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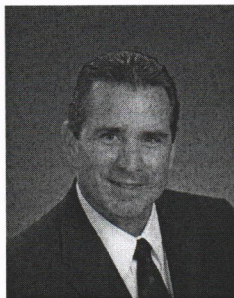
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From the President



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I recently had to write my department's list of accomplishments for this past year. Each year my VP writes a report for the university President and includes the highlights from each area that reports up to him. Upon the completion of writing the report, I felt exhausted. I immediately forwarded the report to my staff and thanked them for all of their hard work. It seems we all are so busy juggling projects and working on operational issues, we lose track of just how much we are able to accomplish.

Due to an expanding technological focus, one could argue that the "T" in ACUTA could stand for "technology." In years past the "T" stood for "telecommunications." Clearly those days are gone as our technological focus has expanded dramatically. As I sat that evening scanning my department's accomplishments, it struck me how diverse the projects were from even a few years ago. Most of these projects were byproducts of conversations with ACUTA corporate or institutional members. I would say each of these projects was influenced, in one way or another, by my friends in ACUTA. Thank you all for your support, friendship, and willingness to share your ideas. I hope everyone has a very enjoyable summer!

Here's an abbreviated sample of the list I sent to my VP:

- New network switch architecture: 1000m ports per user, increases bandwidth to the building from 2G to 20G, and to each network room from 1G to 4G, 40% less than our previous switch platform, and 80% less operating costs for maintenance.
- Upper campus dorm upgrade: Upgrading the network switches in all 11 residence halls on upper campus this summer. 50% drop in the use of "wired" network ports with 100% 802.11n throughout all 11 buildings.
- Four capital construction projects: Design the communications plant, scope, bid, and award of four major construction projects. New fiber-optic cable and copper cable will be installed throughout these buildings and connect to university communications systems including SIP PBX, IP backbone and CATV plant. 802.11n wireless Ethernet will be installed throughout these buildings.

Continued on page 2

The "T" in ACUTA

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The Daily Grind: What's on Your Desk Today?

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New Feature: Acknowledging that ACUTA members are most interested in how colleagues on different campuses are handling the day-to-day problems that everyone seems to face, this column will solicit your input about what's happening right now at your desk. This month, we asked Mona Brennan-Coles at the University of Western Ontario.

The days of quieter periods at the beginning of summer or near Christmas are long gone. If anything, these periods are busier as we schedule service affecting changes to occur when the fewest people will be affected. And we do this while maintaining operations, continuing multi-year projects and accommodating summer vacations and conference attendance.

We are in the final months of a four-year project to migrate from TDM to VoIP. Most of the power work (UPS, building generator) and network upgrade (PoE switches) are complete and the final deployments planned. We are planning for new voice conferencing services and a fax server solution to replace stand-alone fax machines connected to analog lines. Rather than retire our Nortel/Avaya SL-100, we are going to use it to provide intercom services for the student residences for another four years—maximizing Western's investment.

With the upgrade of our VoIP voice-messaging system to Unity Connection (from Unity), we begin the virtualization of our voice services. Planning, implementing, and supporting virtualized voice services involve several teams (Network Operations, Server Support, Help Desk) and lots of learning and discussion.

We continue to improve our emergency communications. We are investigating options to consolidate management of multiple emergency notifications (e.g. e-mail, Web page, social media, digital signage). And we are adding functionality to iWesternE, a Western-developed iPhone application for emergency responders (Emergency Response Team, Emergency Operations Control Group). When complete in early 2012, iWesternE will alert emergency responders, gather their responses and provide access to emergency contact information.

It is increasingly important to ensure good cellular service in a cost-effective manner. We are just issuing an RFP for cellular service and will be issuing an RFP for Distributed Antenna Systems in September. We anticipate that improving in-building cellular service will be a multi-year project. Deciding implementation priorities could be challenging.

Calling All Young Professionals

Amy Burton
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Here at ACUTA, being young isn't all about age. No, seriously! A couple of years ago, the Young Professionals Subcommittee was formed and tasked with various items, all of which work toward the goal of increasing the participation of professionals who have been in the industry of higher ed or ICT for less than 10 years. We want to see new people get involved by speaking at events, writing articles for the *Journal* and *eNews*, volunteering for committees and the Board of Directors, and participating in our online social media, such as the ACUTA Community.

