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From ACUTA Headquarters



Jeri Semer, CAE
ACUTA Executive Director
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Announcing ACUTA Connections

ACUTA's leadership team is launching a new blog, designed to share happenings with the Board of Directors, committees, and professional staff. Dubbed "ACUTA Connections," the blog debuted the last week in October during the Fall Seminars in Portland.

Our goal with the blog is to provide a space where ACUTA volunteers, elected leaders, and staff can share information and their personal thoughts about association programs and services, discuss technology issues and developments on campus, or write about their committee projects.

As the blog evolves, and as we implement the new ACUTA website and social networking software in February, it will also provide an avenue for comments and feedback from our members.

We plan to update the blog weekly with new information, so please take a minute to check out the first edition at www.acuta.org. If you have suggestions for topics or information you would like to see covered, please feel free to contact me at jsemer@acuta.org.

ACUTA is truly an active community. We just recently calculated that there are 101 unique individuals serving on ACUTA committees, sub-committees, task forces, etc. (several of them serve on multiple groups). That is an amazing number of volunteers, and testifies to the fact that these busy individuals derive value from their participation.

It's hard to believe that Thanksgiving will be here in a few weeks—I hope that you and your family members and co-workers have a wonderful holiday, and I look forward to seeing many of you in New Orleans in a couple of months for the Winter Seminar, January 24-27. The program promises a few surprises and a great time. Information is available at www.acuta.org. It's never too early to plan for a sunny and educational getaway in January.

Thanks to the sponsor
of the November eNews



Advanced wireless DAS networks from NextG improve performance of all participating mobile carriers. NextG designs, builds, and manages the DAS network while generating campus revenue.

visit us at nextgnetworks.net

In This Issue

- 1 From ACUTA Headquarters: Announcing ACUTA Connections *Jeri Semer, CAE, Exec. Dir*
- 2 Audio Seminar: "Cutting the Telecom Power Bill"
- 2 Deadline Approaching for Institutional Excellence Awards
- 3 Tech Talk: Forecast: Cloudy, with a Slight Chance of Lost Data? *Kevin Tanzillo, Dux PR*
- 3 UNC to Place Wind Turbines along the Outer Banks *From Campus Technology News Update*
- 4 D C Update *Dave Ostrom, Washington State University (retired)*
- 5 Info Links *Randy Hayes, Univ. of Northern Iowa*
- 5 *Washington Update* Newsletter for ACUTA Members
- 6 Bring Fall Seminar to Your Desktop
- 6 Remember: Nominate Now for 2010-2011 Board of Directors
- 6 Send Payments Direct to ACUTA
- 7 Addressing the Cellular Coverage Issue *Geoff Tritsch, Vantage Technology Consulting Group*
- 7 PAETEC Provides Calling Service
- 8 Welcome New Members
- 8 Check It Out: Press Releases, Job Postings, RFIs/RFPs, & Special Deals!

Audio Seminar

Thursday

November 19

1:30-3:00 p.m. EST

“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?

Presenter Gary Audin is President of Delphi, Inc., a consulting firm based in New Jersey. Gary has been very well received by ACUTA audiences at seminars and conferences. With over 40 years of computer and communications experience, he has planned, designed, specified, implemented, and operated data and telephone networks. He has published and taught extensively for ACUTA and many other organizations.

How the Audio Seminar Works and How to Register

Via convenient conference call technology, you will be able to listen to the presenters, ask questions, and interact with ACUTA members at participating sites. All you need is a phone. An unlimited number of colleagues at your institution may listen in via speakerphone at no extra charge.

Your registration fee (\$69 for ACUTA members; \$109 for nonmembers) includes:

1. Registration for your site (no limit on the number of people who can participate on your speaker phone).
2. Seminar handouts will be available on the ACUTA website as a PDF document (or delivered as an e-mail attachment) prior to the seminar. You will receive access to these materials the day prior to the call. It will be your responsibility to copy the materials for additional participants at your site.
3. The toll-free dial-in telephone number will be provided in your confirmation e-mail. (Toll-free dialing is available for registrants in the U.S. and Canada only. Others will be provided with a toll number to call.)

