


12-2012

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# eNews

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## ACUTA Strategic Planning Continues and Tampa in January

As I mentioned in my October eNews column, the strategic planning process continues to move forward with goals and strategies assigned to committees and individuals. Four cornerstones in the strategic plan cover all aspects of our association. Below are these four cornerstones and the goals and strategies for each one:

### Education and Connections

Goal: To advance the capabilities of our members.

Strategies:

- Create an educational plan aligned with member needs
- Pilot a minimum of one educational services each year

### Membership

Goal: To gain and retain members.

Strategies:

- Increase institutional membership by a minimum of 2% per year
- Retain institutional membership at a rate of 90% annually
- Leverage the advantages of an updated ACUTA brand through marketing initiatives

### Operations

Goal: To have an optimal organizational infrastructure.

Strategies:

- Align the committee structure with the core business
- Review ACUTA's technology portfolio annually

### Finance

Goal: To attain financial sustainability.

Strategies:

- Achieve revenue-to-expense ratio of 1:1
- Increase revenues while maintaining expenses at a level less than revenue increases

All these strategies have distinct metrics associated with them with review and due dates and accountability. In some cases, we will use task forces composed of member volunteers to help with completing the tasks. Also look for an update to the ACUTA brand coming next year.

As I said in October, YOU are ACUTA, and this strategic plan's purpose is to identify new paths to everyone's success. I hope you will use this opportunity to reflect on your own involvement in ACUTA and how you might benefit from some of the new initiatives. We are all professionals, and we do our jobs well. But it is imperative that we continue to learn and develop new skills. ACUTA offers excellent professional development resources in a culture that emphasizes friendship and collaboration. If you haven't been involved, please



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

start attending when you can, and volunteer to get the most benefit from your campus membership.

Here's something to look forward to after the holidays are over: a great ACUTA Seminar in sunny and warm Tampa. That's right – just when the winter blahs set in, you can join your ACUTA colleagues in Tampa January 13-16 and learn about *Disaster Preparedness* and *Next-Generation Data Networks*. Both tracks are very timely and filled with invaluable information. Think about it; has Superstorm Sandy motivated you to take a hard look at your campus/department disaster preparedness plan so you can survive the unthinkable? Is your data network capable of handling the exploding demand for access from any device to everything from anywhere at any time? Are you aware of the latest technologies available, how they might affect your campus, and how it's done? The ACUTA Winter Seminar will provide professional networking opportunities to consult with colleagues and experts in these areas of expertise. Like I said, invaluable information! Please visit the ACUTA website, [www.acuta.org](http://www.acuta.org) for all the seminar details.

## ACUTA Is Looking for a Few Good Coordinators

Being a State Coordinator is an easy way to participate in the association and reap personal benefits without a major time commitment.

State Coordinators welcome new members and play an ad hoc role in assisting the Membership Experience Committee with retention and recruitment activities. It's usually as simple as a quick e-mail or telephone call to a school in your state/area. Attending seminars/conferences is not required. However, when you do attend, we ask you to come to the First Time Attendees Orientation to meet, greet, and help the newcomers have a great experience. Additional opportunities may arise, such as being asked to moderate or monitor a session at ACUTA's Annual Conference, or assisting another ACUTA committee in outreach efforts.

One of the personal benefits to you is the additional networking opportunities. In addition, accepting a position of responsibility in a professional organization and increasing visibility for your school is generally viewed favorably by senior administrators within college/university environments. And if you have ever thought of serving as a committee chair or on ACUTA's board of directors, this could certainly be a step in that direction.

As a volunteer-driven organization, we rely on members to support our goal of helping you contribute to the achievement of your institution's mission. Please consider volunteering as a State/Province Coordinator and get actively involved in your professional association!

Visit the State/Province Coordinator section of the ACUTA website for more information on the duties of a State/Province Coordinator.

Below is a list of the states/provinces not currently being represented. If you or any of your staff are interested in volunteering, please contact Amy Burton at [aburton@acuta.org](mailto:aburton@acuta.org) or (859) 278-3338 ext. 240.

