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Technology Advancement

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The Leadership Attitude

ACUTA members are increasingly finding opportunities to move into leadership roles. To succeed as a leader, we must still remember that "attitude is everything." If leadership is one of your goals (or your current position), you might consider some ideas from author Dan Quiggle, who wrote *Lead Like Reagan: Strategies to Motivate, Communicate, and Inspire*.

As a leader do you believe that you know best? Do you surround yourself with yes-people in an attempt to validate your ideas and gain "consensus"? Do you keep your distance from other "experts" to ensure your opinion will go unchallenged? Or do you pull together the best and brightest you know to challenge your preconceived notions and share fresh ideas you've never considered?

Successful leaders know that the mission and its goal are more important than the ego. Purposely surrounding ourselves with expertise in all areas within our organization helps us make more informed decisions. Seeking opinions, expertise, and advice from others is not a sign of weakness but a strong leadership attribute.

Seeking shared visions, commitment, and a realization that being honest will provide an environment that is creative and a sustainable team effort.

Where do you find yourself in the leadership role—mediocre or exceptional?

- Do you have to be right?
- Do you embrace a variety of viewpoints—including the opposition?
- Do you ever over-formalize what ought to be straightforward?
- Do you have more than one brain trust?
- Do you use your time—and everyone else's—wisely?
- Do you hear everyone out and take their advice to heart?
- Do you make sure everyone shares the success-oriented vision?
- Do you return favors?

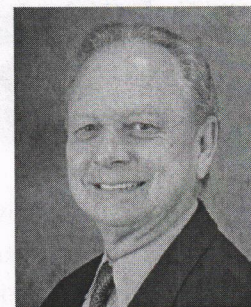
How do you manage, lead, mentor?

Please share your leadership experiences on the ACUTA listserv. Send a brief description of a leadership epiphany or a useful tip to telecom@community.acuta.org. Let's talk! I'd like to share as many thoughts and ideas as possible through the ACUTA Community.

I encourage you to look ahead and plan for the Fall Seminar in Boston October 26-29 as the Program Content Committee assures we are in line with current trends and expectations.

Why ACUTA — The Association for College & University Technology Advancement?

- *We answer the call for higher education*
- *We are a welcoming culture*
- *We make a difference*



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Fire on Sewanee's Campus

Fire caused heavy damage the night of July 23 to historic Rebel's Rest on the campus of the University of the South. The blaze was reported to the Sewanee Volunteer Fire Department at approximately 11:30 p.m. There were no injuries or damage to other buildings. The cause of the fire is not yet known.

Rebel's Rest has served as a university guest house for many years. It has been closed this summer and was undergoing renovations. Because of these renovations, the most historically valuable paintings had been removed from Rebel's Rest before the fire occurred. Now other items have been photographed, removed and inventoried, including books, rugs, some furniture, and several pieces of art.

Originally built as the family home of Major George Fairbanks in 1866, the building is the one remaining campus structure from the re-founding of the

university. The first post-Civil War meeting of the Board of Trustees was held there in October 1866.

"I know generations of Sewanee alumni and friends will feel this personally," said Vice-Chancellor John McCardell. "My deepest thanks to our firefighters, who saved this great university house from being a complete loss."

The building is insured. The sprinklers were functional and activated during the fire, but the structure sustained significant damage from fire and water.

The university is engaging historic restoration professionals to assess the restoration of items from the building, as well as evaluate which portions of the structure might be salvaged. Several gifts for Rebel's Rest have already been made or offered; the university is most appreciative of these, and grateful for the connection Sewanee alumni and friends have to this piece of campus history. The university website will have additional updates as more information is available.

**FREE
Webinar**

**Wednesday
August 13
2 - 3:00 pm EDT
Register by Aug. 8**

WUSTL's Award-Winning Emergency Mass Communications Project

ACUTA is very pleased to offer this free webinar for members and additional colleagues. As a benefit of membership, an unlimited number of employees of your university or company may register at no cost. Nonmembers are welcome to participate for a nominal fee.

Washington University in St. Louis was recognized by ACUTA in 2013 as the winner of the Institutional Excellence Award in category two, for institutions with enrollments from 5,000-15,000 students. You are invited to join us for this webinar highlighting WUSTL's Emergency Mass Communications Dashboard project, an innovative mass communications plan designed to reach every member of the university community through a single, comprehensive, web-accessible interface.

