8-2008

ACUTA eNews August 2008, Vol. 37, No. 8

eNEWS

Report from the 37th Annual Conference & Exhibition

If you attended the Annual Conference in Las Vegas, you'll probably agree with our theme: Everybody Wins in Vegas! Of course, we mean the great networking, excellent sessions, exciting exhibit hall, and (who can forget?) a lot of great prizes for atendees.

Eight popular sessions—including Michael Wesch's terrific general session presentation, "A Vision of Higher Ed in the Year 2015"—were videotaped and are now available online. (See details on page 8.)

In many ways we recognized the contributions of individuals during the past year, including some very important honors. Garret Yoshimi, Director of Technology Infrastructure for the University of Hawaii System, was honored as the recipient of the Bill D. Morris Award, and Geoffrey Tritsch of Vantage Technology Consulting Group was named the winner of the ACUTA Ruth A. Michalecki Leadership Award. Read more about both of these gentlemen in the fall edition of the ACUTA Journal.

There were three winners of the Institutional Excellence in Communications Technology Award plus one honorable mention. These schools and their projects included:

- Bryant University, Collaborative Public Safety Network

- Lee College, Chambers County Community Network (CCCnet)

- Wayne State University, WSU Broadcast Messaging Service

- University of Utah, Wireless Network Implementation (Honorable Mention)

Plenty of attendees took home some great prizes—laptop computers, iPods, GPSs, and lots more—courtesy of our generous vendors. But as we said, Everybody Wins in Vegas! The networking and exchange of ideas was unsurpassed, as always. Among our number were 80 first-time attendees. We hope they—and everyone—learned a lot, met some great people, and plan to join us when we move the conference to April in Atlanta.

If you haven't ever attended an ACUTA event, you don't know what you've missed. If you haven't attended an ACUTA event for a while, come back. Join us for the Fall Seminar in Boston. We *guarantee* you'll be glad you came!

Conference Photos pages 9-12

In This Issue

From the President

Corinne Hoch
Director
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Columbia University
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We Are All in It Together

As each of our past ACUTA Presidents has done, I plan to build on the strong structure put into place by our members and our leadership teams. We are all responsible for the success of ACUTA, and you will often hear me say, "We are all in it together!"

The theme that I've chosen for this year is "Emergence Management" as a promise to continue to provide the tools, resources, education, exposure, training, and strategies necessary for us to support the collective missions of our institutions and our organizations. Almost all of us—institutional and corporate affiliate members—are in some phase of reorganization as we, the service providers, lead and grow with the changes in the information communications technology industry.

As Alvin Toffler wrote in *Future Shock*, "Ultimately, to manage change we must anticipate it." Many changes that the ACUTA membership anticipated and requested are now being implemented. For example, 2009 is the first year the Annual Conference will be held in the spring rather than in the summer and the first year that the Conference will end on Wednesday, rather than at noon on Thursday.

All modifications are a reflection of the changing needs of our membership. Your Board members listen. We strive to incorporate hot topics; to provide more engaging and interactive presentations and panel discussions; to interpret the needs of higher education for the FCC; to publish useful information such as you find in the quarterly Journals, monthly newsletters, and other publications; and to exhibit products and services that will help you help others.

As President, Walt has often spoken of mentoring and building bridges—what we know we do well at ACUTA. We continue to need to know how you think we can improve as we explore potential synergies with EDUCAUSE, ITERA (International Telecommunications Education and Research Association), ACUHO-I (housing officers), AHECTA (cable television services), and other organizations.

The Millennial Generation has come to expect instant gratification, which requires us to become even more client-centered as we, too, rely upon a more centralized technology environment. We listen to their suggestions. We create innovative ways of integrating their ideas. We learn, we teach, we study, we change. And if we don't, then we cannot continue to serve you well.

Thank you for helping ACUTA to help us all. Continue to share your ideas, and remember that ACUTA's core purpose is to support higher education information communications technology professionals in contributing to the achievement of the strategic mission of their institutions—we ARE all in it together!

