11-2014

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Nominate for Ruth A. Michalecki Leadership Award

The ACUTA Awards Committee is pleased to invite nominations for the 2015 Ruth A. Michalecki Leadership Award. This annual award recognizes an outstanding leader among the institutional, associate, and corporate affiliate membership.

The person selected for this award:

- Engages in activities that have produced results directly benefiting the ACUTA organization and/or the broader higher-education community
- Motivates and fosters collaboration to accomplish goals, objectives, and the mission of their institution while demonstrating exceptional leadership qualities
- Actively participates in and promotes the education, professional development, and mentoring of other professionals
- Demonstrates initiative—the ability to take charge by creating or developing a program, project, or activity that impacts the community
- Demonstrates leadership in the information technology industry

Joe Harrington, Boston College, was awarded the Ruth A Michalecki Leadership Award at the Conference in 2014. On his right is Mar'ia Adkisson from Award sponsor, Windstream, and on his left is Jennifer Van Horn, ACUTA Past President., from Indiana University.

Watch your e-mail for a message announcing the availability of the nomination form online. It will also link you to a list of previous recipients and their accomplishments. The deadline for nominations is January 9. Nominees must be representatives of ACUTA institutional member schools, corporate affiliates, or associate members.

ACUTA extends appreciation to Windstream for their continued sponsorship of this award.

Upcoming Events

Deadline Day: November 7

November 7 is the deadline for nominations for the 2015-16 Board and Institutional Excellence Awards.

Winter Seminar

January 25-28 • Anaheim, CA • *Disneyland*® Hotel

Track 1. Exploring Identity & Access Mgmt Strategies

Track 2. The Ever-Evolving Realm of Mobility

44th Annual Conference & Exhibition

April 19-22 • Atlanta, GA • Hyatt Regency

One Seminar, Many Benefits

Corinne Hoch, PMP
ACUTA CEO

SMILE ... ACTION ... CAMERA!

I am sure that you've noticed the fresh, new look to ACUTA brochures, the *eNews*, and some of the e-mails we send. We are working with an external marketing firm, Associated Marketing Partners (AMP), who are helping us emphasize what we do best: provide a comfortable environment in which to learn from your colleagues and other experts.

Some of the faces that will be featured in future ACUTA marketing material are going to be familiar to you. Among our special guests at the Fall Seminar in October was a photographer who captured some excellent candid shots that document how great the event was as he focused on real people in real time. Whether you are a long-term ACUTA
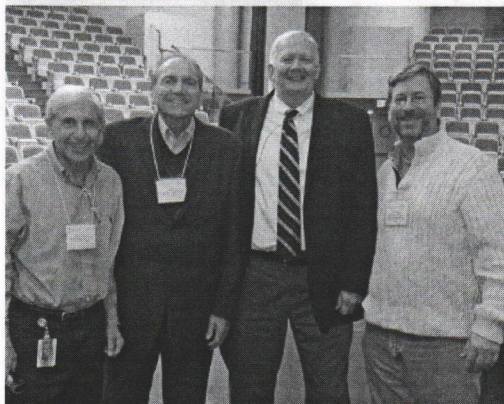
After the seminar, CCRI invited attendees to a one-day Security Awareness workshop. Pictured here: Carmine Piscopo, Providence College; Tony Tanzi, Wentworth Inst. of Tech.; Bruce Barrett, CCRI; and Matt Arthur, Washington Univ. in St. Louis. Other ACUTA members attending included Judy Tanzi, RI School of Design; Jon Young, Vantage Technology Consulting; and others, in addition to ACUTA staff Corinne Hoch and Michele West.

Il Dundulis, CCRI, won the Amazon voucher from ACUTA as a constant in the session, "Who Wants to Be a Security Professional?"

member or new to our great association, we hope you will help the organization grow by sharing your enthusiasm for the professional development opportunities as well as the friendships that come with membership.

Seeing how seminar attendees once again turned to ACUTA to learn from others how to handle their "old" and new responsibilities was truly inspiring. John Press from Slippery Rock University mentioned that as of August he is also in charge of security initiatives, and he knew from previous ACUTA event experience that he would unlock the secrets of a successful security program at the special Sunday pre-session from Larry Wilson, University of Massachusetts Office of the President, and Bruce Barrett, Community College of Rhode Island. And he knew that the sessions in Track 2, Securing our Connected Environments, would accelerate his overall security understanding.

