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IU installs first cohesive telecom network

Mark Kuchefski is a soft-spoken man, not given to expansive statements about the exemplary telecommunications system he manages for Indiana University in Bloomington. But he smiles when asked about the previous network.

"It's kind of a misnomer to call what we had a system," Kuchefski says. "We had a 25-year-old electromechanical switch clicking away in the Health, Physical Education and Recreation Center. That switch served the entire campus until 1981, when it was reduced to serving 4,600 residence hall telephones.

"At that time, faculty and staff telephone service became the responsibility of a local Indiana Bell central office. And, even though that office received one of the nation's first DMS-100 switches in 1985, there were many different campus systems working behind the centrex. In addition, the married student units and all the fraternity and sorority houses were served as local Bloomington residential service.

(Please turn to page 8)

Voice mail saves time for Emory law school admissions office

The admissions office of the Emory University law school has found voice mail can be a real time saver for its staff while providing quick and convenient service to the public.

Mary Peck of Emory University reports that 80 percent of telephone calls to the admissions office were simple requests for an application.

"Rather than install a menu for them, we set up a single mail box. Callers are asked to leave their name and address if they want an application. All other callers may touch 'O' to reach the office.

Now, office staff answering the phone can spend more time with the 20 percent who require personal attention, while the other 80 percent also are handled efficiently.

(Please turn to page 5)

Installation of Indiana University's new telecommunications network, the largest in Indiana Bell history, involved the splicing of 1.8 million pairs of copper wire, enough to span the distance between New York and Los Angeles 177 times. Much of the cable runs underground.

Integrating voice, data and video

Mal Reader
ACUTA Program Director
University of Calgary

The 1990 Spring Seminar in Las Vegas attracted the second highest attendance for a seminar in ACUTA's history – 165.

Members came to hear consultant Dr. Lynn DeNoia's presentation on "Voice, Data and Video Networks."

(Please turn to page 10)
ACUTA expects that many members will want to bring their spouses and children or a guest with them to Orlando and take advantage of all the recreation and entertainment opportunities at Disney World and other attractions.

For spouses, guests and children of ACUTA conference attendees, specially planned Day Tours, Youth Evening Programs and Child Services are available during the conference from Sackett Convention Services.

While ACUTA members are attending conference sessions on Monday, others may enjoy an outing to Cypress Gardens. The cost is $26 for adults and $20 for children ages 3-9. On Tuesday, an excursion is set for the Kennedy Space Center. The charge for adults is $28 with children ages 3 to 12 paying $24. Wednesday’s event is a visit to Sea World costing $32 for adults and $24 for children ages 3 to 11.

Information about these Day Tours is contained in the pink flyer accompanying the conference brochure. For more information, please contact Sackett Convention Services at (407) 898-2381.

Two exciting evenings of entertainment – Monday, July 16 and Wednesday, July 18 – are planned for attendees, their spouses and guests. A sitdown dinner will be served Monday at Orlando’s fabulous Church Street Station. After dinner, you may take your pick from the variety of entertainment that can be found in the Station. Rosie O’Grady’s Good Time Emporium is the place for jazz, Dixieland, Can-Can and the Charleston. At the Orchid Garden, you can hear music of the ‘50s, ‘60s, ‘70s and ‘80s. The hot hits are blown at Phineas Phogg’s Balloon Works. And Apple Annie’s is the home of bluegrass and folk music.

Special evening activities are planned for children ages 4 to 15 with one chaperone assigned for every eight to 10 youth. On Sunday, a well-supervised, fun-filled “Ice Breaker” is designed for young people to get acquainted and enjoy themselves. A Youth Variety Show is set for Monday night. A Kid’s Carnival is planned for Wednesday night with lots of carnival excitement and calliope music. Admission to each program is $15.

Baby sitting services also are available. The minimum charge is $24 for four hours plus $5 for the sitter’s transportation. Information about Youth Evening Programs is contained in the gold flyer included with the conference brochure.

For more information about these Youth Evening Programs, please call Sackett Convention Services at (407) 898-2381.
MESSAGE
FROM
THE PRESIDENT

Mike Grunder,
Yale University

Think about this next time you’re in a big meeting and some data processing person takes a veiled shot at how unimportant voice communications is compared to data communications.

I’m on the plane home from the Las Vegas Seminar and I just picked up a copy of this week’s Time magazine. Hugh Sidey’s column is titled “Getting Gorby on the Line” and talks about how President Bush has picked up the phone and called Soviet President Gorbachev several times since becoming president.

