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The end of the year is nearly here. Northern Illinois University is getting ready for winter graduation and semester break. We would normally be implementing changes and upgrades while the students are off; but due to budget reductions, changes are few, and to save money we will be closing the campus for two weeks. Many are thinking of a winter vacation.

Not so for ACUTA. Last-minute preparations for the winter seminars on *IP Telephony and Migration Strategies* and *Student Telecom Services* will keep our staff very busy. We hope many of you are planning to join us in New Orleans January 11-14. The weather should be great, but New Orleans swings even when it's cold! When you're making your New Year's resolutions, include "starve for the first 10 days" though—New Orleans is referred to by many as the City of Chefs!

Our industry continues to focus on converged networks and communications. As we look to convergence and IP telephony we also need to look at our organization and structure. Has your university converged all of the Information Technology and Communications organizations under one roof? If they have, is it running like one organization or more like fighting subsidiaries not happy with their new parent or their outlaw brothers and sisters? In order to make a converged network work, you must have a converged staff working together or the network will never work well. Technology is important, but service is still king. If you are looking to voice over IP to solve your communications problems and reduce costs, you will want to come to the winter seminar where you can hear about VoIP implementation challenges and ways to analyze whether VoIP makes financial sense.

Although many campuses are now charging for data or network services, some ACUTA members haven't adopted this model and are finding it very difficult to deliver new services to students, faculty, and staff. By treating your unit as a sales and service organization you are constantly comparing yourself to outside organizations. You also present yourself in the same way students and employees look at all services they pay for.

Our winter seminar track on Student Telecom Services will be beneficial for residential as well as non-residential campuses. New revenue services like cellular offerings can be made to all students and employees, not just on-campus students. Presenters will talk about cell phone programs as well as managing student use of the Internet, increasing online services, cable TV, E-911, and other services for students.

I would like to wish everyone a wonderful winter break and a great new year. I also want to offer a special note of thanks and appreciation for our military service people and their families who our serving our country.

Hope to see you in the French Quarter next year.

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Ah, IP. That is the subject of this month’s column. Many of you may even be using the Internet Protocol in your voice communications, although not as many as the industry observers might have predicted … back in the good old days when a lot more of those observers had jobs.

But IP is firmly entrenched in data communications, and that is really the focus of this month’s column. There is a new standard being worked on that is designed to provide more and better traffic statistics from your IP network equipment.

The standard is called IP Flow Information Export, or IPFIX, and its purpose is to spell out how routers and switches collect and provide information to network management systems about IP traffic flow. This standard, essentially based on an advanced Cisco data export protocol, is a project of the Internet Engineering Task Force (IETF) and could be finalized early in 2004.

Our reliable old friend SNMP (Simple Network Management Protocol) can currently provide part of the traffic flow data stored on network equipment, but in general the data is difficult to gather and maintain. IPFIX, its backers say, would improve this picture by packaging the raw data and sending it to a single point to be correlated and crunched by management software. Often this traffic flow data is lost because routers and switches don’t have the memory to save the data.

You may ask why we need something like IPFIX, and there are good answers to your question. Its supporters say it will facilitate usage-based billing systems and make actual and potential security breaches easier to detect. Network detectives could also take advantage of IPFIX to understand how applications are using network devices, which users are the most demanding, how network equipment responds to particular requests, and how traffic routing could be improved.

According to the IETF, an IPFIX system includes a data model, representing the flow information, and a transport protocol. An exporter—typically an IP router or IP traffic measurement device—uses the IPFIX export system to report on IP flows, or series of related packets that that have been either forwarded or dropped. The reported flow information includes attributes derived from the IP packet headers (such as source and destination address, protocol, and port number) and attributes often known only to the exporter—ingress and egress ports, IP (sub)net mask, autonomous system numbers, and such.

Part of the appeal of IPFIX is that its implementations will include templates, which network managers can use to define multiple ways for data to be exported. Then the data gets wrapped up nicely, to your specs, and sent to the appropriate collection points. Kind of like your own little FedEx or UPS delivery people right there in your network.

To find out more about IPFIX, a good resource is through the IETF’s website, specifically at http://www.ietf.org/html.charters/ipfix-charter.html.

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.

Board Report
November

Because the Board of Directors met late in October, there was no meeting in November. Look for the next Board Report in the January ACUTA eNews.
Eleanor Smith, ACUTA Business Manager, Retires

Prior to 1988, ACUTA was a totally volunteer organization; but in that year, the decision was made to incorporate and to establish an office with a dedicated professional staff. In 1990, the first business manager was hired, and her name was Eleanor Smith. Now, 13 years later, Eleanor is retiring.