Skip Peckam, University of Alabama, Birmingham, attended the special Sunday IT Service Management pre-session and also found it to be very informative. He noted that there was great interaction among attendees and that it was a nicely sized group. Skip added that the time passed quickly. In fact, he said the session could have been even longer, and it wasn't just because of the "bubbles challenge" ... Bubbles were cleverly used to illustrate the need for planning, goals, and constant communication.

As always, there was an undercurrent of enthusiasm and anticipation in all of the sessions, in the intimate and opulent exhibit hall, and in the many planned as well as spontaneous networking opportunities. Inspiration was a theme, from the endless sharing of technology information to the act of kindness as an ACUTA trio shared their dinner with some of the less fortunate Boston Common inhabitants.

ACUTA members are special. And as we grow in number, we will never lose our culture of honesty, openness, and caring. And that's a promise!

Attending ACUTA's Boston event was time well spent. So many relevant takeaways, including ideas on how to transform, maintain, and grow our areas and staff. The sessions were on-target regarding relevant issues, and the interaction between session attendees and presenters was helpful, focused, and germane to our organizations. Our team is looking forward to exploring some of the ideas and practices discussed at the sessions, and having follow-up discussions with peers, especially on our roles in project management, campus leadership, support, and development issues.

Tony Tanzi, Wentworth Inst. of Technology

Bring Sessions to Your Desktop or Tablet

ACUTA streams select sessions from its seminars and Annual Conference to your iPad, Android tablet, or Windows or MAC computer. The session streaming also includes synced presenter slides that advance automatically with the presentation. You may navigate within the presentation to any slide or point in time of the video, as well as resize the viewing window to zoom the slide or video as needed.

Sessions from the Fall Seminar in Boston will be available soon at the ACUTA Store.

Track 1. Trends in Service and Technology Delivery

Track 2. Securing Our Connected Environments

If you couldn't attend the seminar, we hope you will see this convenient offering as one more reason to continue to make ACUTA your "go-to" resource for professional development.

Purchase the videostreaming through the ACUTA store for the low price of $149. Once your order is received, you will receive an email with the videostreaming links.

Available soon at the ACUTA Store www.acuta.org/fs14spurchase
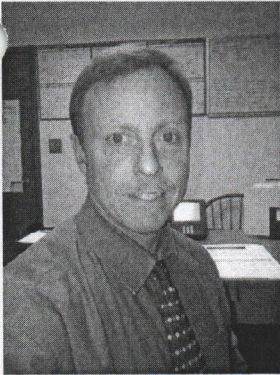
What's on Your Desk?

Doug West
Asst. Vice President
Telecommunications/
Multimedia Support &
User Services
University of Richmond

As I prepared to write this column and tried to put my arms around "everything" that is on my desk at this time, I was tempted to change the name of the article to "What's *not* on my desk?"

I would guess that many of you feel the same, because technology (and especially technology support) touches so many facets of our campus life today. There is a seemingly endless list of new projects, pilots, and proof of concepts, and a continuous cycle of activity surrounding maintenance of systems and planning for upgrades and replacements.

The current list of items on my desk reads somewhat like a report from an industry trade journal, highlighting the "Top Ten IT Issues" that we in higher education are faced with today. Those items that I am most focused on this week (in mid-October) include: cloud computing, technology in teaching and learning spaces, continued growth of wireless devices on campus (and the associated demand for more and more bandwidth), best practices for support of print and copy management strategies on campus, and, probably near the top of everyone's to-do list, continued focus on security, including PCI compliance, password and computer access policies, and managing the endless release of patches, bug fixes, and version updates.

As a senior manager in our IT organization, I am also responsible for making sure that we have the right resources in the right places so that we can handle all of this work. How do we keep up with the growing demand for our services in each of those areas that I referenced? Assuming a reasonable level of operating efficiency is already in place, what are the next steps to take to ensure that we continue to properly maintain our existing core services, as well as keep up with the demand for new services? We don't often have the opportunity to add new FTE, so much of our effort in this area is geared toward expanding partnerships with existing vendors, forming new strategic alliances with new partners, and simply outsourcing things that we can't keep up with or that no longer warrant our own resource commitment.

