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ACUTA Newsletters

ACUTA: Association for College and University  
Technology Advancement

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7-2012

## ACUTA eNews JULY 2012 Vol. 41, No. 7

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# eNews

## In this issue...

- 1 What Matters to You
- 2 Overheard via eMail: Legacy Systems
- 3 UC Cloud Security: Avoiding an Identity Crisis
- 4 Board Report
- 4 Annual Dues Reminders Mailed July 3
- 5 Sense-Making: Why People Won't Be Replaced by Computers Anytime Soon
- 6 Young Professionals—What's in It for You?
- 6 Webinar FREE to Members
- 7 Info Links
- 8 PCI Compliance of Increasing Importance to Higher Ed
- 8 ACUTA Member Benefit: Post and Access RFPs Welcome New Members
- 9 Check It Out

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## What Matters to You

Not so long ago I stood on the dais at the 41st Annual ACUTA Business Meeting at the J.W. Marriott in Indianapolis and listened to the electric buzz in the room as you shared so willingly your projects, budgetary status, cloud computing efforts, and the potential impact of mobile ad-hoc networks. That's one of the core attributes of the organization, the networking, the sharing. That's what makes us different from other organizations ... the openness, the giving. We care, and we make connections.

And on that day I promised to let you all know what's happening at other schools ... a lot! The following will provide a snapshot of what is going on today on campuses large and small, public and private, with and without residence halls.

### Key Issues

The two most important initiatives on campuses appear to be unified messaging/unified communication and wireless, with DAS coming in as a close third. Other initiatives are:

1. PeopleSoft changes that affect institutions
2. Collapsing support of the organization and analyzing lab and learning spaces
3. Lots of cloud services
4. Virtualization – combining help desks, core voice services, network services
5. Disaster Recovery and Identity Management
6. VoIP
7. Network Upgrade (new switches and routers), fiber refresh, even a computer center move
8. SIP trunking and internet services
9. SIS and SAN upgrades
10. Strategic Planning for the next 3-5 years, ITIL processes, studying the future of voice, promoting online learning, completion of a million dollar BTOP project

### Budgets

When asked how the economic recession of the past few years affected your ICT department's spending you responded:

1. Frozen for the past 5 years
2. Reduced over the past year, anticipate further reduction this coming fiscal year (predict next 5 years of decline primarily due to state funding cuts)

There is a new normal: budgets are decreasing, but in a more orderly fashion; there is a need for extra creative revenue-generating initiatives, an increase in the cooperation with other institutions.



Corinne Hoch, PMP  
Executive Director

However, some schools indicated that their budgets are increasing and cite contributing factors such as a new CIO, growth, and a different reporting structure.

When asked to what extent cloud services have come to your schools, the majority responded with email –predominantly for student e-mail, but some faculty and even some alumni e-mail. Many of you are looking at Microsoft 365, exploring the possibility of cloud-sourced VoIP services, video conferencing, desktop virtualization, file storage, web servers, LMS, emergency management, accounting, and other application-specific services.

Some schools are looking into the development of providing internal cloud services, and some are not interested at all.

Everyone shares concern about privacy and security with cloud management.

### **Mobility**

We should've asked what impact BYOD is having on campus, rather than what impact a mobile ad-hoc network (MANET) might have. The explosion of mobile devices has resulted in many things, including the new buzzword, BYOD, for Bring Your Own Device. I encourage you to share responses to this question on the ACUTA Community.

You did share these concerns:

1. Taxing the WiFi network
2. Some blocking of peer-to-peer network (rogue apps)
3. Security issue concerns
4. Loss of control

As you know and as you can see, there is much work going on behind the scenes, preparing each campus to support the ever-changing needs of higher education. Continue to use ACUTA as a resource for benchmarking, information communications technology – sharing, to find out what will work in your environment. Let me know if there are questions for which you seek answers, and we will continue to connect you with the experts in your field.

