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ACUTA eNews September 2014 Issue 9

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ACUTA

eNews

**ASPIRE
TO KNOW**



September 2014 / Issue 9

www.acuta.org

DAS Forum Produces Guidelines

It is my pleasure to tell you that the DAS task force document has been approved by the ACUTA Board and is now available for your consideration.



ACUTA's DAS Task Force met to finalize a document that provides guidelines.

To give you some background, late in 2013, the Board created a DAS task force with the directive to create a document that can provide guidance to our campus facilities folks when either building a new building or remodeling an existing building. The task force was recruited late last year and met for a full day in January to kickoff this effort. The task force was made up of representatives of firms supporting various sorts of in-building coverage architectures, consultants and University IT representatives.

When the new energy-efficient glass and other construction techniques are used, we are finding ourselves faced with facilities that have no indoor building cellular coverage. With the assumption that an indoor distributed antennae system (DAS) will be required, this document

continued on page 2

Upcoming Events

Webinar

Tuesday, September 23 • 2:00-3:00 p.m. Eastern Time
Topic: Wearable Technology Is Disrupting the Landscape of Higher Ed

Presenter: Irwin Lazar, Vice President & Service Director, Nemertes Research

Cost: Free to ACUTA members; \$129 to nonmembers
Register at www.acuta.org by September 19.

Fall Seminar

October 26-29 • Boston, MA • Boston Park Plaza Hotel
Track 1. Trends in Service and Technology Delivery
Track 2. Securing Our Connected Environments



Corinne Hoch, PMP

Institutional Excellence

The Institutional Excellence in Information Communications Technology Award (IEA) has been presented to 43 ACUTA member institutions since 1993. Winning applications are based on the scope and complexity of the endeavor, technological leadership, benefit to the institution and key constituents, innovation, and demonstration of excellence and professionalism.

As you already know, the winners of the 2014 ACUTA IEAs are Lynn University, Marist College, and University of Illinois at Urbana - Champaign. Their pro-

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Institutional Excellence

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jects exemplify what makes technology such an important part of the campus today, and we congratulate these schools and all who entered this year's competition. We also encourage every institution that has a noteworthy project to consider being a contender for the 2015 award.

Early in August I was privileged to visit the beautiful campus of our category 2 winner, Marist College in Poughkeepsie, NY. They had planned a special campus celebration in honor of this award, and I was able to meet the entire IT team and commend them as the veritable 2014 IEA winners.

As James Biddle wrote in his preface to *Hudson River and its Painters*,* "Throughout history the natural landscape has inspired the artistic expression of man. Thus it is not surprising that a region so richly endowed with great natural beauty as the Hudson River Valley should have produced countless individual works of art, poetry, and music." Today Marist shares its beauty through many strategic initiatives, including the award-winning Telepresence Implementation. This project allows Marist users to collaborate as if in person with business and research partners, transcending geographic and time differences, while achieving significant savings of time and money.

It was our honor to have first presented the award, a beautiful crystal vase, to Bill Thirsk, Vice President of Information Technology and CIO, and Michael Scheuing, Telecom Engineer, last April in Dallas at the ACUTA 43rd Annual Conference. And it was rewarding in August to present the IEA to Christine

Mulvey, Director of Special Projects, Telecom and Networking, and the entire team for the effort and collaboration required to both envision the possibilities and satisfy a need. The support and recognition provided by Marist President Dennis Murray throughout the project, as well as at the reception in the historic Cornell Boathouse, continue to inspire us all to do our best.

As one of the winners, Marist also received two complimentary registrations to a future ACUTA Annual Conference or Strategic Leadership Forum for its notable accomplishment. You can read more about the Telepresence Project in the summer 2014 issue of the *ACUTA Journal*. More details are also available in the Marist press release at www.marist.edu/publicaffairs/ascuta-award2014.html.

Tom LeGore, the representative from our corporate sponsor, Windstream, and I were on the Marist campus to congratulate everyone. We encourage you all to apply for the prestigious award and to "bring the award home" to YOUR deserving teams. To be able to visit your campus and to meet and personally recognize those behind the scenes makes everyone a veritable winner.

