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From the President

Last weekend I had an opportunity to travel to St. Paul Park, Minnesota, to visit my mother and sister. It was great to be back at the home that I grew up in—to smell familiar smells, see familiar sights, and hear familiar sounds. I was surrounded by people that I knew and loved. I felt warm and safe; I was well within my comfort zone.

Unfortunately, our industry rarely lets us stay within our comfort zone for any extended period of time. It seems like we wake up in a new world every day due to technological advancements, reorganizations, regulatory changes, security threats, and vendor mergers. About the time we think we have everything under control, along comes yet more change and the process of adapting starts all over again.

Two areas that are especially trying for me, in terms of forcing me out of my comfort zone, are convergence, especially fixed/mobile convergence, and disaster recovery. Attempting to support a seamless service in an environment where you have complete control over your campus switching environment but you are at the mercy of the whims of the cellular service providers can be a challenge in the best case and a reason to consider early retirement in the worst case. Likewise nothing takes us to a place where we don’t want to be faster than disaster recovery. The thought of our infrastructure being destroyed, our faculty, staff, and students placed at risk, and any normalcy in our lives completely disappearing puts us as far from our comfort zone as we can be.

When I think about it, the two things that made me feel safe and comfortable at home are familiarity with the environment and being surrounded by strong supporters. These are the two things that ACUTA offers in all of our seminars and conferences. In just a few days from now (October 14-17), ACUTA is tackling the issues of mobile convergence and disaster recovery. You will have the opportunity to hear from people that have years of experience in fixed, mobile convergence and the role of communications in disaster recovery. For me, I am sure that the combination of knowledge gained and being surrounded by people with similar problems and issues will move me closer to my comfort zone in these two critical areas. It’s just a coincidence that this seminar is taking place in the Twin Cities.

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Makin' Bacn: Another Way to Clog Inboxes

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As bad as it may be for us, who doesn't love the taste of bacon? (Vegetarians: Please skip to the next paragraph.) Sitting beside your eggs in the morning or astride your burger at lunch, it's a crispy indulgence that's hard to resist.

Now bacn, that's a different story. Bacn is a new term to describe much of the content of our e-mail inboxes. It's not an acronym, and why it's spelled the way it is, that's hard to say. It does, however, continue the "unhealthy meat" naming structure that gave us spam.

Bacn describes e-mail that we want - or at least sort of want - but that we just don't want to deal with right now. It's not as important or desirable as job-related or personal e-mail, but it's not spam either. Bacn is that which you somehow invited into your inbox. Weekly newsletters you signed up for, various technology webinar invitations, Google alerts, update messages from social networking sites, and that sort of thing.

As a recipient, you hesitate to unsubscribe to some of these because they might contain some useful information. So they just keep pouring in. Maybe your individual solution is to clear your inbox by moving them into a separate folder, but soon that folder fattens up like an engorged mosquito.

Bacn, by the way, is a term coined relatively recently and popularized by bloggers. There is actually a site where you can buy bacn merchandise, such as T-shirts, if that's your particular style.

The point of this is that while spam is clearly an enemy, and the deserving target of all your efforts to block it from your campus network, bacn gets pretty much a free pass. Individual users tend to treat bacn like someone who comes over and watches TV and eats all their food, tolerating it because he's their friend. But from the network viewpoint, it is still a clogger. The cumulative effect of all those saved HTML e-newsletters and other messages gobbles up storage space.

Beyond encouraging users to be aware of how long they keep bacn and to unsubscribe from anything they no longer believe is useful, there probably isn't much you can do to deal with it. It's counterproductive to try to block e-mail that people really want (although the Chinese government has mastered the skill), so education may be your best bet.

By the way, from a purely anecdotal standpoint, I have kept tabs on my incoming daily e-mail lately. As a small office, we have no spam blocking in place, yet I consistently receive significantly more bacn than spam. I'm a sucker for tech newsletters, so that's my story. Still, this is at the same time as the latest report that indicates spam now accounts for nine out of every 10 e-mails.

So add bacn to your ever-growing list of network hassles. As Roseann Roseannadanna used to say on Saturday Night Live, "It's always something!"

As always, if there are specific topics you would like to see covered in this space, please let me know via e-mail at kevin@duxpr.com.