## **Overheard via eMail: Legacy Systems**

*Jeanne Kellogg, Colgate University:* Creating a plan for retiring old systems and technologies has been an issue for us for many years, where we have created a new system that works for the majority—and yet some legacy systems remain for a variety of reasons. It's not a bad thing to occasionally take a backward look.

*Mona Brennan-Coles, Western University:* Sometimes legacy systems can be repurposed to save money and give time for replacement systems to mature ...

At Western, we stopped providing local telephone services to our residences in August 2011, and began providing intercom-only services for a maximum of four years – ending on April 30, 2015. Our Housing department wants intercom connectivity between the bedrooms and the front desk and from the front door to the bedrooms for guests and deliveries.

Telephone service was provided to the residences since September 1999 using a Nortel SL-100 and a M2008 telephones purchased outright by Housing.

Extension numbers are associated with a room and a bed, not a person; so the numbers don't change. (Voicemail was offered until August 31, 2011.)

Effective September 1, 2011, the residence M2008 telephones have been configured to provide calling among the residence rooms using the Nortel SL-100 and the purchased M2008 telephones and 911 calling to our Campus Police. The Campus Police are able to call to the student rooms from our VoIP system – for 911 call backs.

The residences are paying the annual maintenance costs (~\$40,000) and T&M for any work we do for the phones (very minimal). As we moved corporate users to the VoIP system, we gave Housing first refusal on M2008 sets for spares with the understanding that we would not have any to provide them beyond December 21, 2011.

This helps the residences extend their investment in M2008 telephones and lets the IP intercom marketplace mature.

We are recovering floor space and getting spare parts in the data centers by moving remaining extensions and decommissioning columns.

## New Feature

ACUTA welcomes Webtorials' TechNote as a regular contributor to the *ACUTA eNews*. Topics they cover, such as IPv6, will be of interest to ACUTA members. You are invited to browse the TechNote archive and subscribe to receive TechNote directly via email by clicking here. [www.webtorials.com/content/acuta.htm](http://www.webtorials.com/content/acuta.htm)

# UC Cloud Security: Avoiding an Identity Crisis

Gary Audin, Delphi, Inc.

Who are you? How does the enterprise identify you and know for sure that you are really you? Do you have multiple identities that must be supported? How many systems and services do you access that require a unique identity?

These questions surround the IT issue of identity management (IdM), the administrative task of identifying individuals and controlling their access to IT resources and services based on established identities. More than just user IDs and passwords, IdM covers a wide range of disciplines, dealing with technology, law (data protection), compliance regulations, law enforcement (identity theft), security, privacy and enterprise organizational structures.

### UC Makes IdM More Complex

An issue in IT for years, IdM also becomes a unified communications (UC) challenge as enterprises integrate multiple systems, products and services, each with its own method(s) for determining identity. Within the UC environment, the task is even more complex, because the enterprise likely will have non-interoperable systems that cannot work together for secure IdM. And then there's the user component: users have to remember or write down multiple IDs and passwords. Even if the enterprise has created a single sign-on method, users still must contend with public and other enterprises' identity systems.

As a key form of information access protection, IdM should be implemented with the same emphasis and care as security. This is even more critical as identity theft and illicit access to an organization's resources today are practiced not just by hackers but by cybercriminals as well.

### The Elements of Identity Management

The enterprise must deal with IdM from a number of vantage points:

- User access: enough, but not too much. New employees will not be fully productive until they have their account information completed, and existing employees may be restricted until updates or changes have been made to their accounts. Once users are authorized, they require access to many systems, including the network, e-mail, Internet, enterprise resource planning (ERP) system, mainframe and many more. Ex-employees whose access and privileges are not terminated in a timely manner could abuse or misuse the access. Contractors who are enabled for data access are subject to the same issues.
- Administering to minimize vulnerabilities. Administrators for each system, private and public, must perform essentially the same tasks: creating, changing and terminating user accounts. Different systems probably will have partial or contradictory user information, making it difficult to provide services and ensure secure operations, especially for financial transactions. These redundancies and inefficiencies can lead to inconsistencies and boost costs.

