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eNEWS

Nominate Now for 2011-2012 Board of Directors

Once again it's time to think about ACUTA elected officials! New officers will, as always, begin their terms at the end of the Annual Conference. For 2011-2012, that will be April 6, 2011.

ACUTA's Nominating Committee has issued the call for nominations for the positions of President-Elect, Secretary/Treasurer, and two Directors-at-Large.

President-Elect: As stated in the Bylaws (Article III, Sect. A6), "Candidates for the office of President-Elect must have served as a member on the Board of Directors for a minimum of one year, or served as the Chair of a permanent committee for a minimum of one year." Nominees for this position must also be prepared to serve the following two years as President and Immediate Past President.

Secretary/Treasurer: George Denbow will be completing his term as Secretary/Treasurer, which is a two-year term.

Directors-at-Large: Two positions shall be elected each year for two-year terms. The Nominating Committee will assemble a slate of nominees from names submitted by the membership. The two candidates receiving the most votes will be declared the winners. Directors-at-Large whose terms will expire this year are Riny Ledgerwood of San Diego State University and Ron Kovac of Ball State University. Both are eligible to run for another term if they so choose.

Directors-at-Large who will serve the second year of their two-year terms are Matt Fuoco, University of Kansas Medical Center, and Walt Magnussen, Texas A&M University.

Immediate Past President Buck Buchanan will step off the Board, and President Matt Arthur of Washington University in St. Louis will serve as Immediate Past President. President-Elect Joseph Harrington of Boston College will step into the presidency for 2011-12.

Nominations must be received by 5:00 p.m. EST, November 15, 2010. Send all nominations to Buck Buchanan, Immediate Past President, at buchanan@otc.fsu.edu and copy Michele West, ACUTA Manager, Membership Services, at mwest@acuta.org. Phone nominations will not be accepted.

In This Issue

From the President

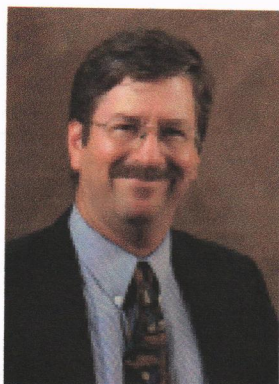**Matthew K. Arthur**
Director, Incident Response
Washington University in St. Louis
arthur@wustl.edu

Board to Study Educational Offering

Those of you who have followed my columns every other month in the eNews know I have tried to be as transparent as possible to ACUTA members and affiliates concerning the steps being taken as we look toward revamping our educational strategy. My words this month narrow in focus as the work being done narrows as well. As you read through the steps being taken and have questions or concerns, I would ask (as always) to hear directly from you (arthur@wustl.edu). I welcome your input whenever the mood strikes you!

A quick review will show that the Board voted to have a Strategic Planning session prior to the Summer Seminar in San Francisco (July '10). Prior to the meeting, we partnered with consultant Kathleen Edwards to help lead the effort and assure that time was used in the best way possible. Most in attendance seemed to agree that it was productive, helpful, and time well spent. We then waited for Kathleen to provide her report in August. The report was shared with those who played a part in the strategic planning session, as well as staff, officers and Board members. At that time I recommended to the Board that a small task force composed of outstanding ACUTA members armed with clear guidance could and should develop the next "operational" steps forward.

Prior to the September 1st Board meeting, I asked Matt Fuoco (2-Term At-Large Board member) and Jennifer Van Horn (Membership Chair, former Program Chair) to co-chair the task force and presented them with this purpose:

- Review the "Findings and Recommendations, Developing An Education Strategy" report from Kathi Edwards.
- Based on that report provide the following:
  - o A clear definition of whom ACUTA represents from the higher education ICT arena (i.e., target audience)
  - o A clear explanation of the purpose of ACUTA's educational offerings: just-in-time learning, case studies, leadership/management development, technical training, etc.
  - o A description of how ACUTA could best provide educational offerings based upon the answers to the two questions above.
- Develop operational strategies that support the current ACUTA Strategic Plan from July 2009 and a timeline for possible implementation.
- Provide a recommended list of which committees (sitting or ad-hoc) should be tasked with implementation of these operation strategies.

They accepted the challenge and after the Board approved the Educational Planning Services Task Force,' I gave them one last word of advice/input. "What if we [ACUTA] had no educational offerings today? What would we develop?" A fresh approach is needed that doesn't necessarily tie itself down to past practices that may no longer fit what ACUTA needs going forward.

