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Let's Talk about Data Security

By now the whole industrialized world recognizes the name Edward Snowden, former NSA consultant. The ramifications of his decision to blow a very loud whistle will be felt for a long time to come.

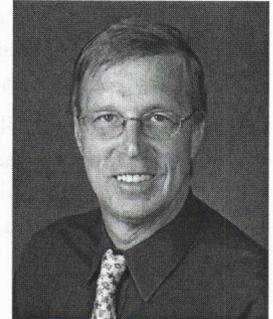
Most important to all of us is what effect this will have on our employers—colleges and universities—and on us as we are tasked with addressing the issues. Even though colleges and universities have not YET been asked to participate in the PRISM program of the NSA, this could change. And even if “direct access” of college data via PRISM is not called for, indirect access could be provided through a variety of third parties.

The higher-education community has taken many steps through the years to provide security for our students, faculty and staff, but this event could require that we look at security through a new lens. There could even be some contradictions between HIPPA requirements, SOX, and national security via PRISM. A resolution to these discrepancies will come only after lots of information exchange, discussion and legislative monitoring/influencing by the higher ed community. This could be an opportunity for conversation via various ACUTA forums (blogs, meetings, webinars, and more) that will bring about some new strategies and result in better solutions for everyone.

How this will flesh out is hard to say, but I suspect we will all have to pay more attention to security of our data than ever before. I also suspect this is being talked about extensively at Board meetings on our campuses and at the highest level of the campus administration. The best thing we can do is to be knowledgeable of security events unfolding and be prepared to provide an effective response as well as viable alternatives when they come to us. Do you know what PRISM is and how it might impact your campus? Can you present a clear picture of data security on your campus to any administrator who might ask? Can you tie Big Data into this picture? Do you have security solutions ready for discussion if you are asked to make recommendations?

Join the discussion online where ACUTA members can talk about these and other issues. Go to <http://www.acuta.org/share> to post your questions and comments. All that is required is your ACUTA logon and password. If you have forgotten your credentials or need to create a logon ID and password, you can do that at the point of logon. If you are already familiar with the ACUTA Community listserv you can also send an email to telecom@community.acuta.org with your questions and thoughts and it will be distributed to over 700 ACUTA members already using the Community.

Let's talk! I'd like to share as many thoughts and ideas as possible through the ACUTA Community.



Ron Kovac, Ph.D.
Ball State University
ACUTA President
2013-2014

ACUTA Reaches Out to Local Schools

When Keith Fowlkes moved from the University of Virginia at Wise to Centre College in Danville, Kentucky, one of his first stops was the ACUTA office. He joined the staff for lunch one day, and in our conversation, he mentioned that the Association of Independent Kentucky Colleges and Universities was having an event just a couple of hours from our office. ACUTA CEO Corinne Hoch acted quickly to secure a place for an ACUTA booth in their exhibit hall, and on June 21, Joanie Proffitt, ACUTA Registration and Database Coordinator, set up a display to bring information to Kentucky schools that are not ACUTA members.



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 made available.

There truly is strength in numbers, 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.

Regulatory Webinar on Section 255 of the Communications Act

August 21 • 2:00 – 3:00 pm EST • ACUTA members: \$89, nonmembers \$129

ACUTA members will want to participate in this webinar that provides the very latest information from ACUTA's legal counsel.

This spring, many colleges and universities received notifications from the FCC that they were required to file a certification that they are complying with recordkeeping requirements under the rules implementing Section 255 of the Communications Act, which governs accessibility to communications. The certification requirement, new in 2013, put a renewed focus on Section 255 for many institutions.

This webinar will address how to determine whether your institution is subject to Section 255; how you can comply with the substantive requirements; and how to comply with the new recordkeeping requirements. The certification compliance requirement and what steps you can take to be removed from the FCC's Section 255 list if you do not need to comply also will be discussed.

