ACUTA eNews April 2005, Vol. 34, No. 4
Nominate Now for ACUTA Ruth A. Michalecki Leadership Award

The Awards Committee is accepting nominations for the ACUTA Ruth A. Michalecki Award, a program to recognize outstanding leadership among our members. Focusing on leadership is an acknowledgement of the fact that leadership skills are increasingly vital to the communications professional.

The person selected for this award:

- Engages in activities that have produced firm and formal results directly benefiting the ACUTA organization and/or the broader higher education community
- Motivates and fosters collaboration to accomplish goals, objectives, and the mission of their institution while demonstrating exceptional leadership qualities
- Actively participates in and promotes the education, professional development, and mentoring of other professionals
- Demonstrates initiative—the ability to take charge—by creating or developing a program, project, or activity that impacts the community
- Demonstrates leadership in the communications technology industry

“During the past 30 years, I have attended many communication and management events and witnessed various award programs. I cannot imagine a more distinguished professional honor for a communication professional than being nominated for the ACUTA Ruth A. Michalecki Award, except, of course, actually receiving the award,” says Wally Czerniak, Chair of the Awards Committee.

The Leadership Award will be presented at the Awards Luncheon on Wednesday, July 20, at the Annual Conference in Kissimmee. Previous winners include Michael Palladino, University of Pennsylvania; Pat Nelson, Cornell University; and Jim Cross, Michigan Tech.

To nominate someone who you feel meets the criteria, complete the nomination form online at http://www.acuta.org/relatioண/downloadfile.cfm?DocNum=436 or contact Lisa Cheshire at 859/278-3338 for a fax version.

Deadline for nominations is May 6. Nominees must be ACUTA institutional members, associate members, or corporate affiliates.

ACUTA extends appreciation to PAETEC Communications for sponsoring this award.

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Awards and More:
Get Involved!

It's that time of year when ACUTA begins reviewing and evaluating the progress made over the past year and setting goals and budget for the coming year. This includes the distinct privilege of accepting and reviewing nominations for the Institutional Excellence in Communications Technology and ACUTA Ruth A. Michalecki Leadership Awards as well as nominating and voting for new board members.

The Institutional Excellence in Communications Technology award process is now in Round Two, with submissions due April 15. This is ACUTA's most prestigious award. Winners are selected by the ACUTA Awards Committee on the basis of the communication technology department's contribution to and support of the mission of their institution. Entries are evaluated on the scope and complexity of the endeavor, technological leadership, benefit to the institution and key constituents, and demonstration of excellence and professionalism. The endeavor, product, or service should be innovative and exemplary, and should provide significant advantage to the institution, faculty, staff, and/or students.

Nominations for the ACUTA Ruth A. Michalecki Leadership Award are open through May 6, 2005. This award recognizes outstanding leadership among the membership based on professional accomplishments and leadership activities. To review the criteria and submit nominations go to the ACUTA website then click on About ACUTA, Awards, Ruth A Michalecki Leadership Award. (http://www.acuta.org/relation/downloadfile.cfm?docnum=436)

As you are aware, we recently closed nominations for president-elect, secretary/treasurer, and two director-at-large positions for the 2005-2006 ACUTA Board. Once the slate of nominees is approved, the voting member at each campus will receive statements from each of the candidates. I encourage you to take a few minutes to review the candidate statements and ask questions of them. Then cast your vote when the electronic ballot is sent to you.

The more involved you are with ACUTA the more you will benefit from your membership. By investing time in nominating and voting for your colleagues you are recognizing and learning leadership and technology best practices.

I look forward to seeing everyone at the ACUTA 34th Annual Conference & Exhibition in Kissimmee where we will announce the winners!

Regional Workshop:
Strategic Tradeoffs in Campus Wireless Mobility

ACUTA is bringing the Regional Workshop to Chicago on May 18. In order to serve the educational needs of more members, especially those with limited travel budgets, we are offering this one-day workshop, allowing many attendees the option to drive in and out without an overnight stay. Although the workshops are designed for regional attendance, anyone interested in the topic is welcome to attend.

The location near the airport also makes this an easy program for quick and reasonably priced flights, with a free shuttle and very affordable room rates at the workshop hotel.

