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Survey Paints a Picture of Technology on Campus

Have you ever wondered what model most ACUTA members use to deliver telecom/voice services? Would you like to know how widespread support is for fixed mobile convergence or soft phones or desktop video conferencing? Wonder what methods most campuses are using for emergency notification?

ACUTA's Corporate Liaison Committee recently surveyed institutional members to gather information on the current state of services and systems on member campuses. The results of this survey have now been compiled into a report and posted on the ACUTA website: www.acuta.org/wcm/acuta/ex-spon/clcsurvey.pdf.

ACUTA will use this information for many purposes, including creating a snapshot of current campus technology trends, sharing the information with members who may be considering changes, and providing a framework for decision-making.

Some interesting facts identified by the survey results include the following:

1. 37% of respondents use premise-based TDM to deliver telecom/voice services. 40% use a premise-based hybrid.
2. 38% are planning changes to their current telecom/voice service offering, including such things as migrating to UM/UC/VoIP, upgrading PBX, investigate SIP trunking, transition to cellular, and more.
3. 24% plan to add emergency notification methods such as cellular texting, expansion of SIP speakers, RSS feeds to main college website, and more.

We have tentatively planned to repeat this survey in 2 years to identify any trends. We welcome and encourage all comments on the survey results and hope this information is helpful as you plan for technology on your campus.

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From ACUTA Headquarters



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

Net Neutrality Heats Up this Summer

Net neutrality continues to be a hot button issue in Washington, DC policy circles—at the FCC, in Congress, and with many interested parties on all sides of the debate.

Net neutrality is important to the teaching and research missions of all academic institutions because a neutral environment would ensure that lawful content and applications are not blocked or degraded on the Internet. Imagine a situation in which your institution's distance learning programs were blocked or their transmission degraded because certain content providers had paid for priority access to limited Internet bandwidth in your area? Without net neutrality, this potential exists.

Recently, the issue has heated up even further, with Google and Verizon releasing a legislative policy proposal that was negotiated by those two companies.

ACUTA attorney J.G. Harrington from Dow Lohnes provides the following summary of key points in the Google-Verizon proposal (the full proposal is available at <http://www.scribd.com/doc/35599242/Verizon-Google-Legislative-Framework-Proposal>):

1. These principles should be adopted in legislation, not by the FCC, and the FCC should have only the power to enforce the statutory requirements, with no power at all to adopt implementing rules. The FCC would have exclusive authority over broadband Internet access...the FCC would have no power over applications, content or services provided over the Internet. There would be no private right of action to enforce the principles.
2. Consumers should be able to send and receive lawful content, run lawful applications and services and connect any devices that do not harm the network or others or facilitate theft of service.
3. Providers would be prohibited from “engaging in undue discrimination,” and prioritization of Internet traffic would be presumed to be inconsistent with this requirement.
4. Providers would be required to disclose “accurate and relevant information in plain language” about their services, network management, and other practices.
5. Providers could “engage in reasonable network management,” including efforts to reduce congestion, ensure network integrity and security, address unwanted or harmful traffic, ensure service quality and provide services customers request.
6. Providers that complied with the principles could offer “other additional or differentiated services that would not be subject to the principles.
7. Wireless broadband would be subject to only the transparency requirement described in item 4 above, but the GAO would report annually on “the continued development and robustness” of wireless broadband.
8. Broadband Internet would become eligible for universal service funding and providers “would ensure that the service is accessible to and usable by individuals with disabilities.”
9. The FCC would be required to complete intercarrier compensation reform within 12 months.

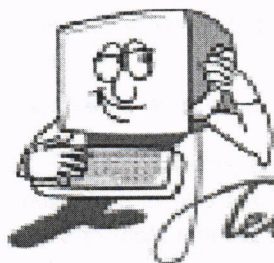
There is much debate even about which entity has the authority to enact net neutrality requirements—Congress or the FCC. Many members of Congress feel that the issue is within their legislative purview, while FCC Chairman Genachowski has asserted that the FCC has the authority to issue regulations. Even many legislators who support the concept of net neutrality have expressed the view that this should be a legislative matter.

Much of the impetus for the current discussions was a decision on April 6 of this year by the U.S. Court of Appeals for the District of Columbia circuit that reversed the FCC's earlier ruling that Comcast had violated the FCC's “network management principles,” by blocking the use of certain file-sharing software on its network. The Court of Appeals ruled that the FCC had failed to demonstrate that it had jurisdiction to regulate broadband internet access.

The FCC responded in October 2009, by adopting a notice of proposed rulemaking concerning regulations that would codify the existing “principles,” add two new principles prohibiting discrimination and requiring disclosure of network management practices, and extend the rules to cover wireless services.

