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From the President
Dr. James S. Cross
Michigan Technological University

New Internet Top Level Domain Names Create Controversy
Disputes between trademark owners and valid holders of domain names have generated some contentious debates recently about the expansion, registration, and management of Internet domain names.

At the heart of the controversy are some fundamental issues: Who owns the right to a domain name? Should domain names be issued on a first-come, first-served basis? How do you deal with company trademarks disputes involving domain names? How much competition should exist in the registration of Internet domain names in the U.S?

These issues, coupled with the prolific growth of network nodes, traffic volumes, and applications, has heightened the awareness of several deficiencies and limitations relating to the Internet and Internet management policy. One of the more controversial areas involves the expansion of top-level domain (TLD) names, particularly since the .com or commercial top level domain has become so crowded. Approximately 60% of Internet domain names are in the .com category. Theoretically, there are millions of names still possible in the .com category. However, quality names or abbreviations that spell out a company name, initials, product, or service that can be

Achievement Award Nominations
Dave O'Neill
ACUTA Immediate Past President
Eastern Washington University

Each year ACUTA is pleased to recognize individuals for their contribution to ACUTA, higher education, and the telecommunications profession. Achievement Awards provide an opportunity to reward creative or innovative thinking or a willingness to serve others in the profession.

Anyone may nominate another member for an Achievement Award. Has someone been especially helpful with a dilemma you faced? Do you know someone who found a unique solution to a perplexing situation?

Award recipients may be institutional members, associate members, or corporate affiliates. Winners are selected by the Awards Committee, which is chaired by the Immediate Past President, and are announced at the Annual Conference in July.

Submit nominations in writing via mail, fax, or e-mail by June 2, 1997 to

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Director of Univ. Computing & Telecomm. Information Resources
Mail Stop #88
Eastern Washington Univ.
526 5th Street
Cheney, WA 99004-2431
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E-mail donell@ewu.edu.

Listserve Discusses Directory Assistance
ACUTA's listserve has developed into a substantial network of members who help each other address issues of concern to all, from providing examples of RFPs to handling annoying problems such as the one faced recently by Eric Backlund at Binghamton University.

Eric suggested to colleagues on the listserve that "Directory Assistance providers...have obtained and are distributing erroneous data. Somehow, somewhere, a particular database has been distributed that lists a residential number as our University's main number." He explained his frustration, then asked, "Who controls a 'master' list anymore? If there is wrong info being accessed and distributed, how can it be changed?"

Responses were posted right away. Rob Robinson, Univ. of Missouri, Columbia, sympathized. "I think this is a problem that most of us are having. I know it's been a major thorn in my side for months. We would think we had tracked down the bad database and get it fixed only to have the errant calls return in a couple of weeks... Unfortunately, this whole issue seems to be a losing battle. The number of DA providers keeps increasing, multiplying the sources of misinformation. We've complained long and loudly to our LEC, to AT&T, MCI, and Sprint, to SBC, etc. We've tried working through the PUC, and nothing seems to help. Each info provider promises to change their database, but the calls keep getting misdirected."

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Listserve
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Ture Nycum at the Univ. of Wyoming responded that he had found at least temporary relief to the problem. He contacted his AT&T representative who, after tiring of serving as a go-between, provided a name and phone number for the company contracted by AT&T to provide directory assistance information.

Carole Clarke, Dartmouth College, identified two other sources for potential directory assistance aggravation. “I attributed some of the problems to lazy operators. I made numerous test calls and more than half the time I was not given the telephone number of the department I asked for, but Dartmouth’s main number instead. There seems to be more emphasis placed on the volume of DA calls an operator handles rather than the quality...Here’s another source of directory information you might want to look into—CDs. We have CDs from two different companies.... Each had about eight or ten telephone numbers for Dartmouth, but instead of the name of the department along with the telephone number, each telephone number was listed as Dartmouth College. And, to make matters worse, the first number was not the main number. I contacted these companies, made my way to the people responsible for updating their database, and faxed them a copy of our directory listing. I learned they obtained the College’s listings from the Yellow Pages in our local phone directory.

...(E)ach Yellow Page listing started with Dartmouth College and that’s all they took along with the telephone number. I have since changed our Yellow Page listings so that Dartmouth College is no longer part of the listing.

The ACUTA listserve continues to grow as it proves to be a valuable tool for members who need input from those who have “been there-done that.” Message strings are archived and searchable, making research as easy as a few keystrokes. Instructions for signing onto the listserve are available on ACUTA’s homepage at www.acuta.org.

ATM at UNM

Catherine Luther, Univ. of New Mexico

Asynchronous Transfer Mode (ATM) made its debut at University of New Mexico during the recently completed South Campus/Research Park Project (SC/RP), a collaborative effort between CIRT and UNM Telecommunications.