They are working to provide a final report no later than the November 3rd Board meeting. From this report, we want to develop specific tactical plans to move forward using the 2009 Strategic plan as the outline and basis for committee assignments. It could call for another task force to focus on some specific actions for which there is no standing committee to handle. We won't know until the task force completes their work.

This is an exciting time to be involved with ACUTA! As we move our message to include all of higher education information communications technology professionals, we have to be sure our professional development and education encompasses this larger group. In addition, these offerings must be "consistently of good quality and value" to our members or we are tilting at windmills, as the saying goes. I have complete confidence that Matt, Jen and their task force will provide exactly the direction and input we need. As another popular saying goes, "Come GROW with ACUTA!"

Nominate Now for ACUTA Institutional Excellence Award

November 5 is the deadline for round one nominations for ACUTA's 2011 Institutional Excellence in Information Communications Technology Award. Do not miss this opportunity to have your department or institution recognized by winning one of ACUTA's most prestigious awards.

The nomination form is only one page in length and is available HERE. Background information, frequently asked questions, and summaries of past award winners may also be found at this location.

The ACUTA Awards Committee looks forward to receiving your nomination! Should you have further questions, please contact Lisa Thornton, Awards Committee Staff Liaison, at lthornton@acuta.org.

ACUTA extends appreciation to PAETEC for sponsoring the award for the 11th consecutive year.

Tech Talk

Kevin Tanzillo
Dux PR
kevin@duxpr.com

The Land of Lync'in

So when I first heard the name that Microsoft gave its new version of Office Communications Server—Lync—my first thought was, "Hey, isn't that the name of that character from the Mod Squad TV show back in the '60s?"

Well, I was close. That was "Linc," short for Lincoln Hayes, and the role was played by a then-proudly-Afro-sporting Clarence Williams III, shown here in a photo from the TV show. If this photo doesn't scream late '60s and early '70s, nothing does. Well, maybe my old orange bell bottom pants would, but we've mercifully destroyed all photographic evidence of those.

Linc. No connection to Microsoft.

But let's get back to Lync, because this is something you'll be hearing more about relative to its applicability in Unified Communications and other telecom applications. Until its christening as Lync, the new version was known as Office Communications Server, or OCS, 14.

The name notwithstanding, what it does is serve as an enterprise real-time communications server, offering a platform for enterprise instant messaging, conferencing, voice and video calls, presence applications, file transfers, and more.

Lync offers a wide range of new and improved features, and we won't detail them here. There are places where you can find quite detailed descriptions of the features. The NoJitter and NetworkWorld websites are two good starting points.

As with most anything Microsoft does, the new name drew some initial criticism. The company's official explanation is that the name is a hybrid of the words "link" and "sync" because of its ability to deliver a "truly integrated communications experience." It provides a range of features and applications without the need for a standalone PBX or conferencing system.

Microsoft is positioning Lync as a "milestone" in connecting its server platform architectures through an integrated Unified Communications and Collaboration architecture. The company says that among the things that Lync makes possible is turning every interaction into a virtual meeting. Any conversation can leverage video, application, and desktop sharing, for instance.

It also allows users to stay connected to the devices of their choice while they are away from the office. For example, a user could shift a call from their PC to a mobile device with no interruption in the conversation, or make their mobile device a virtual landline, with all calls presenting as though they were originating from the office phone.

We all know of the buzz surrounding Unified Communications, and all the efficiency-enhancing (and often cost-reducing) applications that it enables. We wrote about it here at Tech Talk back in March, at the time with a focus on establishing a demonstrable return on investment, since so many of the benefits of UC are "soft" ones. Even though UC can enable people to do more work in less time and with fewer delays, translating this into "hard" cost savings remains one of the uphill battles of any UC migration.

While Lync may not make it any easier for you to win the ROI argument, it will be front and center in the technology migration to UC. You'll probably find it helpful to study up on it.

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.

That Smarts!

A Lesson Learned from an ACUTA Member

In an attempt to secure our beautiful new datacenter, we installed a series of card-swipe door-lock systems. These doors were tiered, allowing people with higher and higher clearance to get nearer to the inner sanctum, the central datacenter. One month after move-in, our campus experienced a power outage lasting about a day. Our back-up battery and generator systems worked like a charm.

We only had one problem. It seemed that in the electrical design for the building, our card-swipe unit power was backed-up, but our magnetic door strikers were not. In short, all staff cards were working fine in the swipe units, but the actual mechanisms that unlock the doors were "dead as a doornail" (no pun intended).

We ended up using a key for the remainder of the outage.