Then on May 6, also in response to the court decision on the Comcast appeal, FCC Chairman Genachowski proposed a “third way” that he believed would confirm the FCC’s jurisdiction over broadband while minimizing the regulatory burdens on broadband Internet providers. Under this approach, the FCC would reclassify the transmission component of broadband Internet access as a “telecommunications service,” but the Commission would forbear from imposing many of associated requirements on broadband services. As you might imagine, this announcement created a flurry of opposition from those who are not in favor of reclassifying broadband as a telecommunications service.

At least two bills have been introduced in Congress regarding net neutrality, and more are expected. ACUTA will be watching this issue closely, and providing input to policy-makers as appropriate.



Kevin Tanzillo
Dux PR
kevin@duxpr.com

Let There Be Light...

Don’t let the headline fool you. There’s nothing from the book of Genesis in this month’s column. Instead, we’re going to look at the information-carrying potential of light, in the face of a new effort to move huge volumes of data quickly and among many devices.

Driving this effort is Intel, although other companies are also putting considerable research into it as well. Intel, for one, has developed technology that uses beams of light to carry data, seeing this technology as something that could beget major changes in the way that information moves between computers, servers, and devices of all kinds.

Intel calls it Light Peak, an optical cable technology for interconnecting electronic devices, with bandwidth starting at 10 Gbps initially, growing to perhaps 100 Gbps over the next 10 years. For reference, at a speed of 10 Gbps, a full-length Blu-Ray movie could be transferred in under 30 seconds.

There are people who believe that faster is better, period, end of story. We’ve always been more inclined to favor matching speeds to your needs. Why seek a 10 Gbps connection if your data wouldn’t even fill up a 1 Gbps pipe? You wouldn’t buy the \$12,000, zero-turn, 42-inch-deck riding lawnmower if you only wanted to cut a 30-by-30-foot patch of lawn in front of your house, would you?

However, despite the strained lawnmower metaphor, the truth is that bandwidth needs are rising so fast that it’s hard to keep up. Whereas the size of your lawn tends not to change. But with streaming video, collaborative work, telepresence, and more super-bandwidth-hungry applications that we probably haven’t even thought of yet, it’s getting harder and harder to buy a pipe that’s oversized for too long.

But back to Light Peak. Intel’s idea is to use a controller chip and optical module on supporting platforms, with the module taking care of the necessary conversion from electrical signals to light and back again, through the use of miniature lasers and photo detectors. The company says it should be able to ship these components yet this year.

The optical module would be far smaller than typical telecom and datacom modules; Intel says that at 12mm by 12mm, 120 of its Light Peak optical modules, each capable of driving two optical ports, could fit into the space of a single traditional telecom module. The Light Peak lasers are VCSELs (for Vertical Cavity, Surface Emitting Laser) and are just 250x250 microns, about as wide as two human hairs.

Pretty nifty stuff, and another clear indication that almost everything in this industry continues to get smaller, faster, more powerful, more capable, and (generally) less expensive, especially when you calculate it on a per-bit basis. Lawnmowers, in contrast, generally tend to get bigger and more expensive. But they do now come with drink holders.

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.

Nominations Open for 2011 ACUTA Institutional Excellence Awards

The ACUTA Awards Committee is pleased to announce the availability of the 2011 Institutional Excellence in Information Communications Technology Awards information and nomination form. You can find the form on our website: www.acuta.org/wcm/ACUTA/About_Us/Institutional_Excellence_Award/ACUTA/AboutUs/Awards_Documents/Institutional_Excellence_Award.aspx?hkey=86f2d0a5-356c-4203-8e66-380f651d3f32

We encourage you to review the information on ACUTA's most prestigious award given to institutions and to consider applying for the award yourself or sharing this information with your colleagues who have an exemplary endeavor, project, or service that should be nominated.

Past winners have told us how gratifying it is to be recognized by peers and said that highlighting the contributions of those involved provided a tremendous sense of accomplishment.

Please note the deadline of November 5 for round one applications.

ACUTA acknowledges the gracious sponsorship of this Award by PAETEC for the eleventh consecutive year.

FYI

Useful Information from the Campus

<http://www.studentmonitor.com>

In the spring of each year, Student Monitor of Ridgewood, NJ, conducts extensive research into how students are using communications technology on campus. ACUTA eNews is pleased once again to feature selected results of the 2010 survey. We appreciate Student Monitor's assistance as we strive to provide the most useful and up-to-date information. If you would like to know more about the survey, contact Eric Weil, managing partner at Student Monitor (weil@studentmonitor.com).