The project began about three years ago. The Research Park complex, located at the south campus, began with the New Mexico Engineering Research Institute, and then expanded. UNM Telecommunications had a T1 channel bank of 1.544 Mbps with one channel reserved for data communication such as computer data. That arrangement served about 300 occupants for their data/telecommunication to the main campus.

As the Research Park Complex and other parts of the south campus continued to expand and the Internet became the primary method for transmitting information, the original configuration became inadequate. ATM was the technology of choice because (1) it makes voice, data and video in the same transmission possible to all SC/RP structures. Where data and voice were once separate transmissions, available to fewer than 300 connections, ATM enables thousands of connections. (2) It also enables collaboration between industrial researchers at the Research Park and academic researchers at main campus.

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Visit our homepage: http://www.acuta.org
E-mail Etiquette

Electronic mail: Is it bane or boon? Does it invade our privacy or facilitate communications? Is it undermining our grammatical skills or eliminating artificial protocols? Whatever it is, e-mail is a technological upstart that is revolutionizing the way we communicate at the office and, increasingly, at home. And, as on any new playing field, establishing some ground rules and common courtesies will benefit all.

If your department has not written an e-mail etiquette handbook, here are a few suggestions from Pegasus Mail:

- Always include a subject line in your message...if you are replying to a message but are changing the subject of the conversation, change the subject, too—or better still, start a new message altogether. The subject is usually the easiest way to follow the thread of a conversation, so changing the conversation without changing the subject can be confusing.
- Use correct spelling and grammar...if your words are important enough to write, then they're also important enough to write properly. Re-read your message when you have finished.
- Include enough of the original message in your reply to provide a context.
- Include enough information. If you are sending in a question to which you expect a response, make sure you include enough information to make the response possible.
- Pay careful attention to where your reply is going to end up: it can be embarrassing for you if a personal message ends up on a mailing list, and it's generally annoying for the other list members.
- Always remember that there is no such thing as a secure mail system. It is unwise to send very personal or sensitive information by e-mail unless you encrypt it using a reliable encryptor. Remember the recipient—you are not the only person who could be embarrassed if a delicate message falls into the wrong hands.

Remember, too, that personal correspondence done on company time, whether it's regular mail or e-mail, reflects very bad judgment.
President's message
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easily recognized are in short supply. Although it's easy to dismiss the heated debate as "geek baiting" according to one writer, the resolution of this controversy could have far reaching consequences as we transition to the new emerging age.

There are currently six generic top-level domain name categories approved by the International Ad Hoc Committee (IAHC):
.com commercial businesses
.edu educational institutions
.org nonprofit organization
.gov governmental agencies
.net entities emphasizing data networking
.mil military, Dept. of Defense

Seven new generic top-level domain names are planned:
.nom those wishing individual or personal nomenclature
.store retail businesses offering products to purchase
.web entities emphasizing Web activities
.info entities providing information services
.rec entities emphasizing recreational activities
.art cultural, entertainment entities
.firm /business entities

The planned expansion of categories by the IHAC will increase the number of top level generic domain name categories from six to thirteen as well as increase the number of registrars who can issue names. In the U.S., Network Solutions, under an exclusive contract awarded by the National Science Foundation, registers and maintains all top level domain names that fall in five of the six primary TLD categories for a $50 annual fee. The sixth TLD, .mil, is administered by the U.S. Dept. of Defense. Currently there are more than 180 domain registrars around the world.

Although the expansion will not resolve all the issues surrounding TLD names, it will replenish the dwindling supply of quality names available by adding seven new TLD categories for the rapidly growing commercial segment. Other changes planned by the IAHC include: (1)

Higher Education Groups Agree on Technology Policy and Funding Principles

The Federal Government is increasingly involved in making decisions on policy and funding for technology in higher education. Policy decisions made by Congress, the Department of Education, and the FCC will have a major impact on the way schools in the United States do business and on the services that they will be able to offer to the higher education community.

Issues being reviewed by the Legislative and Executive branches of the Federal government include:
• Universal Service
• Discounts on telecommunications services for K-12 schools, libraries, and rural health systems
• Internet II
• Ability of the network infrastructure to support current and projected levels of Internet usage
• Copyright and intellectual property issues related to the Internet
• Access by minors to "indecent" material on the Internet
• Telecommunications access fees

And although we are discussing these issues in the context of the United States, our Canadian members are facing many of the same challenges.

