



ACUTA Annual Conference in Indianapolis

April 29 – May 2, 2012

*Session descriptions and links to slides
as of May 16, 2012*

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PRECONFERENCE SEMINARS

These two Sunday afternoon seminars provide an opportunity for in-depth exploration of important topics. Payment of a separate registration fee of \$159 is required. If sufficient registrations are received, the seminars may be cancelled 30 days before the Conference.

Defining the ROI of Best Practice Methodologies

Preconference seminar
4/29/2012 1:15 PM to 4:30 PM

- *Larry Foster (President for PINNACLE - Windstream) is a past President of the Telecom Expense Management Industry Association (TEMIA). He has accumulated over 25 years of experience managing and consulting for IT and telecommunications business operations. Larry started his career as researcher and electrical engineering. Larry has extensive experience improving IT service support and service delivery operations. His areas of expertise include operational assessment, business process automation, business intelligence, and measuring organizational performance. Larry has successfully applied the ITIL best practice principles to help optimize IT and telecommunication operations for several government agencies, higher education, healthcare and F1000 corporations.*

As institutions are seeking ways to reduce costs by eliminating internal support programs and resources, it is especially important to be able to measure and substantiate the actual value of support operations to the overall institution. At this seminar, attendees will learn how to follow an intuitive, logical, and simple mathematical approach to implement sustainable best practices that will support the lifecycle of managing their ICT business management operations from provisioning through payment and chargeback activities. Using field-tested best practice methodologies, attendees will learn how to: 1) Benchmark their organization against industry-standard spend analytics, 2) assess their organization's current business operations to a baseline suite of best practice business service management policies and procedures, and 3) formulate and implement a policy and procedure program that is strategically aligned to best practices principles and is designed to monitor and measure operational performance. This seminar is appropriate for managers or directors of networking or telecom, ICT financial professionals, as well as CIOs and CTOs. Participants should have at least a basic knowledge of ICT concepts and terminology. **A separate registration is required for this seminar.**

Understanding Payment Security and PCI

Preconference seminar

4/29/2012 1:15 PM to 4:30 PM

- *Andi Baritchi (Principal - PCI Consulting Practice - Verizon) is a recognized thought-leader in cybersecurity, payment security, and regulatory compliance, and currently serves as a Principal in the PCI Security Consulting group at Verizon Business. In this capacity he leads an elite team of consultants providing payment security assessment, remediation and advisory services to a diverse set of clients around the globe. Andi has over 15 years of experience as an IT professional, with over 10 of those years focused on information security and compliance. He holds a M.S. in Computer Science & Engineering from the University of Texas at Arlington, as well as the following certifications: CISSP-ISSMP (ISC2), CISM and CISA (ISACA), PCI-QSA and PA-QSA (PCI SSC).*

University IT security specialists are becoming increasingly involved in compliance with Payment Card Industry Data Security Standards (PCI DSS) governing how institutions store, process, or transmit credit card data. At this seminar, you will gain valuable insight into payment security and PCI and its applicability in the higher education sector. The presenter will describe common pitfalls involving insecure business processes and unnecessary and/or insecure data storage. He'll offer recommendations regarding best practices (e.g., defense in depth, firewalls, system hardening), logging and monitoring, and other policies and procedures. You will hear about education-specific PCI challenges such as mini-IT teams, flat networks, multiple merchant IDs, and accountability issues. You will learn to differentiate between security, compliance and validation. You'll also come away with keys to maintaining security and compliance. The presenter will identify lessons learned from data breaches and the top threats to data security today. He'll anticipate the top threats that you may face in the future and describe why most breaches take over a year to be discovered. Learn about the effect that PCI compliance is having on payment security and whether Advanced Persistent Threat (APT) is legitimate or just hype. This seminar is appropriate for managers or directors of networking, IT security managers ICT financial professionals, as well as CIOs and CTOs. Participants should have at least a basic knowledge of ICT concepts and terminology. **A separate registration is required for this seminar.**

KEYNOTE AND GENERAL SESSIONS

Above Campus Services: A Leadership Agenda

Conference keynote session – [Keynote slides – updated May 3](#)

