10-2009

ACUTA eNews October 2009, Vol. 38, No. 10

eNEWS

Nominate Now for 2010-2011 Board of Directors

Once again it's time to think about ACUTA elected officials! Moving the Annual Conference to April means our terms of office have changed as well. New officers will, as always, begin their terms at the end of the Annual Conference. For 2010-2011, that will be April 21.

ACUTA's Nominating Committee has issued the call for nominations for the positions of President-Elect 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.

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 Matt Fuoco of the University of Kansas Medical Center and Joe Harrington, Boston College. Both are eligible to serve another term if they so choose.

In other positions not on the ballot this year, Secretary/Treasurer George Denbow will complete the first year of his two-year term.

Directors-at-Large who will serve the second year of their two-year terms are Riny Ledgerwod of San Diego State University and Ron Kovac of Ball State University.

Immediate Past President Corinne Hoch will step off the Board, and President Buck Buchanan of Florida State University will serve as Immediate Past President. President-elect Matt Arthur of Washington University in St. Louis will step into the presidency for 2010-11.

Nominations must be received by 5:00 p.m. EDT, November 16, 2009. Send all nominations to Corinne Hoch, Immediate Past President, at hoch@columbia.edu. Phone nominations will not be accepted.
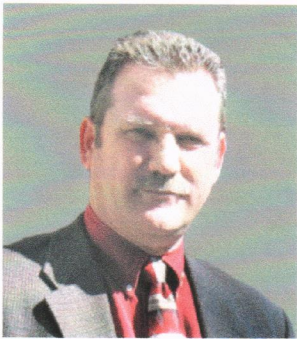
In This Issue

From the President

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The Need for Speed: Fast, Right or Cheap—Pick Any Two

This month I have stepped aside to allow Charles T. Friedrich, II, FSU Information Technology Services, to step in and bring you a very insightful message that is more than worthy of your time and attention. I hope you find some useful information in the following paragraphs. If you do, you might just tell Charles you read it in my column next time you see him!

While it may not be an axiom, this adage holds true in many instances. We're told as technologists that in a given project or endeavor we can pick any two-- fast, right, or cheap--but cannot have all three. The question is simply this: In today's rapidly changing technological environment, pressured by tight budgets and overworked staff, how can we willingly pick "fast" as one of our two choices?

Dr. Meyer Friedman coined the term "Type A" personality and "hurry sickness" in the 1950s. This type of personality is characterized by competitiveness, tenseness, aggressiveness and urgency. Do we allow rapid changes in technology to push our organization into having a Type A personality? Is it even possible for an organization to suffer from Type A personality characteristics? I think the answer to both questions is a resounding yes.

As Information Communications Technology (ICT) professionals and leaders in our organizations, it is important that we recognize when and how to place emphasis and importance on projects and directives. Making changes mid-stream, changing to meet a trend, double stacking meetings, launching new "bleeding edge" technologies, upgrading equipment, evaluating demo equipment, piloting new software, and burning the midnight oil all have their place and time; but, should they all be done at the same time? Our challenge is to take the time to evaluate technologies and system upgrades that produce real improvements and increased productivity

It is tough for me to find time to slow down, evaluate, ponder and go through more than a few iterative thought processes before I'm required to deploy a solution and move on to the next "urgent need". However, great value and results can be achieved when we take time to observe, peruse, and contemplate the incessant complex technological "Rubik's cubes" that demand our time. Here are a few simple methods that I have used to leverage time:

• Read technical briefs early in the morning before the interruptions of daily operations have a chance to interfere.

• Find organizations of similar size and complexity that have already done a project and get input.

• I once read that while traveling on campaigns Napoleon only answered his correspondence once every six months. His theory was that if an issue was so important that it needed immediate attention, the person would ride out to the battle field and find him. If not, the issue would be resolved by the time he returned. That story speaks volumes to me about trusting and empowering managers and employees with day-to-day operations. All that was said to say this: Disconnect. Turn off your Blackberry's and/or cell phones and find solitude. A few hours of quiet time every week can pay big dividends in your thought processes.