Furthermore, there are numerous ways in which administrators can leave the system open to vulnerabilities or attacks. If they create accounts that are not used, an attack might occur without setting off alarms. If new accounts are set up with easy-to-guess passwords or a default password that is never changed, illicit access becomes easier. If users are allowed to retain their access privileges after they change job responsibilities, they will have more privileges than they should.

- Addressing compliance and regulation. Regulations cover customer privacy, business practices, and corporate governance, and apply to healthcare and financial institutions, retailers, pharmaceutical firms, and publicly traded companies. They require enterprises to be able to track users and their access to systems and data. Specifically, regulations call for the ability to do the following:

- » Authenticate the user in a secure manner
- » Control user access, especially to sensitive systems
- » Ensure that data access is appropriately granted to the user
- » Prove, measure and report on the three points above

All these factors must be consistent, secure, auditable and accurately reported. To make it even more complex, not only are the federal and state governments frequently adding new regulations, but the courts may change a regulation's interpretation at any time.

• Executing a successful implementation. Implementing an IdM system is a complicated process. The typical organization needs to determine and inventory what is presently stored, where it is stored and how access is assigned to each application. If there are multiple systems—some on proprietary legacy platforms, others using commercial tools or services—then some reprogramming may be required to allow the systems to interact.

Crucial to a successful implementation is the creation of a centralized secure IdM database and the definition and policing of database policies. The enterprise must train users and contractors on proper security procedures, and then constantly and consistently monitor their access to applications and data.

## Board Report

The Board met via conference call on June 6, 2012, and approved the following items:

1. April 2012 Financial Statements
2. Monthly Committee Minutes and Reports
3. Committee and Subcommittee Appointments:
  - Corporate Liaison: Wendi Lisso, Apogee, Committee Chair
  - Legislative/Reg. Affairs: Kevin Shaffer, Univ. of Cincinnati; Rodney Petersen, EDUCAUSE
  - Publications/Media (integrating Journal/eNews and Publications Development members): Buck Bayliff, PCR; Mona Brennan-Coles, Western Univ.; Giselle Collins, British Columbia Inst. of Tech.; Keith Fowlkes, UVA Wise; Mark Herro, Texas A&M; Jeanne Kellogg, Colgate Univ.; Jeanne Spinosa, Johnson & Wales Univ.; Doug West, Univ. of Richmond
  - Membership Experience: Paul Sucha, Univ. of Nebraska at Kearney
  - Program/Content: Faye Snowden, Univ. of the Pacific; Jerry Krawczyk, Penn State Univ.
4. Membership Recruitment Report
5. Board Liaison Assignments:
  - Randy Hayes – Corporate Liaison Committee
  - Walt Magnussen – Publications/Media Committee
  - Dan McCarriar – Program/Content Committee
  - Sharon Moore – Environmental Scanning Committee & Membership Experience Committee
  - Mark Reynolds – Legislative/Regulatory Committee

The Board created a task force to address policy issues related to ACUTA members who are contract university employees.

The Board reviewed the policy regarding organizational innovation to set a frame work and expectations as we are preparing for the upcoming strategic planning retreat at the end of June. We also discussed the 2012 Annual Conference Review prepared by Doug Bruce from Covenant Development, facilitator for the retreat.

President Van Horn shared her visions and expectations for this coming year.

Respectfully Submitted,  
Riny Ledgerwood



Riny Ledgerwood  
Secretary/Treasurer  
San Diego State Univ.  
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## Annual Dues Reminders Mailed July 3

Reminder invoices for annual dues were mailed July 3. If you haven't already responded, please renew your membership today.

In addition to the finest professional network available to higher education information communications technology professionals, 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.

# Sense-Making: Why People Won't Be Replaced by Computers Anytime Soon

*James M. Fraleigh, Apollo Research Institute*

With smart machines and computers assuming an ever-greater share of routine workday tasks, some may wonder whether humans will be squeezed completely out of the workplace. For example, fewer workers now are needed to assemble cars, harvest crops, or judge the potential of an oil deposit. But machines can't extract the deeper meaning from the data that underlie these processes, or understand their ethical, moral, and quality of life implications.

