Cruise**

- **Items to Note:**

- The Annual Report will be posted online on Friday, November 18.
- Cash from operations after equipment was \$3.1 million.

Fiscal Year 2017 Finance is reevaluating the new financial processes that began in July 2016 for FY17. It was decided to discontinue applying indirect expenses to revenue as the allocation method. This is impacting lines of business that showed increases in revenue but failed to show increases in expenses. Finance is now using direct expenses to determine the percentage of allocation method.

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Those figures will be reflected in the October Report and will be applied to the first three months of the year.

Another change Finance will implement is no longer applying Transport expenses to some of the lines of business that use Network Services (ex: Voice, Video, and Internet). The Gross Margin amounts will be affected for those services. Voice, Video and Internet will reflect positively and Transport will negatively be affected as only Transport expenses will remain with that line of business.

COMMENTS:

Director Lumbard: This visibility is very important as Finance needs to see how the products are performing since that is the direct line to Revenue. Finance is tracking to see how each of the product service lines is doing. Adjustments may be made at the end of the quarter, as fine tuning is necessary to see how services are performing at a certain level. This is the process that we will monitor to see if it provides the necessary data that is needed to correctly manage the product channels.

Mike Cruise presented information on the Budget-to-Actual for the four months ending October 31, 2016. The numbers in Voice, Video, Transport and Internet indicated how those lines of business were affected by indirect expenses. In September, every line of business was at a negative, however, now a profit is showing in Internet and Video. Transport Services was affected negatively as more of the expenses remained under that category. The biggest change was positive with respect to Internet since little expense is applied to Internet. A new service, Professional Services, is being offered and is currently being used by the Department of Public Safety for FirstNet related projects. This will be the first time that this appears on the financials.

COMMENTS:

Chair Bruner: This is a work in progress. I agree with the philosophy to allocate cost correctly. Otherwise with all of the indirect cost it would be difficult to know how a product is doing. It may be necessary to have a category for Joint in Common cost to correctly track cost

Mike Cruise: Yes, Finance is addressing that. It will be different as to where that cost would be applied as far as category.

Chair Bruner: You may have to make some judgements so one product does not look so out of line.

Director Lumbard: Normally, revenue was a primary means of allocation; however, it did not show in performance. When a product performed well,

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Finance provided a higher allocation of indirect expenses. If it is a direct expense it has to be directly accounted for. The indirect allocation based on revenue was an unfair way to grow revenue. Finance is working with the auditors to make a change applicable to the last. Finance will review and evaluate how the numbers track for this quarter as it has taken a year to work into a different process.

Chair Bruner: This is a major, major, change as to how we present our financials.

Commissioner Kohorst: It creates some frightening numbers as well.

Director Lumbard: Yes, I understand. The Gross Profit Margin does not change at the end of the month; however, it is not an ideal way to manage an organization. At the end of the month you will end up with strong numbers, but that does not mean that you managed well during the month. Finance's goal is to see the performance of how things are working at a finite level. Finance is also striving to create a methodology that they are comfortable with to keep the numbers in place.

Chair Bruner: I believe that the end product will be good, however, not without some challenges along the way.

Deb Evans: Mike Cruise has kept the Auditors Office abreast of the new process taking place in Finance. I too have corresponded with the DOM (Department of Management) and let them know of the changes that are in place so others are aware of the changes.

Chair Bruner: It is important to collaborate and let others know of the changes that are taking place in Finance. I wanted to clarify Mike that you said \$2.1 million was the expenditure, correct?

Mike Cruise: That is correct for the Core Upgrade. If you look at the Gross Margin, Finance is positive for \$630,000 before allocation of the indirect and equipment expenses.

- **Capital Quarterly Forecast Review – Deb Evans**

Main topics of the event were:

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This year the Capital Expenditures are being tracked differently. The Budgeted figures were much below the Actual figures. Below is a recap of the FY 17 Capital Plan Efficiency Report for Quarter 1/2017.

1. Replace SP-125: Budgeted \$428,653 invoiced \$146,000. That project came in under budget due to:
 - Older equipment was sunsetted.
 - The equipment for SP-125 was not purchased; it was moved from a different site to be utilized.
2. Batteries/Rectifier: Budgeted \$36,066 invoiced \$12,095. This project was behind schedule due to the retirement of an engineer.
3. IDS/IPS (Intrusion Detection System/Intrusion Prevention System) Cyber Solutions: Cancelled immediately once the budget was approved. An alternative plan was put in place.
4. SIEM (Security Information and Event Management) (LogRhythem): Budgeted \$100,000 invoiced \$247,808. The original plan was to purchase the system and build what was needed, however, after review it was decided that it would be better financially to purchase exactly what was needed.
5. Video Network Stability: Budgeted \$275,000 invoiced zero. Expecting a new business case that complements the core upgrade. This is still scheduled, however, moved to a different quarter.
6. Fiber Testing Equipment: Budgeted \$222,000 invoiced \$140,040. After discussions with Fiber Network Services (FNS), ICN decided to purchase the same equipment that is being used by FNS. That equipment came in under budget.