Along with so many challenges and opportunities also comes great reward. College and university campuses are busy, vibrant communities, and as technology professionals, we get to deal with some pretty cool stuff; and we are indeed an important part of those communities. So while I would occasionally like the pace to slow just a little so we could get caught up on a few things, I also wouldn't trade all of this for anything else in the world!

Nominate for the Board by Nov. 7

ACUTA's Nominating Committee has issued the call for nominations for the positions of President-Elect, Secretary/Treasurer, and two Directors-at-Large.

President-Elect: Candidates for the office of President-Elect must have served as a member on the Board for a minimum of one year or served as the chair of a permanent committee for a minimum of one year. Nominees must also be prepared to serve the following two years as President and Immediate Past President.

Secretary/Treasurer: Riny Ledgerwood, San Diego State University, will be completing her second two-year term as Secretary/Treasurer and is not eligible to run for reelection.

Directors-at-Large: Two positions shall be elected each year for two-year terms. The Nominating Committee will assemble a slate of nominees from names submitted by the membership. The two candidates receiving the most votes will be declared the winners. Directors-at-Large whose terms will expire this year are Adrienne Esposito from Rutgers University and Simeon Ananou from Salisbury University. Both are eligible to serve another term if they choose to run.

President-Elect Michele Morrison, British Columbia Institute of Technology, will step into the presidency. Immediate Past President Ron Kovac, Ball State Univ., will step off the Board, and President Mark Reynolds, Univ. of New Mexico, will serve as Immediate Past President.

Nominations must be received by 5:00 p.m. EST, November 7, 2014. Send all nominations to Ron Kovac at rkovac@bsu.edu and cc: Lori Dodson at ldodson@acuta.org. Phone nominations will not be accepted.

Thanks to Exhibitors & Sponsors at the Fall Seminar

Thank you to the following companies that participated in the success of our Fall Seminar in Boston. As you have opportunity, please remember these companies for RFIs/RFPs. They support ACUTA!

Acela Technologies	Calero Software	Jive Communications	Ronco Communications	VideoClass.com
Alertus Technologies	Campus Televideo	MapCom Systems	RRT Global	Windstream
American Tower	CenturyLink Business	Meru Networks	Tellabs	WTC Consulting
Apogee	Connectivity Wireless Solutions	PCR	VALCOM	
AVST	Crown Castle	Philo	Vantage Technology	
Brocade	Jabra	Phybridge	Consulting group	

Nominations Open for Institutional Excellence Awards

The ACUTA Awards Committee is accepting nominations for the 2015 Institutional Excellence in Information Technology Award until November 7. This award is presented each year to institutions that, through an evaluation process, are recognized as leaders in technology excellence and professionalism. Full information is provided on the ACUTA website at http://www.acuta.org/iea. This year's award will be presented at ACUTA's 44th Annual Conference in Atlanta on April 21.

Please encourage your staff and colleagues to consider submitting a nomination form for an initiative on your own campus or one at another institution. The round one application deadline is Friday, November 7. Institutions selected to advance to round two will submit detailed information by February 3.
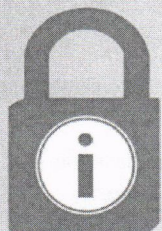
Up to three awards are given annually from three enrollment categories: category 1 for campuses with fewer than 5,000 students; category 2, 5,000 to 15,000 students; and category 3, more than 15,000 students.

This is a wonderful opportunity for an institution and its technology leaders to be recognized for their contribution to the success of the institution. Plan now to submit your application or nominate a colleague's project for this award.

The Institutional Excellence Awards are sponsored by Windstream.

In the NEWS...