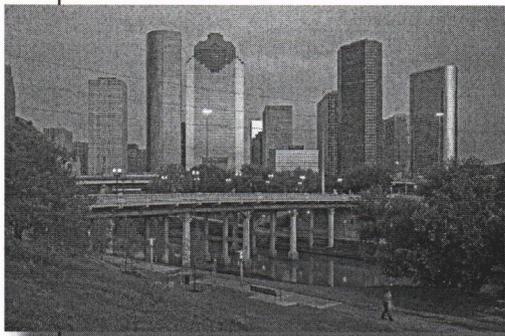
Rising use of workplace automation will make uniquely human skills more valuable, particularly the process of sense-making: the ability to craft high-level insights from data and experience that aid in making decisions. As computers and automation continue to assume rote industrial and white-collar tasks, sense-making will become a vital skill, one of 10 described in *Future Work Skills 2020*, a report by the Institute for the Future for Apollo Research Institute. (Link for report title: <http://apolloresearchinstitute.com/node/52>) Sense-making will help workers better parse the vast wealth of intelligence yielded by data-mining of markets, customers, and their interactions.

Machines can gather and crunch these data, but only humans can bring it to life by finding its hidden meaning. For example, securities-trading programs can sort through masses of information for lucrative investments or the right times to buy and sell, but they can't understand the context of these transactions. Buying stocks simply because they have reached the right price isn't useful to the manager of a socially responsible mutual fund, or the endowment of a religiously affiliated university that avoids investing in defense, tobacco, or gaming companies. Computers present numbers; sense-making workers can craft them into useful strategies.

Humans also have an edge over machines in using their intuition to manage new and unexpected situations. Computers can analyze historical data to predict the movement of markets and securities, but they cannot account for how viable these choices might be amid subsequent legal or political changes. Because such changes rely on understanding how humans think and act, we still need perceptive, flexible people who can meld their observations with data to make effective decisions. To facilitate this, data-mining algorithms such as MINE, a joint effort of Harvard University and the Broad Institute, let users discover connections within datasets by presenting them as recognizable patterns. Platforms such as these can help those in security, fraud detection, or financial analysis functions resolve or even forestall crises.

Computers will continue to play a vital role in processing the data that fuel growth and innovation. Until machines can factor social and behavioral motives into their predictions, workers who can make sense of these data will find their skills welcome in tomorrow's workplace.

Learn more at [www.apolloresearchinstitute.org](http://www.apolloresearchinstitute.org).



Mark Your  
Calendar

## ACUTA Fall Seminar

October 14–17, 2012 • Houston, Texas • Hilton Americas

Track 1. Voice Communication Trends

Track 2. ICT Supporting the Campus—  
Facilities, Safety & Instruction

## Young Professionals—What's in It for You?

*Jana McDonald, Texas A&M University*

Do you ever wonder what other young ICT professionals are doing on campuses across North America? ACUTA can help you find that answer. Just come to the YP reception that is held each year at the Annual ACUTA Conference.

In April, the Young Professionals gathered in Indianapolis for the third annual reception, and we had a great turnout. Many of those who were present were not only young professionals, but were also attending their first ACUTA conference. Several of the committee members from the Young Professional Subcommittee attended, and we answered questions and shared our experiences that we have encountered while being newer to the organization. The Ambassadors Task Force, which is made up of ACUTA past presidents and former members of the Board of Directors, also attended our reception. They shared their wealth of knowledge and their experiences to illustrate how the ICT field has evolved over the past 20, 30 and 40 years. We know the reception was a hit because so many good conversations took place and the level of professional networking was very high.

If you are a young professional and you want to get more involved as you advance your career, contact me at [JanaM@tamu.edu](mailto:JanaM@tamu.edu). We are looking for individuals to serve on our subcommittee, and this is a great way to learn more about ACUTA and expand your network. Mark your calendar for next year's 4th Annual Young Professionals Reception. It will be held at ACUTA's 42nd Annual Conference, Monday night, April 15, in San Diego, California. I look forward to seeing you there!