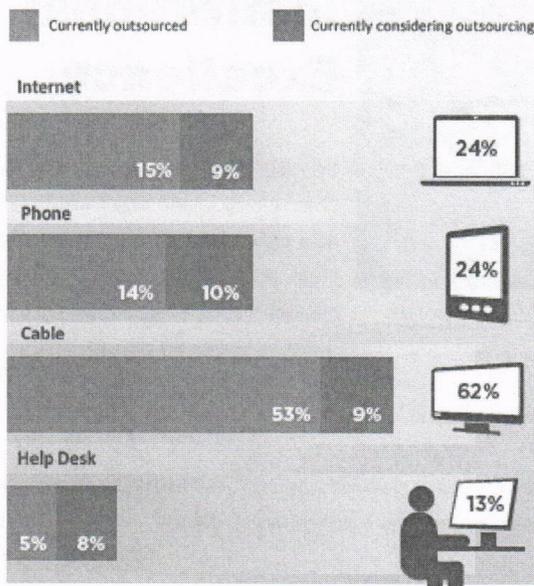
Reminder: We are now accepting Nominations for 2015 ACUTA Institutional Excellence Award: <http://www.acuta.org/IEA>.

**The Hudson River and its Painters*, John K. Howat, The Viking Press, New York, 1972

OUTSOURCING ON THE RISE

Respondents who outsourced or considered outsourcing some or all ResNet services to trim costs has jumped from 22% to 32%

Outsourcing portions of the ResNet



defines what the task force felt was necessary in the building in terms of building access.

DAS Guidelines

continued from page 1

There are several forms of DAS systems, so this document was designed to be DAS implementation agnostic. If you have decided on your campus DAS standard, you may be able to scale back on these requirements.

We hope that this document benefits your efforts, and I personally would like to thank the ACUTA President and ACUTA Board for their insight in leading this initiative. The document can be found at <http://www.acuta.org/das>. If you have any questions regarding this document, you can forward them to me at wmagnussen@mail.telecom.tamu.edu.

Walt Magnussen, Ph.D., Dir. for Telecommunications, Texas A&M Univ.; Dir. TAMU Internet2 Technology Evaluation Center; Public Safety Advocate US UCAN; Past President, ACUTA. Office: 979-845-5588

Current NEWS!

CIO Institute Scholarship

ACUTA is pleased to offer a \$1,000 scholarship to all ACUTA members who attend the Columbia CIO Institute September 9 - 11, 2014, on the main campus of Columbia University in Manhattan. The professional development program is specifically designed for high-potential, "officer-ready" IT leaders, and it is the only Columbia Business School CIO development opportunity available. The curriculum features renowned professors from the Columbia Business School who present strategy sessions, as well as practical advice from leading Fortune 1000 CIOs in the New York area.

For additional application information, please contact Corinne Hoch, ACUTA CEO, choch@acuta.org.

Fall Journal Coming Soon

The Fall ACUTA Journal should arrive on your desk before the end of September. This issue focuses on the Campus Technology Profile 2014—highlighting what technologies are making things happen on campus-

ACUTA Journal 2015

Spring: Wireless Challenges

Summer: Clouds in the Forecast

Fall: Collaborating & Partnering for Success

Winter: Innovative Classroom Technologies

es across North America. Be sure you read the great articles by Neal Tilley, Tamara Closs, Curt Harler, Katie Jacobs, and others. You'll find plenty of information you can put to use on your campus—as always!

If you have a story from your own campus to share, the Journal wants to hear from you. Contact editor Pat Scott at pscott@acuta.org.

VoIP, Dial Tone, and Outages

The ACUTA listserv continually provides a forum for presenting your challenges and learning potential solutions offered by ACUTA members. Here's a recent example of this great benefit of membership.

Kathy Guarano, Wayne State University: I am looking for information on the support model other universities use to provide "dial tone" to campus locations during an outage.

