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eNEWS

From the President

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Updates You Can Use

We've just returned from yet another successful ACUTA Winter Seminar, featuring interactive sessions devoted to Unified Communications and Emergency Management, with the added excitement of some big-name celebrities such as Yogi Berra also visiting the Palm Springs area. From our ICT celebrities—institutional and corporate affiliate members and new and veteran exhibitors—we learned all about the benefits of the integration of communications platforms as well as many of the trials and tribulations to avoid. We also gleaned much from the experiences of those who have already embraced emergency preparedness on their campuses. And we glimpsed what the Leg/Reg future holds for us as the Federal Warning, Alert, and Response Network (WARN) Act was unveiled.

I would like you to note well that during the Winter Seminar an important collaborative message was released from ACUTA, Educause, and Internet2, organizations that represent more than 2,200 institutions and organizations of higher education. The joint paper, entitled "Higher Education and Information Technology in the 21st Century," was sent to the transition team of President-elect Obama. Although it may also be found in your in-box, we encourage you to reference the message on the ACUTA website at http://www.acuta.org/?2362 and to share it with leaders on your campuses.

The paper calls upon the new administration to address several critical higher education information communications technology issues, including:

• Support for broadband infrastructure deployment in both higher education institutions and the private sector in the economic stimulus package

• Privacy and security policies that strike the right balance between security concerns and preservation of the innovative capacity of higher education networks

• Support for ongoing development of the nation's cyberinfrastructure, at a level commensurate with its importance to the nation's future

• Provision of sufficient resources to the Department of Education to support the continued development of IT-enabled improvements in higher education

In This Issue

- Copyright law that keeps pace with education in the digital age and does not place the enforcement burden on higher education institutions or mandate specific technology solutions

- Support for campus emergency notification requirements that permit campus law enforcement and technology experts to use their discretion in reacting to a particular situation, and calling for funding for student safety and campus emergency management grants and upgrades to the nation's E911 systems

I am reminded of a quote from Eleanor Roosevelt: "When you are interested in everything you don't have to look for things to be interested in. Interesting things seek you." Stay tuned for more legislative/regulatory updates as well as the sharing of "Fresh Ideas" at the next ACUTA event, the 38th Annual Conference, to be held in Atlanta at the Hyatt Regency April 19-22.

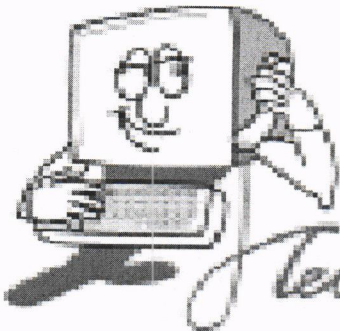# Strategic Leadership Forum: Changes and Challenges in Uncertain Times

It's no secret that these are among the most challenging times in recent memory for higher education institutions. With that in mind, the ACUTA Strategic Leadership Forum will provide valuable insights from your peers and other experts on how you can instigate productive changes in your operation, to survive the current downturn and come out a winner on the other side.

Packed into two intensive and economical days during the ACUTA Annual Conference in Atlanta, the Strategic Leadership Forum on April 20-21 will help you narrow down the options and make successful decisions on the following:

- What are some proven successful approaches to overcoming financial challenges, such as eliminating duplication and overlap, and savings through centralization of IT services?

- How are campus ICT leaders evaluating and choosing among technology options such as virtualization, grid and cloud computing, Network Access Control (NAC), and Service-oriented architecture (SOA) for implementation on their campuses? How do you know which technology changes to embrace, and how can you make good decisions quickly?

- When does outsourcing make sense from a service and business perspective, and what are the short- and long-term factors to consider beyond immediate cost savings?

- How do you help your team cope with change, and keep morale and productivity high during uncertain times?

- How can we effectively manage a changing workforce, and provide the campus with the technology tools for innovative working arrangements?

- What can we learn from the corporate sector to reinforce the value proposition for ICT, avoid "end run" IT, and improve IT asset utilization? How do corporations weigh technology choices and focus on user perspectives?

- What are the implications of changes in teaching and learning for ICT services? How can we best prepare for increasingly global campuses, significant increases in the number of distance learning students, the use of Web 2.0 technologies such as Wikis and blogs, and changes in course management systems?

We know that you need to make the most of limited professional development and travel budgets, and any program you attend must have an excellent ROI. The ACUTA Strategic Leadership Forum has a 12-year track record of being focused strictly on your needs, planned by and for members of our non-profit association. At only $645 for the early member registration fee for the Leadership Forum including, if your schedule allows, the entire four-day ACUTA conference, this program is unsurpassed in value or quality.

