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eNews

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Meet the 2012–13 Board of Directors

The election is over, and a new Board of Directors is poised to begin working together at the end of the Conference on May 2. This year we elected a President-elect and two Directors-at-Large.

Current President Joe Harrington of Boston College will assume his new position as Immediate Past President. President-elect Jennifer Van Horn of Indiana University will step into the role of President for 2012–13. The new President-elect is Ron Kovac, Ball State University.

Sharon Moore from Smith College was elected to her first term as Director-at-Large, and Walt Magnussen, Texas A&M, was re-elected to his second term. Continuing as Directors-at-Large are Randy Hayes of University of Northern Iowa and Mark Reynolds, University of New Mexico. The appointed Director-at-Large will be announced after the next Board meeting on March 7. Riny Ledgerwood, from San Diego State University, remains in the position of Secretary/Treasurer for the second year of her two-year term.

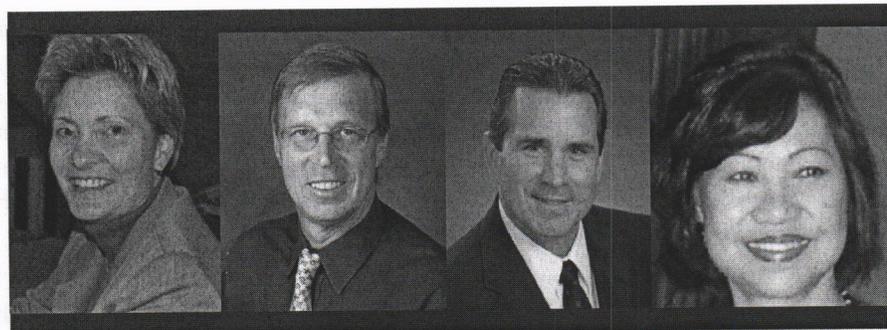
Congratulations to all those who were elected, and thank you to all who sought an opportunity to serve. Serving the association requires commitment and dedication, and is especially commendable at this time as most campuses are still clearly focused on their bottom line. ACUTA's volunteer Board is very active and plays a vital role in the success of the organization.

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President

Ron Kovac
President-elect

Joe Harrington
Immediate Past President

Riny Ledgerwood
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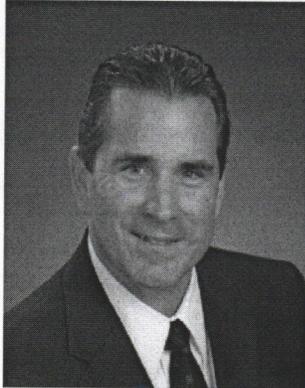


Randy Hayes
Director-at-Large

Walt Magnussen
Director-at-Large

Sharon Moore
Director-at-Large

Mark Reynolds
Director-at-Large



Joseph Harrington
Boston College
ACUTA President 2011-12

Looking Back at a Look Ahead

Late last year I was going through some old notes in my office when I came upon handouts from a presentation Phillip Beidelman (founder and president of WTC Consulting Inc.) made in 2005 entitled "Predictions For The Future." A lot has changed in higher ed IT departments since 2005. "Facebook" was only one year old; we had not fallen into the worst economic slowdown since the Great Depression; it predates buzz words like "Cloud" and "tweeting"; and the iPhone was still two years away from anybody's pocket. It was before the Virginia Tech shootings and Katrina. Server virtualization was just becoming a reality, and many of us had a good start on our 802.11 a, b and g wireless deployments.

Knowing that I'd be seeing Phillip at the ACUTA Winter Seminar, I thought it would be fun to meet with him and discuss his predictions from 2005 and compare them with the current state of affairs. I left him with the copy I had, and we agreed to talk the following week.

The following are the highlights from our review of his 2005 predictions.

Q. So, seven years is a long time in technology. Reviewing your predictions, which ones surprised you the most?

A. I predicted that "architectures based on three levels of redundancy will start to emerge as the design of choice within four to seven years." I guessed wrong on that one. In general, service level expectations have significantly diminished, due, I think, to the societal choice of the convenience of mobility with its diminished quality and availability performance over better quality non-mobile alternatives. This decrease in service quality expectation seems to lead decision makers to conclude that not only quality but service availability are really not that important. We find that improvements in network design through enhancements like backup power, physical redundancy, and network security continue to be treated as discretionary.

Another mark I really missed was the impact of proximity networks. I predicted that "...the concept of presence will evolve." Dah! Not only did I misjudge the series of product explosions that would come from this, i.e., GPS, triangulation, and search activity, but I did not fully appreciate the influence this technology would have on privacy issues and the basic civil protections we used to enjoy. The stage is set for a fight on this one.

On an even more macro scale, I am really surprised at how quickly we have all elected to share so much about ourselves on social networks. I think seven years from now, the landscape in this area will be very different while we try to recover the "secrecy of communications" some of us remember.