I recently attended the first Forum on Information Technology issues in Higher Education, sponsored by the President's Policy Board on Information Technology. The purpose of the forum was to begin the process of establishing a unified voice in Federal policy and funding matters related to technology in higher education. This forum brought together representatives of the presidentially-based higher education associations, along with representatives of ACUTA and other associations of computing and information technology professionals, libraries, university presses, community colleges, and college stores. The Forum was hosted by the National Association of State Universities and Land Grant Colleges (NASULGC).

Until now, there has been no unified organization representing higher education on these matters, and the consensus of the group was that it is critical that we present a united front on the issues on which we can reach agreement.

The participants agreed that the four most important technology-related issues in Federal policy and funding affecting higher education today are:
• Telecommunications Policy
• Copyright and Intellectual Property
• Next Generation Internet (Internet II and Beyond)
• Distance Learning

Those present at the Forum agreed on a set of principles that will eventually be used to guide university Presidents and Chancellors in their testimony before Congress and regulatory agencies. Drafts are currently being circulated, with the goal of reaching final agreement later this Spring.

ACUTA is fortunate to have been a participant in this process, and we will share the "Principles" document with you as soon as it is available. Hopefully, you will be able to share it with interested parties in your campus administration to begin to make them aware of this unified public policy effort.

Regardless of which position you have taken in the ongoing debate, it is imperative that ACUTA help its members understand the critical issues as we transition to a new Internet generation with enhanced features, capabilities, and services.
Watch out for 976 Look-Alikes

According to Telecom & Network Security Review (TNSR: 1/97) local telephone companies have designated additional exchanges for pay-call services. These new numbers end up like 900 and 976 numbers with charges sent back to the calling line. The article includes a list of 50+ numbers that include an area code along with the "976 look-alike" exchange. In Utah, for example, the look-alike number is listed as (801) 960-XXXX. Check the ACUTA homepage for a list of numbers to block.

Overlays - 10-Digit Dialing

Overlaying, where a designated geographic area retains its old area code even when a new one is assigned, is not a new idea. Overlays, such as Maryland will experience in June, will require that all calls in the area be dialed using all 10 digits—even if the call is to the house next door. Sources say overlays and 10-digit dialing will become more common, and, in fact, an Industry Numbering Committee has recommended that (1) this become the standard and (2) dialing the 1 in front of long distance calls be phased out.

The Telecomm Act of 1996

One year and several seminars and conferences after its passage, the Telecommunications Act is getting mixed reviews. Two of the FCC orders (Common Carrier Docket 96-98—the Carrier Interconnection Order, and Common Carrier Docket 96-61 regarding detariffing) have been taken to U. S. Courts of Appeals where stays have been issued on both of them.

In opening remarks at the Federal Communications Bar Association legal seminar (cosponsored by the Georgetown University Law Center and the FCC), FCC Commissioner Quello pleaded for patience with the Act, noting that he has "supported deregulation, not anarchy." (TR, 2/17) During the seminar a panel was asked by FCC Commissioner Ness to rate the Act's effectiveness on a scale of 0 (failure) to 10 (complete success). Six panelists gave these scores: 5, 8.5, 8, 6.5, 1, and 8 indicating the full range of satisfaction levels.

The most common concern seems to be that progress is so slow. The Act implied that competition would be opened by now and it is not. Legislators continue to threaten new legislation changing some aspects of the Act.

Universal Service

FCC Chairman Reed Hundt proposed, in a Feb. 28 meeting, that the "federal universal services fund tap into carriers' interstate revenues only." (TR 3/3) Chairman Hundt also noted that he was proposing that the Commission go against the majority opinion of the federal-state joint board on universal service "because I perceive we don't have enough support among states for use of intrastate revenues." He also added that he "didn't want to have another civil war over this issue." TR (3/10) noted that lawmakers pledge tight oversight of the FCC implementation of the universal service program.

Outfox Phone Fraud

Bell Atlantic wants all carriers to join the Alliance to Outfox Phone Fraud as noted in 411 Newsletter (3/17). Bell Atlantic says cooperation is needed to reduce $3.7 billion in fraud losses.

Sounds like a very good idea!

Members on the Move

- Congratulations to Jim Cross who was recently promoted to Vice Provost of Information Technology at Michigan Technological Univ. in Houghton, Michigan.
- Have you received a promotion or taken a new position? We'd love to share your good news with the membership. Send information to Pat Scott, pscott@acuta.org, or call 606/278-3338.

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"Internet 2" Links North Carolina

A 2.4-Gigabit network linking educational, commercial, and government institutions in North Carolina is now installed and operational.

The portion of the network put into operation in late February ties together a partially state-supported private technology development center, a private university, and two public universities (MCNC, Duke University, North Carolina State University and the University of North Carolina at Chapel Hill, respectively).