View the program details and register online by March 6 at http://www.acuta.org/?2354, to receive the early registration discount. If you have any questions about the program content, feel free to contact Jeri Semer, ACUTA Executive Director at (859)278-3338, ext. 225 or jsemer@ acuta.org.

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It Sounds Scary, But "VoIP is Dead" Declaration Isn't Cause for Worry

Don't know how many of you find time in your busy schedules to monitor the "blogo-sphere," but there has been a bit of a mini-debate going on in the last few weeks about the health—or lack thereof—of VoIP. This debate picked up momentum when one of the more influential bloggers gave some credence to the contention that "VoIP is Dead." Since then, there has been lots of commentary on this idea, as you might imagine.

Rest assured that this crazy talk shouldn't even remotely affect your network convergence plans, whether you're bringing a unified network to campus for the first time or expanding an existing setup. It's an interesting debate, but one that is peripheral to the larger issue of convergence.

If you look at VoIP in a vacuum, as a standalone application isolated from all the other things that IP enables, you can see the logic behind the VoIP-is-dead argument. Few organizations today would embrace network convergence for the sole purpose of being able to carry voice over the data network. That just isn't the way the higher education world, or the corporate world, is converging.

Today, it's more about EoIP—Everything over IP. And that includes voice. You have an entire laundry list of applications as well: conferencing, collaborative work, remote learning, unified messaging, location-based services, fixed-mobile convergence, and traditional voice telephony. These are all being merged for transport over a robust IP infrastructure.

Despite the overheated VoIP-is-Dead rhetoric, the debate is really a healthy thing at this point. It has become too easy to lump all the above-mentioned forms of network convergence under the misleading heading of VoIP, rather than focus on each application and the particular benefits that it brings to the organization and its users.

In the debate, we favor the side that says voice (VoIP) as one of the EoIP applications is quite healthy, but simply not as much of a novelty as it may have been a few years back. But that's pretty typical as technology advances. If you go back a dozen years, e-mail was quite a novelty, and half a dozen years before that, faxing was Hot Stuff.

The EoIP progression is akin to the development of the iPhone, in which actual voice calls are only a small subset of all the things that handheld device, and others like it, can do for you. Just as hardly anyone buys a mobile phone today only for its voice capabilities ("Jitterbug" customers perhaps being the exception), moving to IP simply for the sake of voice is as unrewarding as it is illogical.

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.

Cast Your Vote in ACUTA Election

If you are the primary ACUTA member for your institution, you should have received an email ballot for the election of ACUTA's 2009-10 Board of Directors or you will be receiving a ballot in the mail soon. Please be sure to follow the directions on the ballot so that your vote will count. We have some excellent candidates for the various offices, and they will be encouraged by a high voter response to know that members are interested and supportive.

Matt Arthur is the candidate for President-Elect. George Denbow (University of Texas at Austin), Adrienne Geralds (Rutgers University), and Jennifer Van Horn (Indiana Univ. Purdue Univeresity at Indianapolis) are the candidates for the office of Secretary/Treasurer. Bob Corbin (The Ohio State University), Ron Kovac (Ball State University), Riny Ledgerwood (SDSU), and Pat Miller (Alliant Intl. University) are the candidates for Director-at-Large. You will cast votes for two directors-at-large.

Ballots must be completed by February 13—either submitted online or postmarked. If you have any questions, contact Michele West at the ACUTA office at mwest@acuta.org or 859/278-3338 x222.

D C Update

Dave Ostrom

Washington State University(retired)

ACUTA Legislative &
Regulatory Affairs Committee

Changes at the FCC

We are now at the beginning of the new administration and the transition is underway. Kevin Martin resigned his position at the FCC effective January 20—the same day that President Obama was inaugurated. On January 22 Commissioner Michael J. Copps was designated the acting chair while it is widely believed that Julius Genachowski will be nominated by President Obama to head the FCC. On his way out, Chairman Martin vigorously defended his record claiming "Success Over (the) Past Four Years in Protecting Consumers and Promoting Competition." I am left wondering how the numerous mergers have promoted competition. On the other side, Martin's last act was to raise concerns about the practice of cable operators who move channels from analog to digital only tiers at a higher rate, which can be viewed as protecting consumers.

The FCC is currently left with only 3 commissioners: Adelstein, Copps, and McDowell. Adelstein's appointment has expired, but he can continue to serve until the current (111th) session of Congress ends. I haven't found any news as to whether or not Obama plans on reappointing him. I find it of interest that McDowell has written to Chairman Copps stating that he is "greatly encouraged to know that you (Copps), Commissioner Adelstein, and I (McDowell) will be working together towards the goal of boosting employee moral, promoting greater transparency, as well as creating a more informed collaborative process and considerate decision-making process...." Later he talks about "delegating some authority back to upper and midlevel management" and "improving external communications." Copps responded, thanking McDowell for his comments and indicating that some efforts are already underway such as improving the FCC website.