As we see in these tables, two of the questions in this year's survey show us a lot about social networking habits, and Facebook wins, hands down.

Networking Sites Visited in a Typical Week

	Total %	Male %	Female %	On Campus %	Off Campus %	At Home %
Facebook	91	90	92	94	89	87
MySpace	28	27	29	26	24	43
Twitter	26	26	26	29	22	29
LinkedIn	10	10	9	9	9	13
Yahoo360	8	8	8	8	13	6
Second Life	4	6	3	4	4	5

Time Spent with Networking Sites (Minutes per Week)

	Total %	Male %	Female %	On Campus %	Off Campus %	At Home %
Facebook	218	197	238	245	196	209
Twitter	126	113	140	146	98	138
MySpace	85	87	83	120	52	84
Yahoo360	81	81	80	110	71	59
Second Life	80	83	74	106	40	124
LinkedIn	63	82	42	59	48	101

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Fall Seminar

October 24-27, 2010 • Vienna, VA / Metro DC

Track 1. Who's in Charge of the Network?
Track 2. IT Services for Free? Financial Issues Surrounding IT

SAVE when you register by September 17!

Webinar

Overcoming Implementation Challenges with DAS at TAMU

Monday
September 13
1:30-3:00 p.m. EDT

Sponsor: NextG Networks

This webinar will review Texas A&M University's implementation of a distributed antenna system. The presentation will include information on the reasons why the project was initiated, the unusual RFP process (jointly with University of Texas) and contract award, system design, campus communications infrastructure expansion to support the DAS, system activation and tuning, cell carrier interoperability, and "before/after" comparisons of coverage. The presentation will emphasize the implementation challenges and the steps taken to mitigate these challenges.

Presenters: Mark Herro (Assistant Director, Telecom) and Deb Duncan (IT Manager), Texas A & M University

Instructions and registration information available at www.acuta.org.

Registration fee (\$89 for ACUTA members; \$129 for non-members) includes registration for your site with no limit on the number of people who can participate on your speaker phone and one Internet connection.

Please register no later than Wednesday, September 8.

Here's How We Collaborate

The Membership Experience Committee has added a document to the website that lists organizations with which ACUTA collaborates in a variety of ways. We work with EDUCAUSE and other groups on legislative and regulatory issues; we developed the Hurricane Preparedness Report with ATIS; we co-sponsored a webinar with ASCA and AHECTA; and so on. ACUTA's mission is to "support higher education information communications technology professionals in contributing to the achievement of the strategic mission of their institution," and collaborations with different groups create synergies to make that happen.

Some of the organizations include AHECTA, BICSI, CHEMA, EDUCAUSE, INTERNET2, ITERA, NACUBO, and NASTD. For the full list and a description of the various groups and activities, visit the ACUTA website at www.acuta.org/wcm/acuta/mbr/collaborations.pdf. This resource may help you identify opportunities for your own campus.

Learn More about WiFi, FMC, Green IT, and More from Your Desktop

If you missed the Summer Seminar in San Francisco, or if you were there but would like to listen to certain presentations again, or if you were there and would like to share the content with others from your campus, we are happy to provide a CD/DVD of 8 excellent sessions. The following sessions were recorded and are offered as Windows Media files on CD/DVD:

1. The Role of Green IT in Climate-Neutrality
2. The Forecast Is Cloudy with Lots of Energy Efficiency
3. Creating a Culture of Sustainability in IT
4. Green Implications of Unified Communications Migrations
5. Regulatory and Legislative Issues Related to Wireless and Mobility
6. University of South Carolina Managed WiFi
7. The Implications of Fixed Mobile Convergence for Campuses
8. Next-Gen Wireless on Campuses

For a member cost of \$189 or \$219 for nonmembers, you can purchase a CD/DVD of these sessions in a high-quality Windows Media video format that can play right on your laptop or desktop computer. Benefits include:

- More than 8 hours of high-quality video and audio on a single CD/DVD disc
- Handouts of the 8 sessions included on same disc in Adobe Acrobat PDF format
- No Internet connection required for viewing video
- Portable and archivable for long-term viewing and review
- Can be copied to any portable device that accepts Windows Media video files

Order your copy today from the ACUTA eStore at <http://www.acuta.org/ss10video>.

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.