Presenter:

Matt Arthur, CISSP, Director of Incident Communications and Media Services at Washington University in St. Louis

Registration

Registration for ACUTA members is \$89; for nonmembers, \$129. Your registration includes complimentary access to the archived version via video streaming following the live session. As a special offer to nonmembers, if you participate in this webinar and then purchase an ACUTA membership within 90 days, \$40 will be credited to your initial membership dues.

You may also order video streaming of an archived version of the webinar from the ACUTA Store if you cannot participate in the live session.

For more information regarding content, contact Michele West, ACUTA Director of Professional Development, mwest@acuta.org, or phone 859/721-1655.

Direct questions regarding registration to Joanie Profitt, Registration and Database Coordinator, jprofitt@acuta.org, or phone 859/721-1658.

We encourage you to share this educational opportunity with anyone at your university or company.

**If you have an idea or a topic for an ACUTA webinar or conference session,
please send your thoughts to suggestions@acuta.org.**

Getting Cloud Credit

Gary Audin, Delphi, Inc.

Service failures beg the questions, “What does my service level agreement cover?” “Do I receive an account credit?” “Is it worth the time to submit a claim?” “What is the credit worth?”

Subscribing to cloud services is very popular, for several reasons:

- The enterprise moves from CAPEX to OPEX financing.
- New services/features/functions become available.
- Someone else has to manage the IT service.

But there are, of course, risks involved with moving to a cloud. The most recent illustration of this was when Microsoft’s cloud-based Office 365 service suffered an extended outage. This failure prompted the questions, “What does my service level agreement cover?” “Do I receive an account credit?” “Is it worth the time to submit a claim?” “What is the credit worth?” Although the Microsoft failure is the impetus for writing this blog, the same concerns relate to any cloud-based service.

Microsoft Service Level Agreement (SLA)

Lync Online is covered by “The Service Level Agreement for Microsoft Online Services” (www.microsoftvolumelicensing.com/downloader.aspx?documentid=7615)

The loss of Lync Online is defined by Microsoft in their SLA as “Any period of time when end users are unable to see presence status, conduct instant messaging conversations, or initiate online meetings.”

When a service fails, then the provider’s definition of downtime becomes important. Measuring downtime by the provider may not include all events that the customer considers as downtime, events such as scheduled downtime when the customer cannot use the service. The Microsoft definition of downtime; “Downtime means a period during which the aspects of a Service specified in the following table are unavailable, excluding (i) Scheduled downtime; and (ii) unavailability of a Service due to limitations described in Section 5(a) below. Downtime is measured in the units set forth in Section 3.” These units are measured in minutes over a period of one month. (Refer to the linked document above for more information.)

Measuring Availability by Microsoft

The agreement has a metric “Monthly Uptime Percentage,” which is used to calculate the percentage of uptime. The common measure for availability is:

$$\frac{\text{Uptime} - \text{Downtime}}{\text{Uptime}} \times 100 = \text{Availability (9x.xx\%)}$$

In the case of the Microsoft SLA, the uptime and downtime are measured in minutes per month. Downtime is calculated in minutes over a one month period multiplied by the number of users impacted by the failure. If the Lync Online service is experiencing less than 99.9% uptime, then the enterprise is eligible for a credit.

Calculating the Credit

Microsoft has three levels of credit according to the table at right.

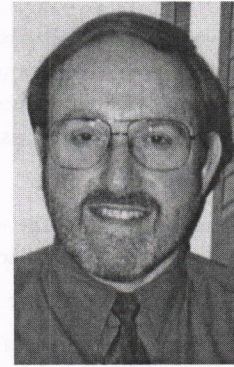
Delivering 99.9% availability looks good until you read the exceptions that are not included in the calculation. It does not include the network access. It includes none of the enterprise infrastructure, conditions outside the control of Microsoft (e.g., natural disaster, war, terrorism, government action...). When you add in all of the exceptions, the enterprise does not have a service with 99.9% availability. This is not a criticism; it is an observation of the real availability to the user.