Q. Nobody could have predicted the present economic climate. How has that situation affected these outcomes?

A. We have found that the shock wave felt starting in 2008 has significantly shifted what our clients think about. There is now a significantly more focused interest in knowing what things actually cost. Pre-2008, cost concerns seemed more ethereal to us as an outsider looking in. They were more at a "budget" level. Now cost concerns are more tangible. Leaders want to know what each widget and service costs and how significant improvements in cost-performance can be achieved. When that shock wave is combined with the continued influence of GASB 34/35 (Government Accounting Standards Board), which calls for more fully costed services in the public sector and higher education respectively, the manifestation is more emphasis on fully-costed services.

Q. You suggested that RFID technology would be significant by now. It certainly is in the shipping and delivery sector, and we're also starting to hear about it in building GPS applications. Do you see these technologies being used in higher education?

A. Joe, I guess I missed this one too. I did predict that "...RFID tag networks will be a driver." I have to admit, the best thing I have seen is driving fast through toll booths around the county using "EZ-Pass" and "Fast Lane" devices. Not much has really gone on that influences network and IT decisions. I will try to do better.

Q. What do you see over the horizon that has the biggest potential to push up cost?

A. That new influence is already all around us in the form of cellular services. As more functionality is pushed into ever-cheaper devices in exchange for services largely paid for by advertising-based models, the cost of the service plans will continue to rise. Mobile strategies require mobile devices for almost everyone. Most institutions are not prepared to pay for both the current infrastructure and mobility-related plans for each person. Given the finite nature of spectrum to support cellular technology, cost per plan will likely climb. Combine the cost of plans with increasing need for in-building penetration systems to better distribute cellular signals and it spells increases in both operating cost as well as capital.

New Benefit: Members in Transition

ACUTA is pleased to announce “Members in Transition,” a new membership type to assist former ACUTA members who have recently lost their jobs. Unemployed former members of ACUTA may now receive a *complimentary* six-month individual membership. This new membership level will allow these individuals to continue communicating with the extensive ACUTA network as well as register for events at the member rate. Additional information is available on the membership application and within the list of membership benefits.

One member has taken advantage of this benefit already, but we are asking current ACUTA members to let us know of any former employees of your institutions that you feel might benefit from this opportunity. Please e-mail names and contact information to Amy Burton, Director of Strategic Relationships, at aburton@acuta.org. Amy will personally contact all recommended former members to let them know of this new opportunity.

We hope that this additional membership will benefit ACUTA members (institutions *and* individuals!) by keeping the community strong and helping others find new positions at ACUTA institutions.

Upcoming Events

• April 3, 1:30–2:30 EDT: Webinar: Auburn University’s DAS Technology

Game day on many college campuses means poor cell phone performance for the fans during the game, even as more cell phone applications for improving the game-day experience are being pushed. In-building cellular services are also taking a hit on college campuses as new “green” buildings are being constructed. Learn how Auburn University built a neutral-host DAS in its stadium that is expandable to the rest of campus. (ACUTA members \$89, nonmembers \$129; www.acuta.org)

• April 29–May 2: 41st Annual Conference & Exhibition

The very best in professional networking, top-quality education, and an exhibit hall filled with companies that want to know who you are and what you need—all that and more await you at the Annual Conference at the beautiful new JW Marriott in Indianapolis. Get more details and register online at www.acuta.org/sc12.

• April 30–May 1: 16th Annual Strategic Leadership Forum

Register for the ACUTA Strategic Leadership Forum by the early registration discount cutoff of Friday, March 16, to preserve your early registration discount.

For a minimal two-day investment of time, you will have the opportunity to learn from your peers at institutions of all types and sizes, and share your experiences in “Leading for the Future ... How to Connect the Dots” and a number of other timely issues that are high on any CIO’s agenda:

- The relevance of higher education today, how it is changing and must change to meet the demands of today’s students
- Innovation in the role of the CIO, IT, and IT leaders
- Technologies and services on the horizon for which we need to prepare
- The impact of cloud computing on the institution and the IT organization
- Opportunities for the CIO as an information logistics expert
- Lessons learned from veteran ICT leaders about the increased velocity of change and future challenges for the CIO

Your registration fee covers the entire conference April 29–May 2, featuring sessions on key issues such as:

- Deploying cutting-edge technologies that support teaching, learning, and research
- Managing IT organizations with greater agility, adaptability, and responsiveness
- Leveraging resources to support technology use on campus
- Preparing the campus for emergencies and protecting it from security breaches
- Supporting growing expectations of mobility

Get more details and register online at www.acuta.org/sc12.



Members Celebrate ACUTA Anniversaries

ACUTA is pleased to recognize the following individuals who have been designated as ACUTA representatives from their institutions or companies for a number of years. We congratulate you, and we appreciate your contribution to ACUTA.

If you expect to see your name on this list and do not, please contact Michele West at mwest@acuta.org.

If you are attending this year's Annual Conference in Indianapolis, please be sure to come to the front of the room at the end of Tuesday's general session to have your picture taken. Anniversary pins are placed in portfolios for those in attendance at the Conference and are mailed to those who cannot attend.