Buffalo State Inauguration

Luann Root, ACUTA primary member at Buffalo State College in New York, represented ACUTA at the October 21st inauguration of their ninth president, Dr. Katherine S. Conway-Turner. The inaugural theme was "Reaching for the Stars: Engagement, Excellence, and Social Responsibility."
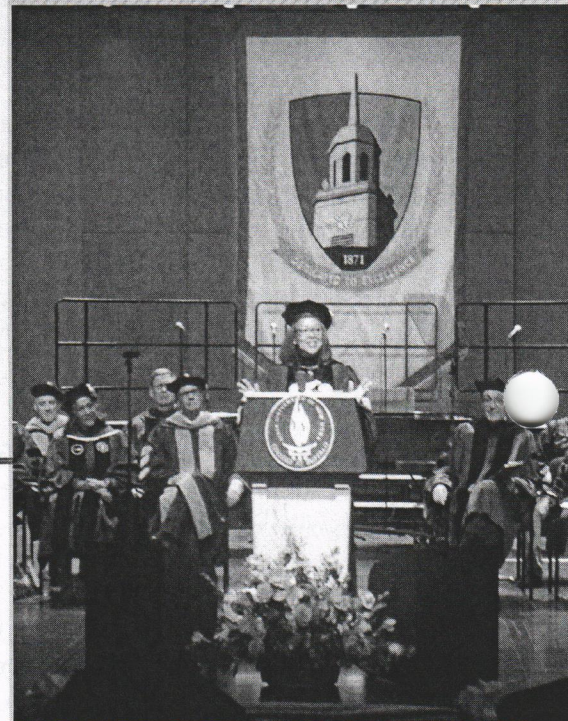
Security?
ROOM FOR IMPROVEMENT

More staff dedicated to information security, better communication and better diagnostics are key to growth.

84% Have 0-4 staff dedicated to network security.

20% Don't meet with IT, housing or business counterparts

25% Want better diagnostics

55% Of business officers want better security data

Extracted from the 2014 ACUTA/NACUBO/ACUHO-i State of the ResNet Report

Winter Seminar

January 25–28
Anaheim, CA
*Disneyland*₀ Hotel

Plan now to attend the Winter Seminar to be held at the *Disneyland*₀ Hotel January 25–28. Find complete details at www.acuta.org/ws15. For this seminar, the Program/Content Committee is planning interesting sessions relevant to our two tracks:

Track 1: Exploring Identity & Access Management Strategies

Track 2: The Ever-Evolving Realm of Mobility

Think Anaheim!

1. Register at www.acuta.org/ws15.

2. Book your hotel room at http://www.acuta.org/ws15hotel. (We can only guarantee the group rate through December 19, so do it right away.)

3. Tell your colleagues both on your campus as well as on campuses near and far that you are going and invite them to attend as well.

4. Use #acutawinter15 on Twitter and Facebook to further spread the word and join the online conversation.

Register Today!
www.acuta.org/ws15

Randy's Top 10 Info Links

Frequently, vendors, associations, governmental bodies, and others provide white papers and other informational documents that 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.
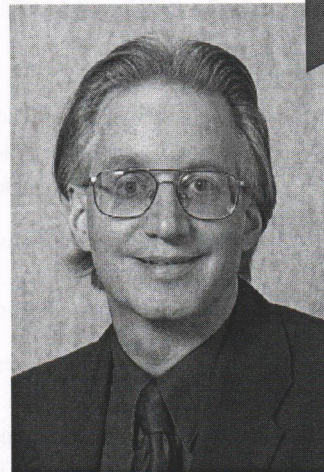
Randy Hayes
Leg/Reg Affairs Committee
Univ. of Northern Iowa
randal.hayes@uni.edu

▸ PCIA – Rural Bband Strategies—Bringing Wireless to Rural U.S.
www.pcia.com/images/PCIA_Rural_Broadband_Strategies_Whitepaper_10-8-14.pdf

▸ Alexicon – FCC Quantile Regression Analysis Rebuild Lessons: www.alexicon.net/wp-content/uploads/2011/12/Lessons-from-Rebuilding-the-FCC-Quantile-Regression-Analysis.pdf

▸ Alexicon – Impact of Changes to High Cost Loop Support Cap:
https://prodnet.www.neca.org/publicationsdocs/wwpdf/92214alexicon.pdf

▸ BVS-Stanford Law – Net Neutrality and Quality of Service:
http://papers.ssrn.com/sol3/papers.cfm?abstract_id=2459568