WSU is planning our migration from Centrex to VoIP (UC). There is no budget to deploy UPS backup. With mobile technology the new norm, an argument can be made that if dial tone is lost, the likelihood that mobile devices are available to place calls is high—assuming coverage is available). Therefore, one might conclude that the traditional requirement to provide lots of backup analog lines to building occupants for emergency calls has greatly diminished.

Campus emergency (blue light) phones and elevators will remain on analog lines; therefore these are not in question. Within the buildings is where the uncertainty lies. We have been unable to identify legislation to compel or guide us, but absence of law does not make our Risk Management team comfortable accepting the mobile device argument carte blanche. They want more information on how other universities are supporting their campuses.

One suggestion was to place a "red" phone at every main entrance and identify it on a posted evacuation plan.

This is where you come in! Of particular interest would be documented university policy, but I welcome ANY input shared on this topic.

Geoff Tritsch, Vantage Technology: To the best of my knowledge, there is no code

for minimum run time in a power failure, but there may be requirements for certain types of phones to operate as long as the building is occupied.

Consequently, we have had clients all over the map on this issue of phone operations in a commercial power outage. Some decide to power all phones for a set amount of time. (Expensive in and of itself and more so if you factor in closet HVAC issues.) Others decide that only specific (labeled) phones will operate. Still others set up specific analog "power failure phones." (One client called them "red phones" even though they were, if fact, yellow. Didn't make sense to me, either...) We even have clients who have installed VoIP without any UPS as they felt that the risk was low and the cost was high and that the risk could be mitigated through cell phones and non-VoIP phones in critical locations. It's all a matter of cost/risk analysis.

Just because a line is analog doesn't mean it's going to work in a commercial power failure—it depends on how you have it configured. If you continue to have these analog lines as Centrex or POTS, then, yes, they will run as long the central office is up and running. (And if the CO is down, chances are you've got even greater problems.) However, if you are using analog gateways off of your VoIP system, ALL critical components must still be on back-up power—servers, switches, routers, firewalls, gateways, etc.—or the analog lines won't work. For this reason, we frequently recommend centralizing the gateways in locations (such as the data center) where they

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can be supplied with back-up power (battery and generator). This makes things much simpler than distributing the gateways to each building and needing distributed UPS if only for the gateway. However, it is important to note that analog gateways do not provide full CO power to each phone and, therefore, have a significantly shorter allowable loop length than Centrex or POTS lines so complete centralization might not be possible.

In a broader sense, we need to work with senior administration, facilities, and campus safety so that everyone understands these issues. While we need to manage expectations, even more we need to re-think how we provide power on campus. Individual UPSs (per TR or piece of equipment) are expensive, inefficient, and limited in scope. We need to come up with better policies for back-up power on a per-building or campus-wide basis. VoIP is not the only system that requires reliable power. Video surveillance, access control systems, building management system, alarms, etc. are increasingly IP-based and have the same requirements for power at all times.

Jerry Krawczyk, Penn State: We have two phone systems (1) Cisco VoIP (85%) and (2) Verizon Centrex (15%).

The Centrex service is used for elevator phones, alarm circuits, emergency phones, locations not "reached" by the network, some business units for faxing, and a limited

number of lines in the residence halls. Hence emergency power does come from the CO.

The VoIP system has been built with 90 minutes of uptime in the event of a power failure. This is accomplished through a combination of UPS and "emergency power" such as generators or alternative power sources depending on the building and other critical IT infrastructure in the building. This approach has accounted for approximately a 5% cost increase in the service. The 90 minutes of run time was/is based on guidance from Risk Management Office and (I believe) the building/life safety code, which requires 90 minutes for emergency lighting. (Ref NFPA 101(00), Sec 7.92.)

In dire emergencies, everyone should use a landline, as there will be immediate notification of the originating phone number and physical location to our local security office.

With that said, there is movement underway to reassess the power back-up aspects given the proliferation of cellular devices.