30 Years

Claire McNicholas, Temple Univ.

25 Years

Diane Blake Bentley, Univ. of Cal., Los Angeles
Rodger Chisman, Southeast Missouri State Univ.
Mark Mabe, Missouri Western State Univ.
Mark S. Norviel, RCDD/NTS, Idaho State Univ.

20 Years

K. Boring, Hill College
Harvey L. Buchanan, Florida State Univ.
Jerome P. DeSanto, Univ. of Scranton
Richard Lehn, North Dakota Univ. System Office
George Pyo, Saint Francis Univ.
Terry Rockwell, Columbus State Comm. College

15 Years

Mahabub Alam, Cal. State, Dominguez Hills
Barry G. Baker, Delta College
Beverly Blevins, Miami Univ.
Michael R. Cagle, Texas A&M Univ.-Commerce
Dale Chinn, Walla Walla Univ.
Sue Fletcher Comette, Univ. of Vermont & State Ag. College
Sandra Daniel, Mills College
Kay Dreyer, College of DuPage
Paul Flynn, Boston College
Norma Grijalva, New Mexico State Univ.
Connie S. Grimes, College of William and Mary
Lynn Hood, Clark Univ.
Wayne B. Hunter, Drew Univ.
Jim Jokl, Univ. of Virginia
Linda Klosowski, Stony Brook Univ.
George Kuzma, Manhattan College
Dr. Stephen G. Landry, Seton Hall Univ.
Patrick Lepore, Univ. of the Sci. in Philadelphia
Kevin Lint, School of the Art Institute
Barry Lyons, Morehead State Univ.
Terry Meredith, So. Illinois Univ. Edwardsville
Pauline Mernick, Providence College
Robert Morrison, Univ. of Wyoming
Karen Murdzak, Edinboro Univ. of Penn.
Terry O'Callaghan, Univ. of Nebraska Med. Ctr.
Gary Ott, Wichita State Univ.
Linda K. Passauer, Slippery Rock Univ.
Marlinda M. Phillips, Miss. State Univ.
Jeannene Plambeck, Metropolitan Comm. College, NE

Ivette Puga, Florida Atlantic Univ.
Betsy Pursh, Carnegie Mellon Univ.
Edward R. Quinn, CPA, Ohio State Univ.
Mike Rackley, Miss. State Univ.
Cynthia Rolfe, Univ. of Central Oklahoma
Jane Scherban, Suffolk Univ.
Lawrence Smith, Mount St. Mary's College
Kenneth Splitterger, Univ. of Wisc. - Oshkosh
Jamie Trusner, Tarleton State Univ.
Bernd Walter, Seton Hall Univ.
Timothy P. Williams, West Virginia Univ.
Gordon D. Wishon, Arizona State Univ.

10 Years

Frank L. Abraham, Univ. of Kentucky
Simeon Ananou, Slippery Rock Univ.
Laurie A. Aparo, Central Connecticut State Univ.
Frances Benson, Lewis Univ.
Rhonda M. Brown, Penn State
Randi Buhl, So. Adventist Univ.
Virginia B. Cake, Duke Univ.
Dana Camper, Washington and Lee Univ.
Michelle Carter, Morgan State Univ.
Paul Clegg, Indiana Univ - Purdue Univ at Indianapolis
Phil Crompton, Vantage Tech. Consulting Group
Odalys Diaz, Florida Intl. Univ.
Vernon Draper, Ball State Univ.
David Drewrey, Univ. of Miss.
Diane Dunn, Univ. of Cal., Irvine
Steven F. Fejdasz, Indiana Univ. Northwest
Dawn Francis-Chewning, Emory Univ.
Mitch Freed, Kutztown Univ.
Eric Fuller, Univ. of Oregon
Rhonda Fuss, Emory Univ.
Eleanor Geisler, Madonna Univ.
Gian Gieri, Central New Mexico Comm. College
Jenny Gluck, Syracuse Univ.
Aaronettia Green, Univ. of Illinois at Chicago
David Gregory, Colgate Univ.
Randall Hall, Montgomery College
Becky Hancock, Emory Univ.
Samantha D. Johnson, Univ. of Tenn. at Knoxville
Tyrone Johnson-Neuland, SUNY Oswego
Mike Kindle, Missouri State Univ.
Gerard A. Krawczyk, Penn State
Ted Krupicka, Pacific Univ.
Herb Kuryliw, Northern Illinois Univ.
Harry Lagatella, SUNY Oswego
Gabriel Lewis, Cal. State Univ., Fresno
Cynthia Littles, Trinity Univ.