You will receive simple and complete instructions for dialing in to the audio seminar. Plan to dial in about 10 minutes before the scheduled starting time of 1:30 p.m. EST to register with the operator and receive simple instructions on how to ask questions.

Register online at <http://www.acuta.org>. Please register by Monday, November 16.

November 13 Deadline Approaching for Institutional Excellence Awards

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 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.



Kevin Tanzillo
Dux PR
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Forecast: Cloudy, with a Slight Chance of Lost Data?

I might have mentioned previously that I am rarely an early adopter. I own no HDTV, no smartphone, I've never Tweeted, and I actually still use a wired telephone for 98 percent of business calls. This disclosure is to help you assess whether the following comments about cloud computing may be colored by what might be seen as "resistance" to newer technologies. Hey, I get around to them; I'm just not first in line.

Cloud computing is definitely a hot new technology, and with good reason. There's a tremendous appeal in knowing that a service provider will take care of all the software, all the data storage, and users only need to log in through a web browser and work with any of your applications through the online cloud service. Software updates and upgrades? No problem. Backups? No problem. Well, at least in theory, but we'll get to that.

Cloud computing (perhaps it needs a snappier name, like "clouding") makes computing a utility, like electricity. The more resources you use, the more you pay. But a lot of the "burden" of maintaining all those applications and backing up data is shifted to the service provider. Cost savings doesn't tend to be the major driver so much as the administrative relief.

The downside for many potential cloud computing candidates is the loss of control. Yes, it must be nice to not worry about changing software throughout the user base. But now your users are doing their work "out there" and that's where your data is. You may have no reason to believe the data isn't secure, but you aren't in charge of it, either. If you're anything like me, such uncertainty is, shall we say, discomfoting.

A recent report by the Yankee Group industry analyst organization noted some of the concerns on the part of would-be cloud computing customers. They worry about network congestion, and want to be sure that any and all of their data is immediately available, when they need it, without delay. They're also looking for a measurable financial return if they move to cloud computing, beyond the "soft" benefits of reduced administration.

Reliability is an obvious concern as well. And an early October problem with one wireless carrier's cloud service will only feed that worry. It was somewhat of an isolated incident, affecting a couple of million wireless users, but as of this writing, the extent of data loss hadn't been determined. Isolated or not, though, anything like this makes people think twice when it comes to putting their data at even the slightest risk.

Yet technology does march on, and the Yankee Group report also found that a majority of mid-sized to larger organizations are planning to move to cloud computing in the next two years, most of them starting first with their non-mission-critical applications. This makes sense; proving that cloud computing can be trusted is pivotal to the wide-scale implementation of this strategy. As for me, you can be sure I'll still be doing our company's backups and software upgrades myself for a while yet.

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.

UNC to Place Wind Turbines along the Outer Banks

The University of North Carolina at Chapel Hill has signed a contract with power company Duke Energy to place wind turbines along the Outer Banks as a demonstration project. The pilot project builds on a nine-month study completed in June 2009 by the university for the state that found North Carolina "well positioned to develop utility-scale wind energy production."

The demonstration turbines—up to three—may be the first such towers placed in water in the United States. The energy company will pay for the turbines and their installation, and the university will continue its research throughout the project.

From Campus Technology News Update (10/15/09), "U North Carolina To Pilot Coastal Wind Turbine Project," Dian Schaffhauser.



D C Update

Dave Ostrom

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Regulatory Affairs Committee
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Net Neutrality

On October 22 the FCC issued the expected NPRM (Notice of Proposed Rule Making) on Network Neutrality. All five commissioners voted in favor of initiating the process, although the Republican side questioned its need and legality. The NPRM includes six principles (including four from an earlier policy statement) stating that providers of broadband Internet access may not:

- Prevent any of its users from sending or receiving the lawful content of the user's choice over the Internet.
- Prevent any of its users from running the lawful applications or using the lawful services of the user's choice.
- Prevent any of its users from connecting to and using on its network the user's choice of lawful devices that do not harm the network.
- Deprive any of its users of the user's entitlement to competition among network providers, application providers, service providers, and content providers.