To me, the comments of McDowell speak volumes about the previous FCC under Martin, where many decisions were made in secret and information was not well communicated. The changes underway with an acting chair show how eager the remaining commissioners are to address the problems and bring real hope that we will be seeing an FCC that will be much easier to work with.

The comments about Julius Genachowski have been very positive. He is a former Harvard Law School classmate of President Obama, served as his top technology advisor during the campaign, and served on the transition team's advisory board. He previously worked for the FCC as senior legal advisor to Reed Hundt while Hundt was chair of the FCC. He also has experience working at an Internet firm as well as several other businesses.

DTV Transition Looms

Also on the radar is the looming DTV transition unless Congress decides to delay the implementation date. There is a lot of concern that many will not be prepared for the transition and will lose service on February 17 when the change is made. The funding for the coupons for the converter boxes has run out, although it is believed that many have coupons that will not be used. Efforts are now underway in some areas to ask folks to turn in their unused coupons for use by others who really need them. In any case, Congress has yet to act and we are less than three weeks away from the deadline. The broadcasters are eager to move away from the extra expense of operating the duplicate equipment, and it is likely that many will lose service when the change is made.

Board Report

January

Riny Ledgerwood
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The Board of Directors met in Palm Springs on January 10, 2009. The Board reviewed and approved the following:

- November 2008 financial statements
- Committee minutes and reports
- 12/08 Membership Recruitment Update
- Quarterly Report on Transition to Spring, 2009
- Audited Financial Statements as of September 30, 2008
- Two nominations to serve on the Department of Education Negotiated Rulemaking teams as follows:

  1. Wendell Barbour for the Remote Student Identity Verification Team

  2. Matt Arthur for the P2P and Emergency Response Team

- The hiring of a Focus Group Leader and Data Analyst through a recruitment process as recommended by the Publications Committee

- To continue the password protection requirement to access ACUTA Journal Online as recommended by the Publications Committee

The Board reviewed the Committee Structure Task Force Report and discussed the draft new committee descriptions. Once approved, the Board will discuss the timeline for implementation, budgetary, and staffing considerations, as well as filling the vacancies for these positions.

As colleges and universities are tightening their travel budgets in response to the current economic downturn, the Board discussed the possible financial impacts that this may have on ACUTA at the upcoming seminars and Annual Conference. ACUTA is continuing to look for ways to reduce expenses and/or increase revenues.

ACUTA is also continuing to add value to its membership by providing a cost-effective and time-saving forum for interaction among technology providers and their current and potential customers. Other benefits include access to the listserv, legislative and regulatory alerts, audio/webinars, the Journal, eNews, and other sources of information.

Respectfully submitted,

Riny Ledgerwood, Director
Communications and Computing Services
San Diego State University

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WiFi Access Essential

www.campustechnology.com

Ninety percent of college students in the United States say WiFi access is as essential to education as classrooms and computers, and nearly three in five say they wouldn't go to a college that doesn't have free WiFi, according to a survey by the WiFi Alliance and Wakefield Research. What's more, 79 percent said that without WiFi access, college would be a lot harder.

This information comes from an article published by Campus Technology. The complete article is available at http://www.campustechnology.com/articles/68281/

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Important Information...Useful Resources...The Best in Professional Networking:
Invite a Colleague to join ACUTA today!

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.