The remaining funds left in the Capital Budget will be utilized within the agency. It appears that Quarter 2 is closer to being on track than Quarter 1.

COMMENTS:

Director Lumbard: Commissioners, this has been a request of the Bureau Chiefs and mine for Finance to manage the ICN's Capital Plan. The Capital Plan will be a measure of forecast by quarter, this being the first quarter of the FY 17 Capital Plan Efficiency Report. It is necessary to spend the funds allocated for that quarter or they will have to be reallocated in a future quarter. Unfortunately, if the funds are not spent in that quarter, the numbers interfere with the overall margin. Finance is adapting to

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forecasting capital within a 90 day window with Vendors who may not bill appropriately as this requires buildout and development.

Commissioner Bruner: Those who have dealt with Capital programs know how easy it is to push something ahead and suddenly it is in the next year. This is a positive effort to put parameters around the funds stating if the funds will be spent or reallocated. I appreciate all of the work involved in this report, Deb.

- **NG911 FCC Filing Report – 100% Compliant – Deb Evans**

In January of 2014 the FCC (Federal Communications Commission) established standards for companies providing 911 and NG (Next Generation) 911 services. Filing is to be annual with a minimum of 50 percent compliance by October 2015 and 100 percent by October 2016. There are three components to the FCC requirement with only number two being applicable to the ICN as a covered 911 service provider. Number two is Central Office Backup Power. This refers to the minimum power requirement at the first site the circuit touches after leaving the 911 site. The FCC requirement was established to be 24 hours minimum battery back-up or generator on site.

As of the filing of 2015, ICN was 88 percent compliant, and as the filing of 2016, 100 percent of the sites were found compliant.

COMMENTS:

Bruner: This shows how important the FCC thinks the 911 services are.

- **ERate Season Opening – Randy Goddard**

The E-rate discount program lowers the cost of Internet access, telecom and network data services for K-12 schools and libraries. The competitive bidding process is a formal process to identify and request the products and services that are needed so that potential service providers can review those requests and submit bids for them. Applicants must wait at least 28 days from the date the FCC (Federal Communications Commission) Form 470 is posted before closing the competitive bidding process. Category One services which include Internet and Voice Services are funded through the program. Approximately 20 FCC 470 Description of Services Requested Forms have been filed by schools and libraries within Iowa. The process is handled internally by an ICN Account Consultant who watches the USAC (Universal Service Administrative Company) website. The information is collected, reviewed and flagged based upon ICN's capabilities of responding to internet, voice and long distance. Currently ICN's Business Services is expanding Security products to be offered by the ICN.

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COMMENTS:

Chair Bruner: Are the new services that the ICN is offering eligible under E-Rate?

Randy Goddard: Yes, they are eligible under E-Rate as are the managed services, and schools are showing interest in those new services.

Chair Bruner: This is new revenue correct?

Director Lumbard: Cyber, MVS (Managed Voice System) and TAC Services are all eligible under E-Rate.

Randy Goddard: Infrastructure within the building as well as fiber going between buildings allows us the opportunity for revenue.

Commissioner Bruner: So the ICN can incorporate infrastructure?

Randy Goddard: Yes, the ICN can incorporate infrastructure. Business Services has been working with AEAs (Area Education Agencies) regarding the new ICN services that are being offered.

Chair Bruner: It is good to see ICN's involvement. Are you aware of any Commission-established cap on \$5 or \$6 billion dollars?

Randy Goddard: It has remained the same for Category 1 funds.

Chair Bruner: This is a very vital program to K-12 schools and libraries, and I am glad the ICN can participate in the process.

- **New Cyber Product Review – Phil Groner/Ryan Mulhall/Randy Goddard**

Highlights of the ICN DDoS (Distributed Denial of Service Mitigation Service) were presented. An in-depth description of the new service; including: Service Components, Installation, Configuration, Administration, Monitoring, Maintenance and Support as well as the Service Level Agreement were discussed. The product launch date is scheduled for January 5, 2017.

COMMENTS:

Director Lumbard: Would you explain what a DDoS attack is and why this service is important?