“Bush has elevated the phone to new virtuosity,” notes Sidey. He goes on to say how “the start of World War I and the modern age of slaughter was tale of failed communication.”

God bless the dial tone.

On a slightly less weighty note, the Las Vegas seminar went real well. Registered attendees numbered about 172. (About 230 including spouses and exhibitors.) That makes Las Vegas the second largest seminar in ACUTA history. Lynn DeNoia’s “custom developed for ACUTA” program on Voice, Data and Video Networking was very well presented and received. As a supplement, ACUTA members Ginny Pearson from the University of Missouri System and David Phillips from Penn State conducted a user panel discussion on how video networking is done at their institutions. This too was extremely well done.

On previous occasions I’ve talked about the huge amount of work, cooperations and financial resources it takes to run an organization such as ours and to put on our seminars. The list begins with our first-rate professional staff in Lexington and goes to include numerous volunteers from colleges and universities and the telecom industry.

If I may, I’d like to single out this time the great contribution made by the telecom vendors that have so graciously supported our exhibit and sponsorship programs over the last several years. Their support is invaluable in helping us provide first-class programming and first-class networking and social opportunities at extremely low cost to ACUTA members.

Just prior to the Las Vegas seminar, I received a brochure inviting me to attend a two-and-a-half day telecom seminar being held by a professional consulting firm. It caught my eye for two reasons. First, it was a topic very similar to the type ACUTA presents. Second, I noted that the cost was between $900 and $1,200, depending on your status with the host company. Most meals and social events were not included. Similar ACUTA events cost members less than $300.

Next time you’re talking to an ACUTA exhibitor or sponsor, pick their brains clean and take their brochures for future reference. But then give them a smile and a wink and thank them for supporting ACUTA.

On an unrelated note, I just read ACUTA member Gene Sharron’s “professional paper” titled “An Information Technology Manager’s Guide to Campus Phone Operations.” It’s real well done and well worth the read, especially if you are considering getting deeper into the development of your own campus telephone company. If you have already taken that big step, I think it would also be a great primer for new staff. It’s published by CAUSE, a sister organization of ours, and can be had by calling (303) 449-4430 or Bitnet at ORDERS@CAUSE.COLORADO.EDU. Cost is $8 for CAUSE members, $16 for non-members.

And from our “Holy Mackerel” Department, Business Week, in an article on AT&T’s new VISA credit card reports that each time AT&T reduces its per minute toll rates one cent, it costs the company $1 billion in revenues. Whew!


Call for nominations in Orlando

Membership to elect VP, Secretary, Treasurer

Kia Malott, Director
Nominating Committee

During the 1990 Annual Conference in Orlando, all designated individuals representing a member institution with dues currently paid shall be eligible to vote on a slate of officers to serve as the Board of Directors of ACUTA for the coming year.

There will be three "automatic" changes of responsibilities, as provided in the ACUTA Bylaws, and three elections.

AUTOMATIC

Michael Grunder, Yale University, the incumbent President will become the Immediate Past President and will assume all the duties and responsibilities of that office.

F. William Orrick, Washington University in St. Louis, the incumbent Executive Vice President, will become President, assuming all duties and responsibilities associated with chairing the ACUTA Board of Directors.

Paula Loendorf, University of North Dakota, the incumbent Vice President, will assume the office and duties of Executive Vice President.

SUBJECT TO BALLOT

Vice President – to be elected from a slate of nominees assembled by the Nominating Committee and finalized with any nominations that may be received prior to the Orlando Business Meeting.

Secretary – The incumbent Secretary, Patricia Searles, Cornell University, can, according to ACUTA Bylaws, be elected to a second year in office. The second year is not mandatory and, therefore, Pat could run for election to another vacant office, if she desires.

Treasurer – Coleman Burton, University of Missouri, is in his second year as Treasurer and ACUTA Bylaws allow a maximum of two consecutive years for that office. Accordingly, a new treasurer will be elected from a slate of nominees assembled by the Nominating Committee and finalized with any nominations received prior to the Orlando business meeting.

NOMINATIONS

All ACUTA members may submit nominations for the offices of Vice President, Secretary and Treasurer. Before placing a name in nomination, however, please be reasonably sure that the person you are nominating is willing to accept the responsibilities that accompany the office. The individual should be aware of the considerable commitment, particularly in terms of the time required to carry out the responsibilities of the office. The individual’s institution also should support such a commitment. Upon receipt of each nomination, I will contact the nominee personally in this regard to confirm the nominator’s findings. All nominations must be received by July 1, 1990, so that the nominating committee can confirm the nominees’ commitment to serve. Because there will not be enough time to confirm a nominee’s commitment to a responsibility, nominations cannot be accepted from the floor at the business meeting.