- Gartner (via AVAYA) – Magic Quadrant-Contact Center:
  http://mediaproducts.gartner.com/reprints/avaya/vol4/article7/article7.html
- ARUBA – Campus Wireless Network Reference Design:
  http://www.arubanetworks.com/technology/design_guides.php
- ISCO – Impact of Interference on Wireless Data:
  http://www.iscointl.com/images/Interference_2page.pdf
- EU – Regulatory Framework for Mobile TV Networks/Services:
  http://ec.europa.eu/information_society/policy/ecomm/doc/library/communications_reports/leg_fw_mob_tv/1_en_act_p1_v2.pdf
- EU – Review of the Scope of Universal Service in EU Countries:
  http://ec.europa.eu/information_society/policy/ecomm/doc/library/communications_reports/universal_service/572_final_en.pdf
- ITIF – Policymakers Guide to Broadband Network Management:
  Executive Summary: http://www.itif.org/files/NetworkManagement_ExecutiveSummary.pdf
  Full Report (good document!): http://www.itif.org/files/Network_Management.pdf
- PEW – The Future of the Internet III:
  http://www.pewinternet.org/pdfs/PIP_FutureInternet3.pdf
- GAO – Radio Communications Needs Joint Solution:
  http://www.gao.gov/new.items/d09133.pdf
- U.S. COC – Intro to Broadband Technology & Regulation:
  http://www.uschamber.com/assets/env/introbroadband.pdf
- U.S COC – Impact of Broadband on Senior Citizens:
  http://www.uschamber.com/assets/env/broadbandseniors.pdf
- Cisco – 2008 Annual Security Report:
  http://cisco.com/en/US/prod/vpndevc/annual_security_report.html
- Panda Security – Assessment of Services for U.S. Immigrants:
  panda@bateman-group.com (email to request a copy of study)
- CDC – Cellphone Replacement of Landline (Jan-June 2008):
  http://www.cdc.gov/nchs/data/nhis/earlyrelease/wireless200812.htm
- NERC – Electrical Reliability Impacts of Climate Change:
  http://www.nerc.com/files/2008-climate-initiatives-report.pdf
- Texas HHSC – Report to Legislature on Telemedicine in Texas:
  http://www.hhsc.state.tx.us/reports/TelemedicineMedicalServicesBiennialReport_December2008.pdf
- NRC – Current IT Plans for Effective Health Care Inefficient:
  http://www.nap.edu/catalog.php?record_id=12572#toc
- NRC – Nat'l Security Controls on Science/Tech in Global World:
  http://www.nap.edu/catalog.php?record_id=12567 (Free exec. summary & full text readable online)
- FCC – 13th Annual Report on Mobile Service Competition:
  http://www.fcc.gov/DA-09-54.pdf
- FCC – 13th Annual Report on Video Competition:
  http://hraunfoss.fcc.gov/edocs_public/attachmatch/FCC-07-206A1.pdf
- FCC – Statistics on Cable Television:
  http://hraunfoss.fcc.gov/edocs_public/attachmatch/DA-09-53A1.pdf
- Pew – Obama's Online Opportunities II:
  http://www.pewinternet.org/pdfs/PIP_Broadband%20Barriers.pdf

Welcome New Members

Institutional Member

Tarrant County College District, Fort Worth, TX. T5
Maria Shelton, Vice Chancellor for ITS (817/515-5389) .... maria.shelton@tccd.edu

Corporate Affiliate Members

COPPER MEMBERS

Delphi, Inc., Arlington, VA .... delphi-inc@att.net
Gary Audin, President (703/908-0965)

Delphi, Inc., is a communication consulting firm specializing in network planning, design, RFP prep-
aration and proposal evaluation of voice, data and video networks. Delphi also provides customized
training and education in communications technologies.

Optibase, Inc., Mountain View, CA..www.optibase.com
Joe Chordas, East Region Sales Manager (650/230-2400)

Optibase is a leading provider of advanced IPTV solutions. The company products feature state-
of-the-art high definition and standard definition streaming platforms supporting the latest video
formats in the market: H.264, MPEG-4, MPEG-2 and MPEG-1.

Valcom, Roanoke, VA..www.valcom.com
Linda T. Bishop, Advertising Manager (540/563-2000)

Valcom provides the highest quality loudspeaker paging and telecommunication system enhance-
ment intercom products: page control interfaces, VoIP LAN/WAN connectivity, ceiling / wall speak-
ers, background music, privacy spot sound masking, power supplies and door entry systems.

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Check It Out:
Press Releases
Job Postings
RFIs/RFPs

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 fre-
quently. Here are items that have been posted since our last eNews.

PRESS RELEASES
- Mohawk Announces the Addition of Rocky Mountain Networks to Their Sales Force
- Fujitsu Adds LTE Wireless Research and Testing Capabilities to Texas Facility
- Pacific University is First to Integrate Facebook and Twitter into e2Campus Emergency Noti-
  fication System

JOB POSTINGS: ACUTA members post job openings on the ACUTA website at no charge at
     http://www.acuta.org/Dynamic/Jobs/index.cfm

- Director of Instructional Technology, Longwood University, Farmville, VA

RFIs/RFPs
No new RFIs/RFPs have been posted.

NEW!

SPECIAL DEALS!
- 3Com Corporation: Upgrade to 3Com Energy Efficient Switches
- 3Com Corporation: Upgrade Network Switches and Save up to 25%
- PosTrack Technologies: Study Abroad Program Offer
- Send Word Now: Emergency Notification - Free 30-Day Trial
- PowerDsine 2009 Grant Program: 35% Discount for ACUTA Members
- Callisto Communications: Special Deals on Polycom, AudioCodes, Octel, Nortel, and Avaya