▸ Akamai – State of the Internet Report (2nd Qtr 2014):
http://www.akamai.com/html/awe/login.html?WT.mc_id=soti_Q214&campaign_id=F-MC-22494&curl=/dl/whitepapers/akamai-soti-q214.pdf

▸ ATA – State Telemedicine Gaps Analysis 09/2014:
http://www.americantelemed.org/docs/default-source/policy/50-state-telemedicine-gaps-analysis---coverage-and-reimbursement.pdf?sfvrsn=6

▸ FCC – April 2014 Multistate 911 Outage—Cause/Impact:
http://transition.fcc.gov/Daily_Releases/Daily_Business/2014/db1017/DOC-330012A1.pdf

▸ HBR – Delivering on the Promise of Digital Transformation:
http://media.cms.bmc.com/documents/HBR_BMC_Report_Aug2014-Final.pdf

▸ CTC – Cost Model for Fiber Connections for Schools/Libraries:
http://www.ctcnet.us/wp-content/uploads/2014/10/Connecting-Schools-and-Libraries-20141017.pdf

▸ NTIA – Exploring the Digital Nation – Mobile Internet:
http://www.ntia.doc.gov/files/ntia/publications/exploring_the_digital_nation_embracing_the_mobile_internet_10162014.pdf

One machine can do the work of 50 ordinary men. No machine can do the work of one extraordinary man.
—Elbert Hubbard

Better Mobile 911 Rules

by Gary Audin

Many households have discontinued wired/landline service, and these households have become dependent on wireless network access. The rules need to be expanded for wireless 911 services.

The massive growth of mobile phones has changed the landscape for 911 and E911 services. A significant number of citizens have only a mobile phone, as wired phone service continues to decline.

The wired phone is associated with a physical address, so locating the phone is fast and accurate. This is not true for mobile phones—especially for calls originating indoors. The Federal Communications Commission (FCC) is currently soliciting comments on rule changes that would increase mobile phone location accuracy and timeliness as well as cover calls originating indoors.

FCC Emphasizes the Problem

FCC Chairman Thomas E. Wheeler stated in an FCC document, "One of the Commission's most important responsibilities is to preserve certain core values even as technology advances and the way that consumers use that technology evolves. Nowhere is that imperative more clear than in the arena of public safety. Our E911 location accuracy rules were written when wireless phones were a secondary means of communication, and were mostly used outside. Today, more and more consumers use wireless phones as their primary means of communication, and more and more 911 calls are coming from wireless phones, from indoors."

Mobile 911 Effectiveness

It is estimated that of the 240 million calls placed yearly to 911, almost 70% originate from mobile devices. Almost 50% are made inside a building.

Location accuracy is extremely important for domestic violence victims, those who are members of the deaf and hard-of-hearing communities, and children who do not know where they are located when calling 911.

The FindMe911 coalition reports that 45% of children live in wireless-only households. About 50% of households in poverty rely on wireless-only access. Twenty-two percent of senior citizens depend on mobile technologies for life-saving access to emergency services.

FindMe911 is an effort of more than 100,000 individuals and an increasing number of local and national organizations representing a broad range of 911 operators and first responders, including but not limited to emergency medical services personnel, fire fighters, and police. FindMe911 issued a document that discusses their support of expanding the mobile 911 rules.

Why a Change in the Rules

Currently, the FCC E911 mobile phone location accuracy requirements cover only calls originating outdoors. There is no requirement for calls originating indoors. The present rules do not protect the many "cell phone only" households or anyone placing a 911 call from indoors.

The preferred E911 location technology of wireless carriers is GPS. This works well for outdoor calls in unobstructed areas where the cell phone has a clear path to GPS satellites. This technology is not reliable or accurate in many indoor locations like office buildings, public venues, hotels, and parking garages or other locations where the path to the GPS satellites is obstructed.

The New Rules

Mobile users' growing dependence on mobile phones and the reported failures in locating callers in a timely manner have prompted the development of new rules. The new rules would require mobile carriers to provide 911 emergency dispatchers caller locations within 100 meters after their first connection with a cell phone tower. This distance would be reduced to 50 meters after the dispatchers search using location accuracy technology like GPS. The rules also include a requirement for vertical location. This provides the ability to find what floor and building callers are located in when calling.