Please send all nominations to:
Kia D. Malott, Chair, Nominating Committee
SIU-Carbondale,
Telephone Service,
Student Center, Room 219-A
Carbondale, Ill. 62901
FAX: (618) 453-3000

Board revises
ACUTA Articles of Incorporation

In a special April conference call, the ACUTA board of directors unanimously approved proposed changes in the bylaws. A copy of the new bylaws may be obtained by submitting a request to ACUTA headquarters in Lexington, Ky. Proposed changes in the articles of incorporation will be presented at the annual business meeting this July in Orlando for membership approval. Copies of the proposed changes will be mailed with the May and June newsletters.
On your own with the On-Call Book

Cheryl S. Riello
Yale University

My introduction to the Yale Telecommunications On-Call Book came immediately upon my arrival in the department. I knew it was important when the Director handed it to me and emphasized that I should read it very carefully and become familiar with all of its contents. That afternoon, the Operations Manager told me it was the "Department's Bible." But the most mystifying comment came upon departure. A female woman manager whispered to me, "Wait, your turn will come."

Reading the On-Call Book for the first time reminded me of the automotive manuals mechanics use to fix cars. It is straightforward, filled with procedures and policies, but even my first tour of the switchroom didn't help to clear up the confusing nature of this business. To make matters worse, I realized from the minute I set foot in this busy office, no one had the time to sit down and explain the entire book to me.

I was on my own.

At that point, I decided to put the book on hold for a few days while I learned a little more about telecommunications in general.

Not until I began to live the day-to-day experiences that come from working a job did I begin to understand what the On-Call Book was all about.

One day, while accompanying one of the Associate Directors on a call to design a new data system for a Yale department that was expanding, we stopped at Human Resources to look at new trees that had just been planted in front of the building. Usually a calm person, he was visibly upset when we walked up to the site. He told me that our phone lines were right under the new landscaping and he hoped no one dug too far down and damaged the system.

As it turned out, we were lucky, but the heading "Call Before You Dig" in the On-Call Book took on new meaning to me.

Another day, while helping the director clean out his files, we came across a bright red folder in his file cabinet. It was the list of "power failure phones." His explanation of them almost became a reality in July, when a tornado hit New Haven and surrounding suburbs and brought to life disaster recovery. The entire switchroom, frameroom and mechanical area was flooded with 3-6" of water cascading down the walls in various areas. As much critical equipment as possible was whisked off the floor, a dike of computer printouts was built around the 215 Astra and a pump was in place in no time. The next day, the outage report on the storm was as informative as reading a newspaper.

Shortly after the tornado, I became even more familiar with the contents of the On-Call Book while helping the Director prepare for his presentation titled "Life After Cutover: On-Call Procedures and Disaster Recovery" at the ACUTA Philadelphia Conference, which I also attended. Although I knew what Mike Grunzer would be saying during the presentation, as I listened and watched the overheads and slides, once again, I found the pieces began to fit.

Now my time has come. I have been advised from above that I will be "going on-call." Should a problem arise, I feel confident I will exercise the good judgment I have gained from reading the On-Call Book yet another time.

Editor's Note: Cheryl S. Riello is a new staff assistant in the Yale University Telecommunications Department. She will be sharing her perceptions of her "Brave New World" regularly with ACUTA.

Voice Mail Applications

(Continued from page 1)

The law school's career services office also is using voice mail to supplement its monthly newsletter announcing positions available. "We gave them a direct dial number with an extended time mail box," Peck explains. The "greeting" is updated weekly. Instead of waiting a month for the newsletter or making a trip to the office, alumni may call anytime and hear the most current position listings.

Why not share your innovative ideas for voice mail applications with your colleagues? Send your suggestions to Bill Robinson, Publications Editor, ACUTA, Financial Center 1810, 250 W. Main, Lexington, Ky. 40507. Fax: (606) 252-5673. BITNET: ACUTA@UKCC.
PARTY LINE

Ruth Mordosky
Director of Telecommunications
University of Nebraska

These past few months have been an interesting time for me. I had the opportunity to conduct cerebral telecommunications workshops for NACAS (National Association of College Auxiliary Services) along with Steve Merrill. I am sure most of you remember Steve from his days at the University of Utah. Steve, now with Century Networks Inc, out of Salt Lake City, is an Industry member of ACUTA.