According to Alan Blatecky, MCNC Vice President of Information Technologies, "This next-generation Internet will aim to provide quality-of-service guarantees for real-time applications such as video streaming and distance education — as well as manage bandwidth on-demand and bandwidth reservation..."

Welcome New Members

March, 1997

(Only primary representatives are listed here)

Institutional Member
- Chipola Junior College, Marianna, FL. Lou Kind, 904/718-2295; Tier 1

Associate Member
- Univ. of Tenn. Med. Center, Knoxville, TN. Harry Watson, 423/544-9497

Corporate Affiliate
- Copper Level
  - TeleMatrix, Tamarac, FL. Brian Bock, 954/722-5905

ACUTA Events Calendar

26th Annual Conference & Exposition
July 13-17, 1997
Atlanta, Georgia • Marriott Marquis
"Connecting Education to the Future"

Fall Seminar
October 19-22, 1997
Albuquerque, New Mexico • Hyatt Regency
Track I: Strategic Planning & Team Mgmt.
Track II: Campus Card Issues & Applications

Winter Seminar
January 11-14, 1998
Tempe, Arizona • The Buttes
Position Available: Telecomm Specialist, Univ. of Med. & Dentistry of NJ
Provide coordination and support to the University's customer community. Coordinate moves/adds/changes of voice and data services within the Univ. in conjunction with outside vendors and the installation of devices to the Univ. network. Exp. req. in digital and analog telephone systems, modems, key systems, voice mail & Centrex. BA/BS plus one year exp. in info system/telecom. May substitute exp. for degree on year-for-year basis. Send resume to Dawnn Burton, Human Resources (ACUTA-JH), UMDNJ, 30 Bergen St., Newark, NJ 07107-3000. AA/EOE.

Position Available: Telecommunications Analyst, Univ. of Med. & Dentistry of NJ
Telecom Analyst/User Support Specialist Ill provides consultation related to voice, data, & video teleconferencing. Participates in analysis & optimization of telecom services University-wide. BA/BS (Comp. Sci. Eng., Bus. Admin.) with min. 3 yrs. exp. in telecom. Relevant exp. may be substituted for deg. on year-for-year basis. Send resume & salary req. to Dawnn Burton, Human Resources (ACUTA-JH), UMDNJ, 30 Bergen St., Newark, NJ 07107-3000. AA/EOE.

Position Available: Information Center Manager, Columbia University, NY
Identify, cultivate & solicit ideas for incorporation into the Information Center; create & maintain database designed to track call categories, to report and ensure satisfactory resolution; manage staff and identify training needs; establish & implement marketing plan for the Information Center; develop & implement high level customer satisfaction program, and more. BA/BS in related area; min. 3 yrs exp in info field, previous exp in community work and public affairs required. Strong mgmt skills, excellent communication skills, strong customer satisfaction skills, proven aptitude for human relations. Creative approach to analyzing/developing solutions to information challenges. Contact: Corinne Hoch, Assoc. Dir., Columbia Univ. Fax 212/280-2000; e-mail hoch@columbia.edu.

Position Available: Telecom Technician, Univ. of San Francisco
Install & repair communication systems incl. PBX & voice mail operations, cabling & eqpt. installation; supervise student assistants, ordering & receiving materials, etc. BA/BS or equiv. Ability to work independently, demonstrated exp. with telecom tools, power tools & terminating cat 5 cable. Familiar with day-to-day operations of PBX, pulling & terminating twisted pair, coax & fiber optic cable. Should be able to lift 100 lbs. Contact Personnel Services, Univ. of San Francisco, 2130 Fulton St., San Francisco, CA 94117-1080. AA/EOE/AA.

Area Code Update: For the most up-to-date information regarding new area codes, check the NANNP's homepage: http://www.bellcore.com/NANNP/

Telecom Homepage: Tom Walsh of Miami Univ. invites everyone to check out his new telecom homepage at www.muchio.edu/telecommunications/. The site was designed by students as a class assignment. One student was hired to maintain it.

Virtual Smithsonian: A Web site developed at Mississippi State Univ. allows visitors to "handle" more than 15 anthropological specimens including human skeletons, stone tools, and ceramic sculptures. Models accurate to about 1/1000" were created by scanning originals with a laser beam. Try it at www.digitaldarwins.sarc.msstate.edu/

AT&T unveils wireless link to long distance network: AT&T has developed a wireless system that bypasses the local phone network to link residential and business phones directly to the company's long-distance network. The system, which operates via a small transceiver attached to the side of a house or building, provides at least two phone lines and data transmission at twice the speed available over Bell company lines. (Source: Wall Street Journal 2/26/97)