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Looking Back at 2011–2012

When I assumed the role of President-Elect back in 2010, I had no way of knowing what challenges lay in store for my year as President. Looking back, I am impressed with how everyone—board, staff, and members—worked together to make ACUTA even stronger through adversity.

The year began with the loss of our long-time Executive Director, Jeri Semer, to a terminal illness. Jeri had led ACUTA for the past 17 years, and her leadership, vision, dedication, and professionalism will be reflected in the association for a long time to come. She is, and will continue to be, greatly missed.

During her term as Executive Director, Jeri was instrumental in creating many quality volunteer and leadership positions within the association. These positions proved to be great opportunities for members to get involved, to develop leadership skills and public speaking skills, and to foster new friendships. Today, more than 140 individual members take advantage of these volunteer and leadership opportunities. At the January board meeting, the board approved the creation of the Jeri Semer Volunteer Service Award. This award will be given each year at the annual conference to one volunteer who stood out during the year and was deserving of formal recognition. We feel this award is a fitting way to commemorate Jeri and the many contributions she made to ACUTA.

After filling a brief interim Executive Director role, Corinne Hoch was brought on as ACUTA’s new Executive Director. Having been a very active member of ACUTA during her time with Columbia University, and serving the association as President as recently as 2009, Corinne had the unique combination of experience and personal and professional skills required to lead ACUTA into the future, and she has lived up to our expectations.

During the summer months, the board created two task forces. The first was the Committee Collaboration Task Force. This group was led by Sharon Moore of Smith College and made up of several past board members and committee chairs. They were charged with developing a process by which the various committees could better collaborate and share information, survey results and ideas. President-Elect Jennifer Van Horn was the board liaison, and she worked this past year to implement the board-approved task force recommendations.

The second task force was the Strategic Plan Review Task Force. This group, led by board member Mark Reynolds from the University of New Mexico, was charged with reviewing the major strategies and recommendations identified in 2007. They analyzed all of the recommendations and devised metrics that could be used to measure how effective those strategies were.

continued on page 2
The results from this group's effort were further articulated in a final summary document that will be used later this spring at our next Strategic Planning retreat in Lexington, Kentucky, home to ACUTA headquarters.

ACUTA recently published the results of our first in-depth survey and analysis of resnet trending. For the next five years we will be conducting an annual trending review of IP bandwidth, telephone usage, wireless coverage, technical support, and overall maintenance of the university and college resnet. The intent is to provide our members with information to help guide their spending decisions in support of student residential communication technology services. To review this year's finding, go to http://www.acuta.org/resnet.

This past year has been a wonderful experience for me. I have enjoyed every minute, and I wish Jennifer Van Horn from Indiana University all the best as she takes over for me this May. I will remain on the board next year as Immediate Past President, and I look forward to continuing the work with Jennifer and Corinne.

NSF Funding for Cyberlearning: Transforming Education

The National Science Foundation has funding available through its Cyberlearning: Transforming Education program. See the synopsis below for a description and click on http://www.nsf.gov/funding/pgm_summ.jsp?pims_id=503581&WT.mc_id=USNSF_39&WT.mc_ev=click for details.

SYNOPSIS

Through the Cyberlearning: Transforming Education program, NSF seeks to integrate advances in technology with advances in what is known about how people learn to:

- better understand how people learn with technology and how technology can be used productively to help people learn, through individual use and/or through collaborations mediated by technology;
- better use technology for collecting, analyzing, sharing, and managing data to shed light on learning, promoting learning, and designing learning environments; and
- design new technologies for these purposes, and advance understanding of how to use those technologies and integrate them into learning environments so that their potential is fulfilled.

Of particular interest are technological advances that allow more personalized learning experiences, draw in and promote learning among those in populations not served well by current educational practices, allow access to learning resources anytime and anywhere, and provide new ways of assessing capabilities. It is expected that Cyberlearning research will shed light on how technology can enable new forms of educational practice and that broad implementation of its findings will result in a more actively-engaged and productive citizenry and workforce.

Cyberlearning awards will be made in three research categories, each focusing on a different stage of research and development: Exploratory (EXP), Design and Implementation (DIP), and Integration and Deployment (INDP). The Cyberlearning program will also support small Capacity-Building Projects (CAP) and a Cyberlearning Resource Center (CRC).

