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## ACUTA eNews AUGUST 2012 Vol. 41, No. 8

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The Association for Information  
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Professionals in Higher Education

Supporting higher education information  
communications technology professionals  
in contributing to the achievement of  
the strategic mission of their institutions.

# eNews

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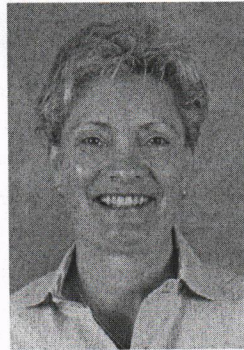
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**Jennifer Van Horn**  
Indiana University  
ACUTA President  
2012-13

## ACUTA Strategic Planning Retreat

The beginning of the new future for ACUTA started on June 27 when 17 of ACUTA's volunteer leaders and all nine ACUTA staff members met in Lexington, Kentucky, to conduct a strategic planning retreat. The volunteer leaders included committee chairs and Board members, and the session was facilitated by Doug Bruce from Lexington-based Covenant Development.

We started out by defining who this planning team was according to the Meyers-Briggs Type Indicator (MBTI). It turns out we were a very diverse group, which proved to be a good thing as we worked through the strategic planning process. It was fun to identify people you have known for years by their F-ness or their P showing through. My MBTI

is ENTJ, which is good for me in my role as President this year. The first sentence that describes "ENTJs at work" is: ENTJs like to organize projects, planning, and people, and then act to get things done. So here we go.

We used the Covenant Development Strategic Plan Matrix, which includes the following elements:

- Mission Statement – ACUTA's reason to exist
- Vision Statement – a broad statement of what we are here to do
- Goal Statement – what we want to accomplish and how it will be measured
- Accountability Method – how we will report our results
- Accountability Officer – who is responsible for accomplishing each goal
- Dashboard Status – an at-a-glance status report using green, yellow, and red indicators

We started with developing the mission statement, which led to a lot of discussion, as you can imagine with a group of 26 high-energy and opinionated individuals. Our discussion included why ACUTA exists, why we are here, what is our "tribe," and basically what is our gig. It took a long time, but we finally agreed on a draft of a short and memorable mission statement.

We moved on to the vision statement and had even more lively discussions. The vision statement is very important because the mission drives the vision, but the vision drives the work. It describes the highest priorities for the organization and is all about those whom ACUTA serves. Believe it or not, by the end of the first day we had a draft of our mission and vision statements. The mission and vision statements need to be approved by the ACUTA Board and will be shared with ACUTA members soon.

The next day was spent creating goal statements and identifying how the goals will be measured. The goals were defined around the four cornerstones of our organization that include Membership, Finance, Core Business, and Operations. We came away with three or four goals in each

category that encompassed broad and high-impact efforts and activities.

A highlight for me of this strategic planning retreat was that we visited the ACUTA headquarters in Lexington. It was great to see the staff in their element because, like most of you, I had only seen them at the ACUTA conferences and seminars.

The next step for the strategic plan is to assign what committees and individuals are responsible for each of the goals. I hope to have more information for you about the details of the strategic plan in my October eNews column. I think you're going to be impressed with the final result of this process, and that ACUTA will have a strategic plan in place that will bring success to all of our members as well as the organization. Stay tuned...



Here's a photo of the office building. ACUTA bought the building in 1994 and paid the note off in 2009. ACUTA's offices are on the second floor, and the building is fully occupied with ACUTA and three tenants.



Keith Fowlkes, M.A., M.B.A.  
Vice Chancellor for IT/CIO  
Univ. of Virginia's College at Wise

## What's on Your Desk?

As I write this and look over my desk, I feel that this article should be renamed, "Where IS your desk today?" for this issue. I have a number of projects that are occupying my desk at the moment but I will try to be concise.

