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acuta
The Association for Communications Technology Professionals in Higher Education

eNEWS

Vol. 37, No.6

Supporting higher education communications technology professionals in contributing to the achievement of the strategic mission of their institutions.

The Association for Communications Technology Professionals in Higher Education
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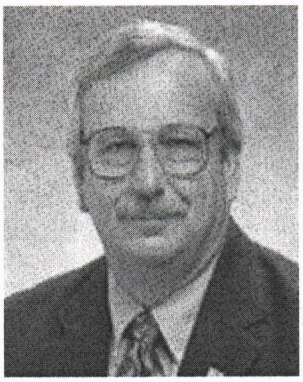
From the President



Walt Magnussen, PhD
Director of Telecommunications
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Looking Back—And Looking Ahead

A friend recently told me that one of the problems with getting older is that it is harder to get things done because the years now only have nine months in them. This year as President of ACUTA has reinforced this fact. It is with mixed emotions that I get ready to leave this position. The positive side of it is that I get a little more of my life back again. The negative side of ending the term is that it is a once-in-a-lifetime experience that has been one of the best in my life.

During this year ACUTA's relationship with ITERA was strengthened (ITERA is the organization of universities with telecommunications degree programs), we did our first webinar with AHECTA (the organization of university cable TV service providers), and we prepared to move the annual conference to the spring beginning in 2009.

The strategic planning process continued with a second planning retreat, a project that began several years ago under Tammy Closs's presidency. Areas of focus included enhancing the relationship with other organizations such as EDUCAUSE and Internet2 and strengthening ACUTA's presence at the national level with the FCC.

On the relationship front, EDUCAUSE has, on several occasions, either asked ACUTA to take a leadership position or asked for joint responses. These occasions include important issues, such as broadband policy and CALEA. In the area of FCC recognition, ACUTA's Board is currently evaluating ways of enhancing the presence in Washington D.C., and I was recently asked by the FCC to serve on a panel to look at 10-digit dialing solutions for the hearing impaired.

When I first decided to seek the position of President of ACUTA, I looked at it as an opportunity to give back to an association that has given so much to me and my institution. During this year, I have taken friendships begun as Publications Committee Chair to a new level. Friendships that will last a lifetime. I hope that each of you will consider taking a turn in a leadership position at ACUTA, whether it be as a Board member, officer, committee chair, or committee member. I can assure you that it would benefit you immensely. I certainly have grown a lot from the experience.

Thanks to the sponsor of the June eNews

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Board Report May

Riny Ledgerwood
San Diego State Univ.
ACUTA Secretary/Treasurer
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The Board of Directors met by conference call on May 12 and approved the 2009 Annual Conference Breakout Sessions recommended by the Program Committee as follows:

- Campus case studies on deployments of information communications technologies (e.g., wireless , IP communications technologies, unified communications, VoIP) (11 sessions)
- Campus case studies demonstrating financial analysis (3 sessions)
- Campus case studies about emergency preparedness or continuity (3 sessions)
- Professional development skills building in leadership, communications, planning or project management (5 sessions)
- Sessions that would attract representatives of types of schools being solicited for membership in ACUTA (e.g., smaller colleges) (3 sessions)
- Sessions about leg/reg issues (3 sessions)
- Sessions about ICT issues not currently being addressed by ACUTA or other associations (3 sessions)
- Reports from ResNet, ITERA and Internet2 (3 sessions)

ACUTA gained a total of 26 new schools and 10 companies that can be directly attributed to the recent membership recruitment campaigns. Our goal is 37 new schools and 16 new companies by September 30, so we are well on our way.

The board discussed the 2008/09 Proposed Budget recommended by the Finance Committee but no decision was made at this meeting pending additional information. The budget discussions (including the Strategic Plan's action items recommended by the various committees and staff) will be continued at the next Board meeting in June.

Respectfully submitted,
Riny Ledgerwood
Secretary/Treasurer

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Audio Seminar
June 26, 2008
1:30-3:00 EST

Strategic Views of VoIP and Staffing

When ACUTA conducted a survey a year ago about the extent of VoIP use in higher education, several universities and colleges stood out from their peers. Our presenters from the University of Louisville represent one of those campuses. They will discuss what their campus learned in its VoIP deployment—the challenges and successes as well as the potential applications they foresee and the impact on their staff.

Presenters from the University of Louisville are Priscilla Hancock, PhD, Vice President for Information Technology and CIO, and Jay Vetter, Director of IT Communication Services.

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.

Registration fee is $69 for ACUTA members, $109 for nonmembers.

