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ACUTA Newsletters

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11-2012

# ACUTA eNews NOVEMBER 2012 Vol. 41, No. 11

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# eNews

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## In this issue...

- 1 Hurricane Sandy Arrives on Campus
- 3 Hurricanes, Seminars & Toy Phones
- 4 Webinar: The Future of Emergency Communications in Higher Ed
- 5 Getting Ready for HD Voice
- 6 ACUTA Member Benefit: Free Corporate Webinar Webpage
- 7 Every Desk a Drafting Table: The Power of a Design Mindset
- 8 Info Links
- 8 Fall 2012 Seminar Exhibitors and Sponsors
- 9 Board Report
- 9 Bring 8 Fall Seminar Sessions to Your Desktop
- 10 Welcome New Members
- 10 Check It Out

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## Hurricane Sandy Arrives on Campus

Our eNews has lately featured several ACUTA members reporting on what is top priority on their campus right now. This month we will suspend that and focus on the impact Hurricane Sandy had on some of our campus members in the Northeast. We tried to contact many more than these who responded, but our fear is that the ones who were hardest hit did not receive our message or were unable to respond. If you are one of the unfortunate victims of this life-altering weather event, you have been in our thoughts. Many ACUTA members still stand ready to lend a hand if you can relay a need.

Here is what we did hear on Thursday and Friday, November 1 and 2:

**Monmouth University, West Long Branch, NJ.** *Gary Rosenberg, Telecom Manager:* Faculty and staff were to report for work on Tuesday, November 6. Classes and other campus activities will resume Wednesday, November 7, on a normal class schedule. Students living on campus may start to reoccupy their Residence Hall rooms at noon on Tuesday. Much of the campus had power restored but not all. Power is not restored at this time in several surrounding towns, and the campus still serves as the biggest evacuation center in New Jersey. The campus lost dozens of trees, but suffered no building damage and no downed wires.

**Fairleigh Dickinson Univ., Teaneck, NJ.** *Melanie Scarpa, Dir., Voice Services:* Both of our campuses lost power, but all the critical infrastructure was powered by the generators. We are anticipating that they will run out of gas very shortly as the tankers have been unable to deliver the fuel. We had no major structural damage to any of our buildings, just a lot of trees down. Several of our employees suffered very bad damage to their homes with flooding and tree damage. Makes you realize how fortunate you are.

**The College of New Jersey, Ewing, NJ.** *Brad Coburn, Mgr., Communications Technologies:* TCNJ is doing well. Power from PSEG was problematic during and after the storm. Facilities had already placed campus in Island Mode with their cogen facility so we had some insulation from that issue, though cogen is insufficient to carry the entire campus. Power has been back for some time now. The data centers never noticed anything. Between the cogen, local generators, and UPS the machines were blissfully unaware. Building networks were spotty with the power issues (not many local generators on a per-building level). After the storm it looked like most of the campus edge equipment was in trouble, but a tech was able to determine most issues were status synchronization on Nagios. Almost everything was cleared remotely.

The most pressing issue now is that our Verizon Business service is out and this is what we use for office phones service. Almost all incoming calls are not completing (fax machines on PRI not withstanding). We do have a secondary service via PRI that

*continued on page 2*

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we have failed back on for outgoing calls from offices. I am waiting to see if someone from VzB will call me back; tickets are opened and I've requested call forwarding options.

**Drew University, Madison, NJ.** *Wayne Hunter, Telecom Manager:* Drew University had electricity and internet connectivity restored yesterday afternoon. The generator kept the PBX operational and our T1's were a little flaky at times but we never lost voice service. We sent the students home on Saturday and dorms re-open on Sunday with classes resuming on Monday. There are a lot of downed trees and one tree fell on a dorm transformer so we have to move those residents to an offline dorm. To the best of my knowledge we have experienced no injuries on campus. Unfortunately, some of the staff are still without power at home, and it's difficult to find gasoline and mass transit is still crippled.

**William Paterson University, Wayne, NJ.** *Pam Fueshko, Dir., Technology Services:* The building our data center is in has had power since Tuesday (it's off the main campus next to a hospital). Data and voice are up and running. Our generators held throughout the storm, although a UPS to the voice system failed so we had to bypass it to the generator to maintain communications. The rest of the campus remains without power. A lot of trees are down on campus that our facilities personnel are clearing, and we are awaiting County assistance to clear one huge tree. We are hopeful that we will be able to open on Monday morning [Nov. 5] for classes.

