5-2005

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Board Approves Slate of Nominees for 2005-06

The Board of Directors has approved a slate of nominees to present to the membership for election to the Board for 2005-06. The new officers’ terms begin at the close of the Annual Conference July 21.

The election is conducted electronically using Web-based survey software to verify and count results. All primary (voting) institutional representatives will receive an e-mail announcement containing instructions. You can review candidates and their platforms online before casting your vote. Ballots must be cast electronically or postmarked by May 20. Vote only once as duplicates will be disqualified.

If you have questions about eligibility to vote, or if the person designated as your campus’s primary representative has left his or her position during the past year and no new voting rep has been named, please contact Kellie Bowman at 859/278-3338, ext. 222, or kbowman@acuta.org.

The candidates are:

President-Elect:
- Carmine Piscopo, Providence College

Secretary/Treasurer:
- Riny Ledgerwood, San Diego State University

Director-at-Large:
- Randy Hayes, University of Northern Iowa
- Mark Herro, Texas A & M University
- Corinne Hoch, Columbia University

Serving on ACUTA’s Board of Directors provides opportunities for professional and personal growth. It requires a commitment on the part of the individual as well as the institution for which he or she works. All of these nominees are to be commended for their willingness to serve the Association as Board members.

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For nine years, it has been an exciting challenge to select a timely theme for the ACUTA Forum for Strategic Leadership in Communications Technology. This year, with the help of the Higher Education Advisory Panel and WTC consultants, we decided to go to the ACUTA membership with a survey to help us select the topic. The members responded with a clear message that their key issues and challenges include strategic planning, incorporating involvement by stakeholders throughout the campus community, and how strategic planning relates to achieving funding goals.

This presented a great opportunity to feature case studies from institutions of varying sizes and types about their successful approaches to planning for communications and information technology, how they achieve "buy-in" on plans and priorities from campus constituencies, and how funding relates to the plan.

At this year's Forum, participants will have a unique opportunity to learn from peers about what has worked on their campuses, and how differing approaches to planning can lead to a successful result.

We will also have an interesting view into the future as we examine what some university and consulting experts believe will be the technology of 2020 that your campus should perhaps be anticipating and planning for today.

Our presenters will also discuss the following issues:

- Should your institution have a strategic technology plan? Or should technology be a component of the overall institutional plan?
- What are the strategic technology issues considered of highest priority by campuses throughout the ACUTA membership (as identified in the first annual ACUTA Communications Technology Issues Survey)? How are campuses planning to meet these challenges?
- How can you measure and communicate the "total economic impact" of new technology initiatives?
- How can IT leaders make an effective case with senior institutional leaders for the technology initiatives you believe are critical?
- How can you successfully educate the campus about the cost of supporting current service levels? Can the campus really afford new technology initiatives? How do you involve key campus constituencies in making the hard choices?
- Once a shared vision is created, how are priorities established? How do various campuses handle priority-setting, and issues of central versus departmental funding?

The ACUTA Strategic Leadership Forum is designed to benefit individuals with strategic and leadership responsibilities for communications technology in higher education.

Detailed information on the Forum program, including the target audience, is available on the Web at http://www.acuta.org/?1317. Register by June 3 to take advantage of the early registration discount.

If you have questions about the Forum or other ACUTA programs and services, don't hesitate to contact me at (859)278-3338, ext. 225, or jsemer@acuta.org.
Proxy Appliances Are Network Rules Enforcers

Kevin Tanzillo
Dux PR
kevin@duxpr.com

May is here already, so the school year wraps up for most of you in the next few weeks. We hope your systems have run smoothly and you can look back and say '04-'05 was a success.

This month, we want to focus on proxy appliances. But first, I can’t help thinking how that name sounds like a place my parents used to drag me to shop back in the early '60s in Detroit. One of those places with a catchy radio jingle, salespeople who dressed in suits, and which was closed on Sundays. For the younger among you, this was back in the days when people bought their electrical and electronic goods in stores measured in square feet, not in total acres.

What exactly is a proxy appliance? It is a device that sits between users on a network and the Internet, and its purpose is to control Web use. It can be programmed to enforce all policy-based organizational controls before it fulfills users’ requests for Web content.