Register online at http://www.acuta.org/?2104 by Monday, June 23. An audio CD may also be purchased at http://www.acuta.org/dynamic/store/store.cfm?CategoryID=94&do=list.

Direct questions regarding content to Donna Hall, ACUTA Manager of Professional Development, at dhall@acuta.org or phone (859) 278-3338. Questions regarding registration should be directed to Michele West at mwest@acuta.org or by phone at (859) 278-3338.

Have you registered for the 37th Annual Conference & Exhibition?

July 13-17 • Caesars Palace • Las Vegas, Nevada

Congratulations to Ed Leatherman of West Virginia University who has won the free room at Caesars Palace.

Everybody wins in Vegas!

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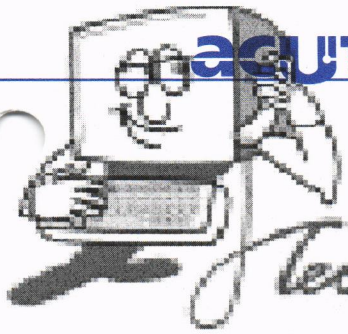

Kevin Tanzillo
Dux PR
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If Only Aspirin Worked for Network Headaches

In the last two months, my esteem for ACUTA members has climbed to new heights. In that time, our little public relations agency has put in remote networking capability, moved our office to a rural area, and installed a sophisticated voice mail system. Looking back on the challenges we encountered along the way, I have to marvel at how ACUTA's can run networks of the scale that you do.

From server software that wouldn't support enough remote logins to phone wiring done incorrectly in the new office to a router that wouldn't recognize the Internet connection, yours truly has had enough technology headaches to last for years. In fact, even as I write this, the router problem hasn't been completely solved, and we have had to resort to a slightly updated version of Sneakernet to get things done.

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Sneakernet, for the benefit of anyone unfamiliar with the term, was the practice of copying files onto floppy disks (remember those old 5¼ -inch, fragile beasts?) and taking them to the co-worker who needed them. Because you were walking all the files from place to place, the network was based on putting miles on your sneakers, hence the term. It was sort of a play on words on "Ethernet," which was only a young'un back then.

Anyway, being our agency's IT and Phone Guy, I have felt the worst pain of all these networking challenges. It may go without saying, but I write and do public relations far better than I do IT. So we've become good friends with the phone system installer and our by-the-hour outside network guru. Not so good friends with the electricians, though, who we have had to keep summoning back in order to get the wiring right.

Certainly, as each of you looks around your campus and your data center, you see things that could be done better. Perhaps you feel like the whole thing is barely contained chaos that could unravel any minute. But it's working, and you should take pride in that. You certainly have my respect and admiration.

But while we're on the subject of looking for ways to do things better, the ACUTA Annual Conference is coming up next month, and it is filled with great sessions that can help you improve your knowledge, skills, and your personal network. If you can make yourself available and get to Las Vegas July 13-17, there is no more rewarding way to spend a few days.

Back in my editor days, I always looked forward to covering the ACUTA conference. Our magazine (Communications News) was always seeking good user stories from various schools. And of course, we found them. In retrospect, though, perhaps I should have listened more intently to the technical details—maybe it would have made me a better IT and Phone Guy today.

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.

Renewed Your Membership?

As most of you know, membership renewal invoices were mailed May 1.The ACUTA membership year runs from July 1 to June 30. A strong and growing membership makes the association a better resource for everyone. If you haven't renewed your membership yet, please take a few minutes right now to be sure you don't lose access to any of the ever-expanding list of valuable resources: the listserv...journal...eNews...legislative/regulatory updates...event discounts..and the greatest professional networking on the planet!

Call 859/278-3338 and ask for Amy Burton for more information about membership. Ask Lori Dodson about your invoice.

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D C Update

Jeanne Jansenius
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Free Internet for Wireless? Maybe...

According to *The Wall Street Journal* (5/29/08), the FCC is considering a plan to offer free wireless Internet. This plan would require the winner of a planned airwave auction to provide these services. No details at this time of how all this would be worked out. Increased demand from American consumers is fueling the need for access to broadband Internet.

"We believe this is a good idea and that it demonstrates the [FCC's] commitment to supporting initiatives that have a positive impact on the next phase of broadband innovation," said Rob Kenny, an FCC spokesman. "Particularly with Wi-Fi, it would give consumers greater choices to access the Internet."