**Rider University, Lawrenceville, NJ.** *Carol Kondrach, Acting Assoc. VP of Info Tech:* Rider is good. All IT services up. Power on our Princeton campus was out until yesterday. All generators did their job. I still have no power at home. That's a much different story! It could have been much worse though so I'm not complaining.

**New Jersey City University, Jersey City, NJ.** *Phyllis Szani, Dir., IT Services:* NJCU was still without power on Thursday, Nov. 1. The data center has not been impacted due to the generator. The campus experienced minimal damage. Electricity and transportation are our main issues.

**Berkeley College, New York City.** *Leonard De Botton, VP Information Systems:* Many of our campuses were without power but most all of them have had their power restored. Our data center stayed up the entire time, as did our communication lines. Just last year we had many of our data lines put under ground. That move was priceless, as trees fell down all over our driveways, and would have taken out our data lines if we hadn't.

**New Jersey Institute of Technology, Newark, NJ.** *Peter Teklinski, Dir., Telecom & Networks:* Power was restored to NJIT by Thursday. No damage to campus. Data center and network have come back online. Telephone system did not go down. School opened on Saturday.

**College of Saint Elizabeth, Morristown, NJ.** *Brad Morton, CTO:* [Thursday, Nov. 1] We're still without power, although hope to be open on Monday in some capacity. We suffered some damage to aerial fiber and electric runs around campus, but repairs are in progress. In total, I think we had about four poles down on campus and many trees. No major damage to buildings, though. Data center and voice communications are down. E-mail is available along with a simple web site for communicating with our campus community.

**Middlesex County College, Edison, NJ.** *Neil Sachnoff, Exec. Dir., IT:* We lost power, had lots of tree damage, but no plant damage. Power came back Wednesday. Gas-driven motor generator kept our NOC/telecom operating without a problem. We [were] closed till at least Monday.

**Marist College, Poughkeepsie, NY.** *Christine Mulvey, Director, Special Projects, Telecom & Networking:* My campus is fine with no damage or service outage. We were very fortunate!

**Smith College, Northampton, MA.** *Sharon Moore, Dir., Telecom:* We were closed Monday, but probably didn't need to be. I think when the storm swung west, it significantly changed the impact to western Massachusetts.

**Boston College, Boston, MA.** *Joe Harrington, Director, Network Services:* Same as Sharon said. It was like a tropical storm for us. We never lost power and only had a few trees down on campus.

**Providence College, Providence, RI.** *Carmine Piscopo, Dir. Telecom:* All is well here thanks. Providence College did not lose power. All we lost was a lot of leaves and small branches.

**Rowan University, Glassboro, NJ.** *Tony Mordosky, Assoc. Provost Info Resources/CIO:* Rowan survived with only minor

damage to the campus. However, we were closed for 2 days and just resumed classes [Thursday] given the damage to many of the surrounding communities.

**Community College of Rhode Island, Warwick, RI.** *Bruce Barrett, Dir., Networking & Telecom:* Everything is fine. We were trying to find a time to take down our networks to see how our phone systems at other campuses worked (or didn't work) under these conditions. We lost power for a day, which took down the networks, and the phone systems worked perfectly. So Sandy helped us out in testing the reliability of our backup systems!

**Johns Hopkins University, Baltimore, MD.** *Julie Baird, IT Sr. Finance Mgr:* I have to say that Sandy was fairly kind to us here at Johns Hopkins ... compared to other areas just a little further north. We received some flooding in one of our buildings that took down our voice and data systems to 2 buildings on our Hospital campus (non-hospital buildings however). But all in all, that loss was manageable and we are working to relocate and restore services.

## Hurricanes, Seminars, and Toy Phones

So many of you are now facing tremendous challenges in the wake of Hurricane Sandy. Perhaps you have taken a moment out from your busy schedule to read this edition of the *eNews*. While nothing we can say will make your burden lighter, the Board and staff certainly have you in mind and would be happy to provide whatever assistance might be possible. Remember that all your ACUTA colleagues stand ready—help may be just a message away on the listserv!

We returned just a couple of weeks ago, once again invigorated from an ACUTA event—the 2012 Fall Seminar in Houston—where we were immersed in voice communication trends and the many ways that technology is integrated into the support of our campuses for facilities, safety, and instruction. Just as President Jennifer Van Horn from Indiana University often says:

“I always come away from an ACUTA event energized by seeing what interesting and thought-provoking projects my colleagues are doing as well as what's new from the vendors.”