One of the ways we are trying to bring young professionals together is through the Young Professionals Reception held each year at the Annual Conference. The first reception was held last year in San Antonio, and it was even more successful this year in Orlando. The Young Professionals Subcommittee has its own Facebook page, and we routinely submit articles to the *eNews* to reach out to our audience and provide that much-needed young professional prospective.

But we need your help! Are you a young professional? Have you been in the higher ed or ICT industry for less than 10 years? Then we invite you to work with us toward our goal. We want you to have a voice in this association—your association—but the only way you can do that is by speaking out. Join us in the ACUTA Community (you can even start your own blog); submit a proposal to present at the next ACUTA event; call Pat Scott (859/278-3338), the editor of the *ACUTA eNews* and *Journal* and ask how to submit an article; or volunteer to participate through one of the many committees available.

I hope you will heed the call and help the Young Professionals Subcommittee reach its goal of more participation!

“The Future of Voice Communications”

Winter Journal Looking for Articles

The Winter issue of the *ACUTA Journal* will focus on “The Future of Voice Communications.” This is a topic of interest to most of you, and you may have insights that would be valuable to your ACUTA colleagues.

If you are willing to share your thoughts with others in the form of an article for the Journal, please contact Pat Scott, editor of the *Journal*, so we can make that happen. This is an excellent topic, and this issue will be widely read. The description of this issue, written by the Journal/eNews Subcommittee and included below, explains what we expect to present in the Winter 2011 Journal.

Articles in the *Journal* are typically 1800-2000 words long. We can work with you as the author or we can help find someone to collaborate with you or even write it for you. The deadline for receiving your article is September 15.

It's a great feeling to have something published, and it looks very nice as a credit on your resume. Please consider joining the ranks of ACUTA members who have contributed articles throughout the years!

Contact Pat at 859-278-3338 x221 or pscott@acuta.org.

Journal topics for 2012

Spring: Business Continuity: Are You Ready?

Summer: Mobility: You *Can* Take IT with You!

Fall: Virtual Computing: Life in the Cloud

Winter: The New Face of IT

Board Report June 2011

Riny Ledgerwood
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ACUTA Secretary/Treasurer
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The Board met via conference call on June 1, 2011, and approved the following items:

- 4/30/11 financial statements
- Monthly committee minutes and reports
- Committee appointments:
 1. Corporate Liaison Committee: Randy Burns, PAETEC; Brandon Pemberton, Optelian; Karen Wehrl, CommuniTech Services
 2. Environmental Scanning Committee: Ron Kovac, Ball State University
 3. Legislative/Regulatory Affairs Committee: Wally Czerniak, Northern Illinois University; Dave Mongeluzi, University of Pennsylvania
- Membership recruitment report
- Policies affecting all forms of communications in the ACUTA Community and ACUTA Community etiquette policy
- Executive Director Search Committee
- The continuation of user groups at the annual conference and the reappointment Diane McNamara from Union College as the coordinator for a second year.
- Request to solicit proposals for audit review for fiscal year ending 9/30/11

The Board and committee chairs will continue to discuss ways to remember and memorialize the late Ms. Semer at the board meeting in Baltimore.

Mr. Harrington and Ms. Van Horn attended the recent Council of Higher Education Management Associations (CHEMA) Conference in Seattle, which gave them the opportunity to connect with other executives for recruitment ideas. Ms. Semer was recognized and remembered at the conclusion of the conference, which meant a lot to ACUTA.

Ms. Hoch reviewed her first visit to Lexington, which was productive. She met with ACUTA's financial advisor, listened to staff, and discussed opportunities for improvements (i.e. building management, parking lot repair, integrated database management, etc.).

Respectfully submitted,
Riny Ledgerwood
ACUTA Secretary/Treasurer

Share Your RFI/RFPs

We would like to encourage you to submit all current and active RFIs and RFPs for posting on ACUTA's RFI/RFP webpage (if your institution's policies permit you to do so). Only ACUTA members will have access to the RFI/RFP page. This is an excellent avenue for you to reach our Corporate Affiliate Members when searching for new providers!