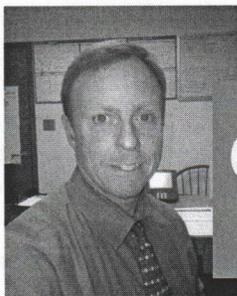
Emily Harris, Vassar: We recently went through the same evaluation as we replaced our PBX with a Cisco UC solution. Back in 2010 when we removed dialtone from student rooms, we deployed analog vandal-resistant phones in every hallway (or common area for apartment style housing) to ensure that students had some method of calling security or 911 if there was a major event. Then in 2013 when we rolled out our new voice system, we deployed red phones (the 2524s mentioned previously) in strategic locations throughout academic and administrative buildings. We clustered our analog

gateways in the same building as our server room as it is on UPS and generator. For buildings that have generators, we deployed the gateways in the buildings.

We probably overdid it, but being New Yorkers we remember the lessons from 9/11—mainly, the cellular networks were over-subscribed and phone communications of all kinds were extremely compromised. We'd rather be over-deployed than under-deployed. Also, we have spread the word that in an emergency, it is preferable for our employees (and students) to call safety and security or 911 from one of the vandal-resistant or red phones. As we also deployed Cisco Emergency Responder, we advise that in dire emergencies everyone should use a landline, as there will be an im-

mediate notification of the originating phone number and physical location to our local security office which will maximize the emergency response.

Carolyn Trail, Roanoke College: We just made a decision here at Roanoke College to have an analog red phone placed inside the front entrance of each building entrance. I was just doing some research to come up with a red phone that is analog but has a dial pad on it so students could still use it to make off campus and on campus calls if their cell phones were not working, plus it would be used in case of emergencies and outages. We will put some signage over the phone with instructions such as "IN CASE OF EMERGENCY DIAL XXXX FOR CAMPUS SAFETY" and another line or two about making on-campus or off-campus calls. We will not allow long distance calls on these phone. Our CIO feels very strongly about having at least one analog line in each building.



I have been a member now for 17 years and still greatly value the relationship that we have with ACUTA. The resources we have access to are tremendous, and I especially appreciate the daily interaction of the listserv.

Doug West, Asst. Vice President, Telecom, Media Support & User Services, Univ. of Richmond

Is Your Password Secure?

If you make this top 10 list, answer No!

In an article in *NetworkWorld* August 18, 2014, security expert Ms. Smith (not her real name) identifies the top 10 passwords in today's corporate environment. According to Ms. Smith, over half of 626,718 hashed passwords could be cracked in a few minutes. The passwords were collected during Trustwave pen tests of corporate environments in 2013 and part of 2014. Most of those came from "Active Directory environments and included Windows LAN Manager (LM)- and NT LAN Manager (NTLM)-based passwords."

Is it time to change your password to something more secure? According to Ms. Smith, making it longer is far more effective than just mixing letters and numbers. Using your children's names or the name of your pet may be easy to remember, but it is also less secure than a random selection. In this study, 12,042 passwords contained a top-100 baby-boy name; 9,224 were from the top-100 dog names; and 8,035 passwords contained a top-100 baby-girl name. After 31 days, the researchers had cracked 576,533, nearly 92% of the total 626,718 passwords. At right are the top 10 passwords Trustwave cracked from corporate environments.

Top 10 Passwords

- | | |
|----|-------------|
| 1 | Password1 |
| 2 | Hello123 |
| 3 | password |
| 4 | Welcome1 |
| 5 | banco@1 |
| 6 | training |
| 7 | Password123 |
| 8 | job12345 |
| 9 | spring |
| 10 | food1234 |

ACUTA Listserv Is a Valuable Resource

Here's how to sign up today—plus something else you don't want to miss!

Did you read the listserv article that began on page 3? We encourage you to become an active participant on the ACUTA listserv. Post questions, respond to inquiries, propose ideas, and in other ways offer assistance to your peers or request help finding a solution for a dilemma on your own campus. The listserv is one of the most popular resources ACUTA offers. If you haven't signed on yet, we encourage you to do that today!