4/30/2012 8 AM to 9:15 AM

- *Brad Wheeler (Vice President for Information Technology and CIO - Indiana University) leads IT services for IU's eight campuses. These services include research, educational, administrative, networking, and other shared IT services. He has co-founded some of higher education's most transformative software and service collaborations including the Sakai Project for teaching and learning software, Quali for financial and other administrative systems, and the HathiTrust for digital copies of scanned books as part of the Google Book Project. These projects are a blend of both open source and traditional development models. As a faculty member, his research, MBA teaching, and university administrative responsibilities focus on understanding and leading in the use of digital networks.*



Does distance matter in the era of an 8.8 Tbps Internet2, Regional Optical Networks, and an aggressive shift to "Cloud" (whatever that means)? As colleges and universities rethink their approach to reliable, policy-aligned services through means of aggregation, scale, and unprecedented agility, we must also rethink our approach. What new models should we favor and why? At what pace? What are the risks and rewards of stewardship and leadership in an era of shifting economics for education? Dr. Brad Wheeler will share his views on these topics and propose a leadership agenda for the year ahead.

An Owner's Guide to the Future

Conference general session – [Zach slides](#) updated May 9

5/1/2012 8:00 AM to 9:15 AM

- *One of the few professionally trained futurists in the US, David Zach works with universities, businesses, and associations to help them understand how to think about the future, change, and continuity - and how to make choices about them.*

In this entertaining and thought-provoking tour of modern times, David Zach will deliver useful answers to some of today's biggest questions. Do we really want major appliances that can argue with us? Are there any jobs that won't be automated? What new changes will emerging technologies bring to education - and what will never change about education? Can we actually afford the future everyone keeps talking about? What are the really cool trends that are coming? And, like, how come teenagers today can pay attention to ten things at once and still be, like, bored? David's answers will get you talking and laughing. He will take you on a tour of key trends and current issues in technology, business, education, and society. You'll rethink the balance between change and tradition - and the need to hold on to that which shouldn't change. He'll help you face the future with a solid sense of hope and inspiration. You'll find yourself either thoughtfully quiet or engaged in some of the best conversations you've ever had at a meeting.



Coping With Change: What We Really Know

5/2/2012 2:30 PM to 3:30 PM

Conference general session

- *Will Miller (Comedian and Psychotherapist) is one of America's leading cultural analysts. His second book, "Refrigerator Rights," was recently released by Penguin-Putnam. Will is a frequent guest on a variety of television and radio programs, and is a Visiting Professor and Counselor at Purdue University. Will has a unique and unusual history. He is a psychotherapist and an ordained American Baptist minister, who just happened to spend 15 years of his life as a successful stand up comedian. For six years, Will was the on-air spokesman for Nickelodean's Nick-At-Nite network, and he also hosted his own daytime talk show on NBC. He served as a spokesperson for the National Institute for Mental Health and has been profiled on NBC's Dateline and in People Magazine.*



While most of us acknowledge that experiencing change is stressful, there is not a lot of clarity about what this means precisely. What kind of changes are we talking about? And in light of changes whose features and pace we cannot affect or control, what do we do in response? How do we cope? The best of current social science research indicates that all change, both good and bad, positive and negative, cause us to react and adapt. And inherent in these adaptation processes is stress - both physical and psychological. What do we do? What can we do? Dr. Will Miller's presentation clarifies what is currently known about coping with change and offers solutions rooted in the best advice available. Beyond mere popular psychology or facile bromides about thriving, Will's content is persuasive, constructive and achievable in the real world. Based on his many years of research and writing with his colleagues at Purdue University, the speech will be as informative as it is entertaining.