ACUTA Resources Make Membership a Great Value!
Tell a colleague about ACUTA today!
Do Not Call Registry Up For Renewal Soon

On 9/10/07 Rep Mike Doyle (D., PA) introduced a bill to make the Do-Not-Call registry permanent. An opt-out opportunity will still be available for those who choose not to be on the Do-Not-Call Registry. Rep Doyle declared that "it makes no sense to force people to sign up again every couple of years." Next year, it is estimated that more than 50 million phone numbers will be purged from the list, making it necessary to complete another registration process. According to Lydia Barnes, director of the FTC’s Bureau of Consumer Protection, announced that re-registering is "incredibly quick and easy to do. It was so easy for people to sign up in the first instance. It will be just as easy for them to re-up." Guess Dir. Barnes did not consider the mass of numbers that a university environment maintains—thousands of phone numbers on hundreds of campuses. I must admit I chuckled when I read Rep. Doyle's comment that "I suspect very few people are saying, 'Gee I really miss getting those telemarketing calls at dinnertime. I wish the government would take me off the Do-Not-Call list.'"

Disaster Information Reporting System (DIRS) Launched

On 9/11/07 the FCC's Public Safety and Homeland Security Bureau announced the launching of an automated Disaster Information Report System (DIRS). Although the DIRS reporting system is voluntary, communications providers that choose to participate will provide contact information on the status of communication equipment in the event of a disaster. According to the news release, "[T]he information will be secured by the Commission and protected from public release.

Because this information is sensitive and could be targeted by terrorists, the DIRS filings “shall be treated as presumptively confidential upon filing...the release of this sensitive information to the public could potentially facilitate terrorist targeting of critical infrastructure and key resources.” More information on DIRS is available at http://www.fcc.gov/pshs/cisr/dirs.html.

It is anticipated that once this data collection system is active, all contacts in DIRS will be sent an e-mail letting them know the disaster area and the appropriate communications providers that are requested to provide data on the status of their communications equipment. For more information, look for document DA 07-3871 at http://www.fcc.gov.

800 Mhz Rebanding Process Gets New Benchmarks

Also on September 11, 2007, the FCC adopted a Memorandum Opinion and Order to expedite the 800 MHz rebanding process. The Commission stated that Sprint did not meet the interim 18-month rebanding benchmark established by prior orders. The order requires Sprint to “complete clearing Channel 1-120 incumbents in non-border areas, other than Sprint and SouthernLINC, by December 26, 2007. In addition, Sprint must clear its own Channel 1-120 facilities, and those of SouthernLINC, within 90 days of a request by a public safety licensee to use those channels. For any public safety request made on or after January 1, 2008, Sprint will be required to clean the necessary spectrum within 60 days of the request." They also have requested Sprint vacate its remaining spectrum in Channels 1-120, as well as other portions of the 800 MHz band to be utilized by public safety, in accordance with prior Commission orders by June 26, 2008. (Robert.kenny@fcc.gov or http://www.fcc.gov)

Trick or Treat

The Wall Street Journal stated in a September 26, 2007, news release that the evening after Halloween could be the scariest night of the year for Internet users. November 1, 2007, is the day the Internet tax moratorium is due to expire. According to Telecommunications Report Daily (9/20/07), Sen. Daniel Inouye (D, Hawaii) announced that “[T]he Senate Commerce Committee is
actively working towards legislation to extend the Internet tax moratorium. I remain hopeful that pragmatism, and not politics, will prevail, and that any colleagues can agree upon reasonable legislation that could be marked up next week, and thereafter, sent to the President’s desk.” Sen. John McCain (R, Ariz.) warned that if the moratorium is allowed to expire, Internet access bills would add taxes and government fees that could add as much as 20% to the average consumer bill. He added, “We can’t let that happen to the Internet—which is likely the most popular invention since the light bulb.”

Canadian News
Canadian Radio-television and Telecommunication Commission (CRTC) appoints Michael Morian. Mr. Morian has spent more than 34 years in the broadcasting industry, most recently as chief editor of television news for Radio-Canada and French Language News Network.
The CRTC is seeking comments on its intention to delegate powers to investigate complaints arising from unsolicited telemarketing calls. CRTC recently sought request for proposals seeking an operator of a national “do-not-call,” closing this past week, September 20, 2007.

The Board of Directors met by conference call on September 7 and approved the following:

- The proposed 2008 Conference topics as recommended by the Program Committee; the content is comprehensive and applicable to a broad ACUTA audience from technicians to CIOs.
- The recommendation by the Program Committee not to produce a handout CD-ROM for the 2008 Annual Conference, and instead migrate all of the handouts to the Web. This will extend speakers’ deadline for material submission and provide members with up-to-date information.
- The reappointment of Debra Duncan as the User Group Coordinator for the 2009 Annual Conference and as an ex-officio member of the Vendor Liaison Committee for the 2007/08 committee year.

President Walt Magnussen reported that the Hurricane Preparedness Task Force will be finalizing the check list soon, which will be available for members to use.