Monthly Uptime Availability	Service Credit
less than 99.9%	25%
less than 99%	50%
less than 95%	100%

The recent service failure was reported to be an interruption of about 9 hours. Using a month of 30 days X 24 hours X 60 minutes, then the operational time is 43,200 minutes in a month. A nine-hour failure is 540 minutes long. By this calculation, the customer received 99% availability and can apply for a credit of only 25%—not enough to cover the costs the customer may incur collecting the claim information.

To get a 100% credit, the service must be out more than 36 hours (one and a half days)— a disaster for most businesses.

continued



There is no way the 100% credit would come close to compensating the business for its incurred costs because of the service failure.

What looks really bad is the 100% credit. The enterprise has to experience greater than a 5% loss of service over a month, an intolerable condition for most operations, before it is eligible for a full refund. This also means that with a loss of 5%, only a 50% credit is awarded—pretty poor service delivery. Who would subscribe to such a service? Many have. Think of the cost to the enterprise if this were to occur.

Claiming a Credit

In hosted services, the service provider may, at its discretion, automatically offer a credit. This has happened occasionally, but it is much more likely that enterprise IT staff has to collect data and apply for a credit.

For a claim with Office 365, IT staff have to provide:

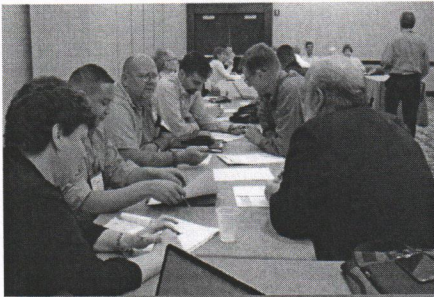
- A detailed description of the failure
- The length of time there was a service outage
- What locations were affected
- How many users were affected
- A description of the enterprise attempts to resolve the failure

The claim for credit has a limited time window. The claim must be submitted by the end of the month following the failure, and you may have to wait 45 days before you will be notified of the credit. The credit will be applied to future monthly service fees.

Conclusion

It is hard to determine if filing a claim is worth the effort. Producing the claim is a distraction for the IT staff. The real question is whether the IT staff labor for filing claim is more than offset by the credit received. To know the answer, the IT staff may have to complete the claim anyway to see if it is worth the effort. This means the enterprise will still expend the IT staff labor whether or not a claim is filed.

Gary Audin is the president of Delphi, Inc. (delphi-inc@att.net), an independent communications consultancy. This article appeared online at www.nojitter.com on July 21, 2014, and is reprinted here with permission.



Register for Fall Seminar in Boston

Plan now to attend the Fall Seminar to be held at the Boston Park Plaza October 26–29. Find complete details at www.acuta.org/wcm/acuta/pdf/031814a.pdf. For this seminar, the Program/Content Committee is planning interesting sessions relevant to our two tracks:

Track 1: Trends in Service and Technology Delivery

Track 2: Securing our Connected Environments

Contact Michele West, Director of Professional Development, at 859/721-1655 or mwest@acuta.org if you have questions.

Register online at www.acuta.org/fs14 or call Joanie Profitt for assistance at 859/721-1658.

After Event: Security Awareness Day at CCRI

The Community College of Rhode Island is pleased to invite all attendees at ACUTA's Fall Seminar in Boston to the college's annual Security Awareness Day. This event will be held on Thursday, October 30 (the day after the ACUTA seminar) at the CCRI Knight Campus in Warwick, RI, from 8am to 4pm and is free of charge. Warwick is about 1.5 hours from Boston. The purpose of the CCRI Security Awareness Day is to promote this topic and to extend this culture within the user community.

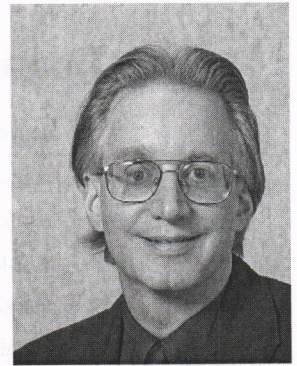
RI Congressman Langevin, who chairs the Congressional Cybersecurity Caucus, will be the keynote speaker. Morning general sessions will be followed by afternoon breakout sessions addressing the attendee's topic of interest in security from a technical, business, legal and management point of view. General consumer issues such as privacy, personal identity security tips and online banking information will be covered. The tentative as yet complete agenda can be found at www.ccri.edu/securityawareness.