DESCRIPTIONS OF EDUCATIONAL BREAKOUTS, CORPORATE PRESENTATIONS, AND USER GROUPS

Mass Notification Systems Planning

Educational breakout – [Slides and Notes from Discussion during session](#)

4/30/2012 10:30 AM to 12:00 PM

- *Geoff Tritsch (Vice President - Vantage Technology Consulting Group) provides consulting on the unique voice, data, and video needs of large, non-profit organizations. He has more than 40 years in the telecommunications industry and more than 30 years as an independent consultant to higher education.*

New description: Emergency Mass Notification Systems (EMNS) have taken on significant importance over the past several years. Failure to provide timely notification to the campus community carries significant regulatory penalties in addition to any civil and/or criminal lawsuits that may follow. This facilitated discussion will look at the requirements of designing and providing a highly-integrated EMNS where needs, feasibility, cost, management, ease of use, speed of notification, policies, procedures, and politics must be kept in balance.

Cal State Fullerton's Campus-Wide VoIP Deployment

Educational breakout [Draft Dabirian slides](#)

4/30/2012 10:30 AM to 12:00 PM

- *Amir Dabirian (VP for IT/CIO - California State University, Fullerton) oversees all enterprise aspects of IT including ERP and the ISO. Amir has 26 years of experience in IT and is the former Assistant Vice Chancellor of ITS for the California State University Office of the Chancellor. Amir provides leadership for IT strategic planning, program development, and overall coordination for all aspects of centrally-supported campus information technology.*

The presenter will describe Cal State Fullerton's "Mobile First" vision and strategy, including their recent telephone switch upgrade to a VoIP platform. He will cover network infrastructure, power, staffing, communication, cultural readiness, and lessons learned throughout the campus-wide deployment process. He will discuss the timeline agreed upon by the vendor and IT and issues that caused the timeline to slip. He will discuss the strategy used to determine how telephony is being delivered to the campus community.

Making Dollars and Sense Out of Cloud Computing

Educational breakout – [Beidelman slides](#)

4/30/2012 10:30 AM to 12:00 PM

- *Phillip Beidelman (President - WTC Consulting, Inc) has 42 years of networking and telecommunications experience. He specializes in higher education and has worked with more than 225 major institutions throughout the country. The focus of the WTC is to provide fact-based strategy involving IT, networking, and telecommunications. Phillip is a nationally recognized speaker addressing major organizations in higher education, state and local government and the private sector.*

This presentation will address the economics of different cloud architectures and applications, and will provide examples of when one might want to consider using cloud-based services. The presentation will also address considerations such as the risks associated with using the cloud and the terms and issues that should be addressed in contracts. There will be examples of typical business case considerations, along with a review of strategic concepts involved in planning for cloud computing as an extension of or replacement for campus infrastructure, technology, and operations.

IT2.0: Changing Our World

Educational breakout - [Slides](#)

4/30/2012 10:30 AM to 12:00 PM

- *Roy Galang (Director of Technology Infrastructure - Wheaton College) joined the College in 2011. Previously he was Director of Network and Telecommunication Services at Berklee College of Music.*
- *Jeffrey Handal (Convergence Specialist - Louisiana State University) has worked with the LSU Office of Telecommunications since 2003. He is an active member of IEEE and the Civil Air Patrol.*
- *Josh Naylor (Assistant Director - Academic Computing and Communications Center - University of Illinois at Chicago) focuses on operations management and process restructuring to effectively manage and deploy second generation unified communications solutions on the UIC campus. His department of 50+ employees consists of staff with diverse skill sets. Josh has been focusing on integrating the culture of the telecommunications department with the data and networking group in an effort to build teams that operate in a unified manner. In addition to blending and refocusing staff competencies, he has implemented process re-engineering to achieve greater efficiencies that allow for rapid deployment of new technology while still being able to maintain the legacy Centrex phone system.*

Social media, cloud services, and the Web will continue to change the way we communicate, learn, entertain ourselves, and do our jobs. Issues of privacy, support, access, and security arise as we grapple with the implications of these changes. How can campus technology professionals meet the needs of the generation that was born into technology and serve the technology agnostic at the same time? Are we outsourcing ourselves out of our jobs or turning into marketing experts? The panelists will examine these issues and more.

Meeting the Demand for Broadband Mobile Services

Corporate presentation

4/30/2012 10:30 AM to 11:30 AM

- *Jeff Funderburg (Director of National Programs - AT&T)*

This corporate presentation is sponsored by AT&T. Wireless transforms the campus into a flexible classroom with students, faculty, and staff using their laptops, tablets, and smart phones to work on their own or in collaboration with others. Campus-wide wireless coverage is no longer considered a luxury. This session will explore the business and technical considerations for solutions that provide campus-wide wireless coverage. This session will end at 11:30 am.