The submission process is easy: Simply send your RFIs and RFPs to Aaron Fuehrer via e-mail to afuehrer@acuta.org as PDF, Word, or Excel documents.

RFIs and RFPs will remain on the website for 60 days and will then be archived in our online Resource Library (unless otherwise instructed) so that they are available for future reference as example RFPs.

The RFI/RFP page is available on the ACUTA website at <http://www.acuta.org/rfp>.

New RFIs and RFPs will be posted online when they are received, and we note all new submissions each month in our *ACUTA eNews*. We are also offering e-mail notification to any member who would like to be personally notified when a new submission is posted. Please send your e-mail address to Amy Burton at aburton@acuta.org to be included in this e-mail notification.

Contact Aaron Fuehrer at the ACUTA office at afuehrer@acuta.org or 859/278-3338 x229 if you have any questions or would like more information on this membership benefit.

Good Question on the ACUTA Listserv

If you haven't signed up for the listserv on the ACUTA community, you are missing out on some valuable information. Here's a sample of the kind of discussion that happens regularly.

Sign up today at www.acuta.org

Q: We are looking for assistance in determining the appropriate number of phones to provision for an emergency call center. The scenario we are trying to plan for is a campus emergency where the network is still available.

In this case, we would want to forward calls from the university's main line to a hunt group in the call center which has several phones. Does anyone have a recommendation on how many phones to provision for incoming calls? We have approximately 3,000 students, and 1,000 faculty and staff. **Jeanne Kellogg, Colgate**

A: We have a two-layered approach. One of our Public Affairs teams is tasked with setting up a small "call center" made up of 4 lines with one voice mail in their office space at the outbreak of an incident. That number is available for publication if the Crisis Management Team so chooses. If that number is in danger of being overwhelmed or the CMT decides based on the incident, we can initiate the High Volume Call Center. We have an ACD group of 7 lines that will be taken over by our trained volunteer staff (including PA's folks) that will then be expanded to 20 total lines. Based on campus incidents over the last two years, we have serious doubts that we will ever use the HVCC. As a population (parents, family, students, staff, faculty, interested parties, etc.), we have learned both how to push out information (web, social networking, email, etc.) and how to consume that same information during an incident. Most importantly, we really push our students to do 3 things in the event of a campus incident: (1) Be Safe (take shelter, lock yourself in a room, exit the building, whatever is appropriate); (2) Look for more information on the web, etc.; and (3) let your family know you are okay as soon as possible (e-mail, call, text, etc.).

FYI we have approximately 12,000 students and as many (or more) faculty/staff. **Matt Arthur, Washington University in St. Louis**

A: It will depend on the number of staff members you will have answering the phones during emergency plus the number of queue length if you have an ACD (between 3-6 queues). During emergency we normally provide a pre-recorded message that gets updated at least daily (plus updated website also). **Riny Ledgerwood, San Diego State**

A: Our campus has a set of 20-24 IP phones and a network switch that we keep as part of an emergency kit on the shelf. We can deploy those phones fairly quickly. We also have multiple ACD groups on campus that can be redirected to assist in the event of an incident. We have also elected to have another offsite service that we can divert or route our incoming call traffic to if the event warrants that action. In those scenarios, we want to keep our infrastructure available for on-campus and outbound call volume versus trying to handle parents/news/etc. calling into the campus. All inbound traffic would be diverted via this service. We can then publish a toll-free number that contains a recorded message or instructions, and/or can divert to a live call center here on campus or with the service provider. Lots of options and flexibility, but at a cost. **Neil Wineman, Univ. of Nebraska-Lincoln**

Info Links

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Frequently, vendors, associations, governmental bodies, and others provide white papers and other informational documents which are announced through a variety of media sources. While some admittedly have a certain slant or opinion, others are quite objective; however, they often contain valuable information. Below are links to selected documents.