Board Report
July

Riny Ledgerwood
San Diego State Univ.
ACUTA Secretary/Treasurer
rledgerw@mail.sdsu.edu

■ **Board Meeting July 12**

The Board met in Las Vegas before the Annual Conference and approved numerous changes to the Policy and Procedure Manual to make it consistent with current practice and terminology.

The Board also reviewed a recommendation to retain legal counsel for legislative/regulatory advice, and adopted a motion to retain Dow Lohnes Government Strategies LLC as our representatives in Washington.

The Board also approved appointments to the Publications and Legislative/Regulatory Affairs Committees, and the Higher Education Advisory Panel.

The "Get Involved" Link on ACUTA website is now operational. The Board brainstormed potential opportunities for short-term and limited-scope involvement to encourage greater involvement by ACUTA members.

International Telecommunications Education and Research Association (ITERA) has agreed to co-locate with ACUTA at the 2009 Annual Conference in Atlanta. ACUTA staff will be working with ITERA on the detailed arrangements in the months ahead.

ACUTA has been invited to participate in the EDUCAUSE Summit regarding "Role of IT in

Campus Security and Emergency Management." Ms. Semer will attend this summit on August 18-19 and will share the findings with the board at the September meeting.

During the coming year, the Board will be reviewing the duties and responsibilities of ACUTA committees in the context of the new strategic plan and the potential for a revised committee structure and/or new task forces.

ACUTA has been invited by NACUBO to join the National Campus Safety and Security Project. The purpose is to develop resources to assist higher education institutions with identifying security infrastructure needs and providing ways in which the various administrative areas of the campus can work together to conduct an assessment of threat and respond to the security needs of the institution. No decision was made pending additional information.

■ Business Meeting July 17

Walt Magnussen, President, reported on the highlights of the 2007-08 administrative year, including collaborations with various organizations and strategic planning efforts.

Riny Ledgerwood, Secretary/Treasurer, reported on the financial results of the fiscal year ending September 30, 2007, which ended the fiscal year in a sound financial position. The Annual Report is posted on http://www.acuta.org/Conferences_SQL/Show_Detail.cfm?Split=NO&ID=2216&Conf_ID=88.

Jeri Semer, Executive Director, reported the highlights of her efforts and those of the professional staff during the past year, including strategic planning, public policy and regulatory affairs, media and industry relations, collaborations, and educational conferences and seminars. Her full report is posted at http://www.acuta.org/Conferences_SQL/Show_Detail.cfm?Split=NO&ID=2216&Conf_ID=88.

All chairs of standing committees reported on highlights of their committees' activities during the past year and thanked members of their committees. All of their year-end reports are available at http://www.acuta.org/Conferences_SQL/Show_Detail.cfm?Split=NO&ID=2216&Conf_ID=88.

Carmine Piscopo, RCDD, Nominating Committee Chair, reported the outcome of the 2008 elections:

- President-elect: Harvey "Buck" Buchanan
- Directors-at-large: Matthew Fuoco, University of Kansas Medical Center, and Joseph Harrington, Boston College

Corinne Hoch, President-elect, introduced the incoming Board of Directors and committee chairs:

Board of Directors:

    Harvey "Buck" Buchanan, President-elect, Florida State University
    Riny Ledgerwood, Secretary/Treasurer, San Diego State University
    Walt Magnussen, Immediate Past President, Texas A&M University
    Matthew Arthur, Washington University in St. Louis
    Matthew Fuoco, University of Kansas Medical Center
    Joseph Harrington, Boston College
    Randal Hayes, University of Northern Iowa
    Sandra Roberts, Wellesley College

Committee Chairs:

    Mary Lou Emmons, Membership Committee, Indiana University at Bloomington
    Ron Kovac, Publications Committee, Ball State University
    Sharon Moore, Vendor Liaison Committee, Smith College
    Dave Ostrom, Legislative/Regulatory Affairs Committee, Washington State University
    Patricia Todus, Higher Education Advisory Panel, Northwestern University
    Jennifer Van Horn, Program Committee, Indiana University at Bloomington

■ Board Meeting July 17

The Board of Directors also met after the closing of 2008 Annual Conference in Las Vegas on July 17 and approved several committee appointments for the Legislative/Regulatory Affairs Committee and

the Program Committee. ACUTA members who are interested in serving in any committee activities should submit their information to Ms. Semer at jsemer@acuta.org so she can forward it to the appropriate committee chairs.