In addition, I was in Millersville, PA., doing the ACUTA workshop, where Joe Mantione, Region 1 Director, was co-presenter. Tony Mordosky, Assistant Vice-President at Millersville University, our host for the workshop, did an outstanding job. As usual, Don Hoover, Villanova, did a great job of creating interest for the program throughout the region, and attendance was good. We had a great group in Millersville, with several people attending from Cornell, Carnegie-Mellon, Penn State, University of Pennsylvania among many others. Meeting the staff from the universities and colleges is always interesting for me.

It’s incredible to learn what they are doing, to learn how they have succeeded at being their own telco despite budget and staffing problems and to be a part of their enthusiasm for what they are doing.

I heard what I believe is about the best compliment a boss could ever hope to hear from one of their staff while we were at the Millersville workshop. A young technician from Cornell, discussed how important it is that training be provided to the entire telecom staff, including the technical support group. They were lucky, he said, because their boss, Pat Paul, went out of her way to see that her staff received training on a regular basis. We had a couple of people from Jeff Kuhn’s operation at Penn State, who echoed that same thought about Jeff. I would be proud, I thought to myself, to hear a member of my staff say that about me. WAY TO GO PAT AND JEFF!

Speaking of Pat and Cornell, we had the good fortune to have a member of her staff attend the workshop. He had a great deal of experience with the Bell Operating Companies in cable/wiring plant, which he shared with us.

We certainly had to take advantage of the voice processing expertise from the University of Pennsylvania. What great things they have done with this technology. Talk about voice processing applications, they could fill a book with the ones they have implemented. And we had Carnegie-Mellon share some of their experiences with the famous MAN operation (Metropolitan Area Network). All-in-all, it was a good workshop.

It would be impossible to leave this subject without telling you about my fascination with the names of the towns in this region of Pennsylvania. One time Charles Kuralt (of TV’s On the Road show) mentioned the unusual name of a town in Nebraska called Beaver Crossing. Nebraska has nothing on Pennsylvania when it comes to unusual names. For instance, this area boasts names like OH NO, OH YES, Bird in Hand, Virginia, and (so help me), Intercourse, PA. In fact, Don Hoover and Tony Mordosky took me to dinner at a Pennsylvania Dutch restaurant called Good & Plenty in Intercourse, PA. And what a treat I had when we went to the famous Grotto’s Farm Restaurant in Mount Joy, PA. It isn’t often that I cry “stop” when I am eating dinner – but it happened. The food was excellent and the atmosphere even better! Thanks, Don.

Don Doane (Phillips Exeter Academy) and his son took me to dinner when I was in Springfield, Mass., and Beth Kalow (DePaul University in Chicago, IL) took me to a great Greek restaurant when we did the workshop in Chicago. I feel so honored that these fellow ACUTA members took their time and went out of their way to spend some time with me.

Can you believe that it has been over six years since Beth Kalow installed the Northern Telecom SL-1 at DePaul University in Chicago; connecting downtown campus and the Lincoln Park Campus with fiber optics strung along the Chicago Transit tracks. It was a trailblazer then – very few people, if any, were doing bypass to that extent in those days. Beth says that it has worked very well and they are either in the process of upgrading the electronics on the fiber to improve band width or have just completed the project. Beth arranged for a tour of the remote node and fiber connection at the Lincoln Park campus of DePaul for the workshop participants. She is now working on a project to implement telephone services to the residence halls, along with several other projects. No grass grows under her feet!

We have been working at redesigning our administrative bills and student telephone bills, bringing them up-to-date.

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Compressed video: Sending more with less

Steve Dile, Telecommunications Manager
University of Oklahoma (Region 4)

Once again, technology has provided a way to do more with less. In the past, moving video signals required expensive equipment and high bandwidth circuits. Compressed video technology now allows video to be sent at T1 and even lower bandwidths. The University of Oklahoma is taking advantage of this technology to provide a video connection between the main campus in Norman and the University Center at Tulsa (UCAT).

The video codecs, cameras, monitors and other equipment required to make the system operational were installed at a cost of approximately $55,000 per end. The T1 circuit connecting the facilities is run via fiber optic facilities operated by the State of Oklahoma, the State Regents for Higher Education and the university. From the termination point on each campus, the circuit is extended via standard copper telephone cable.