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Ryan Mulhall: Absolutely. A DDoS attack is an attempt to make an online service unavailable by overwhelming it with traffic from multiple sources. They target a wide variety of important resources and present a major challenge to making sure people can publish and access important information. DDoS attacks are happening far more often and increasing in severity and duration. Organizations must take a layered approach to protection. ICN DDoS Protection Services is an introductory cybersecurity offering to authorized customers utilizing ICN Internet services. The Service provides managed network-based distributed denial of service mitigation with 24/7 response to DDoS attacks for Customers who receive Internet Services from the ICN. This service will be cost effective and offered well below market value and will prove to be a great benefit to the ICN customers.

Comments: Scott Pappan: How many DDoS attacks are you seeing each month?

Ryan Mulhall: The attacks spiked significantly in October, however, the trend is increasing attacks for shorter durations.

Ric Lumbard: The ICN provided 20 hours of mitigation in the last 30 days.

Ryan Mulhall: Yes, in the month of October it was 20 hours that mitigated alone, not including all traffic.

Director Lumbard: This morning there was a school that was targeted and 4-6 GB of bad traffic was used to disrupt service. The ICN's system automatically detected the attack and cleaned the data of malicious packets so the network was not overwhelmed. That is what the ICN DDoS Mitigation Service provides; it takes the Customer's traffic, cleans it, and forwards it from the ICN cleansing center to its original destination. The process took about 15 minutes.

Ryan Mulhall: Yes, it was about 20 minutes and it peaked at about 6.4 GB of traffic.

Commissioner Kohorst: Who are ICN's customers? Who will the ICN be marketing our products to?

Randy Goddard: Schools primarily. If schools are purchasing internet from the ICN those are the customers that we target.

Commissioner Kohorst: Will this service be an additional cost to the customer since currently they are receiving it free?

Director Lumbard: The service is currently being offered free as it is in test and development.

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Randy Goddard: Yes, we will be charging the customer for the service.

Chair Bruner: This is a substantial opportunity for the ICN, especially with the equipment already in place. Is this service being done for the Executive Branch or for the entire state?

Ryan Mulhall: This service is available to any ICN customer using our internet.

Commissioner Bruner: Would you explain how the scrubbing center works?

Ryan Mulhall: Cyber Security has a program that monitors specific traffic flow. Once the threshold is set at a certain level and traffic goes above that threshold it will automatically mitigate the traffic. Three different levels of service are being offered and if automatic mitigation is in place the attacked traffic is sent to an appliance within the ICN Network. The attacked traffic is rerouted instead of infecting the customer's network and equipment. Once the infected traffic is in our appliance it disburses the clean traffic back to the customer's network. This is a software and a hardware combination that sits within the ICN Network.

Chair Bruner: You can purchase DDoS launch programs on line to create dirty traffic for about \$100. A student could purchase this product and put it into effect as it is not that difficult to do.

Ryan Mulhall: Yes, that product can be purchased for much less than that.

Commissioner Dolan-Lange: What will ICN charge schools for this service?

Randy Goddard: Currently, the ICN is proposing three different levels of service to the schools.

1. Gold Plan-Monitored/Manual Mitigation: ICN will monitor customer traffic from the ICN BRIC and Security Operations Center (SOC). ICN will notify customers of any DDoS alarm from the Network flow monitoring process and begin mitigation. Traffic will then be routed to the ICN Cleansing center. Once the attack subsides, traffic will be pointed back directly to the customer. Anticipated cost per month for service is \$150.
2. Silver Plan-Monitored/Auto-Mitigation: ICN will monitor customer traffic at the ICN BRIC and SOC. ICN will notify the customer of any DDoS Alarm from the network flow monitoring process and begin mitigation, traffic will be routed to ICN cleansing center. Once the attack subsides, traffic will be pointed back to the customer. Anticipated cost per month for service is \$100 plus an event mitigation fee.

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3. On Demand/Emergency Mitigation: Customer will contact ICN stating they are under a DDoS attack. ICN will setup network flow monitoring and inform the customer of findings. Customer will give approval to begin mitigation and traffic will be routed to the ICN cleansing center. Once the attack subsides traffic will be pointed back directly to customer. Cost per month for service: Service pricing agreement will consist of initial setup fee, agreed upon monthly recurring charge and agreed upon hourly mitigation fee.

Ryan Mulhall: Cyber Security will begin implementing a credentials system in early December. This system will provide visibility and awareness within the ICN Network. All of the network devices, host systems, data bases, applications, and end points will quickly and automatically recognize and identify indicators of compromise should someone try to log in with unauthorized credentials.

Cyber Security will begin incorporating feeds from other tools including the Federal Department of Homeland Security's (DHS) Automated Indicator Sharing (AIS) initiative designed to enable the timely exchange of cyber threat indicators and defensive measures among federal and non-federal entities. This will be a partnership with Homeland Security and will be a major tool that the Cyber Bureau will utilize going forward for in-depth monitoring.

