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From ACUTA Headquarters



Jeri Semer, CAE
ACUTA Executive Director
jsemer@acuta.org

FCC Offers Guidance on Traveling Internationally with Wireless Phones

As the busy summer travel season gets underway, the Federal Communications Commission has declared the week of June 21 as Wireless World Travel Week, and the Commission has issued some timely advice for international travelers. Although much of the information is geared toward individual consumers, it also offers some useful tips for ACUTA members and materials that can help educate your customers about traveling internationally with cell phones and similar devices.

One of the most frequent questions asked on the ACUTA Community listserv is about supporting travelers from your institution who travel internationally with their cell phones, smart phones, iPads, and numerous other communications devices. It is important for faculty and administrators traveling on business to stay connected with the campus, and they look to the ICT staff to provide appropriate solutions.

In addition, many of your students, faculty and staff will be traveling internationally with their personal wireless devices. You can provide an extra helpful service by alerting them to facts they need to know in order to minimize sticker shock on their cellular bills.

The FCC says that, "Americans make over 60 million international trips each year," and they acknowledge that, "international calling can be complicated and confusing." The Commission has published a "tip sheet" for international calling, a blog and Twitter posts for savvy travelers, information on using VoIP as an alternative to cell phones, and a link to carrier-specific information provided by CTIA - The Wireless Association.

Here are some highlights of the information provided for Wireless World Travel Week. This info and more very useful facts and tips are available at <http://www.fcc.gov/worldtravel/welcome.html>.

Tip Sheet: Wireless World Travel Made Simple (<http://www.fcc.gov/worldtravel/WWTW-tip sheet.pdf>): This tip sheet would be a helpful resource for anyone traveling internationally who wants to minimize costs. Even if your travelers are carrying a university-provided

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cell phone and don't need to contact their carriers, they will benefit from tips about turning off automatic data downloads, using land lines or hotel phones whenever possible, and being aware of the emergency calling numbers in the countries they are visiting. This document also includes contact information for international carriers and VoIP services.

Information on International Calling from Wireless Providers, VoIP Services and Smartphone Manufacturers from CTIA - The Wireless Association (<http://www.fcc.gov/worldtravel/WWTWproviders.html>): This page contains information on both wireless voice and data from major carriers AT&T, Sprint, T-Mobile, and Verizon Wireless. It also contains tips on traveling internationally with BlackBerry, iPhone and Android devices, such as how to turn off automatic data downloads, how to use Wi-Fi rather than cellular networks, and how to track usage on your device.

The Savvy Traveler blog (<http://reboot.fcc.gov/consumers/>): Informal and entertaining postings from FCC staff about telecom issues for international travel. These might appeal to students, as they are definitely written with wireless consumers in mind.

The FCC planned to add resources to <http://www.fcc.gov/worldtravel/welcome.html> throughout the week of June 21 on issues such as calling options from overseas (wireless and land line), using VoIP services, and what to do when returning home.

Finally, ACUTA Legislative/Regulatory Affairs Committee member and international telecom expert Randy Hayes from the University of Northern Iowa cautions about one of the biggest potential "gotchas" in wireless data, where the wrong settings can result in a phone querying for email every few minutes at expensive international data rates. He also suggests checking the European Commission Information Society site on international roaming, texting, rates, and other relevant issues at http://ec.europa.eu/information_society/activities/roaming/index_en.htm.

If you are planning an international trip this summer, I hope you have a great time and enjoy the opportunity to stay in touch with home that today's mobile voice and data technology provides. And hopefully these resources will also help you provide valuable support and information to members of the campus community who are traveling abroad.

Why Should You Visit the ACUTA Community Often?

Looking for info on campus wiring/infrastructure practices and policies?

Want information about VoIP?

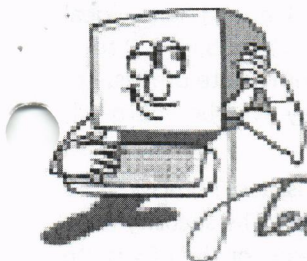
Need to know what other campuses are doing about phones in the classrooms or residence halls?

You need the ACUTA Community!

In March of this year, ACUTA implemented a new website and sign-on system to give ACUTA members a single set of credentials to access all of ACUTA's Internet services. Every member must have a new user name and password to access present Web services as well as the Telecom listserv, which is now part of the ACUTA Community.