A grant received by Kathleen J. M. Haynes, Assistant Professor of Library and Information Studies, led to installation of the system. The grant was awarded for her proposal, "The Effect of Instrumental Telecommunications Upon the Delivery of Credit Instruction."

The system is currently being used to teach three graduate courses in library and information studies.

If the technology proves to be an effective means for teaching, it is hoped that the number and type of courses will be expanded. The technology may also prove very useful for faculty and/or administrative meetings between the two campuses. Once such a link is established, applications are limited only by the user's imagination.

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with a smarter and sharper look. The student bill was just completed and was used for the first time this week when the student telephone bills were mailed out. What a difference! We have had so many excellent comments on the bill format from the students that it makes the effort worthwhile.

We really had an ulterior motive behind the design. Our old bill had to be sorted, torn apart, folded and then inserted in the envelope; a time-consuming, labor-intensive operation. The new design eliminates everything except inserting in the envelope, and I mean inserting — no longer does it require folding. We can hardly wait for the new administrative bill because it was also designed with the objective of eliminating the labor-intensive operations of sorting, tearing apart, folding, inserting in an envelope and addressing the envelope. If any of you are interested in having a copy of the new student bill, just give me a call and we will send it to you.

By the way, we are also implementing a new method of registering students for long distance and I am planning on sharing that with you at the annual conference in Orlando, Florida, during my session. We have such a small staff that we are always looking for ways to automate everything we possibly can, and believe me, we are fast getting it done.

This summer will bring the addition of Super Node to the DMS-100 CENTREX switch we are using, along with the upgrade to BCS 29. We are looking forward to the availability of some of the features that we have wanted and waited for. I am sorry to say, however, it will not improve the console operation. I guess that Northern Telecom feels the operator console or attendant position isn't very important in the long run. At least, they haven't been the least responsive to those of us asking for changes in the functionality of the operator console. I am pleased to note that calling number/name display can be blocked on a per call basis with BCS 29. Can't have everything / or can we????

For those ACUTA members using Northern Telecom's DMS-100, I would like to know if you are using any ISDN services or sets. Please give me a call and let me know how you are using it and what experiences you have had or are having. My telephone number is (402) 472-2000. Thanks!

I am heading for Atlanta the middle of this month to attend the USTA (United States Telephone Association) SuperCom '90 show. It will be a big show for vendors and service providers, and I always find some new and interesting ideas and products. Don't forget to register for the "Understanding Telecommunications" workshop in Greensboro, N.C., June 4-6. I look forward to seeing some of you there so be sure to get registered. Workshops have a minimum attendance with a cut-off date of 30 days prior to the scheduled date if the minimum number hasn't registered.

See you next month!
IU achieves first cohesive telecom system

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lines. We were, to say the least, disjointed!"

The project that changed Indiana University's network into a cohesive system was completed this past June after 18 months and $18 million. The largest Indiana Bell customer installation in history, the new system required the splicing of 1.8 million pairs of copper wire, enough to span the distance between New York and Los Angeles 117 times.

Indiana Bell's Rob Richards, director of the Indiana University project, describes the job: "Basically, we constructed a new wire center - complete with switch, manholes, conduit, cabling, station wire, jacks and telephones - in the middle of an existing jungle of buildings, trees, monuments, landscaping, limestone and 34,000 roving students."

The idea for the project began in 1984 with a multiphased plan for the university's eight campuses. "The timing was right," says Kenneth Gros Louis, vice president and chancellor of Indiana University. "Our systems were becoming obsolete, and we knew deregulation would present us with unique opportunities."

Indiana University's system is an Ameritech Integrated Information Network (IIN), which provides all 230 buildings, including 8,000 academic and 9,000 student numbers, with new capabilities. The university's off-campus lines serving the press and publications area, credit union and food storage were included in the project, as were more than 90 off-premises extensions which enabled professors and administrators to expand work-at-home applications. The network is driven by a Bloomington DMS-100 central office and an on-campus DMS SuperNode remote.

The main campus in Bloomington and the urban campus in Indianapolis make up the core of the university. Including the regional campuses at Fort Wayne, Gary, Kokomo, New Albany, Richmond and South Bend, the university's total enrollment is approximately 83,000. "To this point," says Kuchefski, "all the campuses that have made decisions on upgrading their telecommunications network facilities went with equipment from Northern Telecom."

Indiana University's initial challenge involved determining network needs. "With the array of hardware on campus," Kuchefski says, "we needed to develop a catalog and define what we had. We spent most of two years on the catalog."