## Webinar FREE to Members

After ACUTA's most recent free-to-members webinar on July 11 (**What's on the Radar for Higher Ed IT?**), our fourth event will take place Monday, July 30, 1:30–2:30 p.m. EDT, providing benchmarking data to help you jumpstart planning for your fall semester.

**ResNet Trends and Practices in Higher Education** (Monday, July 30, 1:30 – 2:30 p.m. EDT)

On Monday, July 30, you will hear from ACUTA Past-President Joe Harrington, who will report on ACUTA's first annual State of ResNet Report. An unprecedented perfect storm is forming on the horizon of network technology while IT budgets tighten across the country. With its first study, ACUTA sheds light on current diverse practices, actively contributes to developing standards, and augments the ResNet knowledgebase, better equipping IT administrators to make decisions for the future.

Register for the July 30th webinar and learn statistics on issues such as bandwidth and connectivity challenges, budget and staffing demands, and rising student expectations in the face of ever-changing network standards and technology. Presenter Joe Harrington is the Director of Network Services at Boston College.

Watch the ACUTA website and your email for registration details. Thanks to Apogee for sponsoring this webinar.

## 2013 ACUTA Educational Calendar

### Winter Seminar • January 13-16 • Hyatt Regency Tampa, Tampa, FL.

Track 1: Next Generation Data Networks

Track 2: ICT Disaster Preparedness: Plan, Prepare, Practice, and Protect

### 42nd Annual Conference & Exhibition

April 14-17, 2013

Manchester Grand Hyatt

San Diego, California

### Fall Seminar • October 6-9 • Renaissance Grand Hotel • St. Louis, MO.

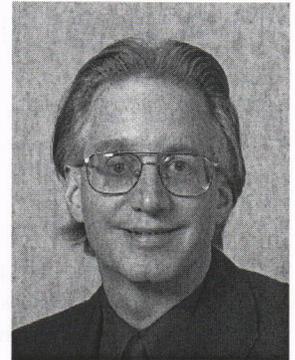
Track 1: Turning ICT Service and Support into a Strategic Asset