• Set meetings with yourself on the calendar. Go to the library or some other sanctuary and find a quiet space to study, diagram and plan long term strategies.

My challenge for you is to recognize and avoid Type A characteristics in your organizations (as much as practical), rethink technology and how it fits into your service portfolio, and focus on sound decisions that give your organization value and long-term, fiscally sustainable operations. Keeping with Napoleon's philosophy, let's go out and enjoy the "battle" while avoiding the casualties that often accompany hurried decisions.

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To Blog or Not to Blog...

Should you blog? Now, we're not talking about something you might do in your off hours relative to your interests or hobbies; instead, this is about writing something, on the IT/telecom department portion of your school's website, concerning what you and your department do.

This may be worth looking at in terms of increasing visibility for the good works your department performs on campus. Speaking as someone who is increasingly "ghost-writing" blogs for various clients, I can attest to the "awareness" value of putting your experiences, your thoughts, and your perspective out there.

No doubt you read some blogs, and perhaps you may be a loyal follower of some specific blogs. Every trade publication features blogs, and many industry experts have, for a variety of reasons, started their own blogs. So you no doubt have a pretty good sense of what's good and what's bad, which are valuable or at least entertaining, and which are useless.

On the positive side, blogging would offer you a means of spreading the word about projects your department is working on, and these projects' progress, along with advice and perspective on network security and usage, as well as scads of timely topics unique to your school and campus. Chances are a blog would be a far more effective means of communication than simply posting some IT bulletin on the website and hoping people wade through it. On a personal and personnel basis, it also raises the profile for you and your department, enabling you to let more people know the value of the work you do both on a daily basis and via major projects.

On the negative side, blogging means you have to sit down and write something. Regularly. Frequently. Dependably. And for some people, that is torture. If you are such a reluctant writer, seeing anything beyond a text message or a five-line e-mail as painful, then blogging is probably not for you. But if you can deal with the writing, and you are willing to craft a blog maybe every other day (to keep things fresh), this has potential.

By the way, another option is to have someone in your department who might enjoy writing become the blogger. Or find someone on campus (an aspiring journalist?) who understands technology to do the ghost-writing, at your direction and under your name. You are hardly limited to one blogger, either; depending on the size of your department, you could have several. That would help ease the burden on each individual writer when it comes to frequency of posts.

You would have to determine university policies regarding blogs, but considering how much blogging is likely going on from the faculty and administration sides, there shouldn't be anything major standing in your way.

A couple of tips for blogging success: Keep posts short, generally aiming for under 300 words (that's only a little more than the first four paragraphs of this column), and be fairly informal, allowing at least a bit of your personality to show through. Who knows, maybe your blog will get so popular on campus you'll take the next step, becoming a Twitter tweeter and developing a following. But that's a topic for another time.

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.

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Nominate Now for Institutional Excellence Award

The ACUTA Institutional Excellence Award is presented each year to institutions that, through an evaluation process, are recognized as leaders in technology excellence and professionalism. This year's award will be presented at ACUTA's 39th Annual Conference on April 20.

Please encourage your staff and colleagues to consider submitting a nomination form for an initiative on your own campus or one at another institution. The application deadline is Friday, November 13. Up to three awards are given annually from three enrollment categories: category 1 for campuses with fewer than 5,000 students; category 2, 5,000 to 15,000 students; and category 3, more than 15,000 students.

Full information is provided on the ACUTA website at http://www.acuta.org/?2609. This is a wonderful opportunity for an institution and its technology leaders to be recognized for their contribution to their institution. Plan now to submit your application or nominate a colleague's.

Board Report
September

George Denbow
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ACUTA Secretary/Treasurer
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The Board met by conference call on September 2, 2009. The Board reviewed and approved the following:

- July 2009 Financial Statements
- Monthly Committee Minutes and Reports
- Membership Recruitment Update and Member Retention Report
- Membership Recruitment Campaigns for 2010
- Committee Appointments
  - Re-appointment of Debra Duncan, Texas A&M University, as User Group Coordinator
  - Task Force to Review the ACUTA Event Schedule
- Monthly Collaboration Report

The Board discussed the white paper honorarium and Mr. Buchanan noted that the white paper initiative has struggled to obtain submissions. The topic was tabled and the President will work with the Publications/Media Committee on this matter.