Speaker: J.G. Harrington (Partner - Dow Lohnes PLLC) counsels the law firm's telephone, mobile communications, cable television, broadband and new technologies clients on federal and state regulatory issues and works with other clients to address issues that arise in their interactions with service providers and regulators.



Welcome, Owen West

The ACUTA family is growing! On June 5 Owen Michael West became the youngest member of the ACUTA family. Through an ACUTA connection, Michele West, Director of Professional Development, adopted newborn Owen who weighed in at 9 pounds, 11 ounces. Michele is still out on official leave as she learns how wonderful, exciting, frightening, and important being a mother really is. She will return to the office on July 22. If you'd like to see pictures of this beautiful and lucky little baby boy, join us in St. Louis for our Fall Seminar—Michele will be there with album in hand!

20 Universities Form SIP Steering Committee Advisory Council to Provide Guidance on Internet2 NET+ SIP Program

Emeryville, Calif. – July 1, 2013 – Internet2, a member-owned advanced technology community founded by the nation's leading higher-education institutions, announced today the formation of the SIP Steering Committee to participate in setting the direction and priorities for the Internet2 NET+ SIP Program and the Internet2 Technology Evaluation Center (ITEC) at Texas A&M. The steering committee will include representatives from Internet2 member institutions and ACUTA.

The Internet2 NET+ SIP Program was introduced at the Spring 2012 Internet2 Member Meeting. The SIP Services are offered to members under the Internet2 NET+ portfolio and are comprised of a Hosted PBX Solution from Aastra, and SIP Trunking Services from Level 3 Communications, delivered across the Internet2 Network.

The SIP Steering Committee member institutions include:

Abilene Christian University	Pennsylvania State University	University of Idaho
Internet2	Providence College	University of Maryland, Baltimore Co.
Iowa State University	Rutgers University	University of New Mexico
Lafayette College	Texas A&M University	University of North Texas System
Louisiana State University	Tulane University	University of Oregon
Montana State University	University of Buffalo	University of South Florida
Northern Arizona University	University of Cincinnati	University of Wisconsin, Madison

The ITEC at Texas A&M allows researchers to collaborate on the advancement and deployment of Internet technologies with special expertise in areas associated with Next Generation 9-1-1 (NG9-1-1), Voice-over-Internet Protocol (VoIP), and Information Assurance.

The role of the Steering Committee is twofold: from a strategic standpoint, the Committee will analyze the future needs of the research and education community, and provide advice on the technology roadmap; while at an operational level, they will evaluate and prioritize requests for ITEC projects and research.

"I'm privileged to be working with such a strong group," said Ric Simmons, steering committee chair and deputy chief information officer at Louisiana State University. "The members of the steering committee represent a broad range of institutions and bring a wealth of expertise and insight to this advisory group."

"It is exciting to see the community-driven service model in action," said Shelton Waggener, Internet2 senior vice president. "The SIP Program and the Steering Committee are great examples of research and education's ability to influence services, providers, and markets to create tailored, better-yielding services. This approach is exactly what created Internet2, its first network and service offerings, and we're excited to see these same kinds of effects for cloud services."

Several members of the Steering Committee recently participated in a panel discussion at the Internet2 2013 Annual Meeting. To hear four early adopters of the SIP Program discuss their experiences, visit <http://bit.ly/139MYzH>. For additional information on the Internet2 NET+ SIP Program, visit www.internet2.edu/sip or email sip@internet2.edu.

Internet2® is a member-owned advanced technology community founded by the nation's leading higher education institutions in 1996. Internet2 provides a collaborative environment for U.S. research and education organizations to solve common technology challenges, and to develop innovative solutions in support of their educational, research, and community service missions.

Internet2 consists of more than 220 U.S. universities, 60 leading corporations, 70 government agencies, 38 regional and state education networks, and more than 100 national research and education networking partners representing more than 50 countries. Internet2 offices are located in Ann Arbor, Mich.; Emeryville, Calif.; and Washington, DC. For more info, visit www.internet2.edu.