- FCC - 3rd Quarter USF Contribution Factor:
Press Release: http://transition.fcc.gov/Daily_Releases/Daily_Business/2011/db0614/DA-11-1051A1.pdf
USAC USF Support Quarterly Contribution Base Report for Q3: <http://www.usac.org/about/governance/fcc-filings/2011/Q3/3Q2011%20Contribution%20Base%20Filing.pdf>
USAC USF Fund Size Projections Report for Q3: [http://www.usac.org/about/governance/fcc-filings/2011/Q3/3Q2011%20Quarterly%20Demand%20Filing%20_FINAL%205.2.11\).pdf](http://www.usac.org/about/governance/fcc-filings/2011/Q3/3Q2011%20Quarterly%20Demand%20Filing%20_FINAL%205.2.11).pdf)
- FCC - Seventh Broadband Progress Report:
http://transition.fcc.gov/Daily_Releases/Daily_Business/2011/db0520/FCC-11-78A1.pdf
- FCC - International Broadband Comparative Data Report: http://transition.fcc.gov/Daily_Releases/Daily_Business/2011/db0520/DA-11-732A1.pdf
- Pew - 24% of Internet Users Have Made Online Phone Calls: http://www.pewinternet.org/-/media//Files/Reports/2011/PIP_Internet%20phone%20calls.pdf
- WHO-IARC - Reversal! Mobile Use May Cause Brain Cancer:
http://www.iarc.fr/en/media-centre/pr/2011/pdfs/pr208_E.pdf
- AT&T - Business Continuity Study:
<http://www.att.com/gen/press-room?pid=17839>
- Cisco - Updated Visual Networking Index (VNI):
http://www.cisco.com/en/US/netsol/ns827/networking_solutions_sub_solution.html
- COE - Global Internet Governance:
http://www.un.org/en/sc/ctc/specialmeetings/2011/docs/coe/coe-hlnf_2011_4.pdf
- TIA - TIA Policy Playbook 2011:
http://www.tiaonline.org/gov_affairs/docs/TIA_2011_Playbook.pdf
- ITU & UNESCO - Broadband-Platform for Progress:
<http://www.broadbandcommission.org/report2/full-report.pdf>
- ITIF - Rural Broadband-Are We There Yet?:
<https://prodnet.www.neca.org/publicationsdocs/wwpdf/511ruralbb.pdf>
- IDInsight - Verification Analysis of the NBB Map:
<http://idinsight.com/broadbandmap.asp>
- WHO - World Report on Disability (Asst. Tech/Info Access):
Full Report: http://whqlibdoc.who.int/publications/2011/9789240685215_eng.pdf
Easy-Read (Ex. Of document to assist those with learning disabilities):
http://www.who.int/disabilities/world_report/2011/easyread.pdf
- FCC - Information Needs of Communities:
Executive Summary and Overview(28 pages):
http://transition.fcc.gov/osp/inc-report/INoC-Executive_Summary.pdf
Full Report (478 pages):
http://transition.fcc.gov/osp/inc-report/The_Information_Needs_of_Communities.pdf
- Free Press - Criticism of FCC's Info Needs Report:
<https://prodnet.www.neca.org/publicationsdocs/wwpdf/61711fp.pdf>
- ECA - Call Routing and Termination Problems:
<https://prodnet.www.neca.org/publicationsdocs/wwpdf/061311callterm.pdf>
- CRS - Funding Emergency Communications:
<http://www.nena.org/sites/default/files/Emergency%20Communication%20Funding%20v3.pdf>
- NENA - Understanding i3 Standard for NG911: Explanatory Statement:
http://www.nena.org/sites/default/files/i3%20Explanatory%20Statement_1.pdf
Full Document: http://www.nena.org/sites/default/files/08-003%20Detailed%20Functional%20and%20Interface%20Specification%20for%20the%20NENA%20i3%20Solution%20-%20Stage%203_1.pdf
- OECD - International Mobile Data Roaming (updated):
<http://www.oecd.org/dataoecd/57/62/48127892.pdf>
- Pew - Social Networking Sites and Our Lives:
<http://pewresearch.org/pubs/2025/social-impact-social-networking-sites-technology-facebook-twitter-linkedin-myspace>
- FTTH Council - 2011 Broadband Consumer Research:
http://www.ftthcouncil.org/en/sites/ftthcouncil.org/files/2011_rva_consumer_study_-_charts_0.pdf
- FCC - Announcement on Cramming Actions: Cramming Press Release:
http://transition.fcc.gov/Daily_Releases/Daily_Business/2011/db0620/DOC-307732A1.pdf
Cramming Advisory: http://transition.fcc.gov/eb/Public_Notices/DA-11-1063A1.html
Cramming Fact Sheet: <http://www.fcc.gov/cgb/consumerfacts/cramming.html>