Go to <http://community.acuta.org> and logon with your new ACUTA user name and password. The ACUTA Community consists of Groups focused on various tasks. As an ACUTA member, you have easy access to a Group called Telecom, but you need to configure how you wish to receive information by clicking on My Groups at the top right of the page. Next, in the column titled Message Delivery, select how you wish to receive information. For example, if you were on the Telecom listserv, your previous setting may have been either individual e-mail or daily digest. In the ACUTA Community you have both of these options, in addition to only reading messages from the community website (which is the current default).

If you have questions about the listserv or the ACUTA Community, please contact community@acuta.org.



Kevin Tanzillo
Dux PR
kevin@duxpr.com

You may remember a few years back there was a lot of talk about the collapse of the Internet. We figured we were putting so much “stuff” over it that it just didn’t seem possible that all the pieces and parts that make up the Internet could keep handling it. It sounded like a legitimate concern at the time, but in retrospect it now looks like those fears were on par with the Y2K mania.

When you look at what even mobile devices can do now—from enabling cloud computing to watching episodes of Jersey Shore on your iPhone (the smaller form factor could only improve it)—and the bandwidth required, you do have to marvel at how resilient the Internet is and has been. And then there is IPv6 coming in, which will facilitate bazillions of new Internet addresses, which means more Internet access and traffic.

The Internet Just Keeps on Growing

We haven’t talked about IPv6, have we? For those of you who may not be following this all that closely, it is the next generation of the Internet Protocol. Right now, we’re still on IPv4, and the difference is that IPv4 has a 32-bit structure, which means it is capable of supporting only about four billion IP addresses. IPv6 has a 128-bit structure, so it can support well over a billion IP addresses for each person alive today. That ought to cover us, don’t you think?

At the time IPv4 was implemented, about 30 years ago, four billion addresses probably seemed infinite. But with an address for every piece of equipment connected to the Internet, plus the huge explosion in Internet-capable mobile devices, not to mention all the machine-to-machine communications predicted in the not-too-distant future, suddenly four billion addresses doesn’t seem like so much.

The exact time when the industry will move to IPv6 is unclear. It’s not an easy target like January 1, 2000, was for Y2K preparations, but a good guess would be in the next 18 months to two years. In the meantime, it behooves all of us to start preparing for this change.

How to prepare? Well, one thing is to grill your equipment suppliers and service providers to be sure they have a good transition plan. Also, study up on IPv6. There are lots of sources of information out there, and we can point you to some if you drop us a note. The more familiar you are with it, the better you can judge its impact on your campus and your operations. Another option is to actually implement IPv6 in a testbed approach. Many enterprises, particularly larger ones, are doing that so that they can develop some expertise in working with it prior to a transition.

By the way, IPv6 does do more than simply supply more addresses. It offers integrated network security, provides some handy auto-configuration features, enables native multicasting, and makes for simplified processing by routers. So we’ll no doubt look back and say it was worth it, despite the inevitable speed bumps during the transition.

As always, if there are specific topics you would like to see covered in this space, please let me know via e-mail at kevin@duxpr.com.

Hurricane Preparedness Checklist

States along the coasts know only too well that hurricane season is upon us. If you haven’t reviewed your campus emergency plans for 2010, you might want to check out the Hurricane Preparedness Checklist posted on our website under Member Services.

This very useful document was developed by ACUTA and ATIS, the Alliance for Telecommunications Industry Solutions. Access the PDF document directly by going to <http://www.acuta.org/hurricane>. Click the link to view or save the document.

Cloud Security, Some Guidance

Gary Audin
Delphi, Inc.
delphi-inc@att.net

Moving to the cloud is the next big thing for CIOs. The cloud offers rapid expansion capability, flexibility, cost control, and expense reduction. Moving e-mail, spam filtering, and non-critical applications and storage are all initial candidates for the cloud. There are cloud-based IP telephony and UC offerings. The cloud can also support backup and recovery for remote offices. Acquisition and support costs can be significantly reduced. Service levels may even be improved. All of these values are according to the cloud service providers.

This is very attractive. The cloud can be the place to go. But there are issues—security, data management, regulatory compliance, and the wide variety of pricing models. The security issue is being pursued by the Cloud Security Alliance (CSA). The mission statement for the CSA is “to promote the use of best practices for providing security assurance within cloud computing, and provide education on the uses of cloud computing to help secure all other forms of computing.”