ACUTA Discount for SIP Certification

The SIP School (www.thesipschool.com/industry.html) offers three certification courses:

- (1) SSCA SIP technical training, their 'flagship' program that is endorsed by the TIA, Bicsi, USTelecom, and other organizations
- (2) Networking for VVoIP (Voice and Video over IP) for those who are moving from the TDM world and need to understand Data Networking and Voice/Video over IP
- (3) SIP Comms for Sales and Marketing for those who don't need all the details, just enough information to comprehend the over-all concept

ACUTA members can use a special code (AC706) to get a 10% discount for SIP certification. Credit card and PayPal are accepted on the website.

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.

- Texas A&M – Voice-to-Text & Distracted Driving Study:
<http://tti.tamu.edu/group/cts/files/2013/04/voice-to-text-Yager-Apr23.pdf>
- EC – Public Services Online--Assessment (EU Countries) :
https://ec.europa.eu/digital-agenda/sites/digital-agenda/files/eGov%20Benchmark%202012%20insight%20report%20published%20version%200.1%20_0.pdf
- EC – Europe 2020 Growth Strategy:
http://ec.europa.eu/europe2020/index_en.htm
- EC – Public Services Online....By Default or by Detour?:
https://ec.europa.eu/digital-agenda/sites/digital-agenda/files/eGov%20Benchmark%202012%20insight%20report%20published%20version%200.1%20_0.pdf
- U. San Diego – Effects of Cellphone Talk on Bystanders :
<http://www.plosone.org/article/fetchObject.action?uri=info%3Adoi%2F10.1371%2Fjournal.pone.0058579&representation=PDF>
- NTIA – Broadband Availability Beyond the Rural/Urban Divide:
http://www.ntia.doc.gov/files/ntia/publications/broadband_availability_rural_urban_june_2011_final.pdf
- NTIA – U.S. Broadband Availability: June 2010 – June 2012:
http://www.ntia.doc.gov/files/ntia/publications/usbb_avail_report_05102013.pdf
- FCC – Cost Models for Phase II of Connect America Fund: Model Version 3.1.2 Illustrative Results
Model Methodology: http://transition.fcc.gov/Daily_Releases/Daily_Business/2013/db0531/DOC-321341A1.pdf
- FCC – Compilation of Campus Emergency Information:
<http://www.fcc.gov/encyclopedia/campus-emergency-information>
- FCC – Internet Access Services...Status as of 06/30/2012:
<https://prodnet.www.neca.org/publicationsdocs/wwpdf/52013fccreport.pdf>
- FCC – Small Entity Compliance Guide for IP Relay Service:
<https://prodnet.www.neca.org/publicationsdocs/wwpdf/da131158.pdf>
- FCC – Small Entity Compliance Guide on Cramming:
<https://prodnet.www.neca.org/publicationsdocs/wwpdf/da131140.pdf>
- FCC – Strengthening the Emergency Alert System....:
http://transition.fcc.gov/Daily_Releases/Daily_Business/2013/db0412/DOC-320152A1.pdf
- FCC – International Circuit Status Report:
http://transition.fcc.gov/Daily_Releases/Daily_Business/2013/db0619/DOC-321707A2.pdf
- AAA – Cognitive Distraction/Driving (Report, videos, etc.):
<http://newsroom.aaa.com/2013/06/think-you-know-all-about-distracted-driving-think-again-says-aaa/>
- Cisco – 802.11ac: The Fifth Generation of Wi-Fi:
http://www.cisco.com/en/US/prod/collateral/wireless/ps5678/ps11983/white_paper_c11-713103.pdf



Randy Hayes
Leg/Reg Affairs Committee
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Annual Dues Reminders Mailed July 1

Reminder invoices for annual dues were mailed July 1. If you haven't already responded, please renew your membership today. Every member is important to ACUTA!

In addition to the finest professional network available to higher education communications and collaboration technology leaders, benefits such as discounts on events, free webinars, access to important legislative and regulatory information, the quarterly Journal and monthly eNews, ACUTA offers volunteers leadership opportunities to help you develop new skills and advance your career.