Also, according to *Broadband Reports,* "The new auction would be for 25 megahertz in the 2155-2180 MHz advanced wireless services band. It would require that a free service tier be offered to 50% of the population within four years and to 95% of the population before the end of the term. The FCC will be voting on rules for this auction in mid-June, at which time more information should become available as to whether the auction will take place this year and whether it will have any impact on the proposed re-auction of the D-Block spectrum that failed to sell in the 700 MHz auction earlier this year." (http://www.dslreports.com/shownews/FCC-Discusses-Auction-to-Give-You-Free-Wireless-Broadband-94694)

Cell Phone Cancellation Fee Update

Reuters reported (5/23/08) that Verizon Wireless stated that they are forging ahead on a deal with consumer groups and regulators to reduce early cancellation fees.

FCC Chairman Kevin Martin remarked, "The two sides had made 'substantial progress' toward a compromise, although there was still no final consensus. I think it would be good for consumers and, ultimately, good for the industry if there were more of a national framework with consumer protections built into it."

More Cellular News

• Mobile Market Reaching Saturation: Frost & Sullivan, a market research firm, recently released a report that stated, "The North American mobile communications market is approaching saturation and mobile service providers will need to target the prepaid and credit-challenged segments to continue to increase market share." According to recent market analysis, the research firm stated that both wireless and direct-to-consumer data services are key areas for carriers to sustain revenues. (*WirelessWeek*, 5/29/08)

• Blue Light Alert: California and Washington's hands-free laws go into effect 7/1/08.

• Wireless Phone Safety Issues: The FDA and the FCC have teamed up to answer safety issues related to wireless phone usage. (http://www.fda.gov/cellphones/wireless.html#2)

Bell Canada Quashed Buyout

The May 22, 2008 issue of the *New York Times* noted that the appeals court quashed approval for the $51.8 billion leveraged buyout of Bell Canada.

It is anticipated that Bell Canada will appeal to the Supreme Court of Canada. The Quebec Court of Appeal stated that "Bell Canada never attempted to justify the fairness and reasonableness of an arrangement that results in a significant adverse economic impact on the debenture holders while at the same time it accords a substantial premium to the shareholders." A plan of arrangement in Canada requires the court's as well as shareholders' approval.

"Everyone was telling us we didn't stand a chance of winning this case," said John L. Finnigan, one of the lawyers for the bondholders. "Now the deal has been killed. This plan of arrangement cannot go through."

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 Wiley Rein. Access this newsletter at http://www.acuta.org/relation/DownloadFile.cfm?docNum=309

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More on FERPA

In an article entitled "The Family Rights and Privacy Act: 7 Myths — and the Truth" that appeared on page A53 of the April 15, 2008, issue of *The Chronicle of Higher Education*, Steven J. McDonald provides some useful information about FERPA.

The following is an excerpt from the article. "In an effort to bring about greater clarity, the Family Policy Compliance Office, the office within the Education Department that oversees and enforces FERPA, recently proposed the first major amendments to the regulations since 2000. For the most part, those amendments would simply codify and reinforce existing guidance. In a few circumstances, they would actually expand our already considerable discretion to disclose student records and information. But even those amendments will do no good unless we begin to pay attention to FERPA and dispel a number of all-too-common myths about it that continue to get in the way of our doing the right thing for our students."

Click on http://chronicle.com/temp/reprint.php?id=6kttqbnxdt99lrxw2gpks7fdqlsd96vh to read the complete article.

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Making the Most of ACUTA Resources

Dave Wirth
Princeton University

One of the best resources ACUTA offers can be found at the conferences. I know many will think I mean the great presentations and getting a chance to listen to what other institutions are doing or the one-on-one discussions with my peers are what I look forward to. I would not argue with either. However, what I have found at the conference that is really difficult to find anywhere else is the quality of vendors in the exhibit hall. Every year I get to talk to a host of vendors about the latest developments in the industry; I get to meet start-ups as well established companies; and the vendors are geared to the education market. I always find an exciting application, product, or even a new vendor to bring back to the office, share with my staff, and put to immediate use.

Video over IP

"Video over IP will probably have by far the largest impact to networks in the next few years. A study we just completed even surprised us at Cisco that in 2007 video traffic on the Internet eclipsed the entire amount of Internet traffic in 2000. Our studies on our own corporate network indicate that video is already up to 40-50% of network traffic. Video applications will increase exponentially as collaboration increases in the next 'wave of productivity.' This is why I say it's essential to understand. It's not just videoconferencing on the network, it's many video apps: conferencing to the desktop, telepresence, IP video surveillance, streaming broadcast, digital signage, and on and on. It's just beginning."

Cisco's Neil Anderson in response to an interviewer's question in Network World *3/26/08*

Thanks to PAETEC

For the second year, PAETEC has been selected as the official service provider for ACUTA's internal Board and 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.