Alabama	Kansas	Oklahoma	Alberta
DC	New Hampshire	Wyoming	Nova Scotia
Idaho	Nevada		Ontario



Register  
Today!

### 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

Get more details at [www.acuta.org/ws13](http://www.acuta.org/ws13)

## Read More

Webtorials' TechNotes is a regular contributor to the *ACUTA eNews*. Topics they cover, such as Wi-Fi, 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)

# Wi-Fi Goes Gigabit-802.11ac

*Michael Finneran, President, dBrn Associates*

*Published by Tech Notes on November 20, 2012*

The Interop trade show wrapped up recently in New York City and featured an excellent lineup of sessions on wireless and mobility. The topic of effective strategies for dealing with BYOD clearly topped the list (and popped up in virtually every session I attended), but there was also a lot of talk about developments on the Wi-Fi front.

The one session on Wi-Fi that stood out was "Wi-Fi: Gigabit Performance (and a lot more!)." It provided an overview of the emerging 802.11ac and ad radio links, along with other interesting developments. The CEO of the Wi-Fi Alliance, Edgar Figueroa moderated the panel. It featured the Director for Standards and Business Development at Realtek, Sean Coffey talking about 802.11ac. The Marketing VP at Wilocity, Mark Grodzinsky discussed developments with 802.11ad. We'll look at 802.11ac in this TechNote and 802.11ad in the next.

### What Network Managers Need to Know

Lisa Phifer of Core Competence wrote about 802.11ac and ad back in March, but Sean Coffey of Realtek got into the details at Interop. The new standard will be the follow-on to 802.11n and will operate exclusively in the 5 GHz band delivering data rates into the gigabit range. At the raw bit level, 802.11ac will support data rates from 6.5 Mbps to 866.7 Mbps on a single stream using a combination of wider bandwidth channels and more efficient coding mechanisms.

Where 802.11n could run on 20 MHz or 40 MHz channels, 802.11ac can be deployed on 20-, 40-, 80-, and 160-MHz channels. Bigger channels translate into more potential bits per second, but it also means there will be fewer channels available. That's something network managers will have to take into account in their planning.

To pack more bits into the available radio spectrum, 802.11ac also uses a more efficient coding system. Like 802.11a, g, and n, 802.11ac uses OFDM signal encoding. However, where 802.11a, g, and n maxed out at 64-QAM (six-bits per symbol), the 802.11ac defines modulation up to 256-QAM (eight-bits per symbol), a 33% increase in efficiency. As we try to send more bits per cycle of radio bandwidth, the probability of error increases. So some of those bits are used to provide forward error correction to improve the reliability of the transmission.

### More On MIMO

802.11ac also adds important enhancements to the multiple input-multiple output (MIMO) capability. MIMO allows a transmitter to send multiple simultaneous data streams over the same radio channel and it was first included in the 802.11n standard. However, where 802.11n can send up to four-streams (most existing products use a max of two or three), 802.11ac can go to eight-streams. Eight streams at 866.7 Mbps adds up to a total maximum data rate of 6.934 Gbps versus a maximum of 600 Mbps for 802.11n. In other words, we're looking at a 10x increase in capacity.

The high capacity per stream will be very important to devices like smartphones. The downside of running multiple data streams is that it calls for multiple radios. That means more power draw. To conserve battery, devices like smartphones generally use a single stream, but now that stream will be able to carry a data rate of 866.7 Mbps versus 150 Mbps in 802.11n.

The other key feature in 802.11ac is multi-user MIMO capability. In the 802.11n MIMO implementation, all the streams are used to communicate between the access point and a single device. With multi-user MIMO, different MIMO streams could be directed to different users. This could provide a real boost in an environment where the access point has multiple radios, but the devices are single stream. The access point could now be communicating with multiple users simultaneously, greatly increasing the total network throughput.