The Focus Group Report that was produced after the Annual Conference in Atlanta provides some interesting and potentially useful information. The Publications/Media Committee proposes that the Focus Group Report be distributed to all committee chairs (this has been done) and that they be asked to report prior to the conference how their committee has addressed issues raised in the report. The Publications/Media Committee proposes to take those committee reports and compile them for distribution and discussion at the business meeting in San Antonio. The Board decided to notify the Publications/Media Committee that the reports would be available for potential discussion depending on the relevance of topics that are one year old.

Mr. Fuoco recapped the discussion the Board had at the Denver meeting concerning the Member Recognition Programs. The topic was discussed at the latest Membership Experience Committee conference call, and further details will be forthcoming at the next Board meeting. ACUTA staff will assist in generating further information so that the committee can make a recommendation to the Board.

Mr. Arthur discussed the new subcommittee meetings that he is attending. The Young Professionals discussed plans they had related to attendance and events at seminars and conferences. The Social Networking subcommittee has a Facebook site that is used to share information among committee members. They also discussed the idea of having a social networking table at the birds-of-a-feather lunch.

The officers will meet on Saturday, October 24, at the Portland Seminar.

Respectfully submitted,

George Denbow
ACUTA Secretary/Treasurer

D C Update

Dave Ostrom

Washington State University (retired)

ACUTA Legislative &
Regulatory Affairs Committee

dave-at-home@clearwire.net

Thanks to Randy Hayes, University of Northern Iowa, for writing this month's DC Update in the absence of Dave Ostrom.

FCC Chair Vows to Implement Net Neutrality Rules

FCC Chair Julius Genachowski announced he would begin a rulemaking to move current net neutrality principles into the rule category, while adding a couple more.

While speaking at the Brookings Institution, Genachowski made his case for codifying the principles, stating that the Internet must remain open and free. His concerns about this centered on limited competition, economic incentives of providers, and the explosion of traffic on the Internet.

In addition to the four established principles, he also plans to add principles regarding non-discrimination against content or applications and also regarding transparency. He let everyone know that the new rules will also pertain to wireless providers.

Genachowski plans to initiate a Notice of Proposed Rulemaking (NPRM) in October, which will begin this process.

To view online:

The Prepared Remarks of Chairman Genachowski at the Brookings Institution, Entitled "Preserving a Free and Open Internet."

http://hraunfoss.fcc.gov/edocs_public/attachmatch/DOC-293568A1.pdf

FCC Announces Proposed Fourth Quarter USF Contribution Factor

Thankfully, the record third quarter increase of the Universal Service Fund (USF) contribution factor to 12.9% was not challenged by the FCC's fourth quarter proposed contribution factor, which will actually drop just a bit to 12.3%.

It's still unclear what changes may be made to the USF by Congress and the FCC and in what timeframe as a result of both reform inquiries in general and those generated via the Broadband Initiative. One thing is for sure: We'll be seeing more fluctuations in the contribution factor, including some even higher points than have been reached so far.

To view online:

Proposal News Release:

http://hraunfoss.fcc.gov/edocs_public/attachmatch/DA-09-2042A1.pdf

USAC Quarterly Contribution Base for Fourth Quarter 2009:

http://www.usac.org/about/governance/fcc-filings/2009/Q4/4Q2009%20Quarterly%20Demand%20Filing%20_FINAL%207.30.09_.pdf

Summary:

http://www.usac.org/about/governance/fcc-filings/2009/Q4/4Q2009%20Contribution%20Base%20Filing.pdf

Justice Department Supports Specific FISA/Patriot Act Extensions

In mid-September, the Obama Administration, via the U.S. Department of Justice (DOJ), expressed its support for the extension of three aspects of FISA (Foreign Intelligence Surveillance Act), implemented via the Patriot Act, which are due to expire December 31. The DOJ also stated they would consider modifications to the Act as long as such modifications would not "undermine the effectiveness" of the Act.