For instance, if an institution wants to keep its employees from getting to peer-to-peer file-sharing resources, the proxy appliance can be instructed to restrict those types of communication attempts. Or if Internet access is limited to working hours in a department, the appliance can enforce that as well, so no one will be doing any late-night surfing via the organization’s network. The potentially useful communication form known as Internet Messaging (IM) could also be limited to the campus network, for instance, so employees aren’t spending their days IM’ing with friends, relatives, and other assorted keyboard users around the world.

Filtering controls can be based on not only the type of resource requested or the time, but also the user’s location, protocol involved, and even the type of content.

The appliance’s enforcement powers are based on the user’s network credentials. Once signed on, the user is subject to these controls for all Web requests. While this may sound pretty restrictive, since these are university-owned computers being used by university employees, the interests of the institution should come first.

Proxy appliances do more than just act like a censor, though. They can serve as a platform for a number of security functions, such as virus scanning, IM control, and content security. The appliance’s policy controls can enable it to block file types that could be harmful to the network, for instance.

Proxy appliances are essentially the next generation beyond proxy servers, for those organizations whose needs have outgrown the software-based proxy servers’ capabilities. Appliances range from simple devices to versions with multiple processors and options such as multiple disk drives, bridging capabilities, and more. They are generally easy to set up, needing basically a network connection and an IP address. The appliances are installed behind, or in parallel with, the network firewall so that they can intercept Web traffic. They operate along with the institution’s authentication service, such as Lightweight Directory Access Protocol.

On outgoing communications, the appliance applies its policy to a user’s request, and the user’s communication is then sent to the Web server. When Web content is sent back, policy controls can also be applied to the incoming content, if desired.

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.
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.

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

The Leadership Award will be presented at the Awards Luncheon on Wednesday, July 20, at the Annual Conference in Kissimmee.

To nominate someone, complete the nomination form online at http://www.acuta.org/relation/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.

Volunteer at Annual Conference

If you’re planning to come to the Annual Conference in Kissimmee, please think about signing up now to be a session moderator or monitor. It’s a great way to contribute to the Conference’s success and to get more actively involved. A moderator introduces the presenter, and the monitor distributes and collects evaluation forms.

If you’re ready to volunteer, your first step is to review the Conference agenda either in the printed brochure or online. Then you should review the moderator sign-up page on the Web at http://www.acuta.org/donna2/moderator.pdf.

Your final step is to e-mail Donna Hall at dhall@acuta.org with the title or the number of the session(s) where you’d like to help. You will receive a confirmation and instructions in June.

It’s as simple as that!

Please call Donna Hall at the ACUTA office at 859/278-3338 x 231 if you have any questions.

Dues Notices to Mail May 2

Invoices for dues for the 2004-05 fiscal year will be mailed May 2. Everyone is encouraged to pay dues as soon as possible to avoid a lapse in benefits.

What are these benefits? Networking... Discounts at events... Leg/Reg Updates... Listserv... Journal... eNews... Professional Development... and more!

This year’s dues structure has undergone significant changes as we strive to decrease our financial dependency on event registrations for funding for the resources ACUTA provides. The new structure creates a tier-5 category for institutions with full-time enrollments of more than 20,000.

In addition, within each tier, we have created three dues categories aligned with the Carnegie Classifications for higher-education institutions. These are (1) two-year, tribal, and community colleges; (2) comprehensive and liberal arts institutions; and (3) doctoral, research, and medical institutions.

Under the new membership dues structure, you will have the opportunity to designate additional individuals at your institutions who can take advantage of all of the Internet-based services of ACUTA at no additional cost.

For details, contact Kellie Bowman, Membership Development Manager, at kbowman.acuta.org.
The ACUTA Board of Directors met at the Spring Seminar on April 2, 2005.

- The Board approved the Seminar topics for 2006:
  - Winter: Mobility and Wireless Issues and Best Practices in Telecom Management
  - Spring: VoIP and Its Applications and Network Survivability and Security
  - Fall: New and Evolving Technologies and Chargeback and Cost Models
- Wally Czerniak, Chair of the Nominating Committee, submitted the following proposed slate of nominees for the 2005-06 Board, which was approved:
  - President-Elect: Carmine Piscopo
  - Secretary/Treasurer: Riny Ledgerwood
  - Director-at-Large (two positions): Randal Hayes, Mark Herro, Corinne Hoch
- Status of Nomination to FCC Consumer Advisory Committee: Pat Todus reported that President Tammy Closs was not appointed to the FCC Consumer Advisory Committee. The Board stated its intention to seek this appointment the next time there is a call for nominations.
- It was reported that local telephone carriers are opposing municipal networks in many state legislatures. If successful and taken to its extreme, some state legislation could be interpreted to prohibit ACUTA members from re-selling to students. The Board asked that ACUTA take a more active role in informing members on this matter and work with EDUCAUSE in its efforts to prevent the prohibition of municipal networks.
- Executive Director’s Report, Jeri Semer: NACUBO invited ACUTA to do a “poster session” at their annual conference. The Board accepted this invitation.
- Emeritus Membership Dues: The Board set Emeritus Member dues at 50% of the amount of Associate Member dues.
- Strategic Planning: The Board and Committee Chairs discussed proposed action items and reviewed the responsible parties and target dates by which action items should be accomplished. The committees will have an opportunity to review the reports and make final recommendations. The final document will be presented to the Board for approval at its June conference call.