While walking amid the “buzz” in the exciting exhibit hall, I overheard one of our exhibitor/sponsors, Dave Ballard with CenturyLink Business, remark, “100% of ACUTA attendees are our stakeholders.” How true. Quite often I describe ACUTA institutional members as major influencers upon society, and I am gratified to know that savvy ACUTA corporate affiliate members recognize that fact and an ROI, too.

And just like you, I have been burning the midnight oil in an attempt to catch up and continue moving the organization forward, now with our ACUTA Board-approved strategic plan that provides our roadmap for the next three years. Stay tuned for more details as we support our financial, membership, operational and ever-so-important educational and connections cornerstones.

Do you ever check in with Google+? I found myself chuckling over a Phillips Equipment Corporation/John Deere “smart” sign, captured by Jessica Northey's smart phone and posted on Google+ on October 19, “No matter how big and bad you are, when a two-year-old hands you a toy phone, you answer it.”

In an unsolicited confirmation, Randy Hayes, from the University of Northern Iowa, just noted in a message today an addendum to his return flight challenge between Houston and De Moines:



Corinne Hoch, PMP  
CEO

*continued on page 4*

“One bright spot when I was stuck at O’Hare Last Wednesday night about midnight.....a harried Mom was trying to calm one of her two little girls when the littler one looked at me, put her toy cellphone to her ear, and said, “Hello?” So, I took out my cell, said hello, and started talking as though we were having a conversation. Did this for a few minutes until the Mom could turn her attention back to the littler one. Guess it helped the Mom and helped both the little one and me to pass the time! ...It so minimized the impact of my travel problems and really made being stuck at O’Hare a “best time” for a few minutes; and hopefully it was a stress reliever for that Mom and her two small children!

“I was just thinking, that this was in the middle of the more-than-an-hour it took for the airline to find me a hotel room, so if they had been able to find one right away, I would have missed out on this experience and blessing. Pretty amazing how things work-out!”

We ALL invite you to experience the awesome connectivity at the *next* ACUTA event in Tampa, our Winter Seminar, January 13 – 16, 2013! Our topics are very timely: *ICT Disaster Preparedness: Plan, Prepare, Practice and Protect* and *Next-Generation Data Networks*.

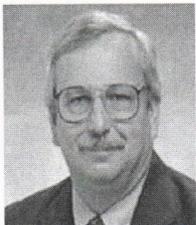
## Webinar: The Future of Emergency Communications in Higher Ed

Thursday, November 29, 1:30-2:30 pm Eastern Time

*ACUTA thanks TE Connectivity for sponsoring this webinar.*

ACUTA is very pleased to offer this free webinar for members and additional colleagues who have responsibilities for emergency communications. As a benefit of membership, an unlimited number of employees of your university or company may register at no cost. Nonmembers are welcome to participate for a nominal fee.

In this webinar Walt Magnussen will update his highly rated session from the 2012 Annual Conference. He will cover emergency communications as it is evolving today, including NG 9-1-1 networks, public safety LTE broadband networks, next-generation emergency notification systems, and other IP-based transition systems. Walt will describe the roles played by the White House, the FCC, DHS, the Department of Commerce, Congress and other entities. He will also talk about impacts on higher education and Internet2’s role in deployment.



**Presenter: Walt Magnussen**, Director for Telecommunications at Texas A&M University, has been in telecommunications for 37 years. He also directs the TAMU Internet2 Technology Evaluation Center which is a VoIP and IPTV research lab. He chairs committees for Internet2 and Motorola and serves on 2 FCC committees. He has his Bachelors and Masters degrees from the University of Minnesota and his Ph.D. from Texas A&M University.

**Registration:** ACUTA members: \$0      Nonmembers: \$129

You may also order video streaming of an archived version of the webinar:  
ACUTA members or nonmember: \$89

We encourage you to share this educational opportunity with anyone at your university or company who is involved in emergency communications.

Please register with ACUTA no later than Monday, November 26.

**For More Information:** Please direct questions regarding content to Michele West, ACUTA Director of Professional Development, [mwest@acuta.org](mailto:mwest@acuta.org), or phone 859/278-3338. Questions regarding registration should be directed to Joanie Proffitt, Registration and Database Coordinator, [jproffitt@acuta.org](mailto:jproffitt@acuta.org), or phone 859/278-3338. Visit the ACUTA website at [www.acuta.org](http://www.acuta.org).