The DOJ sent a letter to Senator Patrick Leahy (D, VT), the chair of the Senate Judiciary Committee, recommending reauthorization for (A) Roving Wiretaps; (B) Business Records; and (C) Lone Wolf provisions. The Roving Wiretaps provision would allow monitoring suspects who try to avoid detection by using a variety of communications methods. The business records provision allows for obtaining such information of those targeted in national security investigations, and the Lone Wolf provision allows tracking of persons potentially acting alone or not yet identified as working on behalf of a specific foreign power or a ter-

rorist group. The DOJ explained in general their interpretation of each provision and how often each had been used since their inception.

With much discussion already regarding modification of privacy provisions, Congress may seek to ratchet-up the standards for invoking these provisions, as well as to seek to repeal the legal immunity granted to telecom companies for providing information to investigators without proper authority, which was included in legislation passed last year.

Broadband Stimulus Mapping Cost a bit Excessive?

When it was announced that $350 million of the broadband stimulus fund effort would be used to create a national broadband map, I considered it typical governmental overspending. In fact, I jokingly mentioned to many people that I would do the job for $30 million, saving the country millions of dollars. It appeared that my opinion was not being considered valid. More recently, however, I've found there have been a number of others questioning the cost as well.

In mid-September, the Associated Press ran an article asking if the funding for the broadband mapping project was "off the charts." It stated that not only does the projected cost far exceed the cost of today's less-granular efforts, but that the entire broadband initiative places the cart before the horse; the mapping that is supposed to assist in determining where broadband efforts should be considered or concentrated won't even be finished before the $7.2 billion in broadband stimulus money has been distributed!

In forming my opinion, I had already been aware of many of the current reports and ongoing updates on broadband coverage in the U.S. I had concluded much of the expanded mapping could be accomplished by tweaking current efforts, potentially with as little as a few hours of staff time per state report. And it's good to remember that many of the current mapping efforts are already paid for by state and other monies, but at a much, much lower cost than what's being projected for the expanded efforts . I felt my opinion was quite vindicated when a consulting firm told the AP they could perform the mapping for the entire country for $3.5 million, but would certainly do it for $35 million! To even more clearly hammer-home the point, the AP gave the example of the State of North Carolina spending about $275,000 annually for their current and pretty granular mapping efforts.

Apparently the National Telecommunications and Information Administration (NTIA) may have been listening to some of those questioning the projected amount for mapping. The AP stated the NTIA has received requests for funding mapping projects totaling $107 million, but noted the agency has decided it would spend about $100 million and then "reassess" the program.

While even $107 million for broadband mapping may be excessive, it's certainly better than a $350 million price tag. However, one aspect of the broadband mapping project still must be considered, and that is concerning its focus on economic stimulus. A major point of the project involves stimulating the economy, from the perpetuation of jobs and ongoing purchase of products and services to the creation of new jobs and purchasing additional products and services. Hopefully, in assessment and reassessment of the mapping project, sustainability and cost-effectiveness factors are high on the consideration list.

More Info Available on FCC Broadband Workshop Webcasts

If you're like me, you'll agree that there has been way too much information already on the broadband expansion initiative to digest to-date. Some of most valuable resources are found in the series of workshops sponsored by the FCC.

You can watch the workshops via streaming video/archived webcasts, and transcripts are available as well.

As this is such a critical issue, I highly recommend them to all ACUTA members, whether to obtain an overview, or to drill-down into some of the specific topics of the webcasts themselves.

To view online:

http://www.broadband.gov/workshops.html

(Click on the individual workshop title for transcripts and related documents)

Dave Ostrom is out of the country exercising his skill in photography in faraway places. We expect him to return for the November issue of DC Update.

Audio Seminar:
"Cutting the Telecom Power Bill"

November 19

ACUTA will offer another very timely audio seminar on November 19 from 1:30 - 3:00 p.m. Eastern time. Gary Audin, President of Delphi, Inc., will provide insight and expertise on the topic "Cutting the Telecom Power Bill."