Ms. Hoch, incoming President, introduced new Board liaisons to committees as follows:
- Legislative/Regulatory Affairs: Sandy Roberts
- Membership: Matt Arthur
- Program: Joe Harrington
- Publications: Randy Hayes
- Vendor Liaison: Matt Fuoco

Ms. Hoch also reported on the success of the 2008 Annual Conference: The keynote speakers and breakout sessions were well-received. Among attendees were approximately 80 who were at their first ACUTA event. Attendees made many positive comments.

As outlined in the ACUTA's Policy and Procedure Manual, all Board members and committee chairs will be asked to sign the conflict of interest disclosure forms.

Respectfully submitted,

Riny Ledgerwood, Director
Communications and Computing Services
San Diego State University
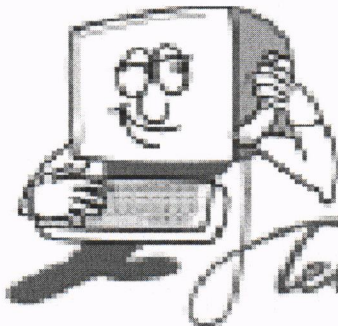
Kevin Tanzillo
Dux PR
kevin@duxpr.com

Yes, Your Disks Will Fail Sometime, But How Do You Know When?

Now that it's August, school kicks into high gear soon, and one's thoughts turn to ... storage. That may seem like an odd connection, but as someone who has ferried his share of teenagers to school, I always look at the rental trailer and think, "Where is she going to put all this stuff?" You have to be thinking the same thing when you see all the vehicles flock to campus and jockey for the parking spaces nearest the dorm doors.

At least that's the case for the cars with girls in them. Sometimes it seems like all the boys bring is a computer, a PlayStation or something like it, and a gym bag. One trip up to the room and they're done. Maybe they should lease out some storage space to the young ladies.

Anyway, that's why I can't help but equate this time of year and storage. And along those lines, there was an interesting piece online a few weeks ago about an issue that affects storage and the management of it—assessing just how confident you should be about the durability of your hard disks.

Those of you who deal with disks and disk arrays certainly know the acronym "MTBF." Nope, it's not text-speak for "My Two Best Friends"; it means "mean time between failures" and is usually expressed in hours of service. This is how disk makers rate their products, so you know how long they'll last.

Problem is, like the overly optimistic figures we see when it comes to auto mileage, these hours of service figures can't be taken literally. The conditions under which they were assessed may bear scant resemblance to your real-life conditions, unless perhaps you work in clean suits in places where the temperature never varies more than half a degree and static electricity and dust don't exist.

For many disks, the MTBF figure would seem to indicate that the unit should be lasting for decades, but that won't be happening. Even if they did last anywhere near that long, new technology would displace them anyway. But it's critical that they don't fail when you least expect it or are otherwise unprepared.

Bottom line is that MTBF should be viewed more on a comparative basis than as some sort of guarantee. If you have a choice between disks or drives, and other factors (such as price and reputation for quality) are consistent, go for the one with the higher num-

ber. So, like a Prius will get you better mileage than a Hummer, but neither one may get what it says on the sticker, you at least know which one will sip, rather than gulp, $4-plus gasoline. Then you won't be stuck (stretching our automotive metaphor even further) with a Yugo or a Pinto of a disk.

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.

● ●●

Info Links

Randy Hayes
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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.