DUE DATES

May 14, 2012 Letter of Intent: Integration and Deployment Projects (INDPs) only
July 16, 2012 Full Proposal Deadline Date: Integration and Deployment Projects (INDPs)
Oct. 15, 2012 Full Proposal Target Date: Capacity-Building Projects (CAPs)
Dec. 17, 2012 Full Proposal Deadline Date: Exploration Projects (EXPs)
Jan. 16, 2013 Full Proposal Deadline Date: Design and Implementation Projects (DIPs)
March 15, 2013 Full Proposal Target Date: Capacity-Building Projects (CAPs)
Choose Your VoIP Host Carefully

Geoffrey Tritsch, Vantage Technology Consulting Group, geoffrey.tritsch@vantagecg.com

It doesn’t take much to become a hosted VoIP provider, so there are tons of them out there. In many cases, their total installed base may be smaller than the size of your institution. Recently, a client asked us to look into one such provider only to discover they operated out of the left side of a two-car garage! This is not the provider I’d recommend for a major research university. A lot of these companies won’t survive. If you decide to go hosted (and that is a whole decision unto itself), you need to stick to a name-brand provider who is more likely to be around down the road.

There is a quote that I remember from my telco days that might be applicable here: “No matter what the product or service, there is always someone who can make it a little cheaper and sell it for a little less. Those people who consider only price are this man’s lawful prey.” Don’t let what seems like a low cost “cloud” your good judgment.

ACUTA Webinar: Creating a Project Management Office

Tuesday, May 22, 2012 • 1:30-2:30 pm EDT

For Carnegie Mellon University’s central IT organization, creating a Project Management Office (PMO) was a solution to a number of problems. In this discussion, Kelley Anderson, MBA, PMP, CSM, will talk about what problems Carnegie Mellon faced when they decided to create the PMO, how the PMO helped them address those problems, what services the PMO provides now, and some lessons learned along the way.

Anderson, a Senior Project Manager, has worked for the Computing Services Division of Carnegie Mellon University since 2005. During that time she has worked in various roles on projects ranging from implementing a new campus-wide printing system in the computer labs, upgrading the data center, and migrating critical applications to new hardware. She has also worked on improving portfolio management and project management methodology and tools for the division.

What you need to participate:

- A computer with a standard browser
- Computer speakers or a phone line (for the audio portion of the webinar)
- Your unique GoToWebinar access link. Each participant will also be required to “register” with GoToWebinar in order to participate in this webinar. You will receive a registration confirmation from ACUTA via e-mail which will include detailed instructions on how to register with GoToWebinar and obtain your unique access link.

The webinar technology integrates the presenter’s slides on the Web with a computer-based or phone-based audio seminar. Webinar slides will be available on the ACUTA website prior to the webinar. The presenters will take questions via the Web.

For more details about system requirements, go to GoToMeeting.com/fec/webinar/webinar_support.

Registration for ACUTA members is $89; nonmembers, $129. You may also order video streaming of an archived version of the webinar.

We encourage you to share this educational opportunity with anyone at your university or company who is involved in project management.

Please register with ACUTA no later than Thursday, May 17

For more information, direct questions regarding content to Donna Hall, ACUTA Director of Professional Development, dhall@acuta.org, or phone 859/278-3338. Questions regarding registration should be directed to Michele West, ACUTA Director, Membership Services, mwest@acuta.org, or phone 859/278-3338.
7 Must-Haves in a UC Cloud Contract

Gary Audin, Delphi, Inc., delphi-inc@att.net

In large part, cloud services are all about trust between the service provider and the consumer. The consumer, typically an enterprise, expects data stored in the cloud to remain safe. It wants guarantees that the data will be used for the enterprise’s benefit and not the provider’s.

There are industry guidelines that providers and enterprises can use when crafting an agreement. Still, it’s necessary to put a few things in legalese. A good UC cloud service agreement has many important elements, but these seven are key must-haves that should not be overlooked.

1. **Where is the demarc?** The cloud service contract should explicitly define the demarcation point where the provider’s responsibility ends. Bear in mind that the provider’s responsibility might end at the edge of the provider’s hosting site and not cover some or all of the access network, which is often the Internet. This should be clearly spelled out in your contract so you can strike the necessary service-level agreements with your network service provider to cover the availability of the access network segment of your cloud setup.

2. **Search warrants and subpoenas.** If the service provider receives a search warrant or subpoena for information, it must notify the consumer. The enterprise must know, and address in the agreement, how it will be protected if it has data stored on the same systems as other customers who are part of the subpoena.