Electrical energy costs keep rising. The present flattening of energy rates is only temporary. It is not just the data center; it's the closets and desktops as well. Surveys have shown that after personnel expenses, the second largest expenditure for IT departments is the cost of power and cooling. This 90-minute audio seminar will not only show what is happening, it will provide many recommendations and tools for energy reduction.

Can you select server clusters that use less power for VoIP? You can use power switches in your LAN closet that manage power and consume less power. Consider special UPS and Class2/3 phones that have different power needs. Battery backup options can save power. Did you know there are utility company rebates if you reduce power consumption? Do departments have any incentives to cut back on power use especially when buying IT and communications equipment? Are there charge backs to cover high power use?

More information coming soon to www.acuta.org or contact Michele West to register at mwest@acuta.org or 859/278-3338 x222.

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Tweet Tweet?

Amy Burton
Manager
Membership Marketing &
Corporate Relations
aburton@acuta.org

Is your company on Twitter? Do you Tweet? If so, let us know so that ACUTA can follow you!

Twitter is a great way of communicating and keeping in touch with our members and other followers. We would like to know if your school or company is tweeting so that we can be sure to stay abreast of all the new things happening on your campus, at your desk, or within your company. We encourage you to follow us, too, at http://twitter.com/acuta.

ACUTA is also on Facebook, http://www.acuta.org/facebook.htm, and LinkedIn, http://www.linkedin.com/groups?homeNewMember=&gid=955427, if you would like to connect with us in those ways as well.

Drop me a note at aburton@acuta.org or call me (859/278-3338 x240) to let me know where you are in the twitter-verse. We are looking forward to getting connected!

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Get Your ACUTA Logo Here

ACUTA school and corporate member logos can be used to identify you and your institution as an ACUTA member. They can be used on press releases, e-mail signatures, websites, marketing materials, and more.

The logos can be downloaded from the ACUTA website (you must have a member login account) or by e-mailing Amy Burton at aburton@acuta.org.

INSTITUTIONAL MEMBER acuta 2009 – 2010

CORPORATE MEMBER acuta 2009 – 2010
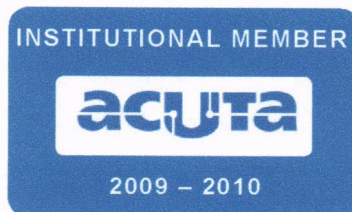
Info Links

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

- OECD – Broadband Via Power Lines-Develop/Policy Issues:
  http://www.oecd.org/dataoecd/58/62/43230875.pdf
- OECD – ENUM-Converge Phone #s/IP Addresses for Next Gen:
  http://www.oecd.org/dataoecd/58/63/43230852.pdf
- OECD – Communications Infrastructure/Economic Recovery:
  http://www.oecd.org/dataoecd/4/43/42799709.pdf
- FCC – Update on Broadband Initiative:
  http://hraunfoss.fcc.gov/edocs_public/attachmatch/DOC-293109A1.pdf
- FCC – NOI on Mobile Wireless Competition:
  To read the NOI:
  http://hraunfoss.fcc.gov/edocs_public/attachmatch/FCC-09-67A1.pdf
  To see an FCC presentation on this NOI:
  http://hraunfoss.fcc.gov/edocs_public/attachmatch/DOC-293128A1.pdf
- FCC – NOI on Wireless Innovation/Investment:
  To read the NOI:
  http://hraunfoss.fcc.gov/edocs_public/attachmatch/FCC-09-66A1.pdf
  To see an FCC presentation on this NOI:
  http://hraunfoss.fcc.gov/edocs_public/attachmatch/DOC-293132A1.pdf
- LRG – New Broadband Subs Drop 29% in 2nd Quarter 2009:
  http://www.leichtmanresearch.com/press/081709release.pdf
- LRG – 2nd Q Research Notes (Previous Quarters Available):
  http://www.leichtmanresearch.com/research/notes06_2009.pdf
- Eagle – Cell Tower Data for Anticipatory Computing:
  http://reality.media.mit.edu/pdfs/anticipatory.pdf
- Eagle – Methods for Continuous Cell Tower Data Analysis:
  http://reality.media.mit.edu/pdfs/pervasive09.pdf
- Eagle – Smartphones...An Emerging Tool for Social Scientists:
  http://reality.media.mit.edu/pdfs/Raento09.pdf
- Eagle -- Using Telephones as a Cultural Lens:
  http://reality.media.mit.edu/pdfs/culture.pdf
- FCC – "Blogband" Broadband Blog:
  http://blog.broadband.gov/