On line registration will be available in the late August/early September timeframe. As this event usually sells out, we recommend that interested ACUTA attendees register as early as possible. For any questions regarding this event please contact Bruce Barrett at bbarrett@ccri.edu.

Info Links

Frequently, vendors, associations, governmental bodies, and others provide white papers and other informational documents which are announced through a variety of media sources. While some admittedly have a certain slant or opinion, others are quite objective; however, they often contain valuable information. Below are links to selected documents.

- BITAG – VOIP Impairment, Failure, and Restrictions:
http://www.bitag.org/documents/BITAG_-_VoIP_Impairment,_Failure,_and_Restrictions-Report.pdf
- NCD – Effective Communications for People with Disabilities Before, During, and After Emergencies (Great Resource!): <http://www.ncd.gov/publications/2014/05272014/>
- WEF – Risk and Responsibility in a Hyperconnected World:
http://www3.weforum.org/docs/WEF_RiskResponsibility_HyperconnectedWorld_Report_2014.pdf
- CDE – Intelligent Campus—Innovative Tools in Education:
www.centerdigitaled.com/paper/Intelligent-Campus-Innovative-Tools-in-Education-Increase-Efficiencies.html
- CDE – Funding/Pro. Development & the Intelligent Campus:
<http://www.centerdigitaled.com/paper/Funding-and-Professional-Development-for-the-Intelligent-Campus.html>
- P&CLOB – NSA/FISA Surveillance Program Oversight Report:
<http://www.pclob.gov/All%20Documents/Report%20on%20the%20Section%20702%20Program/PCLOB-Section-702-Report.pdf>
- Supreme Court – Decision on Cellphone Searches (need warrant):
http://www.supremecourt.gov/opinions/13pdf/13-132_8l9c.pdf
- NIST – Guidelines on Mobile Device Forensics:
<http://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-101r1.pdf>
- FCC –Modernizing E-Rate for Schools & Libraries in America:
http://transition.fcc.gov/Daily_Releases/Daily_Business/2014/db0701/DOC-327993A1.pdf
- Pew – Net Threats-Digital Life in 2025:
http://www.pewinternet.org/files/2014/07/Future-of-the-Internet_Net-Threats_070314.pdf
- SIIA – Annual Vision K-20 Survey
http://siia.net/visionk20/2014_VK20-ES.pdf
- CRS – The Net Neutrality Debate:
<http://fas.org/spp/crs/misc/R40616.pdf>
- CDC – Wireless Substitution July-December 2013:
<http://www.cdc.gov/nchs/data/nhis/earlyrelease/wireless201407.pdf>
- CDC Wireless Substitution January – June, 2013
<http://www.cdc.gov/nchs/data/nhis/earlyrelease/wireless201312.pdf>
- Sandvine – Global Internet Phenomena Report (Good!): <https://www.sandvine.com/downloads/general/global-internet-phenomena/2014/1h-2014-global-internet-phenomena-report.pdf>
- Phoenix Ctr – Bounds of FCC Authority Over Broadband:
<http://phoenix-center.org/PolicyBulletin/PCPB35Final.pdf>
- Phoenix Ctr – Market & Efficient Use/Mgmt of Scarce Spectrum:
http://www.fclj.org/wp-content/uploads/2014/06/66.2.2_Spiwak-Final.pdf
- Phoenix Ctr – Free Markets, Monopolies, and Copyright:
<http://phoenix-center.org/perspectives/Perspective14-04Final.pdf>
- U.S House – Network Interconnection White Paper:
<http://energycommerce.house.gov/sites/republicans.energycommerce.house.gov/files/analysis/CommActUpdate/20140715WhitePaper-Interconnection.pdf>
- Free State – Reforming Comm Policy in Digital Age (video):
<https://www.youtube.com/watch?v=rhPsfDK6q0s>
- Inhance – Mobile Device Loss/Theft Study 2014:
<http://www.inhancetechnology.com/news-events/consumer-research-mobile-device-loss-theft-study-2014/>
- GSMA –Mobile Wireless Performance in the EU and the U.S.:
http://www.gsmamobilewirelessperformance.com/GSMA_Mobile_Wireless_Performance_May2013.pdf