Cyber Security has been conducting an IPS (IP Security) content filtering solution pilot for the last 4 months that is now coming to an end. A couple state agencies as well as a school district participated in and successfully and proactively stopped over 500 Malware incidences from occurring on their Network in one day as well as 5000 botnet call backs. This proves to be a very effective tool and will be useful in operating expenses as there will be no capital expenditure required. IPS requires license procurement set-up that can be sold to our customers.

Randy Goddard: An opportunity for E-Rate is the Managed Firewall Service, which is eligible for Category 1 and Category 2 funds. The OCIO (Office of Chief Information Officer) performs the firewall functions within the state agencies. K-12 schools are looking to the AEAs to implement the firewall service for them; however, the AEAs want to direct the schools to the ICN directly. At that point, the schools will require someone to perform the Managed Firewall Service for them. Most schools are still using teachers to manage their facilities.

Category 1 funding for E-Rate will need to be defined as basic internet with firewall; a combined package will be funded.

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Category 2 funding would be adding the Managed Firewall Service to an existing service, there is a possibility that this may get funded. Some schools may request all of the extra services which are not eligible for funding.

Chair Bruner: Great report. Thank you! These services are going to become more and more necessary. Are the AEA's backing down on their technical responsibilities?

Randy Goddard: Yes they are. AEAs want to become more focused on the application side since they currently have the hardware on their site or are placing the hardware in data centers. Some schools have stressed that ICN host the equipment and perhaps in the future provide that equipment. Currently, each of the AEA's are purchasing and hosting the same application continuously, perhaps moving toward a cloud service.

Chair Bruner: Would this open the door to another Managed Service?

Director Lumbard: An example of that is a year ago, Cyber was notified from the Intelligence Committee that our equipment was under attack and the state was going to have an active threat. The ICN had to make a decision to invest in new hardware so our customers can continue to operate. It is a cloud to someone and equipment to someone else. Because the ICN is providing the service it is equipment and cost to us, but the operational expense relieves our customers of heavy capital exposure.

Chair Bruner: Interesting. If that is the direction our customers are going, the ICN can be very helpful to them.

Randy Goddard: It is the direction they are going.

Chair Bruner: I wonder if our services would make it easier for the school staff involved.

Scott Pappan: ICN will be able to install new appliances/serves via our cloud infrastructure. The ICN will use Network Function Virtualization and take that appliance or device and install it with all the features and functionality they request on demand and they will have the coverage they desire.

Chair Bruner: This will not require any technical experience.

Scott Pappan: None what so ever. They will leave it up to the ICN.

- **Election Night – Network Status Report – Dave Marley**

The ICN's Operations Bureau prepared proactively for Election Day, November 8, making certain that all technical aspects of the Network were covered. Operations performed a MAC

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(move, add, change) Freeze to ensure continued service stability and resource availability. Correspondence between the Secretary of State's Office and the ICN occurred to ensure their office was equipped to report any issues as necessary. Additional staff in the BRIC was on hand until 10:00 PM, and was prepared to address any issues that may arise. Thankfully, it was a quiet night without any issues arising.

- **Administration Update – Mark Johnson**

Eventful election on the national and state level.

In Iowa, Senate control flipped from a 26-24 Democratic majority to a Republican majority of 29 Republicans, 19 Democrats, and 1 Independent. There is a 1 seat yet to be determined by a special election that will be held on December 27.

In the House, the Republicans expanded their majority from 57-43 to 59-41.

Leadership elections have been held in 3 of the caucuses over the past week.

Senate Republicans elected:

- Bill Dix, Majority Leader
- Jack Whitver, Senate President

House Republicans re-elected:

- Linda Upmeyer, Speaker
- Chris Hagenow, Majority Leader

House Democrats re-elected:

- Mark Smith, Minority Leader

Senate Democrats have not elected their leadership as yet.

After Thanksgiving ICN will begin to reach out to the various leaders to set up our normal pre-session meetings and update them on the various initiatives the agency is involved with and how those initiatives line up with some of their overall goals.

VI. Other Business – Commission and Staff

COMMENTS:

Commissioner Dolan-Lange: When is the next All Hands Meeting?

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Director Lumbard: The next All Hands Meeting is scheduled for Tuesday, January 5 from 1:00 PM – 3:00 PM.

VII. Adjournment

Commissioner Kohorst moved that the meeting be adjourned. The ITTC meeting adjourned at 11:35 a.m.

ATTESTED TO:

Richard Bruner, Chair, Iowa Telecommunications and Technology Commission

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