- Experian – Global Mobile Phone Study:
  http://www.smrb.com/study/default.aspx?c=Media+Post%3a+Mobile
- SETDA – Broadband Access for All Kids:
  http://www.setda.org/c/document_library/getfile?folderID=270&name=DLFE-211.pdf
- Climate Group – ICT Role in Creating Low Carbon Economy:
  http://www.theclimategroup.org/assets/resources/publications/Smart2020Report.pdf
- Sandvine – Traffic Optimization and Network Neutrality:
  http://www.sandvine.com/solutions/downloads/Traffic_Optimization_Whitepaper_May_2008.pdf
- Duke U – Microblog-Automatic Social Interaction via Cellphone:
  http://www.ee.duke.edu/~romit/pubs/romit-microblog.pdf
- Duke U – Microblog-Mapcasting-Cellular to Virtual Censor Map:
  http://www.ee.duke.edu/~romit/pubs/micro-blog.pdf
- U of Amsterdam – Interference by New-Gen Cellular on Med Equipment:
  http://ccforum.com/imedia/1584574076139771_article.pdf
- Baller Herbst Law Grp – Broadband for North Carolina and U.S:
  http://www.e-nc.org/2008/pdf/Broadband_report_composite.pdf
- EU – Proposed Reg. Reform of Fixed/Mobile Termination Rates:
  Proposal:
  http://ec.europa.eu/information_society/policy/ecomm/doc/library/public_consult/termination_rates/termination.pdf
  Explanatory Note:
  http://ec.europa.eu/information_society/policy/ecomm/doc/library/public_consult/termination_rates/explanatory.pdf
- Ohio State/U.C. Irvine – IM & Disruption in the Workplace:
  http://jcmc.indiana.edu/vol13/issue1/garrett.html
- ITRC – 2008 Identity Theft Breach Report:
  Summary:
  http://idtheftmostwanted.org/ITRC%20Breach%20Stats%20Report%202008.pdf
  Full Report:
  http://idtheftmostwanted.org/ITRC%20Breach%20Report%202008.pdf
- NASCIO – 2008-2010 Strategic Plan:
  http://www.nascio.org/aboutNASCIO/strategicPlan.cfm
- CFI Group – Call Center Satisfaction Index Reports:
  http://cfigroup.com/callsat/ccsi_reports.asp
- Symantec – Seven Key Public Sector Security Challenges:
  https://www4.symantec.com/Vrt/offer?_requestid=173385&a_id=56043&
- NASCIO – State CIOs and E-Records:
  http://www.nascio.org/publications/documents/NASCIO-E-RecordsChallenges.pdf
- GMU – Universal Service Reform: Start with Accountability:
  http://www.mercatus.org/repository/docLib/20080701_RSP_MOP22_web.pdf
- SS8 – Ready Guide for Intercept Legislation:
  http://www.ss8.com/ready-guide.php

D C Update

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Chair, ACUTA Legislative &
Regulatory Affairs Committee
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10-Digit Phone Numbers for TRS Customers

The FCC has issued an order to be effective at the end of the year which will allow speech- and hearing-impaired individuals who make use of either the video or IP Telecommunications Relay Services (TRS) to obtain regular 10-digit phone numbers. The TRS provider will then record the contact information for the TRS user. These individuals will then be able to share the phone numbers with friends and family and business associates who can then call them without having to know the TRS contact numbers. The order also requires that the TRS provider keep data on the physical location of the TRS user so that 911 calls will be routed to the appropriate Public Safety Answering Point (PSAP).

Commercial Mobile Alert System

The FCC has also issued an order establishing a Commercial Mobile Alert System (CMAS). The order provides for three different alert types: Presidential, Imminent Threat, and Child Abduction Emergency/AMBER. The Presidential Alerts will have no restrictions, and the rules for the Amber alerts are fairly well established. Imminent Threat Alerts will be initiated by local, state, and federal emergency responders to alert a targeted geographic area. The message will be sent through FEMA, who will be responsible for standardizing the message and then sending it on to the Commercial Mobile Providers (wireless carriers). The wireless carriers will have 10 months to comply with a standard protocol that has yet to be developed by FEMA. It may take as long as three years before the system is in place. Once the standard is in place wireless customers will automatically be alerted unless they choose to opt out. The FCC also envisions a special ring and vibrate option for CMAS alerts.