AVST User Group

User group

4/30/2012 10:30 AM to 12:00 PM

User group meetings are designed as forums for conference attendees to meet with other university members who have the same product or service. In addition, a representative of the company will be present. User group attendance is limited to university representatives who are current or contracted customers of the company. Please submit questions, comments or topics in advance to the User Group Leader: Mark Reynolds, University of New Mexico, reynolds@unm.edu

Network Chargeback: Is Your Business Model Sustainable?

Educational breakout – [Faulkner slides](#)

4/30/2012 1:15 PM to 2:15 PM

- *Mark Faulkner (Associate Vice President of Network and Telecommunication Services - University of Cincinnati) manages the data network, telecommunications and messaging systems, and related infrastructures. Mark is an ex-officio member of the Infrastructure Technology Planning Committee, a member of the Ohio Valley Internet2 Consortium, a member of the Ohio Board of Regents Finance subcommittee and serves in advisory and consultation capacities to other IT committees and Task Forces at UC and the State.*

In 2011, the University of Cincinnati transitioned to a contemporary bundled services model premised on headcount and a historical usage index. From an infrastructure perspective, the new model paved the way for blanketing the campus with wireless, increasing the WAN environment to support bandwidth demands, and delivering upgrades to messaging and unified communications platforms. From an end-user perspective billing was simplified and campus units gained connectivity. The presenter will share his methodology, lessons learned, and ideas about how the model can be sustained over the next decade.

Building a Large-Scale Campus DAS

Educational breakout – [Zeller and Butler slides](#)

4/30/2012 1:15 PM to 2:15 PM

- *Tom Zeller (Senior Technology Analyst - Indiana University) has managed special projects for over ten years, including the introduction of WiFi, VPN, and firewall services. He is co-manager of the DAS Deployment Project at Indiana University, including writing an RFP, evaluating responses, and climbing rooftops scouting for antennae locations.*
- *Joe Butler (Technologist/Manager of Information Systems - Indiana University)*

Indiana University has embarked on construction of a carrier-neutral large-scale distributed antenna system for cellular communication. It will include dozens of antennae, a 400 sq. ft. data center for cellular equipment, and 250 strands of fiber. A third party will construct the system at their cost and share revenue with the university. The RFP was issued in January 2011 and a contract signed in October 2011. The initial system should be operational by late spring 2012 and completed by fall 2012. The system will include internal antenna systems for several buildings and allow for the addition of internal DAS components at the university's expense.

Our Service Portfolio Lessons Learned

Educational breakout – [Pretz-Lawson slides](#) (updated May 3)

4/30/2012 1:15 PM to 2:15 PM

- *Mary L. Pretz-Lawson (Director of the Planning and Project Management Office in Computing Services - Carnegie Mellon University) established the strategies, policies, tools, and procedures needed to enhance the planning and project management services and operational representation of division services provided to Computing Services and university constituencies. She supports the Office of the Vice Provost in strategizing and planning new and large-scale initiatives to meet the university's needs.*

Between 2008 and 2010, CMU built a service portfolio with a service list with defined attributes and an operational level agreements process to define internal workflows for help desk escalation and issue resolution. By 2010, they had defined

use cases and roles for the service portfolio and completed eight service OLAs. After a setback in 2011 involving a reduction in institutional support, the initiative is now being built back up based on narrowly defined, prioritized use cases. The presenter will share lessons learned and best practices for starting a service portfolio initiative.

Leveraging ACUTA Resources

Committee gathering

4/30/2012 1:15 PM to 2:15 PM

- *Michele Morrison (Manager, Client Services/IT Services - British Columbia Institute of Technology) is responsible for the Service Desk and all customer facing computing and telecom, including mobility. Michele's team is responsible for crafting all customer facing communication on behalf of the IT Department.*

The ACUTA Membership Experience Committee invites you to this session to learn more about the wealth of resources available from ACUTA. We are more than conferences and seminars. Learn about the website, member services, regulatory information, the buddy program, and more. Hear about your fellow ACUTA members, what common challenges you have, and what new resources you can expect in the future. Learn how others at your institution can take advantage of your institution's membership.