The topic will be “Strategic Tradeoffs in Campus Wireless Mobility” and the primary instructor will be Phillip Beideman (President of WTC), whose educational sessions at ACUTA meetings are always well received. The workshop will also include a panel of local university representatives, a corporate presentation, and vendor exhibits.

Whether you drive or fly, this program will offer very timely information on a topic of interest to all ACUTA members, along with opportunities to learn and network with your peers.

Please mark your calendar for Wednesday, May 18, for this regional workshop that will be held at the Chicago Hyatt Regency O'Hare. More detailed descriptions and registration information are online at http://www.acuta.org/?1303.
The all-consuming need to “be cool” is something that most of us, thankfully, outgrow. Of course, those of us deeply interested in the underside of technology never had much chance of being considered cool in the first place. At least not outside our own social circle.

The good news is that over time, things evened out, because while the cool kids were so busy being cool, they never figured out how to cope with their computers, program their VCRs, or transfer phone calls. Who did they need then? You bet! So there is some cosmic justice after all.

But it is once again time—with the advent of voice over IP—to focus on being cool. At least to the extent of keeping your equipment from overheating. The VoIP equipment that is being added, or swapped out, in places such as wiring closets can easily warm up those small spaces, leading to equipment failures and down time.

Wiring closets have traditionally been cramped quarters housing punchdown blocks, patch panels, and perhaps some hubs and switches. The VoIP equipment going into those closets consumes more power, and consequently dissipates more heat, than many wiring closets were designed to handle. As your institution rolls out VoIP equipment, this is an important factor to keep in mind.

IT equipment tends to be designed based on the underlying premise that the environment around it will be conducive to its operation. For example, spend any time in a big data center, and you’ll definitely want a sweater—at least until you work there every day and get used to the cool temperatures. That’s a big difference from wiring closets.

It is difficult to say exactly how much heat is going to dissipate into the enclosed space of the wiring closet. That will depend on the specific types of equipment being located inside it. We found a handy worksheet that we’ll tell you about later.

The worst wiring closet situations are those where the buildings in which they are located are not air-conditioned. In those instances, you can’t trust the air outside the closet to help with the needed cooling and will have to install a small self-contained air conditioner. Otherwise, unless your equipment is throwing out more than 1,000 watts of heat load, you can probably handle the necessary cooling by installing a vent in the bottom of the door and another vent either in the top of the door or into the duct system in the closet, if there is one. A fan may be needed as well.

You will also want to seriously consider some sort of environment-monitoring system for the closet, to track the temperature and humidity inside. These systems can alert you to developing problems and allow time to fix them before overheating takes down at least a portion of your network.

We found the worksheet that helps you calculate heat load, as well as specific advice on how to keep your equipment comfortable in the wiring closet in a range of situations, in a white paper from American Power Conversion, the company best known for uninterruptible power supply systems. Titled “Power and Cooling for VoIP and IP Telephony Applications,” it can be found at this URL: ftp://www.apcmedia.com/salestools/SADE-5TNRLR_RO_EN.pdf

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.

The ACUTA Listserv and Resource Library—An Unbeatable Combination

Recently on the ACUTA listserv there have been discussions about having a central place for ACUTA members to share RFPs and other important documents. The ACUTA Resource Library is just such a place. Members can upload documents related to a discussion that may be taking place on the listserv, or just share documents you think may be of general interest to all ACUTA members who may be browsing the website.

Once Uploaded, the documents will be reviewed by ACUTA staff and placed in the appropriate Resource Library area. Uploading documents to the Resource Library is accomplished through the MY ACUTA section of the web site. Click “Login” at the top right of the ACUTA home page.

Not sure you have a Web account and password? Go to http://www.acuta.org/myacuta to create an account or to have your password sent to you if an account exists.

If you have questions or comments, please contact me at afuehrer@acuta.org.
A few months ago an inquiry to the ACUTA listserv sought input from those who had recently renovated or built residence halls. Specifically, the writer asked:

- Wired and/or wireless? If wired, what types/grades of cable?
- For wireless data services, what configuration and student-to-wireless-access-points ratio?
- What room and common-area configurations did you decide upon? (per bed, per room, common spaces, etc.)
- What services: cellular? maximum data speeds? CATV or HDTV?
- To what degree were the IDF s consolidated: one per floor? one per building?