Track 2: All Things Wireless, Mobile, and Cloud

## 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.

- FCC – Using a Market to Allocate Signal Interference Rights:  
[http://transition.fcc.gov/Daily\\_Releases/Daily\\_Business/2012/db0605/DOC-314439A1.pdf](http://transition.fcc.gov/Daily_Releases/Daily_Business/2012/db0605/DOC-314439A1.pdf)
- AT&T – Mobile Safety Study:  
[www.att.com/gen/press-room?pid=22917](http://www.att.com/gen/press-room?pid=22917)
- Veracode – Mobile Security e-Book:  
<https://info.veracode.com/mobile-security-ebook-download.html>
- Tyntec – Survey Millennial Use of Mobile Services:  
[www.tyntec.com/fileadmin/tyntec.com/images/market\\_insights/2012-06\\_tyntec\\_millennials\\_survey.pdf](http://www.tyntec.com/fileadmin/tyntec.com/images/market_insights/2012-06_tyntec_millennials_survey.pdf)
- AT&T – Quick Check for Disaster Prep (Readiness Tool):  
<https://www.att.com/gen/press-room?pid=22820>
- F & S – Pushing the Boundaries of Directory Services:  
[www.slideshare.net/FrostandSullivan/pushing-the-boundaries-of-directory-services](http://www.slideshare.net/FrostandSullivan/pushing-the-boundaries-of-directory-services)
- Ericsson – Wireless Traffic & Market Report:  
[www.ericsson.com/traffic-market-report](http://www.ericsson.com/traffic-market-report)
- Ericsson – Smarter Mobile Broadband Report:  
[www.ericsson.com/res/thecompany/docs/publications/business-review/2012/issue1/Smarter\\_Mobile\\_Broadband.pdf](http://www.ericsson.com/res/thecompany/docs/publications/business-review/2012/issue1/Smarter_Mobile_Broadband.pdf)
- Microsoft – Why Nigerian Scammers Say they're from Nigeria:  
<http://research.microsoft.com/pubs/167719/WhyFromNigeria.pdf>
- NRRRI – 2012 in Review...Status of Telecom Deregulation:  
<https://prodnet.www.neca.org/publicationsdocs/wwpdf/61912nrri.pdf>
- White House – Executive Order to Accelerate BB Deployment:  
[www.whitehouse.gov/the-press-office/2012/06/14/executive-order-accelerating-broadband-infrastructure-deployment](http://www.whitehouse.gov/the-press-office/2012/06/14/executive-order-accelerating-broadband-infrastructure-deployment)
- FCC – Internet Access Services Report:  
<https://prodnet.www.neca.org/publicationsdocs/wwpdf/61512fccreport.pdf>
- FCC – Local Telephone Competition Report:  
<https://prodnet.www.neca.org/publicationsdocs/wwpdf/61412fccreport.pdf>
- FCC – Third Quarter USF Contribution Factor:  
<https://prodnet.www.neca.org/publicationsdocs/wwpdf/da12917.pdf>
- Mobile Future – Rural Mobile Svcs in U.S.--Int'l Context:  
[www.mobilefuture.org/page/-/Analysys-Mason-white-paper-May-2012.pdf?rural\\_mobile\\_deployment](http://www.mobilefuture.org/page/-/Analysys-Mason-white-paper-May-2012.pdf?rural_mobile_deployment)
- Stanford – Net Neutrality and Quality of Service:  
<https://prodnet.www.neca.org/publicationsdocs/wwpdf/61112schewick.pdf>
- Cisco – Visual Networking Index..Forecast/Method 2011-2016:  
[www.cisco.com/en/US/solutions/collateral/ns341/ns525/ns537/ns705/ns827/white\\_paper\\_c11-481360.pdf](http://www.cisco.com/en/US/solutions/collateral/ns341/ns525/ns537/ns705/ns827/white_paper_c11-481360.pdf)
- Pew – Digital Differences/Disparities:  
[http://pewinternet.org/~/media/Files/Reports/2012/PIP\\_Digital\\_differences\\_041312.pdf](http://pewinternet.org/~/media/Files/Reports/2012/PIP_Digital_differences_041312.pdf)
- Phoenix Center – Impact on Consumers of Usage-based Pricing:  
<https://prodnet.www.neca.org/publicationsdocs/wwpdf/52312phoenix.pdf>



**Randy Hayes**  
Director at Large  
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## PCI Compliance of Increasing Importance to Higher Ed

What is PCI? Do I have to comply? Why? How?  
What's the silver bullet that will get me PCI compliant?

*Stacy Roland, Verizon*

The credit card, or plastic, is quickly replacing cash as the currency of choice. Not only are cards smaller and easier to carry, they can also be used over the phone or Internet for mail-order purchases. Unlike cash, though, cards can be stolen without actually being stolen. All you need is a card number, and maybe a name / expiration date / secret code.

Enter the Payment Card Industry Data Security Standard (PCI DSS), a compliance framework aimed at protecting card data. Everybody in the payment card ecosystem is required to be PCI compliant. Not fully understanding how PCI applies to you, or ignoring the requirements, can be costly in more ways than one. You may face penalties, fines, and even litigation. And, in the event of a data breach, you may face degradation of your brand reputation.

Today's higher education institutions handle credit card transactions across multiple channels: the campus book store, online meal plans, tuition or athletic event ticket sales and concessions – just to name a few. More than 510 million records with sensitive information have been breached since January 2005, according to PrivacyRights.org. Consequences of noncompliance with the PCI DSS start with monthly fines and can ultimately result in losing the ability to take payment cards.