Mail your check today, or call ACUTA headquarters at 859/278-3338 for more information.

Joyn/RCSvs. webRTC: Solving Directory Services

William A. Flanagan, Flanagan Consulting

This TechNote appeared online April 4, 2013, and is reprinted here with permission.

The basic Session Initiation Protocol (SIP) doesn't anticipate the presence of Network Address Translation (NAT) between IP phones. Fortunately, when IPv6 completely displaces IPv4, the need for NAT will be eliminated; however, today almost all sites remain behind NAT as part of firewall protection—which creates problems for inbound connection requests.

To “punch a hole in the firewall” requires other protocols and a server or two on the public Internet. For example, ICE (Interactive Connectivity Establishment) may use both Session Traversal Utilities for NAT (STUN) and Traversals Using Relays Around NAT (TURN) servers on the Internet to provide the information needed by endpoints to set up connections through NAT devices. Done well, these solutions solve the issues of VoIP configuration. (For a complete description of ICE, STUN, and TURN, please see my book: *VoIP and Unified Communications*.)

webRTC

The webRTC project intends to overcome the connectivity problems with (1) ICE to penetrate firewalls that operate with NAT, and (2) sharing port 80 with all media streams so only one pinhole is needed in the firewall.

Google put the source code for webRTC out for use with very liberal free licensing, including certain Google patents required by the webRTC javascript software. The goal is to make browsers capable of real-time communications. There are several use cases for connectivity, including:

1. A user clicks on a button in a web page to set up multimedia communications with the host server. This is similar to click-to-talk or -chat or -video conference with a sales agent.
2. A special-interest website (cars, construction, golf, etc.) that helps its members contact each other.
3. Any visitor to the website can request a connection to any browser on the Web.

Isn't that third item what the phone companies do for voice? Almost. Telephones have a globally unique address space, defined by Recommendation E.164 of the International Telecommunications Union (ITU). The telephone number includes country and area codes. Every phone installed on the PSTN automatically has an address known to the network, the E.164 address. Control of how the numbers are allocated—only by local exchange carriers—means the PSTN can find any called number.

In contrast to the PSTN's address protocol, the average web server lacks complete knowledge of all computers on the Internet, but it can ask for help. The Domain Name Service (DNS) traditionally maps URLs and email addresses to IP addresses. End users must ensure their domain names are entered in DNS, usually by their ISPs. Users of VoIP can register a voice server or voice instrument (for example a SIP phone) in an additional DNS record—but it's not inherent or automatic as for PSTN phones.

Converting an E.164 phone number to an IP address requires two steps:

1. ENUM (Electronic Number Mapping), an extension of DNS, converts the E.164 address to a URL.
2. Looking up that URL in a specialized DNS server finds the IP; for a PSTN phone the IP address would be on a gateway to perform media and signaling conversions.

It's possible, then, for a web server to connect any two hosts that log onto that server or are listed in the DNS.

Joyn

Five years ago a program called Rich Communication Suite (RCS) started to define multimedia communications as a way to add features and value to cellular voice calls. The 3rd Generation Partnership Project (3GPP), a group of telecom associations, adopted the work and continues it, now marketed as Joyn. The 3GPP has published a series of Joyn specifications, with version 5.1 as the most current.

Each carrier that deploys Joyn operates an Internet-protocol Multimedia Subsystem (IMS). It controls the signaling that sets up each medium: voice, video, file transfer, presence, etc. Other servers can deliver information streams or they can come from subscriber equipment. Extending all services over IP anticipates the all-IP transport of 4G/LTE networks.

continued

Read More

Webtorials' TechNotes is a regular contributor to the *ACUTA eNews*. Topics they cover, such as mobile voice, will be of interest to ACUTA members. You are invited to browse the TechNotes archive and subscribe to receive TechNotes directly via email by clicking here.

www.webtorials.com/content/acuta.html

Joyn operates within (and among) cellular carriers. Joyn, developed for cellular phones, deals with known E.164 addresses. Each carrier's home registry tracks the location of every mobile device, so there is no need for NAT.