## 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)

## Getting Ready for HD Voice

*Gary Audin, Delphi, Inc.*

High Definition (HD) voice sounds great (pun intended). In general, HD voice might more appropriately be called "HD telephony" since most of the technical discussion here is about the audio portion of a call, which is generally audio-only. However, the same technology is equally applicable for multimedia conferencing.

HD voice is offered by most IP PBX and Unified Communications (UC) vendors as well as some Session Initiation Protocol (SIP) trunk providers.

You may already own HD voice. HD voice is a capability existing in many IP phones and softphones, but enterprises may not know they can turn it on. Implementing HD voice has value, even though there can be some compatibility issues, and it's limited to IP networks.

### What is HD Voice?

Enterprises deploying IP PBX and UC systems could be overlooking the HD voice feature. TDM phone systems limit the audio frequencies carried to a range of roughly 300 to 3400 Hz (narrowband). HD voice offers wideband capability, carrying analog frequencies from 50 to 7000 Hz. This analog bandwidth is converted into a digital stream of 64 kbps or less. There are even audio codecs that can deliver CD quality sound 50 to 22000 Hz digitized at 64kbps, 96kbps, and 128kbps.

HD voice calls are conversations where both ends have HD/ wideband equipment. The connection between them supports up to 64 kbps digitized speech. HD conference calls are where at least some of the participants are connected in wideband through a wideband-capable bridge. The conference call sounds much better than over a public switched telephone network (PSTN) connection. When you use Skype, you are experiencing HD voice. HD voice has been announced on Sprint's wireless network.

### The Value of HD Voice

So what are the benefits of HD voice?

- You recognize the speakers more easily.
- You understand speakers who use English as a second language with accents that can be difficult to understand.
- It overcomes background noise during the call.
- It reduces audible mistakes. (Mark Stratton of Siemens reported at an Enterprise Connect conference that HD voice could reduce the listening errors from 40 down to 4 per 30 minute conversation.)
- Less strain/stress occurs with HD voice when there are long conversations.
- It improves the sound quality for conference calls.

In addition to the "soft" benefits of wideband noted above, there can be direct cost savings as well. Connecting calls via IP avoids PSTN and conferencing charges.

### Not All of HD Voice Is the Same

Enabling wideband/HD calling with an IP PBX is usually a matter of setting a configuration parameter as long as both ends of the call have HD voice-capable IP/softphones. The cheapest IP phones usually do not have support for HD voice. HD voice does not require any more bandwidth than a standard G.711 digitized call operating at 64 kbps.

Most IP PBX and UC systems can support a common wideband codec, ITU standard G.722. This codec (coder/decoder) operates with 64 kbps or less digital bandwidth. There are numerous other HD codecs including G.722.1, G.722.2, Speex, iSAC, SILK, iPCM-wb, EVRC-WB, most which are not supported by SIP trunk providers or Session Border Controllers (SBC). These codecs are incompatible with each other.

*continued on page 6*

Microsoft supports its proprietary softphone codec, RTAudio with the Lync Server. RTAudio dynamically adjusts itself based on existing network conditions. Check with your SBC vendor and SIP trunk provider to determine if they support RTAudio. When RTAudio leaves the IP network, it is transcoded (converted) into G.711 and does not carry HD voice.

### **HD Voice Limitations**

The challenge is that HD voice calls cannot be routed through the PSTN. The trunk gateways to the PSTN require the use of the G.711 codec standard. HD voice stops at the gateway boundary of the IP network.

Once the call exits the IP PBX HD voice island, then supporting HD voice becomes an issue. A few SIP trunking providers can support HD voice when SIP trunks are implemented at both ends of the call. A few SBCs can support HD voice like AudioCodes and Cisco. However, most SBCs do not support HD voice. When a SBC receives HD voice and the SIP trunk does not support HD voice, then the SBC must transcode the HD voice into G.711 or G.729 for transmission over the SIP trunk. In the near future, SBCs will be able to transcode RTAudio (from Microsoft) into G.722 for SIP trunks.

### **Making HD Voice Work**

There is concern that VoIP calls will be of lower quality as packets get lost or delayed. Experience has shown that call quality can be delivered as long as an enterprise has a "right-sized" broadband connection. Right-sized means that there is sufficient bandwidth available for the maximum number of anticipated simultaneous phone calls in addition to data traffic, and the router supports Quality of Service (QoS) for voice on IP networks. When packets enter the backbone network, current infrastructure typically delivers zero packet loss even on the Internet.