Respectfully submitted,
Carmine Piscopo, RCDD, Secretary/Treasurer

Regional Workshop:
Strategic Tradeoffs in Campus Wireless Mobility

It’s not too late to register for an exciting one-day workshop about wireless mobility offered on May 18 by ACUTA. The convenient Hyatt Regency O'Hare is accessible via direct flights from most major airports and via commuter train in the Chicago metro area. Guest rooms at the Hyatt are available at the ACUTA rate of $135 through April 26. Please make your hotel reservation by calling 847/696-1234.

Many attendees will be able to commute to and from the workshop without a hotel stay. The program begins with registration at 8:00 a.m. CDT, and the first presentation begins at 9:00 a.m. The final presentation is scheduled to end at 4:00 p.m.

Phillip Beidelman, President of WTC, will present a very thorough presentation about how mobility fits into the strategic planning process, financial requirements for deployment, and life-cycle-cost implications set against the pace of rapid technology change and obsolescence. He’ll provide detailed explanations of wireless phone and network technologies before offering strategic advice for campuses about funding, infrastructure, and security for wireless deployments.

ACUTA members who heard Phillip’s presentation at the ACUTA California Regional Workshop rated it very high and said it was extremely well-organized, contained great information, and was very worthwhile. Panelists from Chicago-area universities follow Phillip in the afternoon with case studies. The exhibit hall will also accommodate up to ten vendors.

Time is getting short—Register today. We guarantee you’ll be glad you came!

Complete information is available at http://www.acuta.org/?1303

Please don’t miss this opportunity to attend an excellent ACUTA workshop.
E-rate Defrauding the Internet

It was very interesting to see an article about E-rate fraud in the local newspaper here in Marquette, Michigan, on April 9. The Mining Journal article indicated that the Justice Department had indicted six companies and individuals on allegations of defrauding the E-rate program that subsidizes Internet access in the schools and libraries.

"Some of the companies and individuals are accused of submitting fraudulent documents to the government and being overcompensated for equipment headed to school districts in Arkansas, California, Michigan, New York, Pennsylvania, South Carolina, and Wisconsin," the article said. Some of the companies were also accused of rigging bids and conspiring toward that goal, and of charging the government for goods, such as video equipment, that are not covered by the program.

The companies listed were Howe Electric Inc. of Fresno; Sema4, of San Juan Capistrano; Digital Connect Communications of San Juan Capistrano; Expedition Networks Ltd. of North Hills; and ADJ Consultants Inc. of Temecula and their owners Allan Green and Judy Green. Also indicted are Video Network Communications Inc. of Portsmouth, N.H., and its former sales representative George Marchelos of Saratoga and two other individuals.

Prepaid Calling Cards

AT&T has claimed that calling cards are interstate "enhanced" services exempt from Universal Service Fund (USF) and intrastate access charges. However in February AT&T lost a fight with the FCC over the issue. AT&T has indicated that they plan to appeal the FCC decision in the federal appeals court.

AT&T has estimated that this will cost them about $160 million in USF charges beginning in 1999 and about $340 million in access charges beginning in 2002. They have established a financial reserve of about $553 million to cover the payments they may have to make to settle the issue. [Telecommunications Reports (TR) 4/1/05]

It will be very interesting to watch and see where this issue ends up. There must be other companies in the calling card business that will have to dig into their pockets to pay the bill if AT&T does not win the appeal process.