Of concern to ACUTA members who use emergency notification systems should be the possibility for conflicting messages if a city chooses to send an alert at the same time that the institution does. Also of concern will be that the CMAS alert will have higher priority for use of the telecommunications infrastructure, which may delay messages sent through the institution's notification system.

Higher Education Reauthorization Act

The reauthorization of the Higher Education Act of 1965 was first introduced in the Senate on June 18, 2007, and has been in negotiations between both houses for some time. Reports are now being received that it may be passed no later than September. Of concern to ACUTA members was a requirement for a 30-minute time limit for emergency notifications and a requirement for the institutions with the worst record for file-sharing offenses to implement hardware solutions to block illegal downloading of copyrighted audio and video files. In the current draft both provisions have been changed to require only adequate procedures.

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 ACUTA's government relations counsel. Access this newsletter at http://www.acuta.org/relation/DownloadFile.cfm?docNum=309

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

Welcome New Members

Institutional Members

City Colleges of Chicago, Chicago, IL. T5
James Gonsiorek, Deputy CIO, 312/553-2610 .... jgonsiorek@ccc.edu

King College, Inc., Bristol, TN. T1
Joel Robertson, Director of IT, 423/652-4724 ....jcrobert@king.edu

Tennessee State University, Nashville, TN. T3
Dr. Dennis Gendron, VP Communications & Info. Technologies ...dgendron@tnstate.edu

Texas A&M University, Texarkana, TX. T1
Anson Godfrey, Jr., Dir., Technology & Distance Ed Dept..... anson.godfrey@tamut.edu

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 proj-
ect 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

- Video Furnace previews next-generation IP video solution for higher-education at
  ACUTA Conference
- Corning Cable Systems Introduces OTS-600 Series for Simplified Optical Network Certifi-
  cation in LAN Applications
- Corning Cable Systems Introduces Fusion Splicer for the Next Generation of LAN Ap-
  plications

JOB POSTINGS

- Technology Support Coordinator, Miami University, Oxford, OH
- Software Licensing Analyst, Miami University, Oxford, OH.
- Director, Computer Engineering Services, Longwood University, Farmville, VA
- Telecommunications IT Project Leader, University of Pennsylvania, ISC Net-
  working and Tel, Philadelphia, PA
- Telecommunications Technician, SUNY Oswego, Oswego, NY
- Sr. Director for Networking and Telecommunications Infrastructure, Informa-
  tion Technology Services, Univ. of Southern California, Los Angeles , CA

RFIs/RFPs
No new RFIs/RFPs have been posted since our last report.

Fresh Ideas Atlanta
ACUTA '09

38th Annual Conference & Exhibition • April 19-22, 2009 • Atlanta Georgia

Conference Sessions Online

If you missed a session at the Annual Conference, maybe it's one of the eight sessions we videotaped for posting on the ACUTA website. Below is a list of the sessions available and the presenters.

- Cellular VoIP & WiFi—Is It for You?: *Bill Farris*
- Strategic Planning for Communications Technology: *Phillip Beidelman*
- What's Slowing VoIP Deployment: *Geoffrey Tritsch*
- VoIP Implementation Lessons Learned: *Joe Huang, Josh Frank, Tim Wiliams, Richard Altheide*
- A Vision of Higher Ed in 2015: *Michael Wesch*
- Tips for Unified Messaging: *Jeanine Lee & Carma Shurley*
- Unified Communications Is Here and It Works: *Mike Lucas & Jennifer Van Horn*
- Security of Wireless Networks, Devices and Data: *Bernard McMonagle*

Another Great Conference, Lots of Big Winners!

(Everybody Wins in Vegas!)

Besides the excellent educational opportunities and the great professional networking and the fabulous exhibit hall, one of the many good reasons to attend ACUTA events is the likelihood that you'll take home a fantastic prize! Below are the winners of the prizes from the Treasure Chest at the end of the Conference. Gifts were donated by our generous vendors, named in parentheses in each entry.