Under RCS, it is the IMS server that coordinates signaling and call setup—the same functions performed by the web server in webRTC and by a softswitch or IP PBX.

Conclusions

Both Joyn and webRTC suffer when compared to the PSTN because of directory services. IP-based devices may register with a local server, a web site, or an IP PBX—but there is no universal VoIP directory until ENUM is completed. All E.164 telephone numbers are known to the network—that is, every phone is registered by default in a global arrangement. A SIP address (SIP:UserName@domain.TLD) also relies on a user to populate a record in DNS and faces those problems with NAT. That's why many IP to IP calls today route through the PSTN.

Because voice and (to a lesser extent) video calls still rely on the PSTN for directory services, closing down the circuit-switched PSTN would create major problems until a modified DNS can enable webRTC, Joyn, and SIP/ to find everyone, anywhere.

Do You ROCKZi?

ROCKZi is a news platform that creates a social experience on the ACUTA website with the ideas and content custom selected for ACUTA members. The ROCKZi board:

- Highlights highest priority issues
- Engages the audience with content from around the Web
- Provides a medium for social sharing around our issues

Powered by the Blekko search engine, ROCKZi gathers content from the best sites around the Web that are specifically targeted to engage ACUTA members. The content is displayed as a visually compelling, interactive experience on our site. The ROCKZi board is fully wired into social networks and armed with a variety of social interaction tools (sharing, voting, submit, comment, and more).

If you haven't accessed ROCKZi yet, check it out on the ACUTA website. Look for the bullet for News You Can Use.

Mark Your Calendar for the ACUTA Fall Seminar

October 6–9 • St. Louis, Missouri • Renaissance Grand Hotel

Track 1: Turning ICT Service and Support into a Strategic Asset

ICT organizations continually evaluate, deploy, and support new services to meet campus needs. A key success factor in this process is an effective service and support organization that can help users maximize the value of both new and old services. This track will explore what tools, training, processes, and back-end support ICT support organizations need to provide fabulous service to our campus constituency, as well as effective organizational models for providing this needed support.



Track 2: All Things Wireless, Mobile, and Cloud

The ability to access any piece of information from anywhere is today's most disruptive technology driver affecting higher education. This track will explore how our institutions can use cloud and network services, mobile and wireless devices, and personalized technology to save money, improve learning, and expand research capabilities quickly and cost effectively, as well as how we are adapting our ICT organizations to support services we didn't build, on devices we haven't bought or specified, for users who are doing more with technology at every turn.

Board Report

The Board met via conference call on June 5, 2013, and approved the following items:

- March 2013 financial statements
- Monthly committee minutes and reports
- Membership reports
- Committee and subcommittee appointments and nominations *[Listed below are those whose committee membership was confirmed or renewed. Complete lists of committee members are available online.]*
 1. Program/Content Committee
 - a. Sheard Goodwin, University of Florida, Gainesville, Florida
 - b. Jana McDonald, Texas A&M University
 2. Publications/Media Committee (Editorial Review Board)
 - a. Jim Cross, retired from Longwood University, Farmville, Virginia
 - b. Mike Grunder, Vantage Technology, Boston, Massachusetts
 - c. Jeanne Jansenius, Sewanee: The University of the South
 - d. Walt Magnussen, Texas A&M University
 - e. Cindy Phillips, Northern Illinois University
 - f. Joe Harrington, Boston College
 3. Corporate Liaison Committee
 - a. Bryce Bregen, Connectivity Wireless Solutions
 - b. Lake Stockdreher, Mapcom Systems
 - c. Blake Robertson, Alertus Technologies
 - d. Sonya Jones, Teachers College, Columbia University, New York, New York
 - e. Michael Kastler, Business Development for NEC Corporation of America
 - f. Jon Young, Vantage Technology Consulting
 - g. Dave Moeller, Graybar
 4. Higher Ed Advisory Panel
 - a. Anne Scrivener Agee, the University of Massachusetts – Boston
 - b. Brian Holley, Middle Tennessee State University
 5. Social Networking/New Media/Web Resources Subcommittee (Publications/Media Committee)
 - a. Jason McConnell, Texas A&M University, College Station, Texas
 - b. Steve Ellis, University of Notre Dame
 - c. Roy Galang, Wheaton College
 - d. Sheard Goodwin, University of Florida
 6. Membership Experience Committee
 - a. Carolyn Trail, Roanoke College
 7. Online Learning Subcommittee
 - a. Justin Ragsdale, Wentworth Institute of Technology
 - b. Helen Zheng Zhang, University of Illinois at Urbana-Champaign
 - c. Cindy Phillips, Northern Illinois University
 - d. Roy Galang, Wheaton College
 8. Publications/Media Committee
 - a. Mona Brennan-Coles, Western University
 - b. Giselle Collins, British Columbia Institute of Technology