Annual Conference Blog

Something new: We've added a conference blog to the ACUTA website where you can post comments or questions about the Annual Conference before and during the event. Want to meet with someone who's installed a new security system? Got questions about implementing E911? Is VoIP on your plate and you'd like to find out how to make it more palatable? Make your conference experience even more valuable with this new resource. We'll be using it to post important messages in Las Vegas, too. Share what's on your mind at www.acuta.org/blog.

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More Green Incentives

Gary Audin
Delphi, Inc.

This information comes from nojitter.com, a site created by Business Communications Review. Used here with permission from the author.

There are utility incentives and rebates that will help reduce energy costs. These will vary by utility and location. New incentives are constantly being added to these programs. Some utilities are even saying they want enterprises to buy less power because of the construction costs associated with new generation and transmission facilities. Here are some incentive program types that should be investigated:

- *Rebates for Energy Efficiency.* There can be a utility rebate for the purchase of energy management software for PCs.
- *Performance Contracts.* Rate reduction is offered if the data center adopts virtualization.
- *Incentives for Renovations.* If the enterprise applies for the incentive before the renovation occurs, reduced energy rates may be possible.
- *Shared Savings Investments.* The utility may pay the capital cost for new energy efficient technologies. The IT department then pays for the cost in their utility bill with the reduced energy rates.
- *Energy Efficiency Certificates (EEC).* Certificates are mandated in some states. Check with your utility for the value of these certificates.
- *Assistance for Loans.* Utilities may provide low- or no-interest loans for enterprise energy-reducing investments.
- *Consulting and Educational services.* Utilities offer many technical materials, free energy audits and consulting services.

Click on http://www.pge.com/mybusiness/energysavingsrebates/demandresponse/ to look at the Demand Response Programs at California's PG&E. Go to their Technical Assistance and Technology Incentive Programs. The enterprise may qualify to receive an incentive totaling $250 per kilowatt of verified load reduction capability associated with the installation of recommended enabling technologies. There is also a carbon footprint calculator and business tools for tracking your energy use.

PG&E also has a Virtualization/Server Consolidation Projects Incentive. They offer financial incentives to customers who undertake IT virtualization projects that result in the removal of computing equipment. The incentive is based on the amount of energy saved, predicted through a calculation model. This can work out to be about $150 to $300 per server removed. Further, a credit of as much as 8 cents/kWh can be accrued for energy saved due to virtualization.

For details about Toronto [Ontario] Hydro's Business Incentive Program, visit their website at https://www.torontohydro.com/electricsystem/business/bip/index.cfm. This program includes multi-use commercial, office, retail, private institution, grocery store, hotel properties under 25,000 square feet and multi-unit residential and industrial properties. Commercial properties greater then 25,000 square feet, excluding multi-unit residential and industrial properties, are subject to Ontario Power Authority approval.

Connecticut Light and Power offers a Small Industrial and Commercial Loans program: Get details at http://www.cl-p.com/clmbus/target/financing.asp. The program provides an interest-free loan for the installation of electric energy-saving measures. The maximum loan is $100,000 with a minimum of $5,000 with up to a five-year loan payback period.

Look at http://www.alliantenergy.com/docs/groups/public/documents/pub/p014859.hcsp. Alliant Energy-IPL in Iowa offers custom rebates to retail electric and/or natural gas commercial, industrial and agricultural customers. Custom rebates are generally offered for retrofit and replacement projects. Energy-efficient equipment installed as part of a new construction project may still qualify for the Custom Rebates program. For new construction projects, the enterprise is encouraged to consider the Commercial New Construction program. This provides free energy design assistance and cash incentives to owners and developers who build energy efficiency into their projects before construction begins.

Energy Efficiency Certificates (EEC) are new and not well understood. The enterprise's consumption baseline is verified by a third-party agency. After the enterprise completes an energy efficiency project, it has to be verified by the third party. The increase in energy efficiency is

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reported to the local utility. The utility then issues an EEC to the enterprise. EECs carry monetary value, based on a price per megawatt-hour (mWh), which varies between $1 and $30 per mWh. The third party usually keeps a small portion of the certificates or charges a fee based on mWh saved for verification services.

IBM announced their Energy Efficiency Certificate (EEC) program in late 2007. IBM became the first vendor to offer hardware that specifically qualifies for EEC projects. IBM certifies its servers for EEC project eligibility. System z mainframes and System p AIX machines are eligible. System i proprietary machines (which can be used to support 3Com and Siemens IP Telephony), System x X64-based machines, and storage arrays will be eligible in 2008.