*The individual who contributed this story asked to remain anonymous.*

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).

Technology — What's "IN" on Campus

	Total			Male			Female		
	S08 %	S09 %	S10 %	S08 %	S09 %	S10 %	S08 %	S09 %	S10 %
Text Messaging	58	68	61	51	61	59	64	76	63
Apple iPhones	NA	42	58	NA	43	60	NA	42	56
Apple iPods	51	65	55	47	60	56	56	69	55
Laptop Computers	47	60	52	41	56	48	52	63	55
Digital Cameras	40	44	37	32	38	30	49	51	43
Taking photos with cell phone	29	36	34	24	29	31	34	42	37
Apple iPad	NA	NA	12	NA	NA	15	NA	NA	10

Printed with permission from Student Monitor
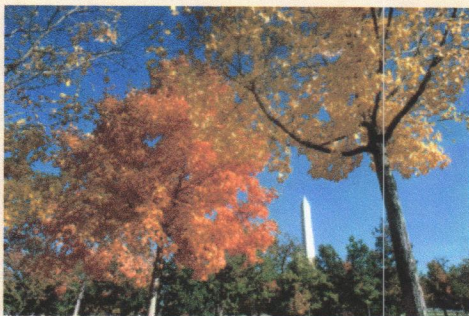
ACUTA Surveys Voice and Emergency Systems

Ray Horak
The Context Corporation

ACUTA recently surveyed its membership to obtain a current view of the status of their voice and emergency systems and get a sense of plans for upgrades, replacements, migrations and the like.

When asked what model they currently use to deliver telecom/voice services, 12% replied that they still use traditional Centrex and only 1% Hosted IP. The balance all have deployed premises-based systems—12% VoIP, 37% TDM and 40% Hybrid. With only a few exceptions, the percentage of VoIP stations deployed was well less than 50%, suggesting that most respondents are easing into VoIP transitions. This is not surprising given the demanding nature of the college and university IT environment, and it is reflective of what we see in the business market. The system and service vendors are concentrated around AT&T, Avaya (including Nortel), Cisco, NEC, and Verizon. Siemens, Mitel, and Aastra are also mentioned by a number of respondents. Alcatel-Lucent, Asterisk, Broadview, Ericsson, Sprint, ShoreTel ,and others also made appearances.

When asked about plans for change to current telecom/voice service offerings, 51% responded that they have no such plans and 11% plan to rebid their system or service. The remaining 38% that have other plans in mind are heavily weighted toward VoIP pilots, transitions, migrations, and so on. Those of a mind to make a change plan to do so soon—31% within a year and 78% in 3 years or less.

With respect to messaging, it was no surprise to me that 95% currently have standard voice mail, but I was fairly amazed to learn that 58% currently support voicemail to e-mail and another 20% have plans to do so within 3 years. There is a lot more information of real interest regarding conferencing, fixed mobile convergence, and unified communications. There is also a ton of good insight as to the status and plans regarding emergency systems, which are particularly strong in the college and university market. More at www.acuta.org/wcm/acuta/ex-spon/clcsurvey.pdf

Excerpted and reprinted with permission from Telecom Reseller Magazine.

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

Order today from the ACUTA eStore at http://www.acuta.org. Click on "store" at the top of the screen.

A number of sessions from various ACUTA events as well as three webinars have been recorded and are available from the ACUTA eStore. If you missed those events or if you just want the opportunity to review the information in the comfort of your own office, we have made the CD/DVDs available for purchase.

Here is the current selection:

■ Summer Seminar, San Francisco (8 sessions)
    Topics: Wireless—The New Paradigm and *Green IT—Green Fields*
■ Winter Seminar, New Orleans (9 sessions)
    Topics: *IP Utopia: Where Are We?* and *Managing Change in an IT World*
■ Annual Conference (8 sessions)

Seminar and conference CD/DVDs come in a high-quality Windows Media video format that can play right on your laptop or desktop computer. The cost is $189/members or $219/nonmembers. Benefits include:
• More than 8 hours of high-quality video and audio on a single CD/DVD disc
• Handouts of many of the 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

■ Webinars (WebEx Presentation: $89 members/$129 nonmembers)
• FCC National Broadband Plan (March 2010)
• Overcoming Implementation Challenges with DAS at TAMU (Sept. 2010)
• The Future of Unified Communications (Sept. 2010)
■ Audio Seminar (Audio CD: $69 members/$109 nonmembers)
• Centralizing Networking Services at the University of Florida (Feb. 2010)

Visit the ACUTA Community Often!