The Cost

The mobile providers will have to pay for the improvements. Mobile phones will have to have GPS capability. Most do today, but that does not mean GPS is always on. There will probably be a requirement that GPS be always on and included as a basic part of the mobile service, not an option. A concern is that such an always-on location service can be privacy invading and susceptible to spying.

The Biggest Benefits

The real benefit is that, according to the FindMe911 article, it is estimated by the FCC that once the rules are implemented, they will save at least 10,000 lives per year. This is in addition to mitigating the effects of life-changing injuries due to strokes, heart attacks, and falls, especially by senior citizens.

According to Forrester Research, not only do 2 of every 3 employees access and edit vital content outside the office, more than half use three or more devices to get work done. To add to the complexity, workers use thousands of different apps to share, edit, and create content. And there's no indication that the trend is slowing.

(Source: http://resources.idgenterprise.com/original/AST-0129219_Empowering_Your_Mobile_Workers_-_4_Criteria_for_Secure_Collaboration.pdf)

Board of Directors 2014–15

BOARD OF DIRECTORS

President ....Mark Reynolds, Univ. of New Mexico

President-Elect.................Michele Morrison, Brit. Col. Inst. of Tech.

Secretary/Treasurer...........Riny Ledgerwood, San Diego State Univ.

Immediate Past President ....Ron Kovac, PhD, Ball State Univ.

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Adrienne Esposito, Rutgers Univ.
Sharon Moore, Smith College
Cathy O'Bryan, Indiana Univ.
Christopher Waters, Elon Univ.

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Ambassadors Task Force.. .....Carmine Piscopo, Providence College

Corporate Liaison...Wendi Lisso, Apogee

Environmental Scanning ..Dee Childs, Univ. of Alabama, Huntsville

Higher Ed Adv. Panel....Joanne Kossuth, Olin College of Engineering

Legislative/Regulatory Affairs ....Eric Breese, Illinois Inst. of Tech.

Membership Experience..............Jana McDonald, Texas A&M Univ.

Online Learning Subcom. ....Eric Alborn, Univ. of Wisc. Madison

Program/Content ....Arthur Brant, Abilene Christian Univ.

Publications/Media Jeanne Jansenius, Sewanee: Univ. of the South

Social Media Subcommittee ....Janice Bundy, UCLA

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Registration & Database Coordinator ....Lori Dodson

Director, Communications ....Pat Scott

Chief Strategy Officer ....Lisa Thornton, CMP

Director, Professional Development ....Michele West

Welcome New Members

Corporate Affiliates

BRONZE MEMBERS

Brocade, San Jose, CA...www.brocade.com
Rob Daigneault, Sr. Manager, Regional Sales, rdaignea@brocade.com
Brocade® (NASDAQ: BRCD) networking solutions help the world's leading organizations transition smoothly to a world where applications and information reside anywhere.

Ronco, Tonawanda, NY.. www.ronco.net
Mary-Helen Wentzell, Channel Partner Sales-Services Administrator, mwentzell@ronco.net
We are an integrator of innovative products and services with a dedicated focus on UC and advanced networking solutions. We are committed to providing our customers with superior service and sales support, a strategy supported by 350+ sales, engineering, tech support, service, and installation personnel.

COPPER MEMBER

AudioCodes, Somerset, NJ .... www.audiocodes.com
Alan Percy,Sr. Dir., Marketing, alan.percy@audiocodes.com
AudioCodes Ltd. designs, manufactures, & sells advanced VoIP & converged VoIP and data networking products & applications. AudioCodes' products are deployed globally in IP, mobile, cable, & broadband access networks, as well as small, medium, & large enterprises.

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

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

- Ithaca College Expands Partnership with Apogee to Provide Campus-Wide Wi-Fi Service
- Campus Televideo Announces Partnership with Philo to Offer IPTV Services to College Campuses
- Buffalo State Becomes Sixth SUNY Institution to Select Apogee for Outsourced ResNet

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.

- Operating Systems/Network Analyst, University of Oregon, Eugene, OR
- Chief Information Officer, Community College of Rhode Island, Warwick, RI
- Information Security Anaylst, Macalester College, St. Paul, MN
- Data Network Analyst, Humboldt State University, Arcata, CA

  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.)