Cell Phone ‘Cloning’

Some hackers or fraudsters, either term might apply to these thieves, have learned how to steal a cell phone's electronic serial number and the user's telephone number. They have also found out how to use that information so that they can make cell phone calls that get charged to the person that owned the number. An example of this abuse was on a cell phone owned by the fire chief of the City of Phoenix, who ended up with $6,000 in wrongful calls on his cell phone. As reported in The Telecom Manager's Voice Report (VR 4/4/05), "Typically the numbers are stolen by hackers who monitor radio wave transmissions from the cell phones of legitimate subscribers, according to an FCC consumer alert. The FCC advises calling your carrier if you think you have been a victim of cloning fraud." It might be a good idea for ACUTA members to spread the word about this type of fraud around campus.

VoIP Blocking

The FCC has fined Madison River Communications, a CLEC with headquarters in Mebane, N. C., $15,000 for blocking attempted VoIP calls. This CLEC is operating in North Carolina, Illinois, and Louisiana. The FCC release indicated that the company has agreed to refrain from blocking VoIP traffic and ensure that such blocking will not recur.

For More In-Depth Coverage of Legislative & Regulatory Issues:

ACUTA members may read about the latest developments in telecommunications- and Internet-related issues in the most recent Legislative and Regulatory Update, an electronic newsletter prepared monthly by Wiley, Rein & Fielding. Access this newsletter at http://www.acuta.org/relatio relation/DownloadFile.cfm?docNum=309

In February the FCC began looking into complaints that the VoIP calls were being blocked by the company and verified that the complaints were valid. FCC Chairman Powell remarked, "The industry must adhere to certain consumer protection norms if the Internet is to remain an open platform for innovation." (TR 3/15/05, VR 3/21/05)
Universal Service Fund (USF)
The Wireline Competition Bureau of the FCC has proposed a USF contribution factor of 11.1% for the second quarter of 2005. That is an increase of 0.4 over the rate of the first quarter which was 10.7%. During the fourth quarter of 2004, the rate was 8.9%. (TR 4/1/05)
The Congressional Budget Office has issued a report “that questions the viability of the Universal Service Fund mechanism, claiming that funding demands are rising but the USF's revenue base is shrinking. To that end, the report makes a series of proposed amendments to current USF fund-raising rules such as expanding the fund to cover intrastate service, imposing fees on individual telephone numbers, and establishing rates based on the capacity of phone lines.” If these changes are put in place, it may increase the phone rates by about 18.1% by 2007. (VR 4/4/05)
The FCC has entered into a contract with the National Academy of Public Administration (NAPA) to study the Universal Service Administrative Company's management of the USF and particularly the E-rate programs. There were hearings in Congress last fall and criticism from lawmakers on these issues. The FCC has concluded that the USF was subject to the federal Antideficiency Act, and since the act seems to require federal agencies to stay within the money they have in hand as they give out money to schools and libraries, this FCC action may require significant increases in USF levies. (TR 3/15/05)
The chairman of a House subcommittee on oversight and investigations “has savaged the FCC for what he said was the agency's poor management of the federal 'E-rate' program that provides funding for schools and libraries to obtain telecom and Internet services.” The Government Accounting Office has also done a study of the problems with E-rate and concluded that “the FCC has been slow to take a variety of steps that may prevent widely reported fraud in the program, which has disbursed $9.2 billion since it was created as part of the 1996 Telecommunications Act.” (TR 4/1/05)

Changes Coming at the FCC
The new chairman of the FCC, Kevin Martin, is facing a number of positions to fill as five of the bureau chiefs have already resigned or plan to soon. Commissioner Abernathy will step down at the end of this year’s congressional session, according to Website Light Reading. (VR 4/4/05)
Commissioner Powell’s replacement has not yet been recommended by President Bush; and by the end of the congressional session, someone will have to be recommended to fill the Abernathy seat. FCC Chairman Martin has a very big job ahead to get things going on a good schedule at the FCC. More interesting things to watch for.

Canadian Commission Says VoIP Must Have 911 Emergency Service

According to Government Technology, the Canadian Radio-television and Telecommunications Commission recently announced a decision that addresses the requirements for VoIP service providers to offer emergency 911 service.
The Commission requires VoIP service providers to implement, within 90 days of the date of this decision, an interim solution which provides a level of service comparable to basic 911 service.
The Commission also requires all VoIP service providers to provide customers with notification—both before service begins and during service—regarding any limitations associated with their $911 service. Providers must also secure the customer's express acknowledgment that they are aware of the limitations prior to provision of service.
Read all the details at the Government Technology website: (http://www.govtech.net/magazine/channel_story.php?channel=7&id=93642)
Thanks to Chris Peabody at L Robert Kimball & Associates for this pointing us to this information.
ACUTA Members Help Tsunami Victims

If anyone doubts that ACUTA includes some of the most warmhearted people on earth, just introduce them to Art Leible and his co-workers at Eastern New Mexico University at Roswell.