The CSA website (www.cloudsecurityalliance.org) states: “The issues and opportunities of cloud computing gained considerable notice in 2008 within the information security community. It was at a security practitioners’ conference, the ISSA CISO Forum in Las Vegas, November 20, 2008, where the concept of the Cloud Security Alliance was born. Following a presentation of emerging trends by Jim Reavis that included a call for action for securing cloud computing, Reavis and Nils Puhlmann outlined the initial mission and strategy of the Cloud Security Alliance. A series of organizational meetings [were held] in early December 2008.”

Cloud security can be divided into two parts or sets of assets: (1) data and (2) processes, applications and functions.

These two parts can be collocated or remote from each other. Data can be at the enterprise premises while the applications run in the cloud or the reverse, or both co-resident.

The primary decision is to determine the risk associated with moving functions to the cloud, security being a major consideration. For anyone considering moving functions to the cloud, the security issue will probably be the hardest to resolve.

In December 2009, the CSA published “Security Guidance for Cloud Areas of Focus in Cloud Computing V2.1,” a 76-page document available at <http://www.cloudsecurityalliance.org/csa-guide.pdf>.

For those new to the cloud, the CSA guidance document has an excellent introduction to the cloud in section I, “Cloud Architecture.” The 17 pages of introduction cover the entire set of cloud considerations and how they operate. Mapping the cloud model for Compliance is shown to be a subset of the Security Control Model, which in turn is part of the Cloud Model.

I like the way the guidance document breaks down the elements of security. Section II, “Governance in the Cloud,” divides these issues into five parts:

- Governance and the Enterprise Risk Management
- Legal and Electronic Discovery
- Compliance and Audit
- Information Life Cycle Management
- Portability and Interoperability

Section III, “Operating in the Cloud,” provides guidance on the nuts and bolts when dealing with security in the cloud. There are seven parts to this section:

- Traditional Security, Business Continuity, and Disaster Recovery
- Data Center Operations
- Incident Response, Notification and Remediation
- Application Security
- Encryption and Key Management
- Identity and Access Management
- Virtualization

The two sections demonstrate that security is not a single-item issue. There are many elements that need to be considered. Use this document in your cloud provider evaluation, negotiations, and contract language. The liabilities that a cloud provider will accept and penalties associated with the security compromise may be far less than desired. The regulatory compliance requirements may be the most difficult to resolve in contract language.

The enterprise has to evaluate the asset (data, applications, processes, functions), how sensitive it is to security issues, and what harm will occur if the asset is compromised. The enterprise must also map the asset to one or more of the cloud deployment models. Then the cloud service models and providers need to be evaluated. This can be particularly difficult.

Some providers sell flexibility as part of their service, but contract language hinders and may eliminate the achievable flexibility. Enterprises want flexibility in their traffic volumes. Many providers support the traffic changes well. Flexibility also includes changing the balance of cloud versus enterprise operations, hardware, and software usage. This latter instance is not well supported by some providers.

This article was taken from a June 9, 2010, post to www.nojitter.com, reprinted here with permission from the author.

Info Links

Randy Hayes
Univ. of Northern Iowa
randal.hayes@uni.edu

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.

- NYU Law School - FCC Net Neutrality on BB Ecosystem:
http://www.nyls.edu/user_files/1/3/4/30/83/Davidson%20&%20Swanson%20-%20NN%20Economic%20Impact%20Paper%20-%20FINAL.pdf
- AASCU - Public College & University Procurement Survey:
<http://www.aascu.org/media/policy/procurement10/aascunaepfinal.pdf>
- Fluke - ANSI/TIA-568-C Tech Reference Poster (must register):
<https://www.flukenetworks.com/fnet/en-us/myAccount/signin.htm?ReturnUrl=HTTP%3a%2f%2fWWW.FLUKENETWORKS.COM%2ffnet%2fen-us%3fotc%3dDTXUSPI017>
- NENA - Next Gen 911 Implementation Guide:
http://www.nena.org/sites/default/files/NG911%20Transition%20Policy%20Implementation%20Handbook_FINAL.pdf
- Connectiv Solutions - LD Industry Study (must register):
<http://www.connectiv-solutions.com/industry-study-2010.html>
- FCC -- Public Safety Interoperable Broadband Network:
http://hraunfoss.fcc.gov/edocs_public/attachmatch/DOC-298799A1.pdf
- Frost & Sullivan - Paetec Awarded for VOIP/SIP Trunking:
<http://www.paetec.com/downloads/awards/frost-and-sullivan-customer-value-enhancement-award.pdf>
- ITU - Measuring the Information Society 2010 (online access):
http://www.itu.int/ITU-D/ict/publications/idi/2010/Material/MIS_2010_without%20annex%204-e.pdf
- ITU - Transition from Analogue to Digital Broadcasting:
<http://www.itu.int/publ/D-HDB-GUIDELINES.01-2010/en>
- ITU - World Telecom/ICT Development Report 2010:
<http://www.itu.int/publ/D-IND-WTDR-2010/en>
- ITU - Gender & IT (Powerpoint):
<http://www.itu.int/publ/D-IND-WTDR-2010/en>
- IID - Phishing Trends Report—1st Q 2010:
http://www.internetidentity.com/images/stories/docs/phishing_trends_report-q1-2010_by_iid.pdf
- J.D. Power - Service Outage Reductions:
<http://businesscenter.jdpower.com/JDPACContent/CorpComm/News/content/Releases/pdf/2010098-btc2.pdf>
- CDP/AT&T - Carbon Disclosure Project 2010 & Telepresence:
<https://www.cdproject.net/CDPResults/Telepresence-Revolution-2010.pdf>
- FCC - NOI on Classifying Broadband Internet Service:
http://hraunfoss.fcc.gov/edocs_public/attachmatch/FCC-10-114A1.pdf
- Pew Internet - Adults and Cellphone Distractions:
http://www.pewinternet.org/~media/Files/Reports/2010/PIP_Cell_Distractions.pdf