"Eleanor is a dedicated and conscientious employee who has served ACUTA and the Board very well for the past 13 years," says ACUTA President Wally Czerniak. "Board members have come and gone. Presidents and treasurers have changed yearly. All of us have quickly learned that we can count on Eleanor to provide the financial information we need almost instantly, and we know it is accurate. In addition to being a great business manager, Eleanor is a wonderful and interesting person who has provided much more than accounting and office management to all of us. She will be greatly missed, and I wish her a long and healthy retirement."

When asked what she plans to do in the coming months, Eleanor didn't hesitate to answer, "Sleep!" But travel is also in her plans. In January or February, she and her husband, Henry, plan to relax for 3 weeks in Hawaii. A trip to New York City and another out west are also on her retirement agenda. By summer, she expects to be embarking on a new career as a volunteer teaching adults to read, and she may dabble in antiques with her own booth at a local mall.

"I have lots of ACUTA memories that I'll enjoy reliving," Eleanor says. "Four days after I was hired, I left for the seminar in Las Vegas. That was a baptism by fire, for sure! The Zanadu-themed banquet at the 19th Annual Conference in Orlando that same year was really a blast. The 25th anniversary conference in Chicago was so much fun, and too many others to mention. Of course, the best part of attending the conferences was always building friendships with so many special people; I'll miss that.

"I'm especially proud of the role I played in establishing ACUTA's investment program and in the purchase of the building. Working for ACUTA has been filled with all kinds of challenges as well as rewards. But now I'm looking forward to having some time to spend with Henry and with my mother, who is 86. I'll also be happy to have more time to take care of our home and gardens.

"I don't plan to vanish from sight," Eleanor continues. "I have made some wonderful friends through the years, and I'm not about to give them up."

One of those special people is Pat Nelson from Cornell. "I've known—and worked with—Eleanor as long as she's been with ACUTA," says Pat. "She has always been a wonderful colleague with whom to work, but most of all she's been a good friend.

"When I think of the many years we worked together for ACUTA, the one that stands out most in my mind is the year of my presidency (1993-94). Perhaps the most defining event that year was the fact that our lease was expiring on our rented office space. We needed more room, and the costs to continue renting led the Board to explore the purchase of a building. After a lot of hard work on Eleanor's part, and with the help of a couple of Board members, we moved into our current offices."

Pat Nelson speaks for many in ACUTA when she says, "I will miss Eleanor terribly, but I look forward to sharing all the fun I'm sure she'll be having in her retirement—I know she won't be sitting around in a rocking chair watching the world go by!"

At the meeting in Lexington this past October, Executive Director Jeri Semer (right), acting on behalf of the Board, presented Eleanor with a crystal bowl for her years of service. "Eleanor has been a mentor, supporter, and friend to many ACUTA board and staff members over the years," Jeri comments, "and I have always appreciated her sound financial advice. Her professionalism and dedication to ACUTA have been a great asset to the organization, and we will miss her both professionally and personally."
Meet ACUTA's New Business Manager: Margaret Riley

The latest addition to the ACUTA staff is Margaret Riley, who will be stepping into the role of Business Manager as Eleanor Smith retires.

Margaret holds a BS in Accounting from the University of Kentucky, and anticipates completing the requirements for an Executive MBA from the University of Notre Dame in May 2004. Most recently she served as the controller for a company in nearby Danville, Kentucky. In this position, she was responsible for preparation of financial statements, budgets, forecasts, and cash flows. She also oversaw human resources, payroll, purchasing, and information systems; negotiated loans, contracts, and insurance; and served as an officer of the company and trustee of the 401K and pension plans.

In her spare time, Margaret has been involved in a number of charitable causes in the local community, including the Altrusa Club, United Way, and Partners in Reading at Boyle County High School. She also enjoys running and playing with her three labradors: Hugs, Growler, and Maggie.

"I am excited about working with the staff, Board of Directors, and all the members," Margaret says. "It isn’t easy stepping into shoes that have been capably filled for such a long time, so I hope everyone will understand if I stumble as I learn the process. So far, my experience has been very pleasant and educational. The staff already has made me feel like a member of the ACUTA family. I look forward to contributing to ACUTA in the months and years ahead."

Reach Margaret at mriley@acuta.org.

Wireless Industry Announces Recycling Initiative

WASHINGTON, D.C. - The Cellular Telecommunications & Internet Association (CTIA) and its participating members recently unveiled an innovative initiative entitled, "Wireless...The New Recyclable" to promote the environmentally sound recycling of used wireless products and accessories.