UVa-Wise OIT has just completed a major implementation of CBORD for campus ID/CAVScard operations for collegeIDs, dining, vending, and declining balance. This included the integration of our bookstore's system, our Jenzabar EX student system, and CBORD's new ManageMyID Web service. This was a fairly smooth process with very good CBORD support and project management services. We are still working on some minor network issues with a few readers, but it has been a good experience for my staff so far.

We are currently working with migration planning from AlertNow Campus Alert service to Blackboard's Connect 5 campus information service. As many of you know, AlertNow was acquired by Blackboard in 2011 and is beginning to migrate AlertNow customers over to their newly developed product, Connect 5. We had some custom code that populated our campus users into AlertNow databases, and we are learning how to make this code work with the new Blackboard Connect 5 service.

We are also looking forward to possibly moving to Moodle 2.0 in the Spring 2013 term, which means working out integration between Moodle 2.0 and our student system, Jenzabar EX. We moved to Moodle from Blackboard nearly two years ago and we (faculty and students) have had a very positive experience with the open-source learning management software.

Lastly, we have adopted FUZE Web conferencing software as our virtual meeting standard for UVa-Wise. FUZE has tested well and is very easy to use by computer, tablet device, and iPhone/Android. We've just completed our first FUZE meeting room and are looking forward to evaluating its performance this academic year.

## Windstream Provides Calling Service to ACUTA

For the fifth year, Windstream has been selected as the official service provider for ACUTA's internal committee conference calls. This system makes our calls secure and facilitates proper accounting procedures. We thank Windstream for working with us to provide this service and help us serve our members efficiently.

# Are We Stuck with “Islands” of UC Interoperability?

Michael Finneran, President, dBrn Associates

One of the hard realities of unified communications (UC) is that most organizations are building it largely on top of an installed base of legacy equipment. What's more, that installed base is often cobbled together from a variety of vendors as the result of separate purchasing decisions made by business units or because of mergers and acquisitions.

All of this screams for the requirement to have federation, or interoperability, among UC systems so all UC capabilities work regardless of which users are on what systems. Unfortunately, UC interoperability is in its nascent stage today, with virtually no cross-platform compatibility. Will this get resolved—and how?

## The Situation Today

Because very few of us are lucky enough to have infinite budgets at our disposal to rip-and-replace our way to UC, we will very likely have to build our UC solution on a polyglot assemblage of multivendor solutions. However, the real power of UC comes about when presence, collaboration, and the rich UC suites provided allow all users at any location to freely interconnect. As time goes on, we will also want to do the same with key suppliers and business partners, regardless of what UC platforms they are using.

But the state of UC interoperability currently doesn't allow all this mixing and matching. Microsoft and Cisco each have the ability to federate their own implementations, but not to each other or to anyone else, for example.

## Industry Forum Efforts

The UC Interoperability Forum (UCIF) is attempting to address the federation issue. However, the UCIF is heavily weighted toward Microsoft and its partners, such as Polycom, HP, AudioCodes and Plantronics. The other major UC vendors, including Cisco, Avaya, IBM, Siemens and NEC, are all noticeably absent, and the only name from the IP PBX world that shows up on UCIF's member roster is ShoreTel.

Make no mistake about it, herding this bunch of cats will be no easy matter. Many like to draw an analogy to the uncontested success of the Wi-Fi Alliance, but that is a very different business. First, the Wi-Fi standards address Layers 1 and 2 of the OSI Reference Model; UC interoperability affects the entire stack, up through Layer 7. So you not only have to worry about getting your message from Point A to Points B, C and D; you have to ensure that the video or audio codecs are compatible, the collaboration and screen-sharing tools are in sync, and so on.

Even more importantly, the members of the Wi-Fi Alliance had to work together for the whole thing to fly. No one would have invested in wireless LAN infrastructure equipment that only worked with client devices made by one supplier or a select group of suppliers, so Alliance members had to sit down and hammer out their differences.

The UC providers, on the other hand, see themselves entirely as competitors, where one party's gain is seen as another's loss.