In addition two new principles are included which state that providers of broadband Internet access must:

- Treat lawful content, applications and services in a nondiscriminatory manner.
- Disclose such information concerning network management and other practices as is reasonably required for users and content, application, and service providers to enjoy the protections specified (as listed above).

Notable is the fact that initial comments are due on Thursday, January 14, allowing 12 weeks for comments. The previous administration often issued NPRMs with very short reply periods which made it difficult to respond. Not surprisingly, the Verizons and AT&Ts of the country are strongly against this effort.

TRS Users

The deadline for TRS users (hearing or voice impaired users) to register for a ten-digit number is coming up, and **all IP relay and VRS users need to register for a number by November 12. After that date they will not be allowed to complete anything but 911 calls if they have failed to register.** As a reminder, this service facilitates the delivery of location information to the appropriate and correct Public Safety Answering Point (PSAP) as well as making it possible for the relay user to provide a phone number that others may call and be automatically routed through a relay service.

For More In-Depth Coverage of Legislative & Regulatory Issues: ACUTA members may read about the latest developments in telecommunications- and Internet-related issues in the most recent Legislative and Regulatory Update, an electronic newsletter prepared monthly by Dow Lohnes. Access this newsletter at <http://www.acuta.org/relation/DownloadFile.cfm?docNum=309>

On the Way to a National Broadband Network

On October 5, 2009, the Bill and Melinda Gates Foundation filed with the FCC a cost model and cost estimates for providing fiber-optic connectivity (in the pursuit of a national broadband network) to anchor institutions, such as public

schools and libraries, community colleges, and hospitals. The cost model estimates that it would cost between approximately 5 and 10 billion dollars to complete the build. The research put into the model seemed to be fairly thorough and included assumptions such as the need for aerial fiber in rural locations due to cost of trenching over long distances. The FCC has issued a notice asking questions and requesting feedback on the proposal.

From a National Public Radio news item, Finland has passed legislation making broadband access a universal service available to everyone regardless of location. This makes Finland the first country to make broadband access a legal right. Their goal is to provide everyone with 100Mb service by 2015. It will be interesting to see how the U.S. plan compares as the FCC moves forward with its national broadband plan.

(For those who recall that I've been out of the country for a few weeks, Botswana was fantastic, and I came home with over 2500 images including the meerkat photos I wanted.)

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.

- NASCIO - HITECH in States..Action List for State CIOs:
<http://www.nascio.org/publications/documents/NASCIO-HITECHintheStates.pdf>
- Pear Analytics - Twitter Study:
<http://www.pearanalytics.com/wp-content/uploads/2009/08/Twitter-Study-August-2009.pdf>
- PFF - Parental Controls & Online Child Protection:
<http://www.pff.org/parentalcontrols/>
- PFF - Digital Economy Fact Book:
<http://www.pff.org/digital-economy-fact-book/index.html>
- ComScore - Rural Broadband Penetration Rates:
http://www.comscore.com/Press_Events/Press_Releases/2009/8/Broadband_Plays_Catch-Up_in_Rural_Areas_Outpaces_Growth_in_Big_Cities
- USTelecom - Updated HiCap Service Presentation:
https://www.neca.org/portal/server.pt/gateway/PTARGS_0_0_307_206_0_43/http%3B/prodnet.www.neca.org/wawatch/wwpdf/819ustelecom.pdf
- Powerwatch (UK) - Cellphones & Brain Tumors:
http://www.powerwatch.org.uk/science/reasons_us.pdf
- Speed Matters - 3rd Annual Internet Speed Report:
<http://www.speedmatters.org/content/2009report/>
- FTC - New "Robo-call" Rules:
Press Release: <http://www.ftc.gov/opa/2009/08/robocalls.shtm>
Federal Register Announcement/Details: <http://www.ftc.gov/os/fedreg/2008/august/080829tsr.pdf>
- Nationwide - Survey Cellphones/Driving:
<http://www.nationwide.com/pdf/NW-Cell-Phone-Ban-final-survey-results.pdf>
- Georgetown - Universal Broadband Pricing Flexibility:
http://www.gcbpp.org/files/Academic_Papers/AP_Hassett_Shapiro_Towards.pdf
- FCC - Broadband Workshops (Webinars & Transcripts):
<http://www.broadband.gov/workshops.html>
- Ron Hira - A Policy Agency for Offshoring:
http://epi.3cdn.net/4732615b523cd3a3dd_o5m6bx6eq.pdf
- FCC - Preparedness for Major Public Emergencies:
http://hraunfoss.fcc.gov/edocs_public/attachmatch/DOC-293332A1.pdf
- JD Power - Residential Telephone User Survey:
<http://www.jdpower.com/Telecom/ratings/telephone-service-provider-ratings>