As more Americans adopt wireless technology and continue to regularly update their devices, the need for wireless recycling increases. CTIA member companies are committed to sustainable development and the environmentally sound management of their wireless products at end-of-life. Participating CTIA members commit to such practices as:

- Promoting continued product and market innovations that provide consumers with more value and choice while minimizing environmental impacts.
- Fostering responsible product stewardship practices among customers, suppliers, stakeholders, and employees.
- Informing customers of ways in which they can help ensure the environmentally sound disposition of used wireless devices.
- Making public available information on the management of used wireless devices through Wireless...the New Recyclable.
- Complying with all applicable environmental and other regulatory requirements.

A number of wireless carriers, manufacturers, and organizations are already participating in this initiative, including AT&T Wireless, Cingular, Motorola, Nextel, Nokia, Panasonic, ReCellular, Sony Ericsson, Sprint, Verizon Wireless, and the Wireless Foundation. For more information on "Wireless...The New Recyclable," please visit http://www.recyclewirelessphones.com.

CTIA is the international association for the wireless telecommunications industry, representing carriers, manufacturers and wireless Internet providers. http://www.wow-com.com
Sprint and the GSA

In October we noted that Sprint might be barred from any government contracts due to billing errors on prior contracts. Sprint admitted that a change in the computer software used in the billing process had a problem and said they were fixing it. Sprint has been working with the General Services Administration (GSA) to get things fixed up. The president of Sprint indicated he was pleased with the GSA's findings. The debarment will not be proposed, and Sprint will continue to be able to obtain government contracts. (TR 11/1/03, The Telecom Manager's Voice Report (VR) 10/20/03)

InterLATA Long Distance

SBC has FCC approval to provide long-distance service in Illinois, Indiana, Ohio, and Wisconsin. SBC now can provide LD service in all 13 states in its region. (TR 11/1/03, VR 10/20/03)

Bell South received approval to cover its region with the LD service some time ago. Qwest has one state to go to have its area fully covered. The FCC has until Dec. 3 to make the decision about Arizona in Qwest's region. (VR 10/20/03)

Verizon has full coverage of its region.

Broadband Penetration

A report from the International Telecommunications Union (ITU) indicates that in the market penetration of broadband services, the U.S., at a mere 6.9 broadband subscribers per 100 inhabitants, ranked only 11th among the 73 countries surveyed. (TR 10/15/03)

Government funding has been a factor in many of the countries that make greater use of broadband technologies than the United States. FCC rules and regulations may have slowed growth in this industry in the U.S.

Incumbent local exchange carrier officials say that to make investments in rural broadband networks pay off, telephone companies need to be able to offer a "triple play" of voice, video, and data services; but to make a video service portion of the package a reality, telcos need better access to programming. (TR 10/15/03)

VoIP

As noted in the November ACUTA Legislative/Regulatory Update, Minnesota, California, and about 15 other states are looking at treating companies that offer VoIP as providing telecommunication services as opposed to information services. These states want to require the VoIP companies to file for certification as telecom providers in the state. Then the companies would be treated and taxed like the other telecom companies serving customers in the state. Taxing the Internet seems to be one of the major reasons to get the VoIP providers registered as providing telecom service.

In Minnesota the VoIP provider, Vonage Holdings Corp., refused to comply with the Public Utilities Commission (PUC) order to sign up. The PUC took the issue to District Court of Minnesota and the court ruled in favor of Vonage. In California the PUC and in Wisconsin the Public Service Commission (PSC) letters have been sent to several providers of VoIP directing them to apply

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for formal certification, but the providers have not applied in most cases. The PUCs and PSC are working on alternatives that would get the VoIP providers classified as telecom service companies. (TR 10/15/03)

Responding in part to pressure from the states, FCC Chairman Michael Powell is seeing up a VoIP inquiry that could provide the Commission an opportunity to sort through what is becoming one of its messiest areas in the whole telecommunications arena. "VoIP could be the next seismic policy change in the telecom landscape, equivalent to the Telecommunications Act of 1996," one source observed. "It has the potential to undermine all current modes of intercarrier compensation." Powell indicated that the Commission will begin to study VoIP now, which is 7 years after the first call to do so came with the Act of 1996. He wants to propose a notice of inquiry, which is just the beginning of a process that could end up a multi-year project.