While the standard has not yet been finalized, chipsets for 802.11ac are already going into production and we can expect to see enterprise products rolling out early next year. While users are typically reluctant to purchase "pre-standard" implementations, the Wi-Fi Alliance's track record in ensuring compliance with the eventual standard is without blemish, so we fully expect that the lack of an official standard will not deter sales. That's the scenario we saw with 802.11n.

*continued on page 4*

## Conclusion

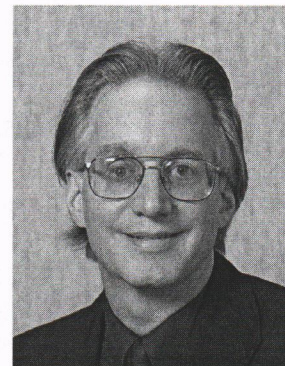
Interoperability has been a challenge in many parts of our industry, but the Wi-Fi Alliance has managed to get all of the key vendors working out of the same playbook, which is a big reason Wi-Fi continues to flourish. Mr. Figueroa's statistics are pretty impressive. 1.2 billion Wi-Fi devices were shipped in 2011 and the technology has seen 10% year-over-year growth every year since 2001,

Suffice it to say that Wi-Fi is not going away any time soon, and the work of the Wi-Fi Alliance in ensuring multi-vendor interoperability has been one of the keys to its enormous success.

## 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.

- SMS/800 – Toll Free Exhaust Forecast—Recommend '844' TF:  
[http://www.nationalnanpa.com/pdf/TFN\\_Exhaust\\_Letter\\_110812.pdf](http://www.nationalnanpa.com/pdf/TFN_Exhaust_Letter_110812.pdf)
- J.D. Power – Residential Internet Provider Satisfaction Study:  
<http://www.jdpower.com/consumer-ratings/ratings.htm?industry=Telecom&category=Internet+Service&study=909201429>
- MIT – Modeling Coded TCP Throughput...Simple Model:  
<http://www.mit.edu/~medard/papers2011/Modeling%20Network%20Coded%20TCP.pdf>
- OECD – Internet Traffic Exchange:  
<http://www.oecd-ilibrary.org/docserver/download/fulltext/5k918gpt130q.pdf?expires=1351190066&id=id&accname=guest&checksum=37DF3DBF9810F3CECA8AAC74145E00CD>
- USAC – Subscription Page for News Briefs (Free):  
<http://www.usac.org/about/tools/publications/subscription-center.aspx>
- Hudson Institute – The Economic Impact of Rural Telecom:  
<http://www.hudson.org/files/publications/RuralTelecomOct2011.pdf>
- NTCA – 2012 Wireless Survey Report:  
<http://www.ntca.org/images/stories/Documents/Advocacy/SurveyReports/2012ntcawirelessurveyreport.pdf>
- LAP – Best Practices to Address Online/Mobile Threats:  
[http://www.maawg.org/sites/maawg/files/news/M3AAWG\\_LAP\\_Best\\_Practices\\_to\\_Address\\_Online\\_and\\_Mobile\\_Threats.pdf](http://www.maawg.org/sites/maawg/files/news/M3AAWG_LAP_Best_Practices_to_Address_Online_and_Mobile_Threats.pdf)
- NASCIO – Advancing the C4 Agenda—CIO Survey:  
<http://www.techamerica.org/content/wp-content/uploads/2012/10/2012StateCIOSurvey.pdf>
- Gov't Tech Mag – Government IT Survey:  
<http://forms.erepublic.com/gt-paper-step1-default?r=gt-paper-step2-default&contentID=175262501>
- NIST – Guidelines on Hardware-Rooted Security in Mobiles:  
[http://csrc.nist.gov/publications/drafts/800-164/sp800\\_164\\_draft.pdf](http://csrc.nist.gov/publications/drafts/800-164/sp800_164_draft.pdf)
- NRRI – Transition From Legacy PSTN to Modern Technologies:  
<http://www.nrri.org/documents/317330/90b7e015-cfbe-4a16-829f-88643d84b2e1>
- NRRI – Maintaining Broadband Voice Service Quality:  
<http://www.nrri.org/documents/317330/50a4687d-8a29-47aa-9f73-3336549b7bff>
- NRRI – Survey of State Universal Service Funds 2012:  
<http://www.nrri.org/documents/317330/e1fce638-ef22-48bc-adc4-21cc49c8718d>
- Rural Telcos – Uncited Court Brief on USF :  
<https://prodnet.www.neca.org/publicationsdocs/wwpdf/11612usfbrief.pdf>
- CV – Economic Impact of USF/ICC reductions on Local Telco:  
<https://prodnet.www.neca.org/publicationsdocs/wwpdf/111212charitonstudy.pdf>