Kuchefski and his team then spent 1986 preparing a Request For Proposal (RFP), and in January 1987 the RFP was issued to 21 vendors. By late summer, the field had been narrowed to three finalists. Four days before Christmas, Indiana Bell received a contract to supply the university with telephone switching services. According to the 10-year agreement, Indiana University will own and manage the wire plant, optical fiber systems and telephones.

"You process a tremendous amount of background information," Kuchefski says of the RFP preparation. "We compared not only the telecommunications suppliers, but also the manufacturers who supported each supplier. Looking back, I'd say knowing exactly what we wanted was one of the most important parts of our preparation."

"The RFP really targeted a PBX solution," says Richards, "and at first, the university didn't give centrex much consid-

eration. Then we discussed a DMS SuperNode remote proposal, and they were very receptive."

"Indiana Bell packaged the DMS SuperNode remote in a way that allowed us to achieve the unique style of operation we were after," says Kuchefski. "We were looking for all the basics: reliability, cost-effectiveness, flexibility... After looking at the remote, we knew we could achieve in a centrex environment what we thought was possible only through a PBX."

"And important to us," he adds, "the remote is on-site, and the university is the only customer. This gives us the flexibility we're after, allowing us to do more than if we shared a switch with other customers. We've got the best of both worlds - a mixture of public and private networks."

The Bloomington campus library, one of 42 Indiana University libraries throughout the state, is internationally known.

"We were looking for all the basics: reliability, cost-effectiveness, flexibility..."

With the implementation of an on-line system, all campus libraries will be linked and accessible from home and office terminals.

The new system also provides telephone service in each of the 7,200 residence hall rooms and offers improved long distance access to the 12,000 students who previously shared 4,800 rotary phones. "It used to be difficult to get an outside line," comments one student. "If you wanted to call anybody on Sunday night, you might as well have forgotten it until close to midnight. With the new system, there's no problem."

Each residence hall room is now wired with seven-pair station wire and two jacks - one for voice and one for data.
better prepared for handling anonymous phone calls, since the display on the business set shows the number of any on-campus phone that is calling."

The university system also includes DMS Meridian Automatic Call Distribution (ACD) capability, a service that has been well-received.

Paul Pronze, a records services specialist who supervises nine staff members in the university Registrar’s Office, explains: “We used to have an alarm that sounded whenever we had a call waiting. We would respond as soon as possible, but we had no idea how many callers were there or how long they had been waiting. Now, I can glance at my screen and see who’s logged on, who’s handling a call, and whether it is an incoming call or an outgoing call. The screen shows how many people are in the same queue and who’s been waiting the longest. The screen constantly updates various averages that show us how we’re doing, things like how many seconds we’re taking to answer each call. Each staff member averages some 80 calls a day, but as long as callers stay in the queue, they’ll get an answer.”

“We are beginning to deploy ACD and voice messaging,” adds Kuchefski. “There’s great potential for both of those individually and in combination for several of the campus units. Other entities—such as the schools of music and theatre and the athletic department—offer a number of activities to the public. With so many people calling for schedules and tickets, voice messaging should be a perfect solution.”

The university is already involved in several experiments to determine the potential roles for data transfer over the system. Ameritech’s Integrated Information Network is ISDN-compatible, and 50 ISDN stations are scheduled to be on-line soon.

And importantly, the university’s DMS SuperNode remote currently has the capacity to grow to some 1,390 lines of ISDN. Says Kuchefski, “In addition to people on-campus, we also have a large off-campus student body and many faculty members and part-time students who would like to work at home. We’re looking at several service alternatives for these individuals, including Northern Telecom’s Datapath, and we’ll experiment with ISDN equipment. We want to know where these alternatives fit into our goal of extending services throughout the state.”

The DMS SuperNode remote occupies half the floor size of the previous electromechanical switch and has six times its capacity. The space once occupied by aisles of hardware will now become an office and reception area for the School of Health, Physical Education and Recreation’s Human Performance Laboratory.

The new network will help Indiana University take advantage of the latest in telecommunications technology. “The possibilities are unlimited,” says Indiana Bell’s Bob Richards. “Whatever new technology comes about, the university will be in a position to work with it.”

Editor’s Note: This article is reprinted with permission from the Fall 1989 issue of Northern Telecom’s Connections magazine. Author Charlie Walton is a freelance writer based in Atlanta and a frequent contributor to Connections.
Voice, data and video integration

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To complete the learning experience, attendees were treated to an excellent display of telecommunications products and services in the exhibit area, as well as some lively discussion at meals and social functions, including, of course, the hospitality suite.