- **Gene Lake, Emporia State University**
  500-Piece Poker Set (Superior Essex)
  $100 American Express Gift Card (Cistera Networks)
- **Andre Jones, Columbia University**
  Executive Wine Set (Graybar)
  $100 American Express Gift Card (MIR3)
- **Eric Breese, DePaul University**
  OfficeConnect Wireless Travel Router (3Com)
  $50 Visa Gift Card (Compco)
- **Tracey Encarnacion, The College of William & Mary**
  Digital Photo Frame (1Call A Division of AMTELCO)
  $75 Best Buy Gift Card (Cortelco)
- **James Kuhar, Georgetown University**
  Portable DVD Player and DVD of the James Bond movie "Casino Royale" (e2Campus)
- **Michael Wentling, University of Maryland University College**
  HD TiVO with One Year of Service (Campus TeleVideo)
- **Nancy Bradham Bright, The Citadel**
  Garmin StreetPilot In-Car GPS, (Nuance Communications)
- **Hope Singleton, The George Washington University**
  Apple iPod Touch (NextG Networks)
- **Rigo Garcia, The University of Texas at San Antonio**
  Garmin nuvi 200 GPS (DCC)
- **Craig DeMoss, Western Illinois University**
  Apple iPod Touch (AVST)
- **Paul Sucha, University of Nebraska Kearney**
  Garmin nuvi 200 GPS (Telpro)
- **Hugh Flemington, Queen's University**
  80 gb iPod (AT&T)
- **Arthur Brant, Abilene Christian University**
  Samsung Instinct Phone (Sprint)
- **Michele Morrison, British Columbia Institute of Technology**
  One Complimentary Registration to the 2009 ACUTA Annual Conference to be held in Atlanta, Georgia (ACUTA)

Green Survey Winner

Ed White from North Carolina A & T State University is the winner of a free audio seminar registration. Ed's survey was randomly drawn from among those who answered our questions about "Going Green." (We'll report the survey results in September.)
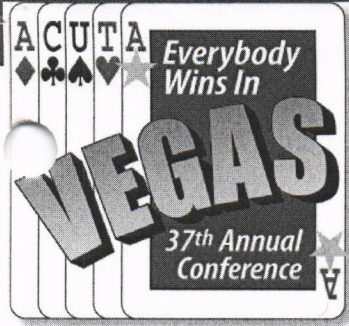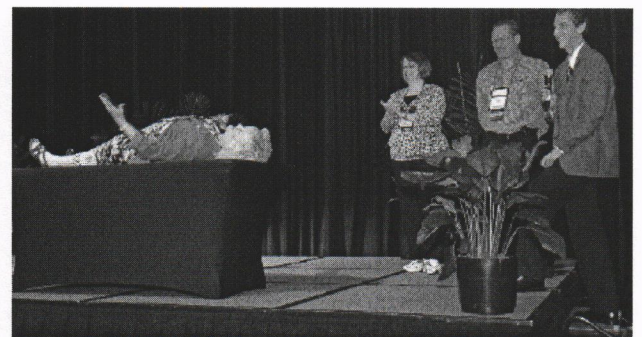
Picture Yourself at ACUTA's
37th Annual Conference & Exhibition
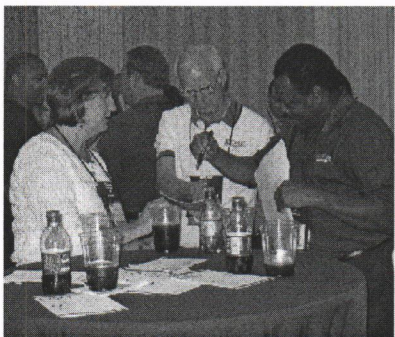
First-time attendees were welcomed at a special orientation Sunday evening.
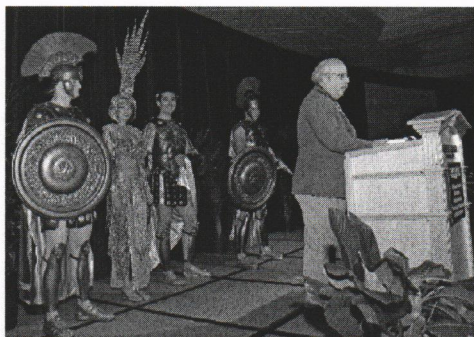
After being escorted in by Caesar, Cleopatra, and the Roman guards, President Walt Magnussen officially opened the conference.