**Geoff Tritsch of Compass Consulting** responded to this inquiry, and when we asked him recently to expand on his reply for this newsletter, he graciously responded.

**Geoff’s reply:** These are all excellent questions and ones that many ACUTA members are facing. However, although input from others is always helpful in the overall mix, this is one of those cases where it may be better to look inward than outward. What are you trying to accomplish? What do your students want or need? What’s right for someone else is not necessarily right for your institution.

With regard to the specific questions, here are my thoughts:

1. As far as wiring is concerned, buy the best wire you can afford for your application. It’s going to be around for a while. Specifically what kind of wire will depend on what your applications are and how you intend to distribute them. Compatibility with in-place systems must also be taken under consideration. For example, video over fiber or IP is great, but not if you have a large investment in analog head-end equipment.

2. Wireless is tough, and its performance and success depend on a number of factors including on building size, construction, number of users, etc. Get a detailed engineering study.

3. Whatever you offer, the students will take...as long as it’s “free.” After that, a return-on-investment analysis is in order. Actually, no matter what, an ROI analysis is probably in order as there are clearly costs, and you expect some return, even if the returns are soft.

4. IDF s (now properly called ICC s for intermediate cross-connect) are building-dependent based on building layout, space, density, and management. The most common approach is to locate at least one ICC per floor. While this has the advantage of shorter cable runs and smaller cable distribution requirements at each ICC, it does complicate network management. In some situations or when designing for smaller buildings, consider fewer, centralized ICCs. The advantages of the centralized approach over the more conventional one-room-per-floor approach are:

   - Less overall space required due to better space utilization
   - Easier management of communications resources
   - More flexibility
   - Simplified moves and changes
   - Less complex HVAC, power, and other requirements due to centralization (for example, multiple ICCs require multiple power feeds, vertical and horizontal pathways to interconnect ICCs)

However, this approach does have the following drawbacks as well:

- Larger room required
- More complex installation of cabling due to longer runs with bends and changes in elevation, which may require additional conduit or cable tray
- Larger cable distribution requirements (trays, risers, etc.) due to centralization
- Multiple small ICCs are often easier to work into a space plan.

Work with the architect from the earliest possible time—preferably during schematic design and certainly before design development. There are few things harder in building projects than to come into a project late and try to reclaim space that was never factored into the original designs. Don’t assume that the architect knows a thing about technology!
This article was adapted from Columbia University’s “AIS News” and submitted by editor Nuala Hallinan (nuala@columbia.edu) and ACUTA Director-at-Large Corinne Hoch (hoch@columbia.edu) for University's "AlS News".

What is Caller ID Spoofing?

Designed to target people with caller ID display phones, spoofing masks the true originating telephone number from which a call is placed. Through a simple Web interface, a spoofing system lets unscrupulous companies or individuals appear to be calling from any phone number and organization they choose.

Caller ID spoofing comes to Columbia University

Some enterprising callers have chosen Columbia University’s name and some of its phone numbers for their spoofing scams. Legitimate calls placed from within the University’s telephone system do not usually display any identifying information on caller ID phones. But scammers, using new technology, are now able to cause a Columbia number to display on a caller ID phone—along with the name of the University itself.

The Office of Communications Services (OCS) first became aware of the problem last November when people from all over the country began to flood the University’s main telephone number demanding that Columbia stop calling and bothering them. Most of the calls that appeared to be from legitimate Columbia telephone numbers were telemarketing in nature, although some were threatening and one was an alleged Columbia University employee doing a survey. Concurrently, the phone numbers of several employees in the Office of the Treasurer and Controller were used, and those employees endured many angry callers who were outraged that Columbia would be involved in such an invasion of their privacy.