Thomas Lovince, Delgado Comm. College
Penny H. McCreary, CEECO
Anne Miller, Boston College
Jesse R. Miller, So. Methodist Univ.
Judy Miller, Cal. State Univ., East Bay
Mark E. Miller, Grinnell College
Harry Morita, Univ. of Hawaii System Office
Amy Murphy, Parlance Corp.
Bill Penney, Stetson Univ.
William Pitt, Pensacola Christian College
Kevin Proot, Saint Louis Univ.
Mary Reimer, Concordia Univ., Illinois
Dr. Rick Ruth, Shippensburg Univ.
Ginny Schroeder, WTC Consulting, Inc.
Patricia Sellers, Texas Christian Univ.
Chad Shepherd, Saint Louis College of Pharmacy
Wendy A. Shepherd, Deerfield Academy
Jody Sluder, Univ. of Utah
James Small, Delgado Comm. College
Adam Smyth, Cal. Baptist Univ.
Phyllis Szani, New Jersey City Univ.
Kevin Tanzillo, Dux Public Relations
Peter Teklinski, New Jersey Institute of Tech.
Carolyn Trail, Roanoke College
Linda Upton, GAI-Tronics Corporation
Barbara Vasbinder, SUNY at Buffalo
Mark H. Wehrle, Univ. of Penn.
Denna Wilson, NEC Corporation of America
Yvonne Wynn, Morgan State Univ.
Gloria Yuncker, So. Ill. Univ School of Medicine

5 Years

Robert Allred, Westminster College
Judy Aquino, Fordham Univ.
Ara Bagdasarian, E2Campus By Omnilert, LLC
David Ballard, CenturyLink Business
Garrett Bozylinsky, Univ. of Rhode Island
Arthur Brant, Abilene Christian Univ.
Steve Brautigam, Norwich Univ.
Paul Brewster, Northwood Univ.
Jamie Buchanan, Univ. of Wisc. - Madison
Mary Ellen Buzzelli, Siemens Comm., Inc.
Andy Cavoto, The Univ. of Chicago
Patricia Cecala, Harford Comm. College
Sue Chichester, SUNY College at Geneseo
Glenn Clark, Salve Regina Univ.
Charles D. Clay, Ohio State Univ.
Scott Combs, Mapcom Systems
Cal Coursey, Washington College
Joan A. Craig, Temple Univ.
Lee Cummings, Cal. State Univ., Chico

Pete Daly, Executive Broadband Comm.
Jennifer Davis, Cellular Specialties, Inc.
Maureen Doddy, Pace Univ.
Dave Donoho, The George Washington Univ.
Armando D'Onorio, Joliet Junior College
Tim Dorsey, Olivet Nazarene Univ.
Vicki Duggan, Montgomery College
Denny Dunlap, Univ. of Iowa
Terry Eason, SUNY College at Brockport
Billy J. Elliott, Univ. of Central Oklahoma
Clark Elswick, Eastern New Mexico Univ.
Laurie Enderle, Univ. of Connecticut
Amanda Evans, Univ. of Nevada, Reno
Chad Evans, Tarleton State Univ.
Charles Fadel, Cisco Systems, Inc.
William Fisher, Grand Valley State Univ.
David Foppe, Northern Kentucky Univ.
Janet Foster, Cal. State Univ., Long Beach
Sharon Fulton, Salem State College
Paul Gannon, Crown Castle
Lou Garcia, Univ. of Central Florida
Greg Gardner, Rochester Institute of Tech.
Adrienne Gerald, Rutgers Univ.
Julie Glazer, Infinite Conferencing
Gregory Graeff, Point Park Univ.
Les Grammer, Washington State Univ.
Timothy Griffin, Miss. State Univ.
Francis Hamilton, Bowie State Univ.
Robert W. Hedgepeth, Univ. of So. Miss.
Brenda Hess, Pacific Univ.
Esther Iglich, McDaniel College
Dr. John L. Isenhour, PhD, Kennesaw State Univ.
Alan Jacobs, Sprint
Karlyn Jakusz, Univ. of Wisc. - Stevens Point
Janita Jobe, Univ. of Nevada, Reno
Carolyn Kane, Stanford Univ.
Barbara Keim, St. Charles Comm. College
Richard Kennedy, Stephen F. Austin State Univ.
Tim Kenyon, Conveyant Systems, Inc.
Ellen J. Keohane, College of the Holy Cross

Meghan Khairallah, Univ. of Connecticut
Yerva L. Khalek, Verizon
Traci King, Fujitsu Network Comm., Inc.
Clifford Knowles, Mitel Networks
Kristen Kohler, Cellular Specialties, Inc.
Robert Kostrubanic, Indiana Univ.-Purdue Univ.
Greg Kovich, Alcatel-Lucent
Shawn Kung, Univ. of Mary Hardin-Baylor
Mike Larsen, Joliet Junior College
Anna Lefebvre, Univ. of New Hampshire
Dick Leurig, Montgomery College
Steven J. Lim, Cisco Systems, Inc.
Linda Lombardi, Boston Univ.
Stephen Lyon, Univ. of North Florida
Reginald MacQuesten, SUNY Plattsburgh
Roxana Madrid, CenturyLink Business
Norwin Malmberg, Univ. of Maryland Sys. Adm.
Vince Marletta, Windstream
Pam Maynard, Mount Vernon Nazarene Univ.
Mark McAlpin, Univ. of Tenn. at Martin
Les McCreary, CEECO
Jim McKinney, Univ. of Nevada, Reno
James McPherson, Grand Valley State Univ.
Steve Menken, Illinois State Univ.
Jan Meyer, Graybar
Chris Miller, Santa Barbara City College
Phylis Miquel, Cisco Systems, Inc.
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Ellen Morrison, Hiram College
Linda Murphy, Drake Univ.
Nicole Nivelos, Cleveland State Univ.
Ray Newcomb, Univ. of Nevada, Reno
Dana North, Earlham College
Zackary O'Donnell, Univ. of Cal., Davis
Marci Payne, Cal. State Univ., Fullerton
Jeffrey People, Albany State Univ.
Terry Perez, Occidental College
William Phillips, Ohio State Univ.