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 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. We hope you find this information helpful.

Bring Fall Seminar to Your Desktop

If you couldn't make it to Portland for the Fall Seminar, or if you were there but want to share it with colleagues who were not, "attend" the following eight sessions from your very own desktop.

1. Stanford Technology and Business Model for Converged Communications
2. Straight Talk about Project Management
3. WiFi Access for Campus Guests
4. Looking at ICT Funding with a Fresh Eye
5. Strategic Ways to Address Today's Funding Challenges
6. LSU's Organizational Efficiency Review
7. Integrating Cellular, Wireless, Messaging and VoIP at Sewanee
8. Bringing 802.11n to the Dorms

For \$189 (member), or \$219 (non-member), or \$99 (student) you can purchase a CD/DVD of the sessions in a high quality Windows Media video format that can play right on your laptop or desktop computer. Benefits include:

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

Order your copy today by going to the ACUTA eStore at <http://www.acuta.org/fallvideo>



Remember: Nominate Now for 2010-2011 ACUTA Board of Directors

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 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.

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



Send Payments Direct to ACUTA

For some time ACUTA has requested that all payments be sent to a "lock box" address in Carol Stream, Illinois. This was the most efficient method for handling payments—until now. Now the technology exists that allows us to bring those efficiencies in house and cancel the Carol Stream address.

We have conveyed this information to the appropriate sources as thoroughly as we can; however, we continue to see some payments directed to the Carol Stream address. Please share the message with those on your campus who send checks that all payments need to be sent directly to ACUTA, 152 W. Zandale Dr., Ste. 200, Lexington, KY 40503-2486.

From the
ACUTA Listserv:
Addressing the
Cellular
Coverage Issue

Geoff Tritsch

Vantage Technology
Consulting Group
geoffrey.tritsch@
vantagetcg.com

The issue of enhancing cellular signals appears simple on the surface but is, in fact far from it.

While one might think that snatching a signal off-the-air, cleaning it up, and re-transmitting it for better reception would be in the carriers' best interest, that is not how the carriers or the FCC see it. The FCC's position is that only the frequency licensee (the carrier) can install or operate any device transmitting on the assigned frequency. (FCC Rules and Regulations CFR 47 Part 22.527. See <http://wireless.fcc.gov/rules.html> for general rules and http://edocket.access.gpo.gov/cfr_2008/octqtr/pdf/47cfr22.527.pdf. for signal boosters. Remember that "licensee" in this case means the carrier, not you.)

This is well and good, but it doesn't address the growing need for better in-building cellular coverage. This situation has only grown worse with "green buildings" that use heavy concrete walls and decks and low emissivity glass. (The same qualities that block thermal flow in low-e glass also block cellular frequency radio signals.)

There appear to be three basic groups of solutions to the cellular coverage issue: (1) Building distribution antenna (BDA) also known as signal boosters or in-building radiation systems; (2) femtocells; or (3) carrier-approved solutions.

BDAs are simple and (relatively) inexpensive. The hardest part is the roof penetration and the installation of the coaxial cable needed to link the components. (Working with RG-8 coax is like fighting with a frozen garden hose.) There are single-building and multi-building solutions.