**Randy Hayes**  
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## Preparing the Workplace for “Deep Diversity”

James M. Fraleigh, Apollo Research Institute

By 2015, it's predicted that half of all growth in the U.S. workforce will stem from immigration; by 2035, this number will likely reach 100%. But good news for employers: These workers bring skills, experiences, and cultures that can propel firms to greater innovation and prosperity.

The report, “The Future of Work,” by Institute for the Future for Apollo Research Institute, notes that diversity now includes not just different nationalities, but also varied professional backgrounds, generations, and ways of thinking. Because this “deep diversity” inspires creative, flexible thinking, the faster foreign-born workers can become part of the team, the better.

But employers are having trouble finding workers who can work in multicultural environments. Apollo Research Institute's report “The Great Divide” notes that although over two-thirds of workers believe they are ready for a diverse workplace, a quarter of employers report serious difficulty hiring workers who function well in a multicultural setting.

As more foreign-born workers find opportunities in the U.S. job market, here are ways workers can get the most out of an increasingly diverse workplace:

- Try looking at your work through a colleague's viewpoint, to get a sense of how being from a different country, age group or professional background can add new perspective to your own career challenges or life. Right now 56% of employers have programs in place to attract diverse employees, so you shouldn't have to look far for a fresh point of view.
- By discussing mutual interests, hobbies, and other non-work subjects with diverse colleagues, you can find common points of interest and build relationships that help strengthen teamwork.
- Learn a new language to give your career a global reach. “As businesses expand overseas, hiring managers will need more workers ready to do business in Spanish, Chinese, or other widely spoken languages,” says Dr. Tracey Wilen-Daugenti, Vice President and Managing Director of Apollo Research Institute.

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

## 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>).

## Webinar

### What You Need to Know about Universal Service & Royalty Payments Due

Tuesday, December 11, 1:30-3:00 pm Eastern Time

ACUTA members will want to participate in this webinar that provides a very timely update from ACUTA's legal counsel. This webinar focuses on two areas of communications regulation that affect colleges and universities: The FCC's universal service rules and copyright royalties for webcasts. Get more information at [www.acuta.org/webinar2](http://www.acuta.org/webinar2).

FCC's new universal service rules will have important implications for ACUTA members who should know how these rules will affect them so that they can navigate the new regulatory environment. This webinar will focus on:

- The FCC's progress for implementing the universal service rules;
- The requirements under the rules;
- The pending appeals of the FCC's rules.

Copyright royalties can be a significant cost of webcasting, and there are serious consequences if webcasters do not understand how the royalty system works. This webinar will focus on:

- Revised webcasting royalty rates for 2010-2015;
- Who receives these royalties;
- Who must pay under the revised rates;
- Specific issues that will be of concern to colleges and universities.