Financial Crisis Activity in Washington 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, "Financial Crisis – Activity in Washington" 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 at http://www.acuta.org/dynamic/legreg/legreg.cfm under "Broadband Stimulus Package," so check this link often. Previous copies are also posted for your reference.

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

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

Welcome New Members

Institutional Members

Corban College, Salem, OR. T1
Brian Schmidt, Dir., Information Systems (503/375-7199)..................... brian@corban.edu

Louisville Presbyterian Seminary, Louisville, KY. T1
Jack Sharer, Systems Director (502/895-3411) .... jsharer@lpts.edu

State University of New York College at Cortland, Cortland, NY. T3
Amy Berg, Assoc. Provost for Info. Resources (607/753-5942).......... amy.berg@cortland.edu

Corporate Affiliate Member

BRONZE MEMBER

ShoreTel, Inc.,Sunnyvale, CA.. http://www.shoretel.com
Gina Jacobs, Sr. Dir. of Mkt. Communications (408/331-3518) .... gjacobs@shoretel.com
ShoreTel is a leading provider of Pure IP unified communications systems, enabling companies to seamlessly integrate voice, data, messaging with their business processes. Independent of device or location, ShoreTel's distributed software architecture eliminates traditional costs, complexity and reliability issues.

COPPER MEMBER

Watchitoo Inc., New York, NY .... http://www.watchitoo.com
Todd Kelly, VP Business Development (212/354-5888) .... todd@watchitoo.com
The Watchitoo service combines live video collaboration with synchronized media consumption to create an entirely new online learning experience. In a virtual classroom setting Watchitoo easily supports a distributed student population while providing a unique and engaging "in-classroom" experience.

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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

* Chloride acquires Custom Power in the USA
* Arizona State University Expands Network Services Contract with Qwest
* Brian Benjamin Joins NextG Networks as University Program Director
* Interactive Intelligence Named among World's Top 500 Software and Service Providers
* snom technology AG Now Rated Avaya Compliant
* Cellular Specialties Introduces the First Simulcasted In-Building Location-Based tracking Solution
* Cellular Specialties Empowers Small Businesses to Quickly andCost-Effectively Boost In-Building Cell Phone Coverage
* Suffolk University Gives "Straight As" to New In-Building Wireless Solutions from Cellular Specialties, Inc. (CSI)
* Phybridge and snom technology Align to Deliver End-to-End VoIP Capabilities
* Avaya Positioned as a Leader in Magic Quadrant for Corporate Telephony
* Avaya Leads Worldwide Enterprise Fixed-Mobile Convergence Market
* Avaya Positioned as Leader in Unified Communications Magic Quadrant

JOB POSTINGS

Help your colleagues who are looking for work! Send job postings to http://www.acuta.org/Dynamic/Jobs/ where it will list the jobs we have now and offer a link to post a job.

* Senior Technology Support Analyst, Miami University, Oxford, OH.
* Technology Support Analyst, Miami University, Oxford, OH.
* Director, Infrastructure & communication Services, Ithaca College, Ithaca, NY.

RFIs/RFPs
* The University of Kansas Medical Center - Avaya Services, Support, Maintenance and Parts. University of Kansas Medical Center, Kansas City, KS

SPECIAL DEALS!
In addition to these new announcements, some previously posted Special Deals are still available at http://www.acuta.org/?2293
* AVST: Nortel Investment Protection Program
* BridgeWave Communications: Special End-Customer Offer (Expires: 12/31/09)