A search on the Internet will quickly reveal that there is some question as to whether BDAs can be legally used. The sellers of BDAs claim that what they sell is legal. That is true. The FCC official position, however, is that while the manufacture and sale of BDAs is legal, the use by anyone other than the licensee (the carrier) or a third party to whom they give permission is not. While the carriers might consent to install or allow a BDA, they can only do so for their own frequency and channel. Therefore, in order to cover multiple carriers, you would need to get carrier permission from every carrier and frequency you might re-transmit. The "real-world" position (per the BDA providers) seems to be that thousands of these have been sold and as long as the BDA is not causing interference or other problems for the carrier, the parties can take a "no harm, no foul" attitude. You have to determine if the benefits of this approach are worth any possible risks, inconvenience, fines, and penalties. Your position on this matter should be determined in conjunction with your legal counsel and/or Risk Management department.

Many of the carriers are now offering femtocell repeaters. Since femtocells are provided by the carriers, they are legal. However, femtocells are primarily designed for home or small business application. A typical multi-floor campus building would need multiple femtocells, and each femtocell requires its own GPS antenna and Internet connection. Again, carriers can only provide femtocells for their own frequency and channel. Therefore, in order to cover multiple carriers, you would need to install femtocells for each of the desired carriers in multiple locations through the building. In addition, at the present time, femtocells are voice only and do not support 3G or 4G data transmission.

A third solution is to go through a provider with existing carrier relationships. Due to the need for frequency-specific, channelized systems, the price is higher than the cost for BDAs. The companies that do this have good carrier relationships and can usually get carrier permissions much more readily than you can. However, do not expect the carriers to pay for the equipment and installation. While there are some limited success stories of carriers contributing to, or even paying for, the cellular repeater equipment, my experience is that these are few and far between.

Reach Geoff Tritsch at (978) 341-0700 x305 or e-mail geoffrey.tritsch@vantagetcg.com.

PAETEC Provides
Calling Service

For the third year, PAETEC has been selected as the official service provider for ACUTA's internal committee conference calls. This system makes our calls secure and facilitates proper accounting procedures. We thank PAETEC for working with us to provide this service and help us serve our members efficiently.

ACUTA NEWS, Vol. 38, No. 11

BOARD OF DIRECTORS

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President-Elect . Matt Arthur, Washington Univ. in St. Louis
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Welcome New Members

Institutional Members

Linfield College, McMinnville, OR. T2
Andrew Wolf, Telecom Manager (503/883-2299)..... awolf@linfield.edu

Corporate Affiliate Members

COPPER MEMBERS

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Samuel Asher, President (585/586-0020; info@ashergroup.com)

Campus-Reach is the premier Emergency Notification System built for ease of use, speed, power, flexibility, and reliability. Use Campus-Reach for campuswide and localized health & safety emergencies; severe weather alerts; and communicating with faculty, staff, students, parents and alumni.

Exinda, Andover, MA..... www.exinda.com
Derek Donahue, VP Sales, North America (978/662-5383; derek.donahue@exinda.com)

Exinda is a global provider of WAN optimization and application acceleration products. The company has helped over 2,000 organizations worldwide reduce network operating costs and ensure consistent application performance over the WAN.



Check It Out: Press Releases...Job Postings...RFIs/RFPs & 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

- PAETEC Announces Continued Expansion of Ethernet Local Loop Access Nationwide
- Interactive Intelligence Wins Frost & Sullivan Innovation Award

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.

Information Security Analyst, Texas State University-San Marcos, San Marcos, TX.
Telecommunications Systems Administrator, Johns Hopkins Health System, Baltimore, MD.
Communications Systems Admin, University of Michigan - ITS, Ann Arbor, MI.
Luminis Systems Administrator, Banner Project, UT Chattanooga, Chattanooga, TN.
Security Engineer, Miami University, Oxford, OH.
Systems Manager, Wellesley College, Wellesley, MA.

RFIs/RFPs

No new RFIs/RFPs have been posted.

SPECIAL DEALS!

Some previously posted Special Deals are still available. Click here to view.

- Aastra: Special Offer to Nortel Customers