The IP PBX routing instructions should connect calls via IP, not the PSTN, either using the public internet or peering trunks between IP PBX's or SIP trunks. Connecting to a wideband conference service is easier. When an IP PBX extension dials the service's 8XX number, the IP PBX should route the call directly to the conference bridge in IP, rather than sending it via the PSTN.

### **You Should Try HD Voice**

If you have not tried out your own HD voice within your IP island, do so. Listen to the difference. Once the user has HD voice exposure, it will be hard to take it away. HD voice does not require any more digital bandwidth than a narrowband call. HD voice does not tax the IP network any more than a standard digital voice call. The concept of HD voice conferencing extends the HD quality beyond the enterprise for connection to other HD islands. If you are operating in Europe, you will find HD voice more frequently implemented.

## **ACUTA Member Benefit of the Month: Free Corporate Webinar Webpage**

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

Welcome to the November 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 are focusing on the Free Corporate Webinar page on the ACUTA website.

Corporate members are encouraged to provide information on any free webinars they are hosting that they feel would be of interest to institutional members. All submissions are included on the Free Corporate Webinar page, <http://www.acuta.org/corporatewebinars>, and are promoted through the ACUTA Twitter account as well as noted in each issue of the *ACUTA eNews*.

If your company would like to include a webinar announcement on this page, please email the information (date, time, session title, and registration info) to Amy Burton.

We hope this information on ACUTA's Free Corporate Webinar webpage is helpful. Contact Amy Burton with any questions. ([aburton@acuta.org](mailto:aburton@acuta.org), 859/278-3338 x240)

*Special Note: ACUTA does not endorse any of the listed events on the free corporate webinar page nor are they ACUTA-sanctioned events but are rather company- and product-specific events hosted by corporate affiliate members. For a list of all ACUTA produced events, please visit the Calendar of all Meetings at [www.acuta.org](http://www.acuta.org).*

## Every Desk a Drafting Table: The Power of a Design Mindset

*James M. Fraleigh, Apollo Research Institute*

Humans used to measure their ability to change the world around them by evaluating their crop yields or how well irrigation ditches performed during the rainy season. Although we can now literally move mountains or rivers to control where water flows, our design aspirations flourish on a smaller scale, too, as researchers address how we can make our workplaces more efficient and responsive to changing needs.

Increased computing power, decentralized corporate structures, and the capacity to use environmental data have permitted the development of a design mindset. This ability to represent and develop tasks and work processes for desired outcomes is one of 10 vital skills described in *Future Work Skills 2020*, a report by Institute for the Future for Apollo Research Institute. (Link for report title: <http://apolloresearchinstitute.com/node/52>) A design mindset will democratize the process of changing one's surroundings as needed, often by making the tools and technology to do so far more accessible to non-experts.

Neuroscience has revealed the interplay between our brains, our behavior, and our workspaces—the office layouts, application interfaces, and ergonomics of product design we often take for granted. Research has revealed, for instance, that the height of a ceiling can influence the way people perceive themselves and how they perform certain types of tasks. For example, work requiring creativity and open exchange of ideas might best be performed under a high ceiling, the study showed. This knowledge can be used for more efficient and productive design of schools, offices, and labs, or to refit existing ones with adaptive structures that shape a space to particular needs.

Such adaptive structures might be easier than ever to produce. The open-ended nature of the design mindset explains the rising popularity of 3D printers, which use computer-aided design to prototype and produce usable items from a wide range of plastics. Companies are using them to produce unique gear for hobbyists (e.g., custom vehicle shells for the motorsports field), cut their reliance on third-party equipment makers, and bring prototypes from screen to store at record speed. Laypeople outside of manufacturing are also rolling up their sleeves to give these printers a try. At the World Maker Faire New York 2012, a science and engineering exhibition where novices and technicians celebrated the do-it-yourself spirit, at least 70 3D printers were on display, either for sale or to allow users to produce a souvenir from the show.

Whether it's building the perfect workspace, or retrofitting one to new users' specifications with literally homegrown gear, the design mindset embodies science fiction novelist William Gibson's statement that "the street finds its own uses for things."