Paul W. Pollard, Washington Univ. in St. Louis
David Porter, Univ. of Rhode Island
Jimmy Quimby, UT Health Sci. Ctr at Houston
Rick Rauenzahn, GAI-Tronics Corporation
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Natalie Webster, George Mason Univ.
Tim Wells, Brown Univ.
Matthew Wheeler, Superior Essex, Inc.
Robert Whelan, Northeastern Univ.
James Wolfe, Univ. of Maryland at College Park
Kellie Wuorinen, McDaniel College
David Young, Chapman Univ.
Morgan Young, Wright State Univ.
Matthew Zealand, Liberty Univ.
Shiwei Zhang, Buffalo State College

Committee Corner

ACUTA committees and subcommittees are tremendously important in planning and implementing ACUTA's various programs. Below are reports from some of the groups that met during the previous month. If you would like to be a part of the work that goes on behind the scenes, talk to any Board or staff member about committee membership.

The [Program/Content Committee](#) is working diligently to identify topics for 2013 educational events. They appreciated the participation of other committee chairs in the meeting and the input they provided.

The [Young Professionals Subcommittee](#) and the [Ambassador Task Force](#) held a joint conference call to discuss issues related to both committees. A number of new initiatives were discussed that will enhance membership.

The [Online Learning Subcommittee](#) discussed potential topics for future webinars.

The [Membership Experience Committee](#) is putting together a session for the Annual Conference about ACUTA and all it has to offer, for long-time members as well as newcomers.

The [Journal/eNews Subcommittee](#) discussed the upcoming merger of the subcommittee back into the Publications/Media Committee and began discussion of topics for 2013 Journals.

The [Social Networking, New Media and Web Resources Subcommittee](#) encourages everyone to attend the Annual Conference and check out the session called "IT2.0—Changing Our World."

The Best-Practice Workflow Costing Methodology

Larry D. Foster, PINNACLE/Windstream, larry.foster@windstream.com

A variety of initiatives have been undertaken in response to the economic downturn of recent years. Some campuses have benefitted from creative multi-institution collaborations and purposeful innovations of best-practice principles while other organizations struggle to mitigate the unintended consequences of disruptive “top-down” mandates. More often than not, mandates that have a myopic focus on strictly removing costs result in the elimination of essential resources and fundamental support processes necessary to achieve a true “bending of the cost curve.” The root causes of the problems that created the operational cost challenges remain untouched. The only way IT & Telecom (IT&T) organizations are going to change their value perception is by embracing a business model that is predicated on sound and proven best-practice principles that accurately model the cost of doing business.

Can a best-practice methodology that encompasses a progressive series of simple intuitive steps actually reduce IT&T operational costs without sacrificing value?

If You Don't Measure IT&T, You Can't Manage It

The persistent negative perception of IT and telecom operations can be directly attributed to the fact that many organizations lack a true understanding of the elements that link costs to outcomes. The result is a lack of the in-depth knowledge that is needed to improve resource utilization, streamline business processes, and eliminate activities that do not achieve desired outcomes. Often, the answer comes by re-evaluating the problem and finding new ways to measure costs so that they can be accurately related to outcomes. To achieve that goal, teams need to adopt simple and intuitive ways to better model costs and correlate them with outcomes.

Many organizations have lowered the cost of delivering services without sacrificing value by modeling the lifecycle of their processes as an “IT&T service assembly line,” where a planned series of repeatable activities combined with the technology itself provides a specific measured outcome for the customer.

Accurate costing of transactions allows the impact of process improvements to be readily calculated, validated, and compared to industry benchmarks and organizational scorecards. It is also the key to substantiating the accurate value of “cost avoidance” and ROI. As CIOs adopt methods to solve the ROI and costs crisis, two dramatically opposing approaches emerge:

1. A “socialized method” that generalizes IT and telecom service costs by eliminating measurements and direct financial responsibilities of ownership and service consumption. In this evenly distributed, “spread the peanut butter” type business model, costs are spread across the entire organization as some universal fixed fee that applies to all. To this way of thinking, provisioning and chargeback are the major contributors to cost.

Versus

2. A programmatic methodology that is predicated on intuitive and proven measurements to substantiate the most efficient (least amount of effort) and effective (best results) way to manage the lifecycle and track the costs of business operations. This way of thinking is centered on the philosophy that continued process improvement yields innovations that improve outcome while reducing total cost of ownership (TCO).