## How to Federate?

Also there's a question of “how” to federate the various systems. Should each implementation interface directly to every other, or should there be some “grand federation in the cloud” where one service effectively translates among all of the various implementations. My colleague Russell Bennett discusses the options and advantages and disadvantages of federation in some detail in his UC Insights blog.

The message is that in planning for UC, it's important to look beyond immediate needs to the long-term issues. A single UC deployment has value, but business transformation based on UC is a function of Metcalf's Law, which says the value of a communications network is proportional to the square of the number of connected users. So in planning for UC, federation should be front and center in your thinking.

## Read More

Webtorials' TechNotes is a regular contributor to the *ACUTA eNews*. Topics they cover, such as UC, 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](http://www.webtorials.com/content/acuta.html)

Overheard on the ACUTA Community Listserv

## Operator Services

Deb Cronkhite at Purdue University ([debc@purdue.edu](mailto:debc@purdue.edu)) recently posted some questions to the listserv on the ACUTA Community to find out how other institutions handle voice operator services. In addition to several institutional members who replied, consultant Geoff Tritsch ([geoffrey.tritsch@vantagecg.com](mailto:geoffrey.tritsch@vantagecg.com)) responded as follows:

While many of our clients have taken the common approach of name-recognition automated operators, one of our clients has taken a different approach. Rather than automating and depersonalizing the point of initial customer contact, this client has chosen to set up an information center staffed by trained students. Not only do these students answer and route calls, they also act as the first point of contact for all of the high-call volume, customer-facing departments: Admissions, Financial Aid, Registrar, Alumni/Development, etc.

Through a combination of training and a good knowledge database, the students are able to address many of the frequently asked questions and common inquiries (Where do I park for the reunion? What is a good hotel nearby? When are the financial aid checks coming in?). The level and extent of the student involvement is up to the individual department, but some allow experienced students to get quite sophisticated in their support services. This not only improves customer service and provides a good initial impression to the caller, it also frees up those departments to concentrate on areas where they add the most value.

They look for students who plan to be in the position for the long term, and many are there all four years. The approach has been in use for a number of years, and the departments involved are very happy with it.

The Center operates 8:00 a.m.-5:00 p.m. during the academic year and a modified 8:00 a.m.-4:00 p.m. during the summer. It also staffs extra hours when asked and for special situations, such as the 2011 flood when they operated 24 hours a day. They do provide after-hours coverage (i.e., auto attendant, etc.) but with a 100% DID system, callers can still get to their final destination after hours by using the online (dial-by-name) directory.

It clearly bucks the trend, but it does create a compelling case for looking at things differently.

Given all the recent talk on this listserv about voice recognition systems for replacing operators, I thought I would share with the ACUTA community a funny situation that happened to me recently. I was calling a vendor who specializes in unified messaging, fixed/mobile convergence, and other premises- and cloud-based leading-edge technologies. I called to talk to the sales representative I know regarding two clients who may be interested in their solutions.

Now, I am an English speaker by birth, and those of you who have heard me speak know I have little regional accent and speak loudly and clearly. So if voice recognition is going to work at all, it should work for me. I thought.

I called the main number and, according to the sales rep's card, said, "Susan" when prompted by the auto attendant.

The auto attendant said, "Did you say 'Shannon'? If not, say 'Cancel'."

I cancelled and said, "Susan [and her last name]".

The auto attendant said, "Did you say 'Suicide Prevention'?"

(Yes, I thought, I'm going to kill myself if I can't get through your auto attendant!)

Should I be concerned about sending clients to a company that has enough people threatening suicide to have their own suicide prevention hot line?

Even the sales rep thought it was funny. No one seems to have any idea how that alternative got programmed into the system.