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



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### ACUTA Winter Seminar

January 13–16, 2013 • Tampa, Florida • Hyatt Regency

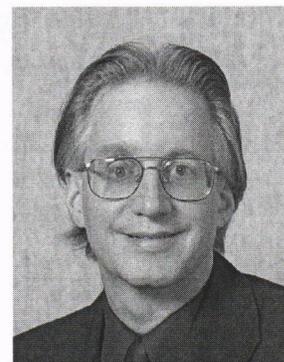
Track 1. Next-Generation Data Networks

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

## 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.

- J.D. Power – Wireline/Wireless Telecom Rankings:  
<http://www.jdpower.com/consumer-ratings/industries/telecom.htm>
- Mocapay – Closed-loop ROI—The Holy Grail of Retail Mktng:  
<https://www.mocapay.com/mpay/whitepaper>
- Phoenix Ctr – Effect of Regulation on Broadband Investment:  
<http://www.phoenix-center.org/perspectives/Perspective12-05Final.pdf>
- NTIA – BTOP Quarterly Program Status Report:  
<https://prodnet.www.neca.org/publicationsdocs/wwpdf/92012btop.pdf>
- United Nations/ITU – The State of Broadband 2012:  
Full Report: <http://www.broadbandcommission.org/Documents/bb-annualreport2012.pdf>  
Highlights Document: <http://www.broadbandcommission.org/Documents/bb-annualreport2012-flyer.pdf>  
Short Motion Graphic: <http://www.youtube.com/watch?v=dt8x10e3V-A>
- United Nations/ITU – Toolkit Greening and ICT:  
Full Report: [http://www.itu.int/dms\\_pub/itu-t/oth/4B/01/T4B010000060001PDFE.pdf](http://www.itu.int/dms_pub/itu-t/oth/4B/01/T4B010000060001PDFE.pdf)  
Executive Summary: [http://www.itu.int/dms\\_pub/itu-t/oth/4B/01/T4B010000060002PDFE.pdf](http://www.itu.int/dms_pub/itu-t/oth/4B/01/T4B010000060002PDFE.pdf)
- United Nations - ITU – Measuring the Information Society:  
Full Report: [http://www.itu.int/ITU-D/ict/publications/idi/material/2012/MIS2012\\_without\\_Annex\\_4.pdf](http://www.itu.int/ITU-D/ict/publications/idi/material/2012/MIS2012_without_Annex_4.pdf)  
Executive Summary: <http://www.itu.int/ITU-D/ict/publications/idi/material/2012/MIS2012-ExecSum-E.pdf>  
Presentation: <http://www.itu.int/ITU-D/ict/publications/idi/material/2012/MIS2012-Press-launch.pdf>
- Freedom House – Freedom on the Net 2012--Global:  
<http://www.freedomhouse.org/sites/default/files/resources/FOTN%202012%20-%20Full%20Report.pdf>
- Phoenix Ctr – Effect of Regulation On Broadband Investment:  
<https://prodnet.www.neca.org/publicationsdocs/wwpdf/91812phoenix.pdf>
- OECD – Internet Economy Outlook:  
<http://www.oecd.org/sti/interneteconomy/ieoutlook.htm>
- OECD – Universal Service Policies in Context of NBBPs:  
<http://www.oecd-ilibrary.org/docserver/download/fulltext/5k94gz19flq4.pdf?expires=1349663266&id=id&accname=guest&checksum=744B791FB91F749BCA539EDF1FC7DCDC>
- FCC – Int'l Trends in Telecom Industry 1980 - 2010:  
[http://transition.fcc.gov/Daily\\_Releases/Daily\\_Business/2012/db0807/DOC-315642A1.pdf](http://transition.fcc.gov/Daily_Releases/Daily_Business/2012/db0807/DOC-315642A1.pdf)



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## Thanks to Fall 2012 Seminar Exhibitors and Sponsors

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

|                                 |  |                                     |
|---------------------------------|--|-------------------------------------|
| 4TelecomHelp, Inc.              | Crown Castle                           | Siemon                              |
| Acme Packet                     | Emerson Network Power                  | Sonus Networks                      |
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| Apogee                          | Jabra                                  | T-Metrics, Inc.                     |
| AVST                            | JDSU                                   | VALCOM                              |
| BridgeWave/JTS                  | Lantana Communications                 | Vantage Technology Consulting Group |
| Brocade Communications          | Microsemi                              | Verizon                             |
| Campus Televideo                | Morgan Birge & Associates, Inc.        | The VIA Group                       |
| CenturyLink Business            | PathSolutions                          | Windstream                          |
| Ciena Corporation               | Professional Computing Resources, Inc. | WTC Consulting, Inc.                |
| Connectivity Wireless Solutions | Sentri, Inc.                           |                                     |