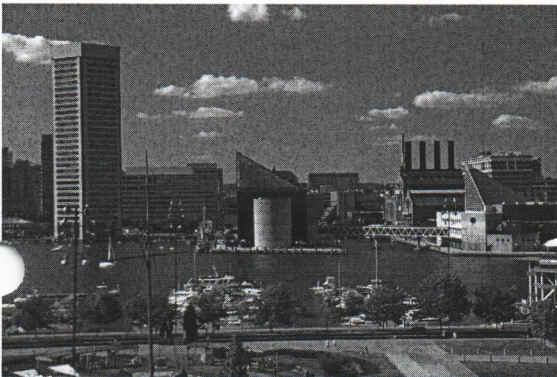
Disaster Recovery Requires Lots of What-Ifs

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One of the smaller telephone companies built a network operations center for their infrastructure transmission facilities. One day they discovered that there was no backup power available at the site. Nothing had happened, they were just planning ahead. The backup power was installed and demonstrated successfully. Eventually there was a power failure, but the equipment that was to be powered did not work. The electrical outlets were color coded to show where that backup power was connected. Unfortunately, they had reversed the color codes. The only thing that worked after the power failed was the Christmas tree.

Thinking about the possibility of a disaster and the means to recovering the IT operation is much more than technical planning and implementation. There will always be some flaw or assumption that may prevent a successful recovery, as this story illustrates. So what do you do? Here are some guidelines:

1. Get everyone possible to participate.
2. Open up the discussion to all equally. Do not lead with conclusions.
3. Don't discard any idea or problem even if it seems beyond what is reasonable. There may be a gem there.
4. List all the assumptions that influenced the plan.
5. Document all comments, then review them.
6. Finally, test the plan under real conditions. Otherwise, you will never know how well the plans work.



This is the Inner Harbor where we will be staying.

ACUTA Summer Seminar July 17-20 • Baltimore, Maryland Hyatt Regency Baltimore

Track 1. To Eternity and Beyond—Emerging ICT Technologies

Are you keeping up with technology options? At the ACUTA Summer Seminar, we'll discuss emerging technologies and strategies. What are the technologies that you need to be thinking about that will affect your campus?

Come network with us and share your experiences with your colleagues. Get a better understanding of where technology is headed, and strategies for implementation within your environment.

Track 2. Funding ICT Services—No Free Lunch

We continue to deal with economic challenges and cuts to our budgets. How can we continue to offer great service with a reduced budget? What services can or should be cut? Do we expect to be restored to the level of support we knew before the economic crisis? How can we make the most from our resources? How do we maximize the ROI on the dollars we have to spend?

Join your colleagues to discuss these and other financial management issues.

It's not too late to register!
www.acuta.org

ACUTA Webinar
Wednesday
August 17, 2011
1:30-2:30 pm EDT

“Transitioning to IPv6 on Your Campus”

From this presentation, you will learn why IPv6 is necessary for the future. You will also become familiar with the structure of an IPv6 address, including differences between IPv4/v6 as well as various ways of writing addresses. Finally, you will gain an understanding of various transition mechanisms between IPv4/v6, as well as address deployment and potential issues to expect.

Presenter Michael Fazely is a network analyst with the design team for University Networking and Infrastructure at Louisiana State University. Since he joined the team in 2008, his primary responsibilities have included general network maintenance and upgrades, equipment evaluation, IPv6, and searching for a new means of network authentication. His work on IPv6 has encompassed everything from architecture of the network through troubleshooting client issues.

This ACUTA webinar is sponsored by Carousel Industries: www.carouselindustries.com

For more information, please direct questions regarding content to Donna Hall, ACUTA Manager of Professional Development, dhall@acuta.org, or phone 859/278-3338. Questions regarding registration should be directed to Michele West, mwest@acuta.org, or phone 859/278-3338. Registration opens the week of July 11.