What happens when a Columbia number is used

The OCS Referral Center handles the complaint calls that come from outside the University. After assuring callers that the call they received did not originate from Columbia, the Referral Center asks the callers to report the problem to Verizon’s Unlawful Call Center at 800/518-5507. Although OCS records and tracks each spoofing call and provides callers who have been spoofed with a name and a phone number for follow up, Columbia cannot do more than that. We recommend that those who have a complaint about spoofing call their local carrier or Verizon, which is working along with other carriers to document occurrences of caller ID spoofing for further FCC investigation.

If a Columbia phone number is used in a spoofing scam and the employee is besieged with callers, OCS offers to disconnect the number and reassign a new one. OCS places a special disconnect recording on any telephone number disconnected because of spoofing. The recording states: “You have reached a Columbia University telephone number that was used without the University’s authorization. Please report the unauthorized use of this number to the Unlawful Call Center at 800/518-5507, our local carrier who is compiling information for FCC investigation. During normal working hours you may reach our Referral Center Director at 212/854-2814.”

Use the same caution you would in e-mail

Many types of companies and institutions have had their identities used for spoofing—even the White House switchboard has been used by scammers. We remind our users who have caller ID that the phone number or company displayed on the phone may not be legitimate. Even if a call indicates that it is coming from a financial or similar institution, they should never disclose any private information.

Spoofing scams probably won’t go away soon, so we caution our users to be aware. Caller ID falsification is yet another avenue for identity theft.

Developing & Maintaining an IT Disaster Plan

This presentation will discuss the process of writing an IT disaster plan at Baylor and will demonstrate how consultant and client can work together to maximize the benefits of outside expertise while minimizing costs. While the project emphasized avoidance and mitigation in addition to recovery steps, it also provided the foundation for keeping the plan current and useful.

Presenters:
Charlotte Lenox, IT Business Manager, Baylor University
Geoffrey C. Tritsch, President, Compass Consulting International, Inc.
Cell Phones and Hackers

Mobile Competency, a consulting firm from Rhode Island, warns that cell phone users are at significant risk of having their voice mail listened to or their contact list stolen. Cingular, Sprint, and T-Mobile users are said to be at the highest risk for hacker problems. These three companies allow users to disable the function that checks for passwords.

According to Telecom Manager's Voice Report (VR 3/7/05), hackers have learned how to trick the ID system that carriers use to authenticate whether a user is calling his voice mailbox from his own cell phone, making the password unnecessary. Hence the hacker can get to the user's voice mail and other things related to the user's files.

Telecom Consultants

As in any profession, some consultants are good, and some, as Voice Report recently discussed, give the industry a black eye. (VR 3/7/05) Consultants typically do their best to get to talk to people in high management positions to sell their services on the promise that they will save the organization a bundle of money. Often they propose to be paid by a percentage of the money they find that will be saved in the future. VR noted that sometimes the consultant will be working on bills from the telecom carriers and finding errors that the person in charge of the telecom system has already found, and the error is being corrected by the carrier.

Voice Report describes six ways to work more effectively with a consultant:
1. Watch out for fees quoted as percentages.
2. Make sure the fees you pay are based on actual savings, not potential savings.
3. Check and see that you're not being double-billed.
4. Pluck the low-hanging fruit yourself.
5. Make sure your contract gives you flexibility when things change.
6. Insist on having one person as a point of contact.

Some consultants are very helpful, but the telecom people at the university must be sure that they don't end up as the bad guy in the process.

Bird Deaths from Towers

In the wireless industry more and more towers are being built to handle the transmission between the cell phone and the serving center for that cell phone. These towers range in height from a couple hundred feet to over a thousand feet, and many have several guy wires from the ground up to some point on the tower to help keep the tower standing. A report issued in December by Avatar Environmental LLC indicated that between 4 million and 40 million birds are killed each year as a result of collisions with towers. Representatives from both the wireless industry and environmentalists criticized the report, which was commissioned by the FCC. Industry said the report is too tough; environmentalists say it's not tough enough. (Telecommunications Reports 3/1/05)