It does, however, point to an underlying flaw in relying solely on a technology where 80% accuracy is good. Foreign names and foreign accents can present real problems for voice recognition. Some of these can be handled with aliases and with systems that can be "trained," but don't expect voice recognition to completely eliminate some need to "zero-out" to an answering point or for dial-by-name and other call routing alternatives.

## Novel and Adaptive Thinking: Working without FAQs

*James M. Fraleigh, Apollo Research Institute*

The constant stream of new technological developments that augment our daily tasks makes the future difficult enough to predict. Even tougher to foresee is emergent behavior on the part of smart machines and autonomous systems, which now permeate most industries. Because these systems communicate so rapidly and often act on their own, a seemingly small change in one part of the network can have surprising and expensive consequences for an entire factory, office, or organization.

With more increasingly complex systems adopted each year, and just-in-time delivery making downtime costly, workers who can look beyond an instruction manual for solutions will be in great demand. These individuals have mastered novel and adaptive thinking—the ability to navigate through crises for which rote or rule-based responses either won't help or don't exist. It's one of 10 vital skills 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>)

Workers who possess novel and adaptive thinking skills will be far tougher to replace with smart systems, as computers are not yet able to diagnose emergent behavior with the nuance and creativity that humans possess. High-skill, abstract tasks, such as arguing a difficult legal case, conducting high-stakes negotiations, or reprogramming malfunctioning factory equipment after a software “upgrade,” are still best performed by people. And smart systems aren't yet able to anticipate developing forces in society, such as the bankruptcies of financial firms and carmakers during the most recent recession, or the revolutionary activities that swept the Arab world in 2011.

In a volatile and unpredictable world, workers capable of swift innovation will be quite busy for the not-so-foreseeable future.

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

## Member Benefit of the Month: Discounted Registration Fees to Events

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

Welcome to the August 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 discounted event registration fees available to members.

Professional development and peer-to-peer networking are two cornerstones of ACUTA, and members have the opportunity to experience the events at a discounted rate. For example, just being a member meant saving \$170 on the 2012 Annual Conference registration.

For institutional members, this benefit is extended to anyone at the member institution, regardless of department, title, or responsibility. This enables member campuses to send multiple people and be able to include anyone who would benefit from the educational tracks provided.

For company members, the number of available discounted rates is tied to the level of membership selected when you joined. Copper members may receive the discounted member rate for up to 2 individuals; Bronze members receive 5; Silver members receive 8; and Gold members receive 12. But the individuals receiving the member rates do not have to be the ones named to the member roster, which provides additional flexibility when deciding who should attend each event.

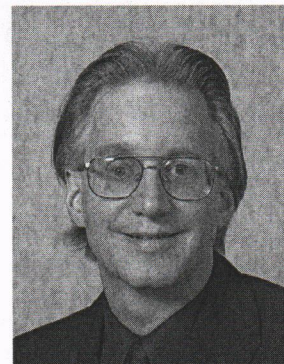
For a list of upcoming ACUTA events, both in-person and virtual, please visit the Education & Events section of our website.

We hope this information on discounted event registration fees has been helpful. Contact Amy Burton with any questions. ([aburton@acuta.org](mailto:aburton@acuta.org), 859/278-3338 x240)