The utility incentives are continually increasing and improving. Do not assume that the utility offerings of today will be the same next year. Regularly review what they offer. If your enterprise has requested consulting help from the utility, go back to those individuals to get an update on the incentive changes. Discuss new projects that will consume power with the utility well before staring the project. Make energy efficiency part of the IT and network equipment process. It is very likely that your enterprise has already missed some incentives. Don't miss the future incentives.

Gary Audin is President of Delphi, Inc. Contact him at delphi-inc@att.net

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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.

- OECD -- Latest Global Broadband Stats (Dec. 2007):
  Main Findings: http://www.oecd.org/dataoecd/32/58/40629032.pdf
  Full Report: http://www.oecd.org/dataoecd/32/57/40629067.pdf
- DOJ - CALEA Implementation Update (March 2008):
  http://www.crypto.com/papers/doj-08-20-redacted.pdf
- NSA - Redacting With Confidence:
  http://www.fas.org/sgp/othergov/dod/nsa-redact.pdf
- GAO - Challenges in Federal Email Systems:
  http://www.gao.gov/new.items/d08699t.pdf
- NASCIO - Data Governance Part I - An Introduction:
  http://www.nascio.org/committees/EA/download.cfm?id=100
- Finneran - Fixed Mobile Convergence for the Enterprise:
  http://www.ucstrategies.com/uploadedFiles/UC_Information/White_Papers/Finneran,_Michael/Enterprise%20FMC%202008.pdf
- INOC - Empowering IT Managers of 24x7 NOCs:
  http://www.inoc.com/library/white-papers.php
- Deloitte - Using Customer Insight to Transform Government:
  http://www.deloitte.com/dtt/cda/doc/content/dtt_ps_onesizefitsfew_040908(1).pdf
- Pew Internet - Digital Footprints (Online Identity Management):
  http://www.pewinternet.org/pdfs/PIP_Digital_Footprints.pdf
- IACLEA - Virginia Tech Tragedy...Campus Safety Implications:
  http://www.campussafetymagazine.com/files/resources/VT-taskforce-report_Virginia-Tech.pdf
- GE Security White Paper:
  http://www.gesecurity.com/portal/beans/mdme_presentation/jsp/Download.jsp?ID=3302&DID=17198
- IDC - The Hyperconnected....Here They Come!:
  http://www.nortel.com/promotions/idc_paper/index.html
- EDUCAUSE - Current Issues Survey Report 2008:
  http://www.educause.edu/ir/library/pdf/eqm0823.pdf
- CRTC-Canada - New Media Project Initiative Report:
  http://www.crtc.gc.ca/eng/media/rp080515.htm
- Arthur D. Little - A Mobile Playground:
  http://www.adlittle.com/reports.html?view=210

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Welcome New Members

Institutional Members

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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
- Magenta Endorses Mohawk Low-Skew Cable for Use with Multiview™ Product Line
- Nuance Announces Findings from Survey of Consumer Opinions on Voice Verification
- Nuance Helps Companies Create Stronger Security Measures with Authentication Solutions in Call Centers

JOB POSTINGS
- IT Project Manager, University of Tennessee -Infrastructure, Knoxville, TN.
- Infrastructure Analyst (Network Analyst-Career), California State Univ., Fullerton, CA
- Support Desk Operations Manager, IT Services, Miami University, Oxford, OH
- Senior VoIP Engineer, IT Services, Miami University, Oxford, OH
- Network Systems/Security Administrator, Dixie State College of Utah, St. George, UT
- Infrastructure Design Engineer(Network Analyst), No. Carolina State Univ., Raleigh, NC
- Digital Signage and Web Developer, Western Kentucky University, Bowling Green, KY
- Applications Analyst, IT Services, Miami University, Oxford, OH
- Information Security Officer, IT Services, Miami University, Oxford, OH
- Systems Analyst, IT Services, Miami University, Oxford, OH
- Telecommunications Technical Coordinator, Lewis University, Romeoville, IL
- Learning Spaces Manager, Indiana State University, Terre Haute, IN
- Banner Database Administrator Team Lead, University of Tenn., Chattanooga, TN

Check It Out:
Press Releases
Job Postings
RFIs/RFPs

RFIs/RFPs
• RFP: John Hopkins Institutions Long Distance Services, Johns Hopkins at Mt. Washington, Baltimore, MD
Contact Aaron Fuehrer (afuehrer@acuta.org) for details on posting your school/company RFP/RFI.

Post your RFPs!

Supporting higher education information communications technology professionals in contributing to the achievement of the strategic mission of their institutions.