Presenters: J.G. Harrington, Margaret Miller, and Kristin Leavy, Dow Lohnes

## ACUTA Uses Social Media to Connect with Members—and Help Members Connect!

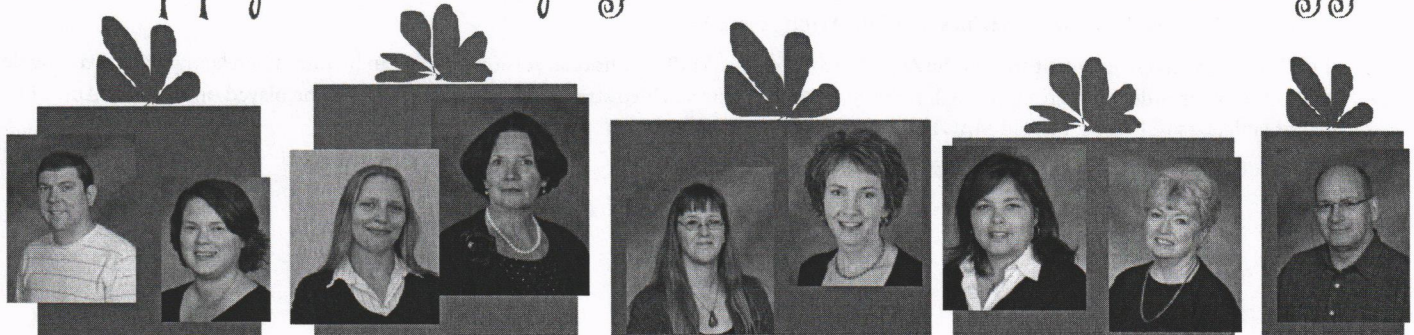
Aside from our own online Community and very active members-only listserv, ACUTA connects with members through various social media outlets, including Facebook, Twitter, and LinkedIn. If you are active on any of these sites, be sure to:

- Like us on Facebook, <http://www.facebook.com/pages/ACUTA/86777427405?ref=ts>
- Follow us on Twitter, <http://twitter.com/acuta>
- Join our group on LinkedIn: <http://www.linkedin.com/groups?mostPopular=&gid=955427>

We would also like to know if there are other sites or pages you think we should be a part of as well. E-mail Amy Burton, [aburton@acuta.org](mailto:aburton@acuta.org), ACUTA's Director of Strategic Relationships, to suggest other social media outlets and ideas.

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*Happy Holidays from the ACUTA Staff!*



*Aaron, Amy, Beverly, Corinne, Joanie, Lisa, Michele, Pat, Tom*

# Thanks to Our 2012 Exhibitors

ACUTA thanks the following companies for exhibiting at our 2012 national events. In addition to providing attendees with the latest information on products and services, the exhibit hall generates revenue, which helps keep registration fees low. As you choose the companies with whom you will do business, we hope you will remember these ACUTA Supporters.

**3**  
EVENTS

Acme Packet	Jabra
American Tower	PCR
Apogee	Sentri
AVST	VALCOM
Campus Televideo	Verizon
Ciena Corporation	Windstream
Crown Castle	WTC Consulting

**2**  
EVENTS

- 911 Enable
- Alcatel-Lucent
- ANS Advanced Network Services
- e-Cycle
- Microsemi
- Mitel
- Parlance Corp.
- SonicWALL, Inc.
- Stoneware, Inc.
- The VIA Group

**1**  
EVENT

4TelecomHelp	Conveyant Systems	Mapcom Systems
Aastra	DAS Simplified	Maxcell
ADTRAN	Dura-line Corporation	Meru Networks
AirWatch	e2Campus By Omnilert	Morgan Birge & Associates
Alertus Technologies	Emerson Network Power	NextG Networks
Allot Communications	Enterasys Networks	Optelian
Aruba Networks	Esnatech	PathSolutions
AT&T	eTelemetry	Phybridge
Avaya	ExteNet Systems	Polycom
Avcomm Solutions	Front Porch Digital	Procera Networks
Black Box Resale Services	Fujitsu Network Communications	RedSky Technologies
Bluehost	GAI-Tronics Corporation	Retrotel
BridgeWave/JTS	GBH Communications	ShoreTel
Brocade Communications	GENBAND	Siemon
Carousel Industries	Graybar	Snom Technology
CDW-G	HP Networking	Sonus Networks
CEECO	Infinite Conferencing, An Onstream	Sprint
CenturyLink Business	Media Company	Superior Essex
Cisco Systems	IntelePeer	Syn-Apps LLC
Cloudpath Networks	IPC Technologies	Talk-A-Phone Co.
Code Blue Corporation	JDSU	TE Connectivity
Comcast Business Class	Lantana Communications	Telchemy
Common Voices	Listen Technologies Corporation	T-Metrics
CommuniTech Services	LockDown	Xirrus
Connectivity Wireless Solutions		