Navigating the Future of Emergency Communications

Corporate presentation

4/30/2012 1:15 PM to 2:15 PM

- *Brett Whitney (Director of Business Development - RedSky Technologies, Inc.)*

This corporate presentation is sponsored by RedSkyTechnologies, Inc. Navigating an end-to-end, enterprise to on-site PSAP NextGen solution for the future can be difficult. The presenter will discuss the ESInet, how the various components work together in legacy and SIP environments, and how i3 NENA architecture fits into this scenario. How technology is changing the face of the 9-1-1 call and how the higher education enterprise can rise to the challenge will be part of the discussion.

Aastra User Group

User group

4/30/2012 1:15 PM to 2:15 PM

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Using iPads to Improve Network Infrastructure and UC Service

Educational breakout – [Naylor slides](#)

4/30/2012 3:45 PM to 4:45 PM

- *Josh Naylor (Assistant Director - Academic Computing and Communications Center - University of Illinois at Chicago) focuses on operations management and process restructuring to effectively manage and deploy second generation unified communications solutions on the UIC campus. His department of 50+ employees consists of staff with diverse skill sets. Josh has been focusing on integrating the culture of the telecommunications department with the data and networking group in an effort to build teams that operate in a unified manner. In addition to blending and refocusing staff competencies, he has implemented process re-engineering to achieve greater efficiencies that allow for rapid deployment of new technology while still being able to maintain the legacy Centrex phone system.*

As UIC has progressed in its unified communications deployment, they have focused on ways to technologically enhance the flow of data across all areas of IT. The presenter will discuss how they built a tool that allowed technicians to access orders from the field in an iPad, reducing redundant efforts and speeding up responses by customer service representatives. You'll learn about their hardware selection process, design of a web based application, and intended gains in efficiency.

Scaling 802.11n Wireless Networks to Handle BYOD

Educational breakout – [Marti and Almand slides](#) – updated May 3

4/30/2012 3:45 PM to 4:45 PM

- *Willis Marti (Director Networking and Information Security - Texas A&M University) joined the University in 1990. Earlier in his career, he built large networks in industry where he held project management positions with companies including TRW, Martin Marietta and Sytek.*
- *Matthew Almand (Chief Network Engineer - Texas A&M University) joined the network group in 1995 after dabbling in mainframe system administration and Unix support/system administration.*

Institutions of higher learning are especially challenged by the Bring Your Own Device, or BYOD, phenomenon. This session will feature Texas A&M's 802.11n network deployment and practical issues related to deployment, ongoing maintenance, and support. Attendees will learn how the university addresses their mobile device and application growth, as well as issues such as high client density that can adversely affect network performance. The presenters will share their IT best practices and real-world experiences in mobile access network deployment.

Translating Techie Talk for Your Clients

Educational breakout - [Slides](#)

4/30/2012 3:45 PM to 4:45 PM

- *Giselle Collins (Client Services Team Lead - British Columbia Institute of Technology) is responsible for providing 3rd level support to the Service Desk team, supervising the telecom team and crafting and/or reviewing customer facing communication including service level agreements, knowledge base articles, deployment documentation, maintenance notifications, and general announcements.*
- *Michele Morrison (Manager, Client Services/IT Services - British Columbia Institute of Technology) is responsible for the Service Desk and all customer facing computing and telecom, including mobility. Michele's team is responsible for crafting all customer facing communication on behalf of the IT Department.*

The presenters will share the approach that BCIT's IT department takes to ensure that client facing communication is timely, succinct, and clear while minimizing the use of technical jargon. Attendees will learn how to target their communication style and delivery for their audience and how to extract and translate meaningful information from technical colleagues. They will review the tools used to provide clients with a consistent message and the various types of communication used. Attendees will have access to knowledgebase articles, sample documents, and BCIT's service catalog.