## 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.

- RTFC – Aging in Place & the Role of Broadband:  
<https://prodnet.www.neca.org/publicationsdocs/wwpdf/5312rtes.pdf>
- Nat'l Urban League – Linking BB Adoption to Job Creation:  
<https://prodnet.www.neca.org/publicationsdocs/wwpdf/5212twc.pdf>
- CMU/Cylab – Governance of Enterprise Security, Cylab 2012:  
Advanced Key Findings: [www.rsa.com/innovation/docs/11656\\_CMU\\_-\\_GOVERNANCE\\_2012\\_RSA\\_Key\\_Findings\\_v2\\_\(2\).pdf](http://www.rsa.com/innovation/docs/11656_CMU_-_GOVERNANCE_2012_RSA_Key_Findings_v2_(2).pdf)  
Full Report: [www.rsa.com/innovation/docs/CMU-GOVERNANCE-RPT-2012-FINAL.pdf](http://www.rsa.com/innovation/docs/CMU-GOVERNANCE-RPT-2012-FINAL.pdf)
- Calix – U.S. Rural Broadband Report (1st Qtr 2012) :  
[http://portal.calix.com/portal/calixdocs/mktg/w/Calix\\_US\\_Rural\\_Broadband\\_Report\\_Q1\\_2012.pdf](http://portal.calix.com/portal/calixdocs/mktg/w/Calix_US_Rural_Broadband_Report_Q1_2012.pdf)
- FCC – Consumer Tip Sheet on the Lifeline Program:  
<https://prodnet.www.neca.org/publicationsdocs/wwpdf/7912tip.pdf>
- Pew – Truth, Trends, & Myths about Teen Online Behavior:  
<http://www.slideshare.net/PewInternet/teens-2012-truth-trends-and-myths-about-teen-online-behavior>
- Pew – Family Caregivers Online:  
[http://www.pewinternet.org/~media/Files/Reports/2012/PIP\\_Family\\_Caregivers\\_Online.pdf](http://www.pewinternet.org/~media/Files/Reports/2012/PIP_Family_Caregivers_Online.pdf)
- Pew – This Rise of the “Connected Viewer (TV):  
[http://www.pewinternet.org/~media/Files/Reports/2012/PIP\\_Connected\\_Viewers.pdf](http://www.pewinternet.org/~media/Files/Reports/2012/PIP_Connected_Viewers.pdf)
- Vocia – Critical Paging Systems....Solutions for Safety:  
<http://www.biamp.com/micro/vocia/whitepaper/healthcare/index.html>
- SETDA – The Broadband Imperative....K-12 Infrastructure:  
<http://www.setda.org/web/guest/broadbandimperative>
- NIST – Guidelines on Security/Privacy in Cloud Computing:  
<http://csrc.nist.gov/publications/nistpubs/800-144/SP800-144.pdf>
- Sonus – 2012 SIP Trunking State of the Market Report:  
[http://www.webtorials.com/main/resource/papers/webtorials/2012-SIP-SBC-SotM/2012\\_SIP\\_Trunking.pdf](http://www.webtorials.com/main/resource/papers/webtorials/2012-SIP-SBC-SotM/2012_SIP_Trunking.pdf)
- Sonus – Session Border Controllers for Dummies:  
<http://www.sonus.net/landingpage/dummies/>
- UT Medical Branch – Teen Sexting & Sexual Behaviors:  
<http://archpedi.jamanetwork.com/article.aspx?articleid=1212181>
- FCC – 14th Annual Video Competition Report:  
[http://transition.fcc.gov/Daily\\_Releases/Daily\\_Business/2012/db0720/FCC-12-81A1.pdf](http://transition.fcc.gov/Daily_Releases/Daily_Business/2012/db0720/FCC-12-81A1.pdf)
- FCC – Measuring Broadband America:  
Report for 2012: <http://www.fcc.gov/measuring-broadband-america/2012/july>  
Report for 2011: <http://www.fcc.gov/measuring-broadband-america/2011/august>



**Randy Hayes**  
Director at Large  
Univ. of Northern Iowa  
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*Thanks to everyone who has renewed their ACUTA membership for 2012–13.  
We expect a great year full of challenge and opportunity!*

From the Young Professionals Subcommittee

## Mentors Make a Difference

*Emily Harris, Vassar College, emharris@vassar.edu*

I stumbled into a career in Information Technology completely by accident. I was being opportunistic—in college I studied Historical Musicology and, to make some extra money, worked in the public computer lab as a student consultant. As fate would have it, my manager quit shortly before I graduated, and with little to no idea what my career goals might be, I tossed my resume into the mix.