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

Want information about VoIP?

Need to know what others are doing about phones in 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.

Board Report
September

George Denbow
Univ. of Texas, Austin
ACUTA Secretary/Treasurer
george.denbow@mccombs.utexas.edu

The Board met on September 1, 2010, via conference call.

The Board approved the consent agenda, which included the following as well as other items:

- Committee and other reports which were distributed prior to the call. A number of appointments to various committees were approved.
- June and July financial statements
- Director-at-Large Walt Magnussen's report on FCC activities

The Board discussed the 2010-2011 institutional and corporate affiliate recruitment plans. The new plans include a social media strategy, a "This Is ACUTA" video being produced by the Membership Experience Committee, assistance from the ACUTA Ambassador Task Force, and other elements. A goal of 40 new schools and 28 new companies in this fiscal year was accepted.

Mr. Arthur announced the appointment of Matt Fuoco and Jennifer Van Horn to co-chair a task force that will follow up on the Education Strategic Planning Retreat held in July.

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.

It's All about Access

Q I have been asked by a new student's mother (who works for T-Mobile) to set up the ability for her daughter's T-Mobile phone to connect to the WiFi and make calls out through our network, since there is no T-Mobile service anywhere near our (remote) campus.

Can anyone tell me the legal ramifications of doing this? As I recall, when I started working here, the telecom person at the time told me that we weren't providing VoIP for devices until we had figured out the necessary issues of tracking calls through the network (like we can on our phone system) due to the possibility of someone calling 911, or something like that. I'm open to any feedback on this.

Jim Bingham, Network Analyst, Franklin Pierce University
binghamj@franklinpierce.edu

A Since NH is not a state that has enacted E-911 legislation, there is no legal requirement for you to provide 911 information on the call. That being said, there are still some issues to be considered.

I am assuming that when you say that the T-Mobile phone would be connected to the campus WiFi and make calls out through your network, you are referring to the use of a dual-mode phone (cellular and WiFi like the iPhone or other smartphones). The call is picked up by your wireless network and routed over your facilities. The question is whether you are routing the call through your PBX and trunks, out over a commercial VoIP provider, or via Internet to T-Mobile. In any case, it's really your call and your responsibility. T-Mobile is really not in the picture and cannot provide any 911 location information.

I would suggest that you need to look at the larger picture here. Are you setting a dangerous precedent in doing this? Can any other student who does not have "reasonable" cellular coverage come to you and request the same service? If so, how do you track and bill calls? Is your wireless network ready to support this additional load? Can you provide this service ubiquitously across the campus? Do you really need to address this issue with a DAS or some other more all encompassing approach?

While it is laudable to try to serve parents and students, the fact that this student uses T-Mobile and T-Mobile's coverage around your campus isn't good is not a college problem. Maybe a different approach might better serve all involved. A commercial VoIP service or a T-Mobile femtocell (provided by the student) might be a better solution. However, if, after careful consideration with Legal and your network services group, you do decide to allow this student access to your wireless network, I suggest that a written agreement with the parent/student is in order. The agreement should specifically limit your liability and explain that coverage might be limited based on your wireless capabilities.

Hope these ideas are of help.

Geoff Tritsch, Vice President, Vantage Technology Consulting Group
geoffrey.tritsch@vantagetcg.com

Footnote from Jim: I also contacted the FCC, and they told me that the carrier is responsible for handling tracking emergency calls. There are no restrictions we should be concerned with in terms of keeping track of the calls. It's just a matter of whether our Internet connection can handle the bandwidth. And that is what the real issue is for us.

In Memory

Robyn Render passed away September 8, 2010, after a courageous fight with cancer. Known and respected for her energy, clear and critical thinking, and compassion, Robyn was a member of ACUTA's Higher Education Advisory Panel and had presented at the Strategic Leadership Forum.

Send condolences to her family at 451 Crestdale Lane, Apt 34, Las Vegas, Nevada 89144, or leave a message for the family at http://www.caringfunerals.com/index.php?P=4&FILENUMBER=2005&ObituaryId=2005.

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.