- M86 Security - Security Labs Report (Jan-June 2010):
http://www.m86security.com/documents/pdfs/security_labs/m86_security_labs_report_1H2010.pdf
- M86 Security - Man-in-the-Middle Malware:
http://www.m86security.com/documents/pdfs/security_labs/Man_in_the_Middle_Malware.pdf
- ITIF - Analysis of FCC "706" Broadband Report:
<http://www.itif.org/publications/itif-analysis-fcc-broadband-deployment-report>
- Kony - Traveler Survey on Wireless Devices/Strategy:
http://storage.pardot.com/3472/6551/white_paper_mobile_travelers.pdf
- Kony - Buyer Beware - Not all Mobile Apps are Created Equal:
http://storage.pardot.com/3472/4131/kony_white_paper_2009.pdf
- Arthur D. Little - M-Payments in M-Bric (must register):
<http://www.adl.com/reports.html?view=488>
- Arthur D. Little - Smart Grid Opportunities for Telcos:
<http://www.adl.com/reports.html?view=477>
- NASCIO - 2010 State Health IT Initiatives:
<http://www.nascio.org/publications/documents/NASCIO-Profiles%20in%20Progress%204.pdf>
- NASCIO - 2010 State CIO Survey Results:
<http://www.nascio.org/publications/documents/NASCIO-2010StateCIOSurvey.pdf>
- NASCIO - Protecting Mobile Computing Devices:
Part I: July 2009
<http://www.nascio.org/publications/documents/NASCIO-SecurityAtTheEdge.pdf>
Part II: March 2010
<http://www.nascio.org/publications/documents/NASCIO-SecurityAtTheEdge2.pdf>
- NIST - Guidelines on Cellphone & PDA Security:
<http://csrc.nist.gov/publications/nistpubs/800-124/SP800-124.pdf>
- NIST - Securing External Devices for Telework/Remote Access:
<http://csrc.nist.gov/publications/drafts/800-46-version2/Draft-SP800-46v2.pdf>
- NRRI - Carriers of Last Resort...Updating a Traditional Doctrine:
http://www.nrri.org/pubs/telecommunications/COLR_july09-10.pdf
- Qwest - Reply to "Impact of Free Conference Calling Services:"
<https://prodnet.www.neca.org/publicationsdocs/wwpdf/8510qwest.pdf>
- GAO - Oversight Report on Broadband Stimulus Program:
<https://prodnet.www.neca.org/publicationsdocs/wwpdf/82010gaoreport.pdf>
- Pew Internet - Home BB 2010 (people don't want BB expansion):
<http://www.pewinternet.org/-/media/Files/Reports/2010/Home%20broadband%202010.pdf>
- Reform Scotland - Digital Power-Reform BB in Scotland:
http://www.reformscotland.com/include/publications/Digital_Power.pdf
- FCC - Broadband Performance (OBI Tech Paper #4):
http://www.fcc.gov/Daily_Releases/Daily_Business/2010/db0813/DOC-300902A1.pdf

In Memory

Connie Gentry passed away August 8, 2010. A celebration of her life was held in Tallapoosa, Georgia, August 15. Connie was president of ACUTA in 1981-82, and remained active for years afterward. A scholarship has been established in her name, and friends are invited to contribute to the Office of Gift Records, 1762 Clifton Road, Ste. 1400, Emory University, Atlanta, GA 30322.

“What ifs...”

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

Does your planning process include “what ifs”? Do you regularly ask yourself, “What might happen if I do this this way instead of that way?” It is difficult at best to think of everything that might go wrong with a project, but good planning is certainly a necessity. From my files, here are some actual examples where planning should have gone a little farther than it did.

The Closet Generator. An enterprise installed a power generator for backup power. The installation was a success. When they tried out the generator, everything worked fine, but when they went to turn off the generator, the door would not open. The air intake for the generator was inside the generator room, and it caused a vacuum. Staff had to pry off the door frame to get inside and shut the generator off.

Safe IT Equipment. An organization knew that there was a possibility that the first floor IT equipment rooms might be flooded under extreme conditions. So all of the equipment racks were filled with equipment above flood level, leaving the first three feet of rack space empty. Unfortunately, no one had spoken about the possibilities to the electricians. All of the electrical connections were installed at the floor, well below flood level. Thankfully, they recognized the problem before the water came.

Testing the Disaster Plan. An organization developed and implemented a disaster/recovery plan. They wanted to test the plan to be sure it worked as it was supposed to, so on a Monday, they simulated a failure. Everything worked like clockwork, and there was no major interruption to the users. Why such a great success? Everyone had been informed on Friday that the test was coming, and they downloaded what they needed onto their laptops so they would not be bothered.

Hint: If you want to think of everything, include a mother of small children on your planning team. They are experts at “What if...?”

If you have experiences you’re willing to share, send me an e-mail: delphi-inc@att.net.

Thanks to Exhibitors and Sponsors at Summer Seminar

Thanks to the following companies that exhibited and/or sponsored at our Summer Seminar in San Francisco. As you have opportunity, please include them in your RFPs and thank them for their support of ACUTA.