Write for the ACUTA Journal in 2011

The *ACUTA Journal* is always seeking articles that will be of high value to our members. The articles everyone seems to appreciate the most are those written by our members (i.e., You!). The Publications/Media Committee has selected the topics for the four issues of the 2011 Journals. If you would like to contribute to any issue, please contact editor Pat Scott at pscott@acuta.org. We can work with you to make this happen. Just think—a published article with your byline! Wouldn't your boss be impressed? Wouldn't your coworkers have new respect? Wouldn't your mother be proud?

Please consider contributing to one of these issues:

Spring: Quality Management

Summer: Emergency Communications and Notification Systems

Fall: Legislative and Regulatory Issues

Winter: The Future of Voice Communications

Second-Notice Membership Dues Mailed July 1

Second notices will be mailed July 1 to all members who have not yet paid membership dues for 2010-11. (First notices were mailed Monday, May 3.) You can avoid any lapse in benefits by paying securely online using a credit card ASAP. Just follow the link printed at the bottom of your paper invoice. Change-of-information forms are also included for you to return with any updates.

If you have to make a case for renewing your membership in these tight budget times, just visit the ACUTA website or post a message to the ACUTA Community. Big value, small dues.

For details, a copy of your invoice, or to provide an update on the payment status, please contact Michele West, Manager, Membership Services, at mwest@acuta.org.

Washington Update Newsletter for ACUTA Members

In our continuing efforts to keep ACUTA members informed of the latest developments in response to the current economic situation, we have provided a link to the newsletter *Washington Update* from Dow Lohnes, ACUTA's legal counsel.

To read the current issue or past issues, click on "Legislation and Regulation" on the ACUTA homepage menu bar. Scroll down to "Broadband Stimulus Package" and choose by date the issue of the newsletter you'd like to see. Each issue has its own table of contents. General information on higher education issues is in the section on "Higher Education." Colleges and universities that are affiliated with health care institutions may also be interested in the information under "Health Care."

The newsletter is updated approximately four times per month and posted on the ACUTA website. We encourage you to take advantage of this opportunity for excellent information.

ACUTA Events

Summer Seminar
July 18-21, 2010
San Francisco, CA
Track 1. Wireless—The New
Paradigm
Track 2. Green IT—Green
Fields

Fall Seminar
October 24-27, 2010
Metro DC
Track 1. Who's in Charge of the
Network?
Track 2. IT Services for Free?
Financial Issues Surrounding IT

Winter Seminar
January 9-12, 2011
Phoenix, AZ
Track 1. Voice
Communications Trends
Track 2. The Unwired
Campus—Where the
Wires Aren't

40th Annual Conference
& Exhibition
April 3-6, 2011
Orlando, FL

Board Report June 2010

George Denbow
Univ. of Texas, Austin
ACUTA Secretary/Treasurer
[george.denbow@mcombs.
utexas.edu](mailto:george.denbow@mcombs.utexas.edu)

The Board met on June 21, 2010 via conference call.