On February 17, Art and his wife, Kay, delivered money and goods to victims of the tsunami. Among those who benefited from this act of compassion were school children in a rural village in Thailand. In this village, the majority of the population make $1,000-1,500 annually.

The little girl in the top photo at left is 5 years old and has AIDS. Art is presenting her with one of the tote bags from the ACUTA seminars in San Antonio. More than 40 bags were donated, some going to the local Buddhist nuns who help take care of the school and children.

These bags may seem like an insignificant token to most of us, but they are useful in this country where so many lost so much. On behalf of the people he met on his trip overseas, Art expresses thanks to ACUTA, MiCTA, and Mutare Software for the seminar tote bags and some beach bags.

After spending just a few days in this area affected by the tsunami, Art said, “To be quite honest, Thailand has had better response, better government involvement, and is in better recovery mode than India, Indonesia, or Sri Lanka. Can you imagine an entire town of 44,000 disappearing with only a few hundred survivors as happened in Indonesia? My wife is Thai, so we had a chance to see the devastation in Panang Ng (Khao Lak) and Phuket area. All we tried to do was help where we could.

“ENMU Roswell staff and faculty and members of the community donated funds also. These donations went to a temple/school set up for the orphans to make certain that they have the opportunity to complete school through a Bachelor degree under a program approved personally by the King, ensuring it will happen.

“Other funds went to families devastated by the Tsunami but who did not qualify for government funds. They were there selling goods but not listed as living there. One family lost 25 out of 27 members. At the hotel where our late nephew was working, out of 30 staff and about 400-500 guests from the Christmas party the day before, one survived. How could we not help?”

ACUTA is pleased to have a small part in bringing a smile to some very oppressed and unfortunate people. Hats off to Art and those at ENMU Roswell and their community for the part they played in the disaster recovery in this devastated area.

If your campus or your department is participating in this relief effort or some other philanthropic or community-enrichment project, share the details with others via the ACUTA eNews. Contact Pat Scott at pscott@acuta.org.
Welcome New Members

Institutional Members

Lexington Community College, Lexington, KY. T3
Ren Bates, Dir. of Info Services; 859/257-4872 x4242 ................. ren.bates@uky.edu

Corporate Affiliate Members

GOLD MEMBER

AllTel Communications Products, Alpharetta, GA .. http://www.alltelcpi.com
Tony Dimatteo, Market Development Specialist, 678/351-8079
AllTEL Communications Products is a leading provider of telecommunications equipment and services. AllTEL offers world class technical support, product integration services, application assistance and competitive leasing programs. For more information call 1-800-5-ALLTEL or visit alltelcpi.com.

COPPER MEMBERS

IP Unity, Milpitas, CA ........................................... http://www.ip-unity.com
Jerrienne Barrett, Director of Marketing, 408/582-1413
IP Unity is the leader in carrier-grade media servers, application servers, and real-time multimedia applications over IP and TDM Networks. Robust and scalable solutions include unified messaging, voice mail, auto attendant, and conferencing.

Para Systems, Inc., Carrollton, TX ................. http://www.minuteman-ups.com
Rick Hunterman, VP Sales & Marketing, 972/446-7363 x225
Minuteman UPS is a leading provider of extended runtime uninterruptible power supply (UPS) systems and power management solutions that protect the VoIP systems, servers, and internetworking devices installed at several major U.S. colleges and universities.

Trish Weiser Harris, Business Development Manager, 212/994-7746
Versatile messaging solution for application-intensive environments. Applications include: networked voice mail, UM, speech recognition, IVR, text to speech, and networking.

Part of ACUTA's mission is to help you fulfill your mission. Finding qualified employees is certainly one of the keys to success. Where else but ACUTA could you find people with all the right experience to step confidently in and get to work?

Take advantage of ACUTA's website to post communications technology positions open at your institution—a free service to ACUTA members. Visit the website at http://www.acuta.org/dynamic/jobs/jobpost.cfm. Complete and submit the form, and your listing will be available for at least 30 days.

If you are looking for a position or know someone who is, consider the website a potential resource and check it regularly.

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

• Pulver.com to Host VoIP Mission to Israel