I'm not sure what would have happened if I had not taken that job at just that time. It launched my career and gave me the solid foundation I needed for success in the IT field. And I know that I would not have advanced without the people who showed me what to do, how to do it, and who coached me through the hardest times. These are the people I consider my mentors—the ones I will always remember as influential in my career path.

The process of finding a mentor can be daunting: How do I find one? How do I know it's the right one? What if I ask and get rejected? What if I need to fire him/her? I can attest to this difficulty—I admit that I have been without one for many years. But when starting out in a career, it may not be necessary to find an official mentor to have a relationship with. It is still helpful to find someone to guide you in what might be a more indirect way.

My early mentors didn't know that they were mentoring me. As someone who ended up in the field by accident, I had to figure out where I wanted to specialize and judge what paths were interesting to me and would provide a rewarding career. This meant seeking out people who had jobs that seemed interesting. I remember working as a desktop-support technician and watching an employee walk by my cubicle day in and day out carrying large circuit boards with complicated connectors. I didn't actually know what he did, but I knew that the hardware he carried was pretty cool looking. And so one day I worked up the nerve to ask him: "What do you do?"

I ended up shadowing him and others in the Network Engineering group, and they taught me about the field of networking technologies. Soon I was able to make a lateral move into their group, and through the teachings of my managers, co-workers, and vendors, I became a Network Engineer.

For me, the key to finding mentors was to seek out those who were doing things that I wanted to do. And later as a manager, it was finding people who had built cohesive teams and learning from them directly how they had achieved their own success.

If you are considering a career change, or if you are new to the field of information communications technology, you might benefit from having an expert in the field to turn to for advice. ACUTA can help you in lots of ways, including finding someone to be a mentor. Through the Buddy Program or off the record as a mentor, there are plenty of knowledgeable and experienced men and women who would be happy to work with you to achieve the career satisfaction you desire.

For more information, contact anyone on the ACUTA Membership Experience Committee or staff liaisons Amy Burton and Michele West at 859-278-3338.

## Please Consider Speaking Opportunities

Share your experience and expertise by speaking at an upcoming event. Check the ACUTA website ([www.acuta.org/presenters](http://www.acuta.org/presenters)) for details about the topics that will be presented at both of these future meetings:

- Winter Seminar, January 13–16, 2013, Tampa, Florida
- 42nd Annual Conference, April 14–17, 2013, San Diego, California

Contact Donna Hall, Director, Professional Development, [dhall@acuta.org](mailto:dhall@acuta.org) or 859/278-3338, ext. 231.



## LEED-Certified Building Stock Swells to Two Billion Square Feet Worldwide

Healthy, high-performing buildings continue to crop up in every corner of the world.

The U.S. Green Building Council (USGBC) recently announced that the total footprint of commercial projects certified under its LEED green building program has surpassed two billion square feet. An additional seven billion square feet is currently in the pipeline across the globe as registered projects.

“In communities around the globe, leaders from every sector of the building industry are reinventing their local landscapes with buildings that enliven and bolster the health of our environment, communities and local economies,” said Rick Fedrizzi, President, CEO & Founding Chair, USGBC. “The journey to this milestone has energized our economy—funneling \$554 billion annually into the U.S. economy alone—and has helped support 7.9 million jobs across the U.S.”

As the most widely recognized and used green building program, LEED is certifying two million square feet of commercial building space each day in more than 130 countries. Today, nearly 50,000 commercial projects are currently participating in LEED, comprising nine billion square feet of construction space. Additionally, nearly 23,000 homes across the U.S. have earned certification through the LEED for Homes program, with nearly 86,000 additional units in the pipeline. That’s more than 159,000 registered and certified projects in LEED.

Since the beginning of July, over 300 projects have earned LEED certification in more than 20 countries worldwide. Notable projects include a LEED Platinum commercial interior for Google in Mumbai; the Vestas Technology Center in Lem, Denmark; Ernst and Young Plaza in Los Angeles, California, which earned LEED Platinum for the operations and maintenance of an existing building; and Warrensburg Elementary, a LEED Gold school in Warrensburg, Missouri.