The Board reviewed and approved the following:

- Monthly Committee Minutes and Reports
- Committee Appointments
 - * Publications/Media Committee: Corinne Hoch, Columbia University
 - * Journal/Newsletter Subcommittee: Mike Scarpellino, Rutgers University
 - * Publications Development Subcommittee:
 - Caroline Rinker, Juniper Networks
 - Jeanne Kellogg, Colgate University
 - Mark Herro, Texas A&M University
 - * Legislative/Regulatory Affairs Committee:
 - Eric Breese, DePaul University, reappointment
 - Holly King, Northwestern University, reappointment
 - Ed Quinn, The Ohio State University, reappointment
 - Lizanne Hurst, Lehigh University, reappointment
 - Jeanne Jansenius, University of the South, reappointment
 - * Young Professionals Subcommittee: Jeffry Handal, Louisiana State University
 - * Program/Content Committee: Sandra Thompson, The University of West Florida
- Monthly Collaboration Report
- Membership Recruitment Report

Mr. Arthur discussed proposed changes to the Policy & Procedure Manual as follows. Currently, the new subcommittee chairs (the Online Learning and Communities Subcommittee and the Event Development Subcommittee) are not mandated to be members of the Program/Content Committee. Mr. Arthur and Ms. Semer jointly recommended to the Board of Directors that the committee descriptions in the P&P Manual be changed to add the chairs of these two subcommittees as ex officio members of the Program/Content Committee. They believe that this would facilitate communication and collaboration among the subcommittees and the full committee.

Mr. Arthur recapped the 2010 CHEMA meeting that he and Mr. Harrington attended. Volunteerism was discussed in group sessions, and a representative of Kaplan talked about college enrollment, including online learning as a way to expand enrollments.

Mr. Denbow discussed the April financial statements.

Ms. Semer reported that we would be starting the ACUTA Leadership blog again, using the ACUTA Community tools.

Mr. Buchanan reported on the upcoming strategic planning session. The planning committee met on May 22 with the facilitator. One of the goals will be to determine what our membership wants and how we should deliver it. Information will be disseminated to the attendees prior to the session.

The Board discussed what is done with the vendor ratings of the annual conference. The exhibitor evaluation results are discussed and analyzed by the Corporate Liaison Committee. The committee determines whether any changes are warranted by the evaluation results. Staff also contacts exhibitors to discuss their comments when appropriate.

The meeting was adjourned at 12:00 p.m. EDT.

Respectfully submitted,

George Denbow
Univ. of Texas, Austin
ACUTA Secretary/Treasurer

The National Association of State Telecom Directors (NASTD) invites you to share news of their annual conference with appropriate colleagues:

<http://www.nastd.org/NASTD/NASTD/Meetings/NewItem2/Default.aspx>

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Welcome New Members

Institutional Members

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Unified Communications and Collaboration Specialists. Sentri, an advanced technology certified managed partner, specializes in helping Education institutions take advantage of their Microsoft licensing investment. Specialty areas include Office Communication Server, Exchange 2010, CRM, Call Center.



The ACUTA website is a useful tool for communicating with other members, whether you've got some exciting news to share, a position to fill, or a project for which you need a vendor. Check the website for the latest postings frequently. Here are items that have been posted since our last eNews.

PRESS RELEASES

- Black Box Announces New 5-Year Warranty for Remanufactured & Repaired Equipment
- PAETEC Announces Release of PINNACLE Online
- MIR3 Rolls Out Conference Exhibition, Speaking & Sponsorship Schedule for Remainder of 2010
- MIR3 Releases Intelligent Notification Platform V2.19 with Expanded IT Event Notification Capability
- Aastra Launches its XML 4 SIP Contest
- MIR3 Expands Leadership Team with the Addition of Two Vice Presidents

JOB POSTINGS

Help your colleagues who are looking for work! To send job postings go to <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.

- Exec. Dir., Telecom Facilities Corp., Washington Univ. School of Medicine, St. Louis, MO
- Web Shared Services Administrator, Morehead State University, Morehead, KY
- Telecommunications Analyst, Rutgers University, Piscataway, NJ
- Network Engineer/Analyst, Idaho State University, Pocatello, ID
- Senior Information Security & Network Administrator, Park University, Parkville, MO
- Assistant Peoplesoft Database Administrator, Lee College, Baytown, TX
- Network Security Engineer, Ithaca College, Ithaca, NY

RFIs/RFPs

No new RFPs have been posted this month.

SPECIAL DEALS!

Watch the website for new Special Deals!

- ACUTA Members Receive 20% Discount from Black Box Resale Services