What Can ACUTA Members Do?

Adopting the best-practices workflow costing methodology will ensure that consistent standardized methods are used for efficient and prompt handling of their IT&T service support and delivery operations. Download the hyperlinked article and attend the pre-conference seminar titled Defining the ROI of Best Practice Methodologies which will be conducted April 29 at the 41st Annual ACUTA Conference in Indianapolis.



ResNet Trends Worth Watching

Groundbreaking ACUTA Report Reveals New Trends, Challenges Facing Higher Education in First Long-Term Study of Residential Networking (ResNet) Practices Across the Nation

ACUTA is pleased to announce the publication of its first annual State of ResNet Report. The report, a comprehensive survey designed to measure the broad variation in practice and policy within higher education and lay the groundwork for long-term trend analysis and benchmarking, is the first study of its kind to target all higher education institutions in the United States with on-campus residential housing and to focus exclusively on issues affecting the residential student network.

During a period of significant budget tightening, demands on the student network continue to grow at an accelerating pace, adding pressure on colleges and universities to address critical cost and management challenges. The study addresses issues such as bandwidth and connectivity challenges, budget and staffing demands, and rising student expectations in an environment of competitive enrollment pressures and ever-changing network standards and technology. The study will develop a long-term body of knowledge around an area where very little aggregate data currently exists.

“An unprecedented perfect storm is forming on the horizon of network technology while IT budgets tighten across the country,” said Joseph Harrington, ACUTA President and Director of Networking at Boston College. “In this changing environment, efficient management of the ResNet is fast becoming a top priority for CIOs. With this study, ACUTA will begin shedding light on diverse practices, actively contribute to developing standards, and provide a central knowledgebase that will better equip IT administrators to make decisions for the future.”

Key highlights of the 2012 ACUTA State of ResNet Report include:

- **Unlimited Connectivity:** A large majority (68 percent) of institutions allow students unlimited access to the ResNet, and more than 62 percent do not monitor bandwidth consumption.
- **Strained Resources:** Nearly 50 percent of IT departments do not recover the cost of supplying bandwidth to residential networks, and nearly 60 percent of institutions cite a total capacity below the 500 Mbps threshold.
- **Limited Student Support:** Less than 10 percent of schools offer around-the-clock support, and more than 65 percent of residents can only access support by phone.
- **Outsourcing Trend:** Only 9 percent of higher education institutions presently outsource any significant portions of their residential network. However, increasing numbers of CIOs are now considering this as a viable alternative to in-house operations.

The full report, available free at <http://www.acuta.org/resnet>, provides further trends and insights into higher education's ResNet structures, network infrastructure—present and future, and staffing service and support.

About the 2012 ACUTA State of ResNet Report

In support of its mission, ACUTA contracted with Forward Analytics, a nationally-recognized market research firm, to design and conduct this study during the first three weeks of February 2012. The ACUTA ResNet study was conducted online and targeted higher education IT leaders or persons responsible for ResNet and infrastructure. A total of 255 surveys were completed, representing 249 universities or colleges (six institutions had two respondents) within a sample population of 2,004 U.S. higher education institutions determined to have provided on-campus housing for students. Of the respondents, 51.8 percent were from private organizations and 48.2 percent from public institutions.

Many thanks to ACUTA members who took the time to respond to this survey, allowing us to present an up-to-the-minute picture of residential networks.

Committees Seeking Volunteers

We are pleased to announce that ACUTA is seeking members for a wide array of ACUTA committees and subcommittees for the 2012/13 member year.

A number of interesting committee assignments will begin at the close of the 2012 Annual Conference in May, with volunteer terms of one or two years. Committee service is both enjoyable and rewarding. It enables you to:

- Build stronger professional relationships with colleagues at other colleges and universities
- Be among the first to learn about new developments in higher education and ICT
- Develop your project management, team-building, and leadership skills
- Give back to your association and the institutions, faculty, and students we all serve

If you are interested in volunteering for any ACUTA committee or subcommittee, please complete the online form at http://www.acuta.org/wcm/acuta/pdf/committee_volunteers.pdf. This form contains brief descriptions as well as contact information for each group.

Virtual Collaboration: Working and Engaging in a Wired Environment

James M. Fraleigh, Apollo Research Institute

Remote working has grown in popularity and acceptance for years. More people are requesting flexible work hours to better accommodate job and family commitments or to gain the solitary time—often impossible in our interruption-filled offices—they need to concentrate on single tasks. Broadband technology is now widespread and portable enough to allow these options. This points to a shift in the way we view the workplace. It's not just our applications, data, and music that will reside "in the cloud," but our offices and workgroups too.