To get started with the listserv, log on to the ACUTA Community at <http://www.acuta.org/listserv>. If you don't have a username and password, or are unsure what they are, credentials can be emailed or created at the same URL. In some cases, you may already be subscribed, but your listserv settings need to be changed in order for you to receive a daily email digest or individual email messages. Check your settings at <http://www.acuta.org/listservsettings>.

ACTION: Join the Listserv

To send a message to the listserv, address it to telecom@community.acuta.org and it will be distributed to over 700 ACUTA members who are subscribed. If you prefer to use the web interface of the ACUTA Community to send and read messages, you can do so at <http://www.acuta.org/listserv>.

In addition to the listserv, another great resource for members within the ACUTA Community are the streaming videos with slides from past ACUTA Seminars and Annual Conference. There is a wealth of knowledge covering everything from unified communications to SIP, collaboration, legal issues, and more. Check out <http://www.acuta.org/video>.

For more information, contact Aaron Fuehrer, ACUTA CTO, at afuehrer@acuta.org.



Riny Ledgerwood
Secretary/Treasurer
San Diego State University
rlledgerw@mail.sdsu.edu

Board Report

The Board met via Zoom Web Conferencing on August 6 and approved the following:

- A. June 2014 Financial Statements
- B. July 2014 Strategic Plan Dashboard
- C. Monthly Committee Agenda, Minutes and Reports
- D. July Membership Reports
- E. Committee Nominations
 - Legislative/Regulatory Affairs Committee: Jeanne Spinosa, Brown University
 - Program/Content Committee: Paul Kaminski, Carnegie Mellon University
 - Corporate Liaison Committee: Bulent Taskan, Level 3 Communications, Doug Stoyko, Univ. of Manitoba; Carol Edwards, Unify, Inc.
 - Membership Experience Committee: Mary-Margaret Echevarria, Univ. of Texas at San Antonio; Kurt Ramcharan, 911 Enable
- F. DAS Architectural Specifications Task Force Recommendations for implementation

ACUTA is working with AMP Consulting Firm to implement a three-year strategic marketing plan. As part of this effort, ACUTA is upgrading its website and technology for implementation by February 2015.

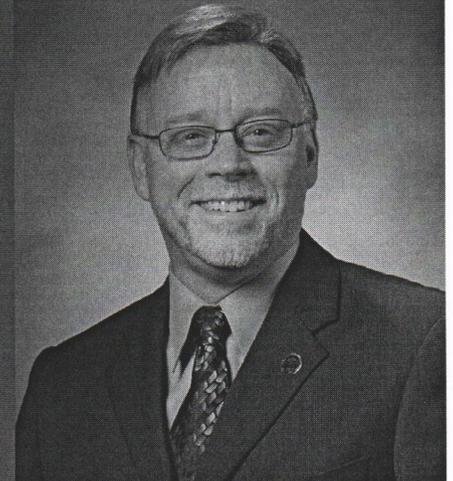
Respectfully Submitted,
Riny Ledgerwood
Secretary/Treasurer

The CIO and CFO Need a Strong Partnership

Excerpted from "CIO & CFO Partnerships" in the summer 2014 ACUTA Journal

We have to understand the pressures that the "other side" faces. Trustees keep pressure on the presidents and their CFOs to be responsible with the resources of the institution. The CFO has the tenuous position of walking a tight rope between the hard-line balance sheets of a purely business operation and the much more ethereal demands of a teaching and learning community of faculty and students. It's not pretty, but if CFOs can make concrete connections between technology expenditures and business outcomes, their jobs of reporting and justification become much easier.

A strong partnership between the CIO and CFO consists of honest communications, transparent financial exchange, and clear translation of expenditures to outcomes. Another major key ingredient is a mutual agreement on the outcomes that are best for the institution. Many times, outcomes are not defined or clear and just default to maintaining the attitude of "do what you've got to do in the cheapest way possible." It is crucial that operational goals are discussed and expected strategic outcomes are clear.