3. **Hacker attacks.** What safeguards does the provider offer against hackers who target the cloud? Ask the provider to describe them in writing. Can you negotiate at least minimal retribution for any breaches due to a vulnerability in the cloud provider’s infrastructure? It’s worth trying.

4. **E-discovery.** The cloud provider should be as responsive as possible to e-discovery requests—requirements to make electronic data available for legal proceedings. The contract should specify how quickly the provider will respond to e-discovery requests and ensure that the needed data will be easily retrieved.

5. **Litigation risks.** It might sound farfetched, but it’s not: Consumers using cloud services could be at risk for patent litigation if the provider’s technology infringes on another entity’s patent. The contract should ensure that they are protected.

6. **The exit clause.** Service providers change their terms and conditions unilaterally and might cancel service if the customer does not agree to the changes. The enterprise, too, needs a legal path to terminate service. The contract should contain an exit clause that protects the enterprise if the arrangement does not work to its satisfaction or if the provider goes out of business or is sold. This clause should also ensure that stored data and software licenses be returned without delay.

7. **Service-level agreement.** The SLA for a cloud service typically covers both reliability and availability. SLAs can be measured over a long period of time, possibly weeks, but are most critical at peak traffic times. Ideally, the enterprise customer would like 99.99+ percent service availability. But again, with other elements out of the provider’s control in the chain of access to the provider’s site (e.g., the Internet), enterprises are likely to see a somewhat lower availability level. The contract should spell out what the user can realistically expect.
Board Report

The Board met via conference call on April 4, 2012, and approved the following items:

- February 2012 Financial Statement
- Monthly Committee Minutes and Reports
- Committee and Subcommittee Appointments
  - Ambassador Task Force: Tony Mordosky, Rowan University; Jeanne Jansenius, Sewanee: The University of the South; Matt Fuoco, University of Kansas Medical Center; Sandy Roberts, Framingham State University
  - Corporate Liaison Committee: Becky Macauley, e2Campus by Omnilert
  - Membership Experience Committee: Christine Mulvey, Marist College
  - Program/Content Committee: Arthur Brant, Abilene Christian University
  - Higher Education Advisory Committee: Joanne Kossuth, Franklin W. Olin College of Engineering; Laurie G. Antolovic, Indiana University; Tracey Wilen-Daugenti, Ph.D., The Apollo Research Institute and Stanford University; Dennis Gendron, Ph.D., Tennessee State University
  - Young Professionals Subcommittee: Jeff Handal, LSU
- Membership Recruitment Report

Other actions by the Board included:

- Updating the Policy and Procedure Manual, which will be posted on the ACUTA website
- Creation of a task force to address ACUTA Membership Policy related to possible members who are non-University employees due to IT outsourcing
- Preparation for the Strategic Plan Retreat, which will be held in Lexington on June 27-29
- Discussion of the business meeting format in Indy. It will be interactive with plenty of time for round table discussions and Q&A
- Discussion of the ResNet report that made it into several publications, which helps create public awareness of ACUTA as an authority in information technology for higher education

The Board also noted that ACUTA recently joined the Higher Education Compliance Alliance.

Respectfully Submitted,
Riny Ledgerwood
ACUTA Secretary/Treasurer

ACUTA Fall Seminar
October 14–17, 2012 • Houston, Texas • Hilton Americas

Track 1. Voice Communication Trends
Track 2. ICT Supporting the Campus—Facilities, Safety & Instruction
How Cross-Cultural Competency Will Build Workers’ Global Agility

James M. Fraleigh, Apollo Research Institute

By 2020, knowledge workers will regularly collaborate with colleagues from diverse personal and professional backgrounds. As social technologies make global teambuilding simpler, people from different cultures, technical backgrounds, and management philosophies will meet under the same virtual roof. Workers will need to match their style of supervision, training, and communication to multiple audiences over an average day.

To pivot with peak efficiency among these interactions will require cross-cultural competency: an instinct for sensing new contexts and suiting one’s response to match. Cross-cultural competency is predicted to become a valuable workforce trait, one of 10 described in Future Work Skills 2020, a report by the Institute for the Future for Apollo Research Institute. (Link for report title: http://apolloresearchinstitute.com/node/52) Organizations are beginning to understand that diversity drives innovative teamwork. Research has shown that groups featuring a variety of skill sets, modes of thought, and generational backgrounds are more likely to outperform those composed of similar-minded experts, according to Scott E. Page, director of the Center of the Study of Complex Systems at the University of Michigan.