Alcatel-Lucent	Oberon Inc.
Apogee	PAETEC
AT&T Wi-Fi Services	PosTrack Technologies, Inc.
AVST: Applied Voice & Speech Technologies	Professional Computing Resources, Inc.
Campus TeleVideo	Qwest Communications
Cloudpath Networks, Inc.	Retrotel, Inc.
Compco, Inc.	Sentri/Polycom/Microsoft
Conveyant Systems, Inc.	snom Technology Inc.
Crown Castle	T-Metrics, Inc.
Ditech Networks	Vantage Technology Consulting Group
Enterasys Networks	Verizon
GBH Communications, Inc.	Verizon Wireless
HP Networking	VOX Network Solutions
NextG Networks	WTC Consulting, Inc.

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 are providing a link to the newsletter, *Washington Update* from Dow Lohnes, ACUTA’s legal counsel.

Information specific to ICT issues may be found in the “Broadband, Broadcast and Intellectual Property Issues” section. 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. From the homepage at www.acuta.org, click on Legislation and Regulation on the menu bar. The Washington Update is listed under “Broadband Stimulus Package.” Previous copies are also posted for your reference.

Feel free to share this link with others at your institution or company.

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Welcome New Members Institutional Members

The Ohio College of Podiatric Medicine, Independence, OH. T1
Garrett Gaston, Dir., IT (216/276-1873)..... gg@ocpm.edu

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SILVER MEMBER

Digium, Inc., Huntsville, AL..... www.digium.com
Julie Webb, Marketing Comm. Dir. (256/428-6203, jwebb@digium.com)

Digium® is the innovative force behind Asterisk® (open source telephony platform) & Switchvox (turnkey phone system). Asterisk is a software development platform that powers IP PBX systems, VoIP gateways, conference servers, etc. Switchvox is an affordable phone system that includes UC & call center features.

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Scott Thompson, President (814/867-2312 x202, sdt@oberonwireless.com)

Oberon is a leading manufacturer of premises wireless infrastructure products. Oberon's wireless LAN, DAS, structured cabling and A/V infrastructure products have assisted hundreds of institutional end-users deploy cost effective, secure, and reliable networks.

SEI, Inc., Frederick, MD..... www.seipower.com
Jeff Snowden, National Sales Mgr. (301/694-9601, jsnowden@seipower.com)

SEI manufactures DC critical power systems and CPE for industrial users, IT, telephone service providers, and enterprise users. Located in Frederick Maryland, SEI has shipped over 20,000 DC critical power systems to over 1000 customers in our thirty-plus years as a business enterprise.

Strategic Telecom Supply-Solutions LLC..... www.gostss.com
Jeff Snowden, National Sales Mgr. (301/694-9601, jsnowden@seipower.com)

STSS provides critical support for new and legacy telecommunications & data center equipment. From a single component to a complete system, STSS and its partners can deliver solutions for wireline networks, wireless networks, data centers, head ends, and cell sites.

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

- Oberon's Model 1025-00 Indoor/Outdoor Enclosure Provides Security, Convenience
- Colleges Using Summer Months to Upgrade to e2Campus Unified Emergency Notification Service
- Juniper Networks Extends Partnership with Internet2 to Build Advanced 100Gbps Broadband Network Serving U.S. Communities
- New Macrobond Resistant Multimode Fiber TeraFlex 10G Cables Improve Attenuation Performance

JOB POSTINGS

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

- Senior Consultant, IT Management & Planning, IT Systems & Networks, Vantage Technology Consulting Group, Concord, MA
- Dir Information Tech Svcs, University of Rochester, Rochester, NY.
- Information Systems Programmer Analyst, Univ. of California, Santa Cruz, CA
- Applications Analyst, Miami University, Oxford, OH
- Instructional Design and Technology Specialist, Miami University, Oxford, OH
- Technology Support Analyst, Miami University, Oxford OH
- Manager of Infrastructure & Communications, Eastern Washington Univ., Cheney, WA
- AIX UNIX Systems Administrator Level III, Univ. of Iowa Hospitals & Clinics, Iowa City, IA
- Assoc. Dir. of Technology & Library Services, Delaware Valley College, Doylestown, PA
- Info. Technology Consultant, Help Desk Support, California State Univ., San Marcos, CA
- Systems Analyst for Systems & Network Management, Indiana Univ. of PA, Indiana, PA
- Network Security Administrator, Delaware Valley College, Doylestown, PA

RFIs/RFPs

No new RFPs have been posted this month.

SPECIAL DEALS!

Watch the website for new Special Deals!