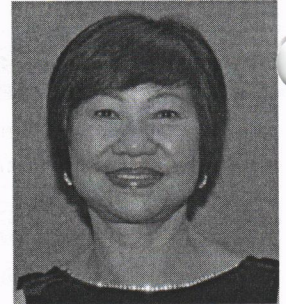


Randy Hayes
Leg/Reg Affairs Committee
Univ. of Northern Iowa
randal.hayes@uni.edu

Board Report

The Board met via Zoom Web Conferencing on July 2 and approved the following:

- May 2014 Financial Statements
- Strategic Plan – June Dashboard 2014
- Monthly Committee Agenda, Minutes and Reports
- Membership Reports
- Fiscal Year 2014/2015 budget
- Committee and SubCommittee Appointments and Nominations
 1. Legislative/Regulatory Affairs Committee: David Eckmann, INcomm; Harry Lorthe, Barry Univ.
 2. Publications/Media Committee: Tom Branam, Utah Valley Univ.
 3. Awards Committee: Eric Alborn, Univ. of Wisc.-Madison; Chris Boniforti, Lynn Univ.; Frank Cafasso, Wagner College; Kurt Faszholz, Taqua; Scott Genung, Univ. of Oregon; Becky Goudy, e2Campus by Omnilter; Chris McGill, The George Washington Univ.; Christine Mulvey, Marist College
 4. Higher Education Advisory Panel: Peter Williams, Marian Univ.
 5. Environmental Scanning Committee: Amos L. Auringer, Gartner, Inc.; Lee Smith, The Univ. of Texas at Austin



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Respectfully Submitted,

Riny Ledgerwood
Secretary/Treasurer

FREE
Webinar

Wednesday
August 27
2 - 3:00 pm EDT

Requirements to Make Your Campus Wireless Friendly

Ready for the next generation of wireless connectivity?

Smartphones, tablets, laptops. Today's higher education students are connected 24/7 to their friends, family and content. Indeed, a Cisco survey found that one out of every three students and young professionals rated Internet access as important as air, water, food and shelter. Higher-education ICT professionals know the importance of a strong wireless infrastructure to enable that connectivity, both for learning and for lifestyle. But how do you prepare for the next generation of mobile broadband?

Join our panel of wireless broadband technology experts for an in-depth discussion of useful ways to bring the benefits of wireless—whether through cellular, Wi-Fi or public safety—to your campus.

Explore proven strategies for designing, constructing, deploying and maintaining distributed antenna systems (DASs). Experts from industry-leading companies will share insight and answer your questions about what is needed at your facilities to better enable mobile broadband deployments. Topics will include physical space and fiber and power requirements, among other things.

Space is limited! Reserve your space now online.

Date: August 27, 2014

Time: 2:00 p.m - 3:00 p.m. EDT

After registering you will receive a confirmation email containing information about joining the webinar.

The HetNet Forum is an industry-focused, industry-led, broad-based organization dedicated to the development of the Heterogeneous Network (HetNet), a combination of technologies that enable wireless broadband. Holly King from Northwestern University is the ACUTA representative to the HetNet Forum.

This webinar is produced by the HetNet Forum, the only national network of leaders focused exclusively on shaping the future of the heterogeneous network, including DAS and small-cell solutions. ACUTA President Mark Reynolds is one of the panelists for this webinar.

ACUTA Member Benefit: 2014 Winter Seminar Video Streaming Available in the Resource Library

Aaron Fuehrer, ACUTA CTO

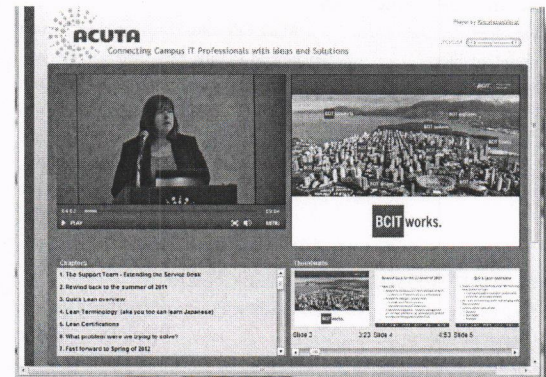
Eight educational sessions that were recorded at the ACUTA 2014 Winter Seminar are now available at no cost via video streaming from the ACUTA resource library. The recorded sessions are:

- Privacy & Other Legal Considerations for Collaboration Technologies
- E-911 for Unified Communications
- University of Manitoba Student Email Migration to Office 365
- Getting the Most out of SIP Dialing – Using ENUM to Link to Other Schools
- Building a Results-Oriented Work Environment: A Success Case
- Replacing our PBX with Unified Communications – MS Lync
- Voice System Replacement – Group Discussion
- Breaking Down Barriers with Video Conferencing

Using your ACUTA logon and password, go to <http://www.acuta.org/ws14library>. The streaming video also includes synchronized slides that follow the presentation. Additional video presentations from past ACUTA seminars and conferences can be found at <http://www.acuta.org/video>. Some examples of past presentations include topics such as:

- Cloud Computing
- Implementing DAS
- VoIP Deployment
- Rate Models
- PCI Compliance

As the videos will show, your ACUTA colleagues are your most valuable resource, presenting topics and information that affect you. Video streaming from ACUTA events are posted to the resource library on a one meeting delay. Persons who attend either the seminars or the annual conference, or who purchase the streaming, receive links to the videos immediately following the events. For more information, contact Aaron Fuehrer, ACUTA CTO, at afuehrer@acuta.org.



ACUTA Reaches Out to Local Schools

Once again ACUTA became an exhibitor rather than the host at an event. For the second year, we set up a booth at an event conducted by the Association of Independent Kentucky Colleges and Universities. ACUTA CEO Corinne Hoch secured a place for an ACUTA booth in their exhibit hall, and on June 13, Joanie Profit, ACUTA Registration and Database Coordinator, went to St. Catharine College in Springfield, Kentucky, to set up a display and bring information to Kentucky schools.

This was an opportunity to introduce ACUTA to approximately 20 schools, including some that are not familiar with what ACUTA offers. We are hopeful that we will see several new members as a result of the contacts Joanie made and the information she distributed.

Professional networking is all about growth, and ACUTA members are encouraged to look for opportunities to invite other schools to be a part of the network. You don't have to have an exhibit booth in order to tell someone about ACUTA's participation in legislative and regulatory affairs, the timely and informative educational programs, and the various publications that bring you news about the industry and emerging trends.



Grow the Network: Tell a Colleague about ACUTA today!

Board of Directors 2014–15

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Welcome New Members

Institutional Member

Illinois Valley Community College, Oglesby, IL. T2..... www.ivcc.edu
Harold Barnes, Dir. of IT (815/224-0450) harold_barnes@ivcc.edu

Emeritus Member

Tony Mordosky, retired from Rowan University..... mordosky@rowan.edu

Corporate Affiliate

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Heather Johnson, Market Comm. Mgr. (540/265-0690) heather.johnson@occfiber.com
OCC manufactures high-quality fiber optic cable and data communications solutions for enterprise, specialty, and harsh environment applications. OCC offers an integrated suite of quality warranted network cabling solutions designed to provide outstanding performance characteristics.

Check It Out

Press Releases, Job Postings, & Corporate Webinars

The ACUTA website lets you communicate with other members—share some exciting news, fill a position, or find just the right vendor. Check the website for the latest postings frequently. Here are items that have been posted since our last *eNews*.

PRESS RELEASES: <http://www.acuta.org/pressroom>

Send press releases to Amy Burton (aburton@acuta.org)

JOB POSTINGS: www.acuta.org/jobs

Help your colleagues who are looking for work! To send job postings, go to www.acuta.org. Click on one of the jobs listed there and you will link to the jobs listed now and a link where you can post a job.

- Sr. Identity Manager / Web App Server Engineer, Eastern Washington University, Cheney, WA
- Sr. Manager-Project Management Office, Eastern Washington University, Cheney, WA
- Associate Principal / Strategic Technical Consulting, Vantage Technology Consulting Group, El Segundo, CA
- Senior/Network Technician, Boston College, Boston, MA
- Senior / Network Engineer, University of Iowa, Iowa City, IA
- Applications Systems Analyst/Programmer Lead, University of Central Florida, Orlando, FL

Other jobs previously listed may still be available.

FREE WEBINARS HOSTED BY ACUTA CORPORATE MEMBERS:

www.acuta.org/corporatewebinars

Many free webinars are available through ACUTA Corporate Members. Check the website at www.acuta.org/corporatewebinars to see what is currently available. (Corporate members: e-mail Amy Burton at aburton@acuta.org to get your free webinars listed.)