Riny Ledgerwood
Secretary/Treasurer
San Diego State Univ.
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A focus group was conducted at the ACUTA Annual Conference in San Diego. The Board discussed the information collected, which is used to improve future program/content and services.

President Kovac welcomed three new Board members: Simeon Ananou, Phillip Beidelman and Adrienne Esposito. He also encouraged all Board members to keep in mind ACUTA's strategic plan and the four cornerstones as the basis for conducting ACUTA activities.

Respectfully Submitted,
Riny Ledgerwood

Board of Directors 2013–14

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Online Learning Subcommittee	Christopher Waters, Elon Univ.
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Publications/Media	Jeanne Jansenius, Sewanee: Univ. of the South
Social Networking, New Media & Web Resources Subcommittee	Janice Bundy, UCLA

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Welcome New Members

Corporate Affiliates

COPPER MEMBERS

Fortinet, Sunnyvale, CA www.fortinet.com
James Brausen, National Mgr, Education Markets (jbrausen@fortinet.com), 408/235-7700

Fortinet is a worldwide provider of network security appliances and a market leader in unified threat management. Our products and services provide broad, integrated, high-performance protection against dynamic security threats while simplifying the IT security infrastructure.

Xirrus, Thousand Oaks, CA www.xirrus.com
Alexandra Gunther, Marketing Specialist (alexandra.gunther@xirrus.com), 805/262-1718

Xirrus is the leading provider of high-performance wireless networks. The Xirrus suite of Wi-Fi optimized solutions—Arrays, access points, cloud services, and wired switches—provide seamless connectivity and unified management across the network.

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/wcm/acuta/pressroom/pr.pdf

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

- Aastra Announces New Wireless Conference Room Phone
- Caldwell Leverages ShoreTel to Build Unified Communications, Projects Significant Annual Savings
- Guardly Announces First Mobile Mass Notification System to Support Location-Targeting, Indoor Location Positioning and Sending 500,000 Notifications in Seconds
- ShoreTel Appoints Engineering Top Executive to Accelerate Product Innovation & Growth
- ShoreTel Gains Market Share in both Enterprise IP and UC as a Service in the U.S.
- Manufacturing Firms Gain Cost Savings and Competitive Edge with ShoreTel UC Solutions
- Campus Televideo Appoints Rab Mukraj Chief Technology Officer
- FastLinks Celebrates its 15th Year in Business by Offering ACUTA Members a Point-to-Point Wireless Primer White Paper

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 we have now and a link where you can post a job.

- Director of Transmission Facilities and Operations (Information Technology Manager 4), Pennsylvania State University - University Park Campus, College, PA
- Director of Web Services, Elgin Community College, Elgin, IL
- Senior Web Site Designer/Developer, University of Arizona, Tucson, AZ
- IT Infrastructure Manager, University of Central Florida, Orlando, FL
- 2 Positions: Senior Information Technology Manager; Senior Systems Administrator. The University of Texas at Austin, Austin, TX

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.)