Mr. Magnussen was interviewed by Network World recently. The article, which was published on August 27, discussed ACUTA’s roles in educating communications professionals in higher education related to convergence and its impacts to campuses as well as its collaboration with other organizations such as ATIS and ITERA to more closely link the IT professionals and their academic counterparts on campuses.
The board will be at a strategic planning retreat in Lexington on November 15-16 to discuss ACUTA’s directions and make some adjustments to current strategic planning items as needed.

Respectfully submitted,
Riny Ledgerwood, Director
Communications and Computing Services
San Diego State University
New Faces
at ACUTA

2007 has been a year of change at the ACUTA headquarters with the departures of Business Manager Margaret Riley, Administrative Assistant Patti West, and—after 19 years!—Membership Development Manager Kellie Adkins. Stepping in to fill their shoes are Tom Campbell, Manager of Finance and Administration; Michele West, Manager of Member Services; and Diane Carey, Accounting and Administrative Assistant.

Because the ACUTA staff always want you to feel comfortable calling on us for any reason, here are some introductions to help you get to know our new additions as quickly as possible.

Tom Campbell: During his interview, we asked Tom what he thought he would like best about the job here at ACUTA. His reply was "What's not to love about accounting?" We're glad he feels that way, because he's responsible for all those numbers that better add up at the end of the day. Tom commutes from nearby Danville, where he lives with his wife, Angela (an RN), and their 15-year-old son, Drew. Tom’s 21-year-old son and his wife are about to make him a grandaddy for the first time.

Before he came to ACUTA—and for a while afterward!—Tom was teaching accounting at a local business college. He really likes not having to grade papers now. While his job at ACUTA is the highlight of his career so far, he says the worst job he ever had was a college summer he spent as a janitor in a Social Security office. "It is amazing the mess people will make in a public area," Tom concluded.

Tom’s not sure what he wanted to be when he looked into the future as a child, but, he says it probably was not an accountant. Funny how we fall into slots and find them quite comfortable sometimes! Tom earned his B.S. in Accounting from the University of Kentucky and his MBA from Morehead State.

I asked Tom whom he would talk to if he could choose anyone from any time in history, and he said statesman/inventor/diplomat/architect Thomas Jefferson. A brilliant man. I hear he even did his own bookkeeping, Tom.

Michele West is not really a newcomer to ACUTA. She worked with us for about 9 months waaay back in 1992-93. When Kellie left us, Michele was able to step right in and run with the ball. Michele has worked at The Council of State Governments-National Association of State Treasurers for the past 6 years, and she worked for NACUBO in Washington, D.C., before that; so she is no stranger to the world of associations. She says the best job she ever had was selling amusement ride tickets at the Santa Cruz Beach Boardwalk in California. Not exactly a career-builder, but what a fun summer!

Michele enjoys spending time with her family, including her mother and dad and her 98- and 96-year-old grandparents. She shares her home with a large and looney black dog named Riley.

In her spare time, she likes going to the movies or attending concerts, or enjoying outdoor activities such as canoeing, rafting, hiking, or just taking in the many festivals around Kentucky. If someone gave her $100,000, she says she’d grab a friend or two and take off on an adventure around the world.

Michele graduated from the University of Kentucky. She says college chemistry convinced her she did not want to become a radiologist, but she’s still not sure what she wants to be when she grows up. We hope she’ll be the ACUTA Member Services Manager for a long time!

Diane Carey, her husband Trevis, and their 6-year-old daughter Quincy moved to Kentucky from Perry, Iowa, 4 months ago. Daughter Amanda (21) is a senior at Drake University this year. Diane was the Executive Office Manager at Dallas County Hospital in Perry, and she says that was the best job she ever had—before she came to ACUTA!

In her spare time, Diane enjoys spending time with friends and family and going boating. When I asked her whom she would like to talk to if she could spend 30 minutes with some historical figure, she said, "My great grandparents, to learn more about their journey to America from Germany and also more family history."

As a child, Diane thought she wanted to be a teacher when she grew up. She attended Des Moines Area Community College where she earned an Associates Degree.

Diane is a practical sort of gal. If someone gave her $100,000, the first thing she would do with it would be "Pay off my mortgage!"

We welcome all three of our new staffers and hope they find their work with all of you rewarding and satisfying.
Both the Telecom and VoIP listservs that ACUTA hosts have become valuable resources its members. As of October 1, there are more than 1200 users subscribed to Telecom and over 400 on VoIP. As popularity of these resources increases, I wanted to note a few procedures that will help everyone enjoy both listservs more.