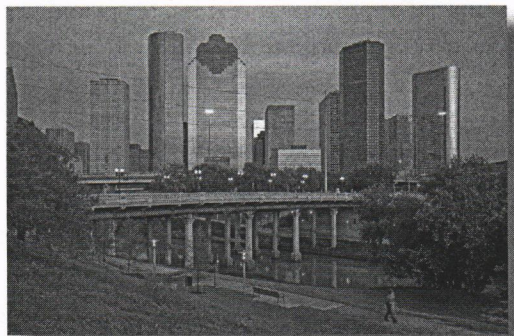
U.S. Green Building Council (USGBC)

The U.S. Green Building Council (USGBC) is committed to a prosperous and sustainable future through cost-efficient and energy-saving green buildings. USGBC works toward its mission of market transformation through its LEED green building program, robust educational offerings, a nationwide network of chapters and affiliates, the annual Greenbuild International Conference & Expo, and advocacy in support of public policy that encourages and enables green buildings and communities. For more information, visit [usgbc.org](http://usgbc.org) and connect on Twitter, Facebook and LinkedIn.

LEED

The U.S. Green Building Council’s LEED green building system is the foremost program for the design, construction, maintenance and operations of green buildings. Nearly 50,000 projects are currently participating in the commercial and institutional LEED rating systems, comprising nine billion square feet of construction space in all 50 states and 130 countries. In addition, nearly 23,000 residential units have been certified under the LEED for Homes rating system, with nearly 86,000 more homes registered.

By using less energy, LEED-certified spaces save money for families, businesses, and taxpayers; reduce carbon emissions; and contribute to a healthier environment for residents, workers, and the larger community. Learn more at [usgbc.org](http://usgbc.org).



### 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

**Register Today! [www.acuta.org/fs12](http://www.acuta.org/fs12)**

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Janice Bundy, UCLA  
Young Professionals .....Jana McDonald, Texas A&M Univ.

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## Welcome New Members

### Institutional Member

**Mineral Area College, Park Hills, MO. T2**

Sarah Haas, Public Information (573/518-2307) ..... shaas@mineralarea.edu

### Corporate Affiliates

#### COPPER MEMBER

**American Tower, Cary, NC** ..... www.americantower.com

David Fox, Dir., Real Estate Development, 919/800-8838 (david.fox@americantower.com)

American Tower is a leading independent owner and operator of wireless and broadcast communication sites. In addition to leasing space on towers, we provide customized collocation solutions through our DAS that support seamless in-building and outdoor wireless coverage.

**Maxcell, Wadsworth, OH** ..... www.maxcell.us

Mike Miller, Vice President, 888/387-3828 (mmiller@maxcell.us)

Maxcell is a flexible, multi-celled, fabric innerduct solution designed specifically for the network construction industry. Maxcell reduces the number of conduits required for new construction and eliminates the need for additional conduit in overlay applications.

**Morgan Birge & Associates, Chicago, IL** ..... www.morganbirge.com

Frank Newmann, Sales Manager, 312/494-0000 (frankn@morganbirge.com)

MB&A services AVAYA phone systems for over 1,000 customers nationwide. Highly competent technicians and phenomenal customer service have made MB&A the vendor of choice for dozens of universities, colleges, associations, and school districts.

## 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

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

#### 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.

- IT System Analyst, Windows Administrator, Univ. of Maryland, College Park, MD
- Assistant VP of Academic and Admin Solutions, Miami University, Oxford, OH
- Enterprise Architect/Office of Deputy CIO, Miami University, Oxford, OH
- Network Services Administrator, Wheaton College, Norton MA
- Programmer/Analyst, Macalester College, St. Paul, MN
- Network Operation Center Engineer II (two positions), Univ. 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

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.)