## Board Report

The Board met in Houston on October 13, 2012, and approved the following items:

- August 2012 financial statements
- Monthly committee minutes and reports
- Committee and subcommittee appointments:
  1. Membership Experience Committee Integration (Mentoring/Career Development): Simeon Ananou, Slippery Rock University; Charles Nwankwo, Sowela Technical Community College; Denita Campo, University of Louisville; Kaye Libby, Purdue University; Geoff Tritsch, Vantage Technology Consulting Group; Ron Walczak, Walczak Technology Consultants, Inc.
  2. Environmental Scanning Committee: Amos Auringer, Vice President/Exec. Partner, Gartner
- Membership reports
- New recruitment campaigns
- Non-renewal of the SHLB Coalition membership
- The ACUTA Strategic Plan for 2013-2016 and the matrix used to measure success

In addition, the Board members discussed ways to improve the ACUTA election process in order to be more inclusive and encourage voting participation.

As the trend to outsource IT services becomes more common, the Board reviewed recommendations from the Task Force created to review the potential organizational impact.

President Jennifer Van Horn shared useful leadership qualities to which we all can aspire in order to make a difference and recommended reading Mark Sanborn's *You Don't Need a Title to be a Leader*.

Immediate Past President Joe Harrington reviewed the Institutional Excellence Award deadline of November 2 and asked Board members to encourage election candidate participation from schools.

The Secretary/Treasurer's report shows that ACUTA is still maintaining a cash position well within the cash reserve fund requirements. Future event projections were also discussed.

CEO Corinne Hoch highlighted her work with the Strategic Plan Review Committee and the ACUTA staff reorganization due to Donna Hall's resignation.

Director-at-Large Walt Magnussen shared the status of the Internet2 project related to hosted IP services. It is expected to start rolling up services by mid November, and ACUTA members will participate in an advisory capacity.

Respectfully Submitted,

Riny Ledgerwood



Riny Ledgerwood  
Secretary/Treasurer  
San Diego State Univ.  
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## Bring 8 Fall Seminar Sessions to Your Desktop or Tablet

Eight sessions from *Voice Communications Trends* and *ICT Supporting the Campus—Facilities, Safety, and Instruction* are available at the ACUTA Store. The following sessions were recorded and include presenter slides that are synched within the video player:

- Frontiers in Identity Management: Where's It All Heading
- How SIP is Advancing Unified Communications
- The Penetration of IT into Building Control Systems
- Whole Building Design Solutions for Multimedia Spaces
- SIP in the Cloud Services
- Supporting Technology-Mediated Teaching and Lecture Capture
- Virginia Tech's Gameday GIS
- Hosted Services: Looking for Savings In All the Wrong Places?

Purchase the video streaming through the ACUTA store for just \$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/fs12spurchase>).

## Board of Directors 2012–13

### BOARD OF DIRECTORS

President .....Jennifer Van Horn, Indiana Univ., Bloomington  
President-Elect ..... Ron Kovac, Ball State University  
Secretary/Treasurer .....Riny Ledgerwood, San Diego State Univ.  
Immediate Past President..... Joe Harrington, Boston College  
Directors-at-Large.....Randy Hayes, Univ. of Northern Iowa  
Walt Magnussen, Texas A&M  
Dan McCarriar, Carnegie Mellon Univ.  
Sharon Moore, Smith College  
Mark Reynolds, Univ. of New Mexico

### COMMITTEE/SUBCOMMITTEE CHAIRS

Ambassadors Task Force..... Carmine Piscopo, Providence College  
Corporate Liaison ..... Wendi Lisso, Apogee  
Environmental Scanning ....Melody Childs, Univ. of Alab., Huntsville  
Higher Ed Advisory Panel.....Anne Agee, Univ. of Mass., Boston  
Legislative/Regulatory Affairs.....Eric Breese, DePaul Univ.  
Membership Exp. ....Michele Morrison, Brit. Col. Inst. of Tech.  
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Online Learning Subcommittee.....Christopher Waters, Elon Univ.  
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Social Networking, New Media & Web Resources Subcommittee  
Janice Bundy, UCLA

### STAFF

Chief Executive Officer ..... Corinne Hoch, PMP  
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Chief Financial Officer.....Tom Campbell, CPA  
Director, Information Technology ..... Aaron Fuehrer  
Registration & Database Coordinator .....Joanie Proffitt  
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## Welcome New Members