Short Surveys

There are times when a user will ask more than a simple single-sentence question in a listserv message. If you are asking multiple questions, be sure to include the following in your message:

- State that you want people to reply directly back to your email address because by default, all messages will go back to the listserv if an individual hits “Reply” to your message. This will prevent clogging the list with replies.
- State in your message that you will compile the responses and report back to the listserv. (And then be sure you do!)
- “Me Too” Syndrome

Please do not send an email to the entire listserv indicating that you, too, would like this info when referring to a recently received message from the listserv. Instead, send an email directly to the individual who created the original listserv email indicating you wish to be emailed when the person gets an answer to their question. Also, because all replies are directed back to the listserv by default, there is a good chance you will see the answer to a particular question anyway without any additional action.

- Vacation / Out-of-Office Messages

If you plan to use an out-of-office or vacation message in your email software, be sure to either change your listserv subscription to a web-only access mode, or change it to daily digest mode. I think the best option here would be daily digest so you continue to receive a single daily digest of all email conversations, and your out-of-office message will be absorbed by our Lyris listserv software.

You can make changes to your listserv account by going to either http://www.acuta.org/telecom or http://www.acuta.org/voip. After logging in, click on the “My Account” tab and select “Membership Type.” Changing your membership type to “Digest” will give you a single daily email with all conversations that took place that day. Changing your membership type to “No Email” will still keep you subscribed to the list were you can use the Lyris web interface to read and send messages, but you will receive no email to your address.

ACUTA has been very fortunate in the 11 years that the listserv has been in operation to have such a professional group of people subscribed to it. The archive of content and our ability to always have on-topic discussions have made both lists such a valuable resource. No list is perfect, but I think we have two of the best around!

For those who want to subscribe to either the Telecom or VoIP listserv, please go to one of the following:

http://www.acuta.org/telecom/subscribe for the Telecom listserv, or
http://www.acuta.org/voip/subscribe for the VoIP listserv.

If you have any questions please feel free to contact me at afuehrer@acuta.org.
The topic for the ACUTA Member Sites to See for the 3rd Quarter of 07 was dashboards. The two winners were Indiana University (http://tiltdash.uits.indiana.edu/demo/) and Oklahoma Christian University (http://stats.oc.edu/). We encourage you to visit their websites to check out these fine examples.

Info Links
Randy Hayes
University of Northern Iowa
randal.hayes@uni.edu

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.

- NASCIO Report on Enterprise Data Center Consolidation:
- Planning Guide: Radio Communications for the Fire Service:
- NCCUSL Draft Uniform Rules on Electronically Stored Info:
- CCJWG State Guidelines Regarding eDiscovery (2006):
- Xiotech eDiscovery Assessment Calculator:
  http://www.xiotech.com/Promos_Early-Discovery-Assessment-Calculator.aspx
- Xiotech Disaster Recovery Calculator:
  http://www.xiotech.com/Promos_Disaster-Recovery-Calculator.aspx
- EPA Report to Congress on Server/Data Center Energy Use:
- SS8 Ready Guide to Intercept Legislation (CALEA, etc.):
- EFF FOIA Docs on DCSNet/DCS-3000/Red Hook CALEA Issues:
  http://www.eff.org/flag/061708CKK/
- Signaling Vulnerabilities in Wiretap Systems (UPenn):
- Virginia Tech Review Panel Report on 09/16/2007 Shooting:
- Virginia Tech President’s ICT Infrastructure “Working Paper”:
- U. of Maryland “Tin Whiskers” Information:
  http://www.calce.umd.edu/tin-whiskers/
- NASCIO White Paper on eDiscovery:
- USFA Report on Causes of School Fires K-12:
- DHS National Incident Response Framework (Draft):
- U of Albany Report on Regional Telecom Incident Response:
  http://www.ctg.albany.edu/publications/reports/exploring_regional
- Analysis Consultants Free Cost Models for European Telecom:
  http://www.analysys.com/default_acl.asp?Mode=article&LeftArticle=1152&Em=En
- State of Kentucky Report on Campus Safety:
- NIST Guide to Secure Web Services:
Are the companies with which you regularly do business Corporate Affiliates of ACUTA? If not, should they be? If they supply communications technology products or services to your campus, they could be working with other campuses as well. If you trust them with your business, others might appreciate an introduction.

ACUTA members generally report that they value the contributions the vendors make to our events as well as the occasion to interact with new companies and familiar faces. Vendors tell us that ACUTA offers unique opportunities to contribute their expertise by participating in a variety of ACUTA activities.

Please tell your vendors about ACUTA. Forward this information to them, or direct them to our website for complete information. It's a win-win for everyone!