*The Verizon Data Breach Report highlights growing issues in network security and cybercrime. In addition, the Verizon PCI Report lists the top 15 threat actions leading to the compromise of payment card data in 2010. Incident Response results confirm all 15 threat actions could have been mitigated through PCI controls. For more information, contact Stacy Roland at [stacy.roland@verizon.com](mailto:stacy.roland@verizon.com).*

## ACUTA Member Benefit of the Month: Post and Access RFPs

*\*\*Past issues are archived [HERE](#)*

Welcome to the July 2012 issue 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 ACUTA RFI/RFP webpage.

ACUTA members have access to the RFIs and RFPs posted to the ACUTA website, <http://www.acuta.org/rfp>. Institutional members are encouraged to send in their RFPs to be included on this page. Access to each posted document is limited only to members, who have to be signed into the ACUTA site to gain access. This security measure ensures that only members may view the information.

We encourage all institutional members to submit their RFIs and RFPs for any new product or service. The submission process is easy—simply e-mail your RFIs and RFPs to Aaron Fuehrer at [afuehrer@acuta.org](mailto:afuehrer@acuta.org) as PDF, Word, or Excel documents. Submissions will remain on the website for 60 days and will then be archived in our online Resource Library (unless otherwise instructed) so that they are available for future reference as example RFPs.

New RFIs and RFPs will be posted online when they are received and noted in the *ACUTA eNews*. We are also offering e-mail notification to any member who would like to be personally notified when a new submission is posted. Please send your request to Amy Burton at [aburton@acuta.org](mailto:aburton@acuta.org) to be included in this e-mail notification.

We hope this information on the ACUTA RFI/RFP webpage has been helpful. Please contact Amy Burton with any questions. ([aburton@acuta.org](mailto:aburton@acuta.org), 859/278-3338 x240)

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## Welcome New Members

### Institutional Member

Webster University, St. Louis, MO. T4

William K. Freeman, CIO (314/246-5990) ..... kennethfreeman19@webster.edu.edu

### Corporate Affiliates

#### COPPER MEMBER

**DAS Simplified**, Seattle WA..... www.dassimplified.com  
Ryan Foucault, Product Mgr., 206/375-3984 (rfoucault@cochraninc.com)

DAS Simplified provides a faster, easier method of installing distributed antenna systems in today's rapidly evolving wireless world and gives any contractor the ability and confidence to install a best-in-class in-building wireless system.

**GENBAND**, Frisco, TX ..... www.genband.com  
Andy Asava, Enterprise Sales Leader, 972/769-6972 (andy.asava@genband.com)

GENBAND's vision and business thesis is centered around evolving and transforming fixed mobile and enterprise networks. Our network transformation portfolio and professional service capabilities are best-in-class and all inclusive. Our IP solutions provide operator, enterprise, and government with unique flexibility and optionality regarding the evolution of legacy networks.

**Tangoe**, Orange, CT ..... www.tangoe.com  
Heidi Wahl, Regional Sales Mgr., 720/851-5898 (heidi.wahl@tangoe.com)

Tangoe provides higher education with technology-driven solutions that all them to more effectively acquire, control, understand, and manage their fixed and mobile communications services—and their associated costs.

## 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

- Campus Televideo Launches EAS Integration Service Connecting Cable TV to College EAS Platforms
- Mutare Now Supports Text Notification on Avaya IP Phones
- Nuance's Dragon Voicemail to Text Powers Mutare's giSTT Enterprise Messaging Software

#### JOB POSTINGS

Help your colleagues who are looking for work! To send job postings, go to [www.acuta.org](http://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.

- Programmer/Analyst, Macalester College, St. Paul, MN
- Network Operation Center Engineer II (two positions), University of Maryland, College Park, MD
- IT Administrator III, University of Tennessee, Knoxville, TN
- Network Engineer, University of Southern Mississippi, Hattiesburg, MS
- Senior Wireless Network Engineer, University of Connecticut, Storrs, CT
- Senior Software Systems Engineer, University of Central Florida, Orlando, FL
- Senior Network Engineer, University of Arizona, Tucson, AZ

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](http://www.acuta.org/corporatewebinars) to see what is currently available. (Corporate members e-mail Amy Burton at [aburton@acuta.org](mailto:aburton@acuta.org) to get your free webinars listed.)