DeNoia, a consultant who has taught at Bentley College and Boston University, used all three mornings during the seminar to explore:

- the issues surrounding planning, selections and implementation;
- the techniques for operators and management;
- the characteristics of selected management tools.

The major challenges to integration, she concluded, involve technology, organization, personnel and planning.

Realistic expectations, commitment and experience are necessary for success. What you can realistically hope to integrate is access. And what you can really hope to manage is information.

The infrastructure offers the first realistic potential for voice/data integration, and video too, the speaker contended, provided that the video signals are digitized. Shared access, shared transport and some shared switching continue to foster continued interest in narrow band and broad band ISDN, as well as other technologies that promise integration.

With regard to the physical medium, unshielded-twisted pair and fiber promise to be economically most viable, and cover a wide range of applications – this being in sharp contrast with the traditional delivery of video signals through coaxial cable.

DeNoia firmly believes that expectations of effectively integrating the management of such networks begins with the establishment of common policies and procedures, and grows to encompass coordinated planning and implementation along with realistic planning, commitment and experience – an ingredient considered especially necessary for success.

The author of the text, *Data Communication Fundamentals and Applications*, identified the major challenges as understanding the appropriate applications of the technology, organizing the administration in the most effective and politically appropriate manner, finding and keeping suitably qualified personnel, and strategically planning applications to meet the needs of today and the expectations of tomorrow.

The video panelists provided valuable information to support the belief that video technology delivered through telecommunications will be one of the hottest and most exciting issues of the 1990s. Penn State and the University of Missouri proved to be in the forefront of the action with innovative uses of T-1, satellite and fiber delivery systems for educational programming.

Evaluation sheets identified the need for more detail in many of the areas, which Lynn scoped out so successfully, and several of these areas qualify for full program profile on their own. The Program Committee will address these needs beginning with the summer conference in Orlando.
Most ACUTA members should have received the brochure and registration form for the annual conference in Orlando, July 15-19, by the time the May newsletter arrives. Registration forms for the conference and entertainment are located near the back of the brochure. Early registrations must be postmarked no later than June 15. For more information, contact Lisa McLemore ACUTA, Lexington Financial Center 1810, Lexington, KY 40507.

Del Combs, Administrative Director

For the past several months, the ACUTA staff, along with our Program Director, Mal Reader of the University of Calgary, have been busy putting together what could be our best conference ever. With your help and participation, it will be.

Mal has lined up expert speakers on a host of topics on the cutting edge of telecommunications. From disaster planning and recovery to intelligent networks and multi-vendor networking, I am sure you can pick up valuable information that can be applied productively to your institution.

There also are programs on leadership development, department staffing, stress management, legal and regulatory issues as well as some basic courses.

Our theme is "Welcome to the '90s: The Importance of Telecommunications in the New Decade." One of ACUTA's main goals is helping you keep abreast of technological advances in our rapidly changing field. All of the major manufacturers will have their latest products on exhibit at the conference.

One of the most frustrating things about a professional conference is the dilemma of choosing between two sessions that you want to attend but can't because they are scheduled at the same time. This should not be a problem in Orlando. Most of the major programs are repeated so you won't have to pick between two topics that are both equally of interest to you.

Approximately 800 telecommunications professionals from institutions of higher education and industries will be on hand for the Orlando meeting. Just tapping into this resource network is reason enough to attend. Think about bringing key members of your staff to the conference. If you have someone assigned to a troublesome problem, Orlando just might be where they can find someone who can suggest a solution.

Several formats have been designed to facilitate exchange of information between members during the conference - this is where we need your input to make this conference be all it can be.

Birds of a Feather - This new program sets aside time for members with common interests to meet. The topics are completely open - you can suggest topics or sign up to discuss a topic that someone else has suggested.

Call for Presentations - Time also has been scheduled for six formal presentations by ACUTA members. These will be tailored to suit the needs of members from large, small and medium sized institutions. In addition, panels composed of ACUTA members should make for some wide-ranging discussion of telecommunications concerns.

User Groups - Meet with your colleagues from other institutions who use equipment similar to yours. Or if you are trying to make a decision for a major purchase, talk with users who may already own the equipment you are considering.

Regional Meetings - Members from each geographical region of the United States and Canada also will have opportunities to gather and discuss matters primarily of concern to them. These informal sessions also allow members to meet their regional ACUTA director. That will enable them to better address the specific needs of their regions.