Keynote speaker Warren Arbogast (at right) used volunteers Mary Lou, Molly, and Buck to make a point about the burdens we carry.

Here's what some of you said about the sessions:

- This was my first conference and I'm hooked! I loved the financial tracks.
- Very timely topics were covered. Great job!
- The quality of the sessions was very high... The variety was also very good. Keep up the good work!
- Thank you for the great opportunity. I'm looking forward to next year's conference. Thank you for moving it to the spring.
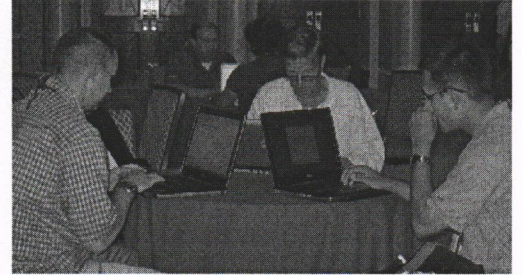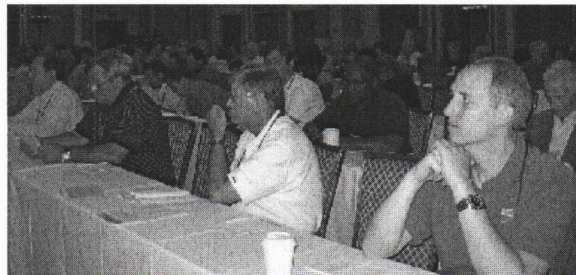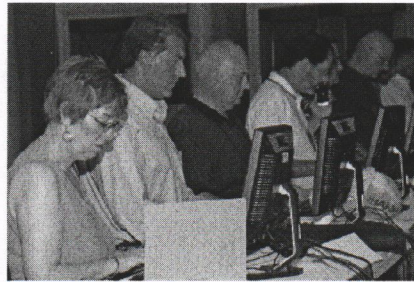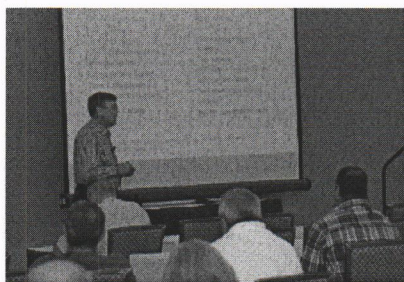
Bill D. Morris Award

At the Annual Banquet, Garrett Yoshimi of the University of Hawaii System Office was honored as the recipient of the Bill D. Morris Award.

## ACUTA Ruth A. Michalecki Leadership Award

Geoff Tritsch (left) from Vantage Technology Consulting Group received the ACUTA Ruth A. Michalecki Leadership Award. Pictured here with Chris Muller from PAETEC. Thanks to PAETEC for sponsoring the luncheon and the awards.

Institutional Excellence in Communications Technology: Wayne State University, Lee College, and Bryant University (photos left to right) won Institutional Excellence Awards. Read about their projects in the next three issues of the *ACUTA Journal*.