Powell told reporters, "We ... think we need to turn the corner on something that is becoming really critical and it's beginning to bud and explode and that is really the movement of applications on the Internet platform... What we've decided is it's time to get involved and try to understand [VoIP]. ... It's just a manifestation of a bigger challenge and that is when everything is over IP." (TR 11/1/03)

This problem will only become more acute as the number of VoIP-originated calls grow. According to estimates, there are now some 2.5 million U.S. subscribers. That number is expected to crest above 7 million by 2007, according to Analyst group In-Stat/MDR. (TR 10/15/03)

Asked to rank the business potential of some advanced services, the president of Comcast Cable Communications, Inc., named cable telephony the most promising. He also indicated that "the next home run could be the telephony business. VoIP has extremely exciting potential. Everyone in America has a phone." (TR 11/1/03)

For those ACUTA member institutions who are working on VoIP: Speaking at the IP Telephony Bootcamp in Chicago in early October, a telecom consultant told attendees, "You don't necessarily have to upgrade your PBX to do IP trunking." He also indicated that if your PBX was designed and installed after 1990, you shouldn't have a problem. "You don't need a new PBX—consider that first." (VR 10/20/03)

Triennial Review Order (TRO)

Considerable press coverage has been given to a wide range of topics that relate to the TRO, and it appears likely that the FCC will be working on many related issues for several years.

The U. S. Court of Appeals in Washington D. C., will handle most of the court action about parts of the TRO. This court was the choice of the ILECs. The CLECs preferred the court in St. Louis and filed several cases there. The court system then put it all together, and the Washington court was the winner. It is very likely that other cases will be filed in other courts before all of the problems with the TRO are resolved. (TR 10/29/03, 11/1/03)

Speaking at a TelecomHub luncheon in Vienna, Virginia, early in October, FCC Commissioner Abernathy made some very interesting comments. "It may well be our [FCC's] fault—the courts appear to have determined that the FCC has not been sufficiently mindful of statutory limitations in recent years, so they are not inclined to give us the benefit of the doubt," she said. And "The best approach is to redouble our efforts to ensure that our rules are sustainable...Unfortunately, in the triennial review, I believe the Commission has failed once again at that task." (TR 11/1/03)

Mobile Phones in Iraq

Three companies, all at least partially Iraqi owned, have been awarded licenses to provide mobile phone service in Iraq. They will be using a system based on Global System for Mobile (GSM) communication technology which is the dominant technology used in Europe. Those who use the system will help reintegrate Iraq internally, with its neighbors, the region, and the rest of the world. There are more than 40 million people in countries that border Iraq and about 1 billion worldwide that use the GSM system for their mobile phone service. (Telecommunications Reports (TR) 10/15/03, 11/1/03)
For the 4th Quarter of 2003 our topic was "On-Line Documentation." Three sites were recognized as outstanding by the selection committee:

University of Maryland: http://www.oit.umd.edu/units/nts/brochures/Phone/6408D.html

North Carolina State University: http://comtech.ncsu.edu/wiring/design.htm

Northwestern University: http://www.it.northwestern.edu/getctr

These sites will be featured on the ACUTA website. The topic for the fourth quarter of 2004 is "Security."

Thanks to Sponsors for '03

At ACUTA conferences and seminars you will notice that many events and items are sponsored. This means that a vendor has contributed the funds that make that amenity or that event affordable for ACUTA. It enriches our events to have a special dinner and entertainment on Monday night, to have portfolios and pens, to enjoy coffee breaks and snacks, and much more. The following companies have sponsored at 1, 2, 3 or all 4 events in the past year. Please thank them as you have occasion!

Four Events ...... Compass Consulting International, Inc.
Compco
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Three Events ...... CCMI
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Two Events: ...... AT&T

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From seminar tapes to the ACUTA Journal to branded merchandise, useful and educational products are available from the ACUTA website. A sample of what you will find online is listed below. To visit the ACUTA eStore, go to http://www.acuta.org, then click on Member Services on the menu bar.

Publications

Whatever challenge you face on your campus, someone else has probably "been there & done that." Build your own ACUTA publications library—including the Journal, newsletters, and books—and meet those challenges head-on.

ACUTA Merchandise

A variety of products bearing ACUTA's logo are available for purchase.

2003 Annual Conference Book & CD-ROM
2003 Web Seminar CD-ROM "Wireless Hot Topics" (6/24/03)
Audio Seminar Tapes (More titles available online)
  - The Current State of the Telecom Industry (5/6/03)
  - Network Security Issues (3/19/03)
  - Wireless Business and Regulatory Trends (3/4/03)
  - Design & Service Impact of Putting Voice Traffic on a Converged Network (2/11/03)
  - Do Not Call/Do Not Fax: How New FTC & FCC Rules Will Affect Your Campus (9/23/03)
Welcome New Members

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ACUTA Events Calendar 2004

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Happy Holidays from the ACUTA Staff
Jeri, Aaron, Amy, Donna, Eleanor, Kellie, Lisa, Lori, Margaret, and Pat