Here's How You Can Help

To make these interactive sessions work best, we need you to identify topics you would like discussed, questions you want answered and problems you want to solve.

Inserted in the Orlando pre-conference brochure, which most of you should have received by now, is a blue questionnaire. On it you can list topics for the Birds of a Feather sessions as well as the sessions you plan to attend. Of course you may change your mind, but if you fill out this card and return it soon, we can have a better idea of how to plan arrangements in Orlando.

We are expecting a big attendance in Orlando. Provision has been made at a neighboring hotel to handle any overflow. Still, you should get your reservation in early. And remember, ACUTA has negotiated discount fares and prices with Delta Air Lines and Alamo Rent A Car. You will save by taking advantage of these discounts, and ACUTA can continue to enjoy favorable rates from these carriers in the future.
ACUTA is in a membership recruitment drive. Call one of the new members listed below and in recent issues of the Newsletter and welcome them to our organization, especially if they are from a neighboring institution. Acquaint them with how valuable and enjoyable ACUTA events are and mention the First Timers' Reception on Sunday afternoon, July 15. Practically every college and university in the United States and Canada has received at least three mailings from the ACUTA office in recent months. This would be a good time to follow up these mailings with a personal call. An explanation of the Orlando conference should give prospective members an extra incentive to join now.

ACUTA WELCOMES NEW MEMBERS

We welcome the following new members who joined ACUTA between March 9 and April 2. ACUTA membership is now 1,107.

REGION 1
Lisa DeFeo, LeMoyne College
Leonard P. Muccio, State University of New York Maritime College
Frank Shults, Siena College

REGION 2
John Gallagher, Lock Haven University
Richard S. Mills, AMP Products Corp.
Ernest Ogle, Western Maryland College

REGION 3
Larry E. Butler, OPTICOM
Richard Cannon, LDDS Communications Inc.
Jim Frick, Racial-Milgo Information Systems
Barbara Kenure, Georgia Southern University
Helen B. Sain, Lenoir-Rhyne College
Steve Spiegel, Peoples Telephone Company Inc.

REGION 4
William A. Cole, University of Arkansas for Medical Sciences
Doug Corder, Telecommunications Data Systems Company
Dr. Howard Farrell, Midwestern State University
Gerry Howser, Lincoln University
Sara J. Knaggs, InfoCom Inc.
Ttwga Tackett, University of Arkansas at Monicello

REGION 5
Bridget A. Bloemker, College of Mount St. Joseph
Jerry D. Boggs, Western Wisconsin Technical College
Susan Cooperider, Ohio Wesleyan University
Martin J. Feira, Michigan Technological University
Lee Ann Hall, Ohio Northern University
Dawn L. Lotz, Marquette University
Dave McShane, Schoolcraft College
A. Jerome York, University of Cincinnati
Josephine Zombeck, Cranbrook Educational Community

REGION 6
Alan Byms, Université Quebec
Gérard Pelchat, Université Laval
Robert A. Rogan, University Hospital, London, Ontario

REGION 7
Gary Henickson, Eastern Iowa Community College District
Ellen J. Kabot, Eastern Iowa Community College District
Dr. Judy B. Kemp, Valley City State University
Don Lohse, Kirkwood Community College
LTC Patrick Orell, New Mexico Military Institute
Orlando A. Sandoval, Clark County Community College
Barbara Wingle, Fujitsu Business Communications System

POSITION ANNOUNCEMENTS

Director of Telecommunications
University of Illinois,
Urbana-Champaign

Qualifications: Five years voice, data communications management, demonstrated ability in system planning and project management. Extensive knowledge of large digital switching systems, data communications and complex networks necessary. Bachelor's degree, preferably in related field, required. Advanced degree desirable.

Starting date is Sept. 15, 1990.

Send resume, references to:
Terry W. Ruprecht, Chair
Telecommunications Director Search, University of Illinois at Urbana-Champaign
Swanlund Administration Building
601 East John Street
Champaign, IL 61820
FOR DETAILS, CALL (217) 333-2500

Manager, Telephone Services
Washington State University
Pullman

Qualifications: Progressively responsible related experience in supervision, managing a large-scale voice or data telecommunications system, strong speaking/writing skills, bachelor's degree.

Screening began April 16 and will continue until position is filled.

Send resume and references to:
Janis Hall, Chair
Telephone Services
Search Committee
Van Doren 106
Washington State University
Pullman, WA 99164-5220
FOR DETAILS, CALL (509) 335-7878