Anniversaries: Some members celebrated milestone anniversaries. Pictured below (left to right) are: Pat Nelson (25 years); Tim Casey (20); Diane McNamara (25); Joan Chapek (15); Walt Magnussen (15); Mark Reavis (15); Jim Pampinella (15); Mark Watters (5); Mike Lucas (10); Dixie Thomas (10); Darrell Martin (10); Rick Cunningham (10).
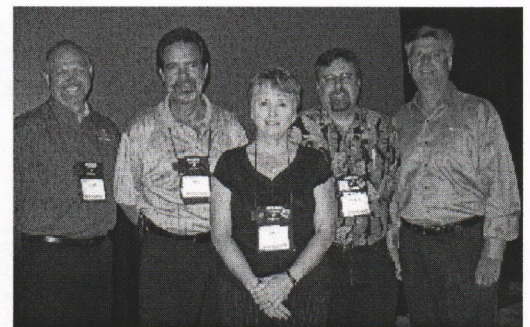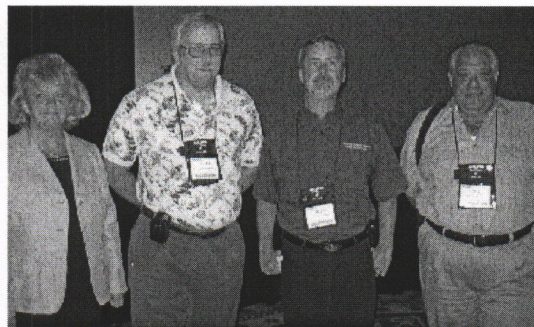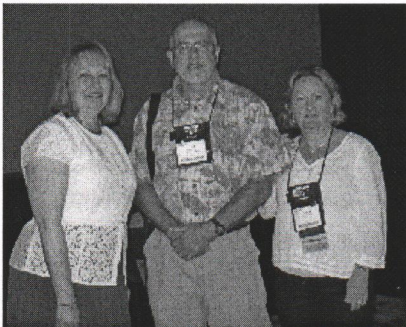

Booth Contest: Attendees voted for their favorite booths and favorite giveaways for the first time. Verizon was voted the favorite booth and favorite giveaway in the island category. Graybar's booth was the favorite in the inline category, and Aruba Networks had the favorite giveaway in the inline booth category. Blue ribbons were presented by President Walt Magnussen and Vendor Liaison Committee Chair Sharon Moore.
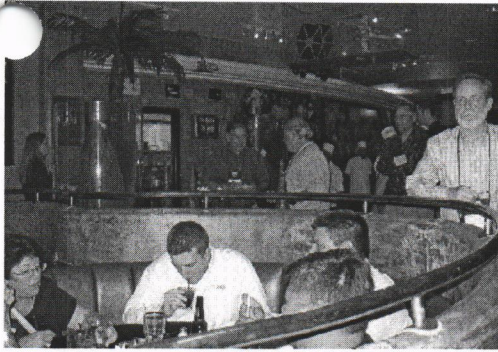
Monday Night at Planet Hollywood

Our dinner at Planet Hollywood in the Forum Shops on Monday night was great fun for everyone. Terrific memorabilia covering all the walls provided for interesting conversation and brought back memories of great moments in cinema history. But the opportunity to visit with friends old and new is what made the evening a stand-out event.
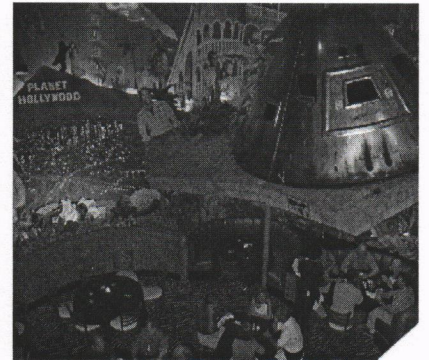
Annual Banquet

The Annual Banquet, held on the last night of the Conference, has something for everyone: good friends, great entertainment, special awards, and lots of fun for everyone.
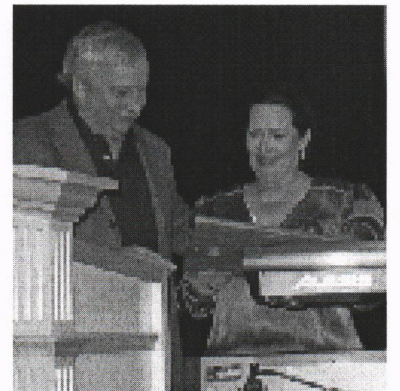
Great Show!

From delectable hors d'ouevres to fun and games, the exhibit hall is more than just a place to talk business. The sold-out hall was filled with 102 companies' exhibits, and lots of attendees went home with some really nice prizes—as well as the latest information about new products and services— from their visits to the hall.