Employers will need to adapt to a more global hiring perspective as well. Opportunities for corporate expansion increasingly will be found outside national borders, as will the highly talented personnel such initiatives will require. Immigration is easier and cheaper than ever, however, and mobile technologies have freed people from relying on any permanent workplace. To engage and retain talent, employers must speak these workers’ language, both literally and in terms of their career expectations and life goals.

Technology can smooth this process. Software-based intercultural tutoring is becoming more affordable, bringing language lessons and primers on a region and its business customs to every tablet or smartphone. Armed with these tools, and the sensitivity to search for mutual goals and values, workers and managers will form more productive partnerships with distant colleagues—and broaden their personal horizons too.

Learn more at www.apolloresearchinstitute.org.

Annual Dues Invoices Mail May 1

Annual dues invoices mail May 1. If you haven’t already responded, please renew your membership today.

In addition to the finest professional network available to higher education information communications technology professionals, benefits such as discounts on events, free webinars, access to important legislative and regulatory information, the quarterly Journal and monthly eNews, ACUTA offers volunteers leadership opportunities to help you develop new skills and advance your career.

Mail your check today or call ACUTA headquarters at 859/278-3338 for more information.
Info Links

Frequently, vendors, associations, governmental bodies, and others provide white papers and other informational documents which are announced through a variety of media sources. While some admittedly have a certain slant or opinion, others are quite objective; however, they often contain valuable information. Below are links to selected documents.

- FTC - Final Commission Report - Protecting Consumer Privacy: www.ftc.gov/opa/2012/03/privacyframework.shtm
Board of Directors 2011–12

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Welcome New Members

Institutional Members
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COPE MEMBER
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Stealth® Concealment Solutions, Inc., has designed, engineered, and fabricated RF-transparent antenna concealments for the wireless industry, including ODAS/IDAS sites. Our products are architecturally pleasing and the most RF-friendly in the industry.

Check It Out:
Press Releases, Job Postings, RFI/RFPs, Special Deals, and Corporate Webinars

The ACUTA website lets you communicate with other members—share some exciting news, fill a position, or find just the right vendor. Check the website for the latest postings frequently. Here are items that have been posted since our last eNews.

PRESS RELEASES
• Code Blue Names John Lapham as Vice President of Sales and Marketing
• e-Cycle Launches Campaign to Promote Responsible Mobile Reuse and Recycling as Integral Component to Mobile Data Security
• Enable Announces Upcoming Session Targeting the E911 Needs of Educational Organizations
• Texas A&M Galveston (TAMUG) Appoints Apoge to Manage On-Campus Residential Network
• WiFi VoIP Emergency Telephones are now Part of Red Alert Line of Telephone Products
• Murate Announces VBK File Conversion Capability for Avaya CallPilot Applications
• Murate’s gSTT Hosted Speech to Text Service now Supports Panasonic Voicemail Systems
• Economy and Ecology Meet in One Product with Talk-A-Phone’s New Eco Emergency Phone Tower

JOB POSTINGS
Help your colleagues who are looking for work! To send job postings, go to www.acuta.org. Click on one of the jobs listed there and you will link to the jobs we have now and a link where you can post a job.

• Information Technology Security Professional, Indiana State University, Terre Haute, IN
• Network Analyst, Lehigh University, Bethlehem, PA
• Director of Information Technology Client Services, Univ. of the Pacific, Stockton, CA
• Telecom Systems Technologist/IT Technician IV, University of Alabama, Tuscaloosa, AL
• Director, Enterprise Systems, Cal Poly - San Luis Obispo, CA
• Communications Software Specialist, University of Oregon, Eugene, OR
• Programmer/Analyst, Macalester College, St. Paul, MN
• Network Administrator, Swarthmore College, Swarthmore, PA

RFIs/RFPs: Submit your RFI/RFP today!

SPECIAL DEALS!: See special deals posted by Corporate Affiliates

FREE WEBINARS HOSTED BY ACUTA CORPORATE MEMBERS
Many free webinars are available through ACUTA Corporate Members. Check the website at www.acuta.org/corporatewebinars to see what is currently available. (Corporate members e-mail Amy Burton at aburton@acuta.org to get your free webinars listed.)