**What Every Company Should Know about ACUTA**

**Our Members Are Your Customers**
We have more than 1700 institutional members from nearly 800 campuses throughout the U.S., Canada, and New Zealand. Seventy-two percent of our members are responsible for institutional telephone services, and seventy-one percent have functional responsibilities that cover not just voice but data and video services as well. Increasingly, ACUTA members report that communications technology plays a strategic role in the long-range plan for their campus.

**Our Events Put You in Touch with Your Customers**
There are exhibit and sponsorship opportunities at all 4 of our national events each year. From a survey of our 2007 Annual Conference attendees, we learned that 94% expect to meet with vendors they already have a relationship with and 94% expect to meet new or potential vendors. For information on our upcoming events, go to the tradeshow section of our Corporate Participation page: http://www.acuta.org/ex-spon.

**Membership is Affordable**
Membership starts at just $580. And members receive discounts on exhibit booths, advertisements in our ACUTA Journal, and access to free membership benefits such as our Press Room, Listserv, and Annual Membership Directory. For more information on corporate membership and the application to join, visit http://www.acuta.org/Relation/downloadFile.cfm?DocNum=432

**You Can Reach Out to our Members by Renting a Mailing List**
Our membership mailing list (mailing addresses only) is available on labels for nonmember companies at a fee of $500, and electronically for member companies for $50-75. Contact Michele West, mwest@acuta.org, for information.

**We Have Free Online Resources for Corporate Members**
- Press Room: Corporate Members can post their press releases for free on the ACUTA Online Press Room. Go here for more information: http://www.acuta.org/relarion/downloadFile.cfm?docnum=838
- RFI/RFP Webpage: Our school and corporate members can post and access active RFIs and RFPs on our RFI/RFP Webpage. For more information: http://www.acuta.org/?1683
  - Listserv: Be a part of our members' daily conversations by joining the ACUTA Listserv. Contact Aaron Fuehrer, afuehrer@acuta.org, for information on how to join.

**We Have Advertising Space in our Journal**
We sell advertising space in our popular *Journal of Communications Technology in Higher Education* which is mailed quarterly to our full membership. And corporate members receive a 15% discount. Go here for more info: http://www.acuta.org/ex-spon/index.cfm#book4

**We Have Corporate Member Logos**
Corporate members can advertise their support of ACUTA with official member logos. Contact Amy Burton for more information (aburton@acuta.org, 859/278-3338 x240).

**Have Questions about ACUTA?**
Contact Amy Burton, Manager, Membership Marketing & Corporate Relations, at 859/278-3338 x240, aburton@acuta.org.

**It's Your Market, Your Moment, Your Move.**
Welcome New Members

Corporate Affiliate Members

Copper Member

IntraPoint, Inc., Reston, VA ............................. http://www.intrapoint.com
Idar Volndes, President/CEO; 703/476-1166
IntraPoint enables clients, through our Crisis Manager solution, to easily develop their crisis and contingency plans, train and certify crisis teams and manage crises from a centralized control and command center.

Communications Resources, Inc., Wall, NJ ....................... http://www.crinj.com
Heidi Fulton, Dir. of Marketing; 732/974-4371
Communication Resources is the premier Unified Messaging Specialist company. For the past 17 years we have specialized in Octel, Avaya, and Lucent messaging solutions. We custom design solutions based on stated needs.

Melody Adams, Marketing Manager; 870/974-7740
Optus, a top supplier of new/refurbished telephony equipment for all manufacturers’ key and PBX systems, also offers a buyback program to trade in surplus phone equipment. With emergency notification and dynamic digital signage, Optus has a product for all your communication needs.

Important Information...
Useful Resources...
The Best in Professional Networking:
Invite a Colleague to join ACUTA today!

Check It Out:
Press Releases
Job Postings
RFIs/RFPs

The ACUTA website is a useful tool for communicating with other members, whether you’ve got some exciting news to share, a position to fill, or a project for which you need a vendor. Check the website for the latest postings frequently. Here are items that have been posted since our last eNews.

Press Releases
- Mohawk Announces the Re-Launch of Cell Tower Cables
- Mohawk Announces the Release of Reduced OD GigaLAN 10G®
- Mutare Software Awards Grants to Campuses for EEN System

Job Postings
- Full-time UNIX System Administrator, Information Technology Ser, Central New Mexico Community College, Albuquerque, NM
- Information Technology Specialist 3 (Database Administrator), Winona State University, Winona, MN
- Voice Communications Analyst, CSU San Marcos, San Marcos, CA
- Director, Information Technology, Washington State University, Vancouver, WA

RFIs/RFPs
- No new RFIs/RFPs this month. Submit yours today!