### Institutional Members

**California State University, Bakersfield, CA.** T3 ..... [www.csub.edu/telecom](http://www.csub.edu/telecom)  
David Watts, Telecom Manager (661/654-2000) ..... [tradney@csub.edu](mailto:tradney@csub.edu)  
**University of Texas medical Branch, Galveston, TX.** T2 ..... [www.utmb.edu](http://www.utmb.edu)  
Barry Rexford, Manager, I. S. Voice Services (409/772-5785) ..... [barexfor@utmb.edu](mailto:barexfor@utmb.edu)  
**William Woods University, Fulton, MO.** T1 ..... [www.williamwoods.edu](http://www.williamwoods.edu)  
Jim Long, IT Director (573/592-4224) ..... [jim.long@williamwoods.edu](mailto:jim.long@williamwoods.edu)

### Corporate Affiliates

#### COPPER MEMBERS

**Discover Video, Wallingford, CT** ..... [www.discovervideo.com](http://www.discovervideo.com)  
Mike Savic, Vice President, Marketing, 203/793-7652 ([mikes@discovervideo.com](mailto:mikes@discovervideo.com))

Discover Video provides video streaming products and services. They include software encoders, decoders, media servers, and transcoders for delivering live and recorded video to PCs, Macs, iPads, and smartphones. Low-cost streaming services are available by day, month, or year.

**Emerge, Discovery Bay, CA** ..... [www.emergenetworks.us](http://www.emergenetworks.us)  
Steven Woodcock, President, 925/305-3843 ([steven@emergenetworks.us](mailto:steven@emergenetworks.us))

Emerge provides engineering, installation, & integration services for wired & wireless resnets nationwide.

**The MNM Group, Inc., Willow Grove, PA** ..... [www.themnmgroup.com](http://www.themnmgroup.com)  
Jeff Gillece, Business Development, 215/956-7208 ([jgillece@themnmgroup.com](mailto:jgillece@themnmgroup.com))

National Communications Project Management and EF&I firm. Specializing in structured cabling solutions, premise wiring and technology equipment installation/outside plant applications/cellular antennae design and installation services.

## Check It Out:

### Press Releases, Job Postings, RFIs/RFPs, & 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](mailto:aburton@acuta.org))

- 911 Enable Announces E911 Emergency Support for Microsoft Lync 2013
- Apogee Launches Apogee Voice - A Risk-Free Alternative to Expensive DAS Installations
- ShoreTel Reports Financial Results for First Quarter of Fiscal year 2013
- ShoreTel Resellers Deliver Competitive Advantage for Customers
- ShoreTel Helps Government Agencies Overcome Communication Challenges
- Code Blue Corporation Bolsters Sales Team with Hire of John Plooster as Regional Sales Manager for Central North America and Becky Zobl as Manager of Sales Administration
- Talk-A-Phone's Award-Winning ECO Tower is Now Available Wireless
- Regional Utility in Texas Deploys RADWIN Wireless Solutions for SCADA Communications
- ShoreTel Credited for Unified Communications Excellence
- Barry University Leverages ShoreTel Mobility Technology for Enriched Communications
- ADTRAN Extends the Reach of Ethernet and Expands Opportunities to Deploy VoIP and Data over Voice Grade Wiring
- ShoreTel Receives 2012 INTERNET TELEPHONY Excellence and TMC Labs Innovation Awards
- Former M5 Stockholders Give ShoreTel Strong Vote of Confidence
- Georgia State University Selects Apogee as Managed ResNet Service Provider

#### 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.

- 3 Positions, Miami Univ., Oxford OH: Portfolio Admin., Systems Admin. II, Univ. Data Modeler
- Information Technology Analyst 2, Louisiana State University, Baton Rouge, LA
- Manager of Telecommunications, University of Alabama, Tuscaloosa, AL
- 3 Network Technician positions, University of Connecticut, Storrs, CT
- Media/Communications Specialist, Univ of Illinois at Urbana-Champaigns, Champaign, IL
- 2 positions, Univ. of Central Florida, Orlando, FL: Applications Systems Analyst/Programmer Lead; Microsoft Applications Programmer
- Information Security Officer, Elgin Community College, Elgin, IL
- Communications Technician, Syracuse University, Syracuse, NY
- 2 Positions, Univ. of Maryland, College Park, MD: Unified Communications Network Engineer & Storage Admin.

RFIs/RFPs: Submit your RFI/RFP today!