**Good Quote**

## Number 10 on a List of 10 Hard Things IT Must Learn to Accept:

No matter how hard you work or how vital you are, you won't get a lot of respect outside your own ranks.

IT is perceived either as Santa Claus (bringing cool toys for all the business girls and boys), Dr. No (only interested in keeping users away from resources they need to do their jobs), or the NSA (monitoring their every Internet move for suspicious activity), says Steve Lowe, founder and CEO of Innovator.

"The main thing IT leaders can do to counter these misconceptions is to focus on providing extraordinary value to the company in any way they can," says Lowe. "Find a place where a little technology will have a huge payoff, and just do it. Success is very difficult to argue with."

Dan Tynan, *Network World* (11/29/12)



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## Welcome New Members

### Institutional Members

**Brigham Young University**, Provo, UT. T5 ..... [www.byu.edu](http://www.byu.edu)  
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**Platt College**, Aurora, CO. T1 ..... [www.plattcolorado.edu](http://www.plattcolorado.edu)  
Ron Howe, IT Support Services (303/369-5151) ..... [ron.howe@plattcolorado.edu](mailto:ron.howe@plattcolorado.edu)

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#### COPPER MEMBERS

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Julie Perry, Sales Manager, 952/808-2001 ..... [julie@pbexchange.com](mailto:julie@pbexchange.com)  
Since 1991, we have been a supplier of refurbished telephone equipment. PB Exchange is the leader in bringing cost-effective solutions to the telecommunications industry. We provide high-quality products with very few failures, knowledgeable support, and around-the-clock availability.

## 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: [www.acuta.org/wcm/acuta/pressroom/pr.pdf](http://www.acuta.org/wcm/acuta/pressroom/pr.pdf)

Send press releases to Amy Burton ([aburton@acuta.org](mailto:aburton@acuta.org))

- ShoreTel Positioned in the Leaders Quadrant of the Magic Quadrant for Unified Communications as a Service
- 911 Enable Announces Record-Breaking Attendance for its 2012 Fall Webinar Series
- ShoreTel's Cloud Division Earns Frost & Sullivan's Customer Value Enhancement Award for Hosted IP Telephony and UC Services
- Apogee Introduces ResCore, Essential Network Services for Less than the Price of a Latte
- ShoreTel Hosts Innovation Center at Annual Reseller Conference
- 911 Enable Announces E911 Emergency Support for Microsoft Lync 2013

#### JOB POSTINGS: [www.acuta.org/jobs](http://www.acuta.org/jobs)

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.

- Network Engineer 3, University of Florida, Gainesville, FL
- Telecommunications Project Manager, University at Albany, Albany, NY
- Senior Telecommunication Engineer, Baylor University, Waco, TX
- Network Operation Center Engineer II, University of Maryland, College Park, MD
- Coordinator of Linux Systems, Indiana State University, Terre Haute, IN
- Senior Network Engineer and Team Lead, Portland State University, Portland, OR

#### RFIs/RFPs: Submit your RFI/RFP today! [www.acuta.org/rfp](http://www.acuta.org/rfp)

- Unified Messaging System - San Diego State University, San Diego, CA

#### FREE WEBINARS HOSTED BY ACUTA CORPORATE MEMBERS:

[www.acuta.org/corporatewebinars](http://www.acuta.org/corporatewebinars)

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.)

2013  
ACUTA  
Educational  
Calendar

### Winter Seminar • January 13-16 • Hyatt Regency, 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