Youth Cell Phone Use While Driving

A new study by University of Utah researchers indicates that "if you put a 20-year-old driver behind the wheel with a cellphone, their reaction times are the same as a 70-year-old driver who is not using a cellphone. It's like instantly aging a large number of drivers." In the study a group of 20 young people between the ages of 18 and 25 and another group of 20 people between the ages 65 to 74 were compared while using a simulator system. Both groups of drivers, while using the phones, took 18% longer to brake and 17% longer to regain speed than those who weren't on the phone. The drivers in both groups using the phones got into simulated accidents twice as often as when not using the phones. A 2001 study indicated that the use of hands-free mobile phones was as distracting as handheld devices, and a 2003 study concluded that such distractions led to "inattention blindness." (TR 2/15/05)
A Slamming Judgment

In January the Superior Court in San Francisco awarded the California Public Utilities Commission a $7 million judgment against Vista Telecommunications for slamming. The company was also ordered to refund $20 per business line to each California customer it slammed. Vista has refused to pay the fine or the refunds so far, and there are still legal issues involved. Vista was listed as a now-defunct company refusing to pay the refunds and fines ordered by the PUC. (TR 2/15/05)

FCC Budget for 2006

President Bush's proposed budget for fiscal year 2006, which was released February 7, included $304 million for the FCC. Almost $23 million in additional funding being sought for the Commission would be used for additional staff to bolster audits of the Universal Service Fund. Most of the total budget would be offset by regulatory fees collected by the FCC. Some of the telecom sector programs were not funded in the proposed budget which would eliminate the Telecommunications Development Fund and the Rural Telephone Bank. The almost $23 million proposed in the budget covered most of the funds that the FCC had included in its budget request. (TR 2/15/05)

"Do-Not-Call" Registry Success?

The Government Accountability Office (GAO) released a report on January 28 indicating that two surveys had been done to check on the success of the "do-not-call" system. Both surveys indicated that the registry has caused a decrease in the number of calls that consumers have been receiving from telemarketers.

The FTC had set three objectives for measuring the success of the registry: (1) whether it was operating in 2003, (2) whether the system could enroll 60 million numbers in the first 12 months, and (3) whether the number of unwanted telemarketing calls was reduced by 80% to consumers who signed up for the list. GAO indicated that the first two goals on the list were met, but the FTC could not measure how many unwanted calls did get through to consumers whose names on the list. The GAO survey was an attempt to get a measure of the reduced number of calls. The FTC thinks that the surveys show that the goal of 80% reduction has been met. "However, this result is questionable because, among other problems, the survey relied on respondents' recall of the number of telemarketing calls received at least three months prior" to the survey. (TR 2/15/05)

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The ACUTA Board met via conference call on March 3, 2005.

It was reported that Tammy Closs, Jim Cross, Jeanne Jansenius, Matt Arthur, and John Bradley will serve on the ACUTA Communities of Interest Task Force. President Tammy Closs requested another recommendation from the membership of the Higher Education Advisory Panel. She also offered to send the full Board copies of the message she had sent to the invitees.

Jeri reported that she, Brad Gillen (of Wiley Rein & Fielding), Randy Hayes, and Dave Ostrom worked on a Universal Service Fund survey. Responses were due by March 11. ACUTA intends to present a report on its findings to the FCC.

The Board discussed a plan to re-write ACUTA's campus communications book. The committee's goals were to make the original book more current and add a chapter on security. Discussion centered on how many copies would be distributed. It was decided that each member would get one, and the authors would get up to five. A motion was made, seconded, and passed to approve the plan for the book as submitted.

Strategic Plan Action Items—Interim Reports: The Board began the process of reviewing the committee and staff reports containing recommended action items.
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ACUTA Online Press Room

The following press releases have been posted to the ACUTA website since the March eNews. We encourage you to visit the ACUTA website frequently for the latest information from a variety of sources, including our corporate affiliates.

- PAETEC Communications Selects Lucent Technologies as Provider of Next Generation VoIP Switching Solution
- GLT Acquires Britek to Leverage Technical and Sales Resources

Welcome New Members

Institutional Members

Bloomfield College, Bloomfield, NJ. T1
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BearCom is the nation’s leading wireless communications provider. Our portfolio of wireless products and solutions include the sales, rental and service of Two-Way Radios, Nextel Phones, Blackberries, Wireless Surveillance and Wi-Fi Solutions."

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Erika Batten, Marketing Manager, 781/332-1139
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