- NIST – Health IT Standards & Testing (Approved Procedures):
  http://healthcare.nist.gov/use_testing/finalized_requirements.html
- Alcatel-Lucent – Analysis of Traffic Growth on Internet Access:
  https://prodnet.www.neca.org/publicationsdocs/wwpdf/81610alcatel.pdf
- PSU – Prof Spanks FCC for Poor Data Collection Practices:
  https://prodnet.www.neca.org/publicationsdocs/wwpdf/81310frieden.pdf
- AmCom – Hospital Lessons Learned Regarding Smartphones:
  http://www.amcomsoftware.com/gwf/?id=Mjcw&name=Aug+10_Telecom+Reseller+eBlast_ Smartphones+Utopia+WP
- R. & Assoc. – Tech Analysis of Proposed 700MHz D-B Auction:
  https://prodnet.www.neca.org/publicationsdocs/wwpdf/82410tmobile2.pdf
- GAO – FCC Could Better Monitor Wireless Competition :
  https://prodnet.www.neca.org/publicationsdocs/wwpdf/82610gao.pdf
- Duke U. – Home Computer Technology & Student Achievement:
  http://www.hks.harvard.edu/pepg/PDF/events/colloquia/Vigdor_ScalingtheDigitalDivide.pdf
- Beloit College – Mindset List for the Class of 2014:
  http://www.beloit.edu/mindset/2014.php
- FCC – Tech Paper-Health Care Broadband in America:
  https://prodnet.www.neca.org/publicationsdocs/wwpdf/82710obi5.pdf
- TIA – Economic Impact of FCC Reclassification of Broadband:
  https://prodnet.www.neca.org/publicationsdocs/wwpdf/82710tia.pdf
- Connect Iowa – Iowa Broadband Report:
  http://www.connectiowa.org/_documents/ConnectIowaBroadbandAnalysis082010FINAL.pdf
- Connect Iowa – Residential Technology Assessment:
  http://www.connectiowa.org/_documents/IA_Residential_Full_FINAL.pdf
- NIST – Smart Grid Cyber Security (Vols. 1-3):
  Volume 1: http://csrc.nist.gov/publications/nistir/ir7628/nistir-7628_vol1.pdf
  Volume 2: http://csrc.nist.gov/publications/nistir/ir7628/nistir-7628_vol2.pdf
  Volume 3: http://csrc.nist.gov/publications/nistir/ir7628/nistir-7628_vol3.pdf
- U.S. DHS-OIG – DHS Must Improve Its Own Cybersecurity:
  http://www.dhs.gov/xoig/assets/mgmtrpts/OIG_10-111_Aug10.pdf
- Pew Internet – Use of Cellphone Applications:
  http://www.pewinternet.org/~/media//Files/Reports/2010/PIP_Nielsen%20Apps%20Report.pdf
- NIST – Building Occupant Emergency Egress Data:
  http://www.nist.gov/bfrl/fire_research/building-occupant-evacuation.cfm
- NIST – Smart Grid Cybersecurity Guidelines:
  http://csrc.nist.gov/publications/PubsNISTIRs.html#NIST-IR-7628
- NASCIO – EA Value Chain-Business Analytics:
  http://www.nascio.org/publications/
- CRS – Emergency Comm/Broadband & Future of 911:
  http://www.fas.org/sgp/crs/homesec/R41208.pdf
- CRS – Emergency Alert System & All-Hazard Warnings:
  http://www.fas.org/sgp/crs/homesec/RL32527.pdf

The 2011 Institutional Planning Guide,
providing details about events in the coming year,
is now available at
http://www.acura.org/wcm/acuta/pdf/planning_guide.pdf.

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● ●

Check It Out: Press Releases, Job Postings, RFIs/RFPs and Special Deals

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

- Enterasys Launches Electronics for Education Program
- Fujitsu Celebrates 75 Years of Innovation: 1935-2010
- Southern Light Deploys Optelian's Optical Transport System

NEW JOB POSTINGS

Help your colleagues who are looking for work! Send job postings to jobpost@acuta.org.
- Communications Network Analyst, Senior/Principal, Security, Univ. of Arizona, Tucson
- Network Technician 2 / 3, University of Connecticut, Storrs
- Manager, Telecommunications Administration – George Mason University, Fairfax, VA
- 3 Positions - Systems Analyst, Learning Systems Coordinator, and Senior Digital Media Developer - Miami University, Oxford, OH

RFIs/RFPs

Send us your RFIs/RFPs so we can share them with other members.

SPECIAL DEALS!

A number of special deals and discounts are still available, but no new specials have been posted this month.

FREE WEBINARS HOSTED BY ACUTA CORPORATE MEMBERS

Many free webinars are available through ACUTA Corporate Members. Check the website at www.acuta.org/corporatewebinars to see what is currently available. (Corporate members e-mail Amy Burton at aburton@acuta.org to get your free webinars listed.)