Mastering this environment will require proficiency in virtual collaboration: the ability to work productively, drive engagement, and demonstrate presence as a member of a virtual team. As organizations re-imagine their corporate structures by harnessing social technologies and the resources of our globally connected world, virtual collaboration will become a key workforce proficiency, one of 10 revealed in *Future Work Skills 2020*, a report by the Institute for the Future for Apollo Research Institute. (<http://apolloresearchinstitute.com/node/52>)

Virtual collaboration will allow corporations to expand without building expensive new facilities. Companies extending their overseas presence will rely on multiple teams, assembled on demand, to break larger projects into micro-tasks. Some firms are already shrinking their physical office space in favor of online collaboration; IBM saves around \$100 million annually in real estate expenses by permitting up to 40 percent of its employees to work without permanent cubicles or offices. Virtual collaboration tools accessible through handheld devices, including shared whiteboards, cloud-based documents, and wikis, are accelerating this trend.

Participating in or leading virtual teams will require a new set of skills. Rather than passively awaiting their next task, skilled collaborators will learn new ways to signal their teammates that they are present. They will use instant messages, microblogging platforms, or avatar-based environments to update progress, meet with coworkers, or even take a "coffee break" in a virtual kitchen. Nascent telepresence technology will also help workers more fully inhabit these spaces. For example, WiFi-equipped robots, which allow offsite workers to move around distant offices and interact with colleagues, are beginning to appear on the market.

Managing and motivating a far-flung virtual team carries new challenges as well. Solo workers and smaller companies and startups might occasionally use co-working spaces to meet physically or escape the isolation of distance work. Without a permanent physical company headquarters, however, and the culture it acquires, managers might find it difficult to engage team members who never see one another. Gaming technologies, applied to virtual collaboration, might provide this sense of shared commitment. They can allow managers to provide clear points of progress, offer task-triggered feedback on the spot, and craft to-do lists into engaging challenges. As more of our work and social lives migrate into shared spaces, adopting such nontraditional tactics for virtual collaboration will assure a smooth transition for companies, managers, and workers alike.

Learn more at www.apolloresearchinstitute.com.

Member Benefit of the Month: *ACUTA Journal*

Welcome to the latest edition of the ACUTA Member Benefit of the Month. Each month we spotlight one of our many member benefits and provide information on how all members can get the most from their participation. This month we will be focusing on the free subscription to the *ACUTA Journal of Information Communications Technology in Higher Education*.

ACUTA produces an informative and targeted publication four times a year, which is mailed to all member institutions and companies. The *ACUTA Journal of Information Communications Technology in Higher Education*, commonly referred to as the *Journal*, focuses on the identified interest areas of the core membership of information communications technology (ICT) professionals, recognizing that the audience spans the range from administration to management to technical staff. Technical and managerial, strategic and tactical approaches to the traditional voice, data and video applications within the higher education environment are addressed. In addition, content covers emerging and converging technologies that facilitate access to information critical to the classroom as well as to the administrative offices on today's campus. Policy, legal and regulatory impacts on the applications of these technologies are also of interest to the membership and to the broader academic community.

Each issue is built around a theme with a mix of authors who are recruited for their expertise in a particular field and other articles and case studies drawn from submissions by ACUTA members and others. The ACUTA Publications/Media Committee, which is composed of member volunteers, works with the editor to identify topics of interest to the membership as well as appropriate authors and contributors.

The *Journal* is mailed to all named members in March, June, September and December and is an automatic benefit of membership. In addition to the printed copies, we also post all issues online for easy access.

We encourage members of ACUTA to contribute to the *Journal* by either suggesting authors or topics or by submitting articles for consideration. Please contact Pat Scott, Director of Communications and *Journal* Editor, at 859/278-3338 x221 and psscott@acuta.org.

We hope this information on the *ACUTA Journal* has been helpful. Contact Amy Burton (aburton@acuta.org, 859/278-3338 x240) with any questions.

Learn More about IP and 21st C IT Skills from your Desktop or Tablet

Synchronized video and slide streaming of sessions From "Everything IP" and "21st Century Skills for IT" are available at the ACUTA Store. If you missed the highly rated Winter Seminar in Palm Springs, we are happy to offer video streaming of 8 excellent sessions. The following sessions were recorded and include presenter slides that are synched within the video player:

Track 1: Everything IP

- Stadium and Campus-Wide DAS Projects at Auburn University
- Converged IP Technologies for Enhanced Campus Security

Track 2: 21st Century Skills for IT

- Big Plans Need Big Changes
- IT Leaders Boot Camp
- Digital Natives or Digital Immigrants
- A Gumbo of Education, Collaboration, and Outreach at LSU
- From War to Trust - IT in the New Normal
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Visit <http://www.acuta.org/ws12spurchase> to purchase the video streaming through the ACUTA store for the low price of \$149. Additional session details can be found here along with ordering details. Once your order is received, you will receive an e-mail with the video streaming links. Sessions may be played on the iPad, Android-based tablets, as well as traditional MAC and Windows PCs.

Order today at the ACUTA Store (<http://www.acuta.org/ws12spurchase>).

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.