Keith Fowlkes, CIO
Centre College
keith.fowlkes@centre.edu

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/fs14. 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

Come early and take advantage of one of two Sunday Pre-sessions: *Secrets for a Successful Security Program* or *ITSM Experiences and Implementation Workshop*. 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 Proffitt for assistance at 859/721-1658.

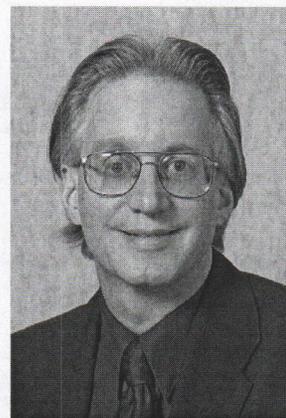
After Event: Security Awareness Day at CCRI

The Community College of Rhode Island is pleased to invite all attendees at ACUTA's Fall Seminar to the college's annual Security Awareness Day. This event will be held on Thursday, October 30, 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.

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/security-awareness.

Register online at www.ccri.edu/securityawareness. 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.

Randy's Top 10 Info Links



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

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.

- ▶ FTC – Mobile Cramming—An FTC Staff Report:
<http://www.ftc.gov/system/files/documents/reports/mobile-cramming-federal-trade-commission-staff-report-july-2014/140728mobilecramming.pdf>
- ▶ U.S. Senate – Cramming on Mobile Phone Bills:
http://www.rockefeller.senate.gov/public/index.cfm/files/serve?File_id=c2dab775-34cd-474a-adce-ab83e1d35a50&SK=C16599A1CA833DB51D9930C893798919
- ▶ FCC – Modernization of E-Rate Program – Federal Register:
<http://www.gpo.gov/fdsys/pkg/FR-2014-08-19/pdf/2014-18937.pdf>
- ▶ NBM – National Broadband Map:
<http://broadbandmap.gov/>
- ▶ GAO – FCC Must Improve USF High Cost Fund Accountability:
<http://www.gao.gov/assets/670/664939.pdf>
- ▶ Oracle – Centralized vs. Distributed SIP Trunking:
<http://www.webtorials.com/main/resource/papers/Oracle/paper10/sip-trunking-topologies.pdf>
- ▶ Ofcom – Consumer View of Importance/Cost of Services (UK):
http://stakeholders.ofcom.org.uk/binaries/research/affordability/affordability_report.pdf
- ▶ Ofcom – Affordability of Essential T-Com Services—Quantitative Research:
http://stakeholders.ofcom.org.uk/binaries/research/affordability/Essential_Comms_Services.pdf
- ▶ Total Telecom – The A-Z of Telecom Security (eBook):
<http://www.totaltele.com/view.aspx?ID=487012&mail=1331>
- ▶ Akamai – State of the Internet (1st Qtr 2014):
http://www.akamai.com/dl/akamai/akamai-soti-q114.pdf?WT.mc_id=soti_Q114

Management is efficiency in climbing the ladder of success; leadership determines whether the ladder is leaning against the right wall.

—Stephen Covey

Board of Directors 2014-15

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Welcome New Members

Institutional Member

California State University, Fresno, CA, T5 www.fresnostate.edu/adminserv/technology
 Larry Clutts, Mgr., Technology Services (559/278-0143) lclutts@csufresno.edu

Corporate Affiliate

COPPER MEMBER

Broadsoft, Gaithersburg, MD www.broadsoft.com

Micaela Gihat (214/418-8542) mgiuhat@broadsoft.com

BroadSoft is the leading global provider of software that enables mobile, fixed-line, and cable service providers to deliver real-time communications over their IP networks.

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: www.acuta.org/pressroom

- Marist Recognized for Telepresence Initiative
- The University of Alabama at Birmingham Selects Apogee to Boost Network Speeds and Wi-Fi for Five Residential Halls
- Code Blue Corporate Receives Lenel Factory Certification under the Lenel OpenAccess Alliance Program
- Code Blue Announces Next Generation of ToolVox Management System

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.

- Network Applications Developer, University of Wisconsin, Madison, WI
- 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.)