- Ex Texting – Top 18 Mobile Stories for 2011:
<http://www.eztexting.com/2011-mobile-review/>
- OECD – Review of Telecom Policy and Regulation in Mexico:
http://www.oecd.org/document/18/0,3746,en_2649_34223_49453202_1_1_1_1,00.html
- U.S. Nat'l Intel – Worldwide Threat Assessment-Cyberterrorism:
http://dni.gov/testimonies/20120131_testimony_ata.pdf
- FCC – Digital Textbook Playbook (K-12): Fact Sheet:
http://transition.fcc.gov/Daily_Releases/Daily_Business/2012/db0201/DOC-312244A1.pdf
Playbook: http://transition.fcc.gov/files/Digital_Textbook_Playbook.pdf
- J.D. Power –Wireless Customer Care Ratings:
2012 Wireless Customer Care Performance Full-Service Study-Vol 1:
[http://www.jdpower.com/telecom/ratings/wireless-customer-care-ratings-\(volume-1\)/full-service/](http://www.jdpower.com/telecom/ratings/wireless-customer-care-ratings-(volume-1)/full-service/)
2012 Wireless Customer Care Performance Non-Contract Study-Vol 1:
[http://www.jdpower.com/telecom/ratings/wireless-customer-care-ratings-\(volume-1\)/non-contract](http://www.jdpower.com/telecom/ratings/wireless-customer-care-ratings-(volume-1)/non-contract)
- FCC – Qtly Report of Consumer Inquiries/Formal Complaints:
http://transition.fcc.gov/Daily_Releases/Daily_Business/2012/db0131/DOC-312187A1.pdf
- FCC – Reform/Modernization of USF Lifeline Program:
News Release: http://transition.fcc.gov/Daily_Releases/Daily_Business/2012/db0131/DOC-312210A1.pdf
Report & Order: http://transition.fcc.gov/Daily_Releases/Daily_Business/2012/db0206/FCC-12-11A1.pdf
- FCC – USF Support Mechanisms Fund Size Projections:
<https://prodnet.www.neca.org/publicationsdocs/wwpdf/2112usac.pdf>
- USDA – 2011 Rural Development Progress Report:
<https://prodnet.www.neca.org/publicationsdocs/wwpdf/11812usda.pdf>
- FCC – CAF Mobility Fund Phase 1 Potential Eligible Areas:
<http://www.fcc.gov/maps/mobility-fund-phase-1-potentially-eligible-areas>
- FTC – Mobile Apps for Kids....Privacy Disclosures Disappointing:
http://ftc.gov/os/2012/02/120216mobile_apps_kids.pdf
- FCC – Strengthens “RoboCall” Protections :
Press Release:: http://transition.fcc.gov/Daily_Releases/Daily_Business/2012/db0215/DOC-312493A1.pdf
Report and Order: http://transition.fcc.gov/Daily_Releases/Daily_Business/2012/db0215/FCC-12-21A1.pdf
- Cisco – Visual Networking Index (VNI):
http://www.cisco.com/en/US/solutions/collateral/ns341/ns525/ns537/ns705/ns827/white_paper_c11-520862.html
- FCC – FY 11 Annual Performance Report:
<https://prodnet.www.neca.org/publicationsdocs/wwpdf/21312fccreport.pdf>



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Check It Out:

Press Releases, Job Postings, RFIs/RFPs, Special Deals, and 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

- Talk-A-Phone Joins the Cisco Developer Network as Registered Developer and Completes Cisco Interoperability Verification Testing
- Oberon Presents New 3D Models Available for Planning Network Physical Security
- Oberon Announces Custom Enclosure Design Services for Wireless & Telecom Enclosures
- BelAir Networks GigXone Showcases Scalable Wi-Fi Integration with Core Networks, Mobile Offload Use Cases, New Business Models and Multi-Access Solutions for Metropolitan Coverage and Capacity
- GigXone Improves People's Access to Wireless Broadband and Video Services Where They Work, Shop, and Play While Reducing Service Provider Cost and Complexities by 25% when Integrating Large-Scale Metropolitan Wi-Fi and Multi-Access Cells to Existing Networks
- Mutare Integrates Voicemail into Call Centers with Reporting, Escalation and Unified Message Tools that Help Meet Service Level Agreements
- Unified Messaging is Now Easy and Secure with EVM Plus Message Streaming
- New Oberon Concealed Spline Wireless Access Point Enclosure Blends Physical Security & Aesthetics

JOB POSTINGS

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.

- Principal Unified Communications Engineer, Stanford University, Stanford, CA
- Senior Network Engineering Analyst, University of Connecticut, Storrs, CT
- Network Administrator, Austin Community College, Austin, TX
- Director of Communication Technologies, Western Kentucky University, Bowling Green, KY
- Network Engineer, Indiana State University, Terre Haute, IN
- Network Administrator (Infrastructure), Georgia Southern University, Statesboro, GA
- Network Administrator, Macalester College, St. Paul, MN

RFIs/RFPs: Submit your RFI/RFP today!

SPECIAL DEALS! See special deals posted by Corporate Affiliates

FREE WEBINARS HOSTED BY ACUTA CORPORATE MEMBERS

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.)