A New Generation of Enterprise Network Via OpenFlow

Educational breakout – [draft of slides](#)

4/30/2012 3:45 PM to 4:45 PM

- *Steven Wallace (InCNTRE Education Coordinator, International Networking @ Indiana University - Indiana University) leads IU's Software Defined Network education and international collaboration initiatives. He has been in the middle of network design, research, and deployment for over 25 years. Steven led Indiana University's engineering support for Abilene (Internet2's first high-speed backbone) and directed IU's Advanced Network Management Lab for over ten years. More recently, Steven led the development of Internet2's successful BTOP proposal, which is funding a \$90 million dollar upgrade of the Internet2 Network.*

Software Defined Networks (SDN) promise to make the enterprise network a true platform, capable of providing services defined by software. Network access control, load balancing, PCI compliance, QoS, etc. become services of an application running on the network platform. Services are configured for the network, not for each device. OpenFlow is the API that allows software to control the underlying hardware. This session will provide an overview of SDN, some specifics of the OpenFlow model, and an update on how the commercial market is organizing around this opportunity.

E911 Solutions for IP Telephony

Corporate presentation

4/30/2012 3:45 PM to 4:45 PM

- *Lev Deich (Technical Director - 911 Enable)*

This corporate presentation is sponsored by 911 Enable. Educational organizations making use of IP telephony face several challenges when it comes to E911, including determining an emergency caller's precise location and immediately notifying campus security as soon as 911 is dialed. The presentation will cover: 1) how VoIP and UC impact E911, 2) E911 solutions available to resolve these problems, and 3) how to cost-effectively implement E911 solutions.

Microsoft User Group

User group

4/30/2012 3:45 PM to 4:45 PM

The Microsoft User Group will focus on unified communications implementations. User group meetings are designed as forums for conference attendees to meet with other university members who have the same product or service. In addition, a representative of the company will be present. User group attendance is limited to university representatives who are current or contracted customers of the company. Please submit questions, comments or topics in advance to the User Group Leader: Fouad Yatim, Suffolk University, fyatim@suffolk.edu

Design a Data Center With Flexibility for the Future

Educational breakout

5/1/2012 10:30 AM to 12:00 PM

- *Jon Young (Senior Consultant - Vantage Technology Consulting Group) has over 17 years of experience in IT at all levels from help desk to systems/network admin to Director both as a regular employee and as a consultant. Jon specializes in network/systems design, management and strategy with a risk-informed approach to highly reliable and cost effective IT designs and effective IT team management.*

Jon will talk about an approach to data center design that supports the needs of today but builds in flexibility for tomorrow. He will explore modular data center building techniques, cooling and power technologies, and techniques to contain costs. His concept right sizes investments in new data centers and can be adapted to extend the life of existing data center facilities.

Leveraging Immersive Technologies

Educational breakout – [Van Horn & Morrone slides](#)

5/1/2012 10:30 AM to 12:00 PM

- *Jennifer Van Horn (Manager, Collaboration Technologies - Indiana University) has an extensive telecommunications background with many years of managerial experience. For the last 13 years she's worked specifically in the academic community, at the University of Arizona and North Carolina State University.*
- *Anastasia (Stacy) Morrone (Associate Dean, Learning Technologies - Indiana University) provides leadership in university-wide initiatives that are designed to create a rich learning environment that will help promote the transformation of teaching and learning through the innovative use of technology. She is also an Associate Professor of Educational Psychology.*

With interoperability between telepresence offerings on the horizon, universities can now opt out of one-dimensional vendor-boxed solutions in favor of custom integrations that leverage the design principles of telepresence. Collaborative spaces that apply these telepresence principles can result in a wide variety of flexible integrations that better suit the needs of instructors and students. This session will describe IU's immersive collaboration classroom experiment that focuses on freedom of movement, novel modes of teacher-student and student-student interaction, and repositioning of remote students within the space.

Poster Session

Educational breakout

5/1/2012 10:30 AM to 12:00 PM

The poster session will offer several concurrent exhibits with an opportunity to speak with campus representatives.

Poster: EDUROAM, the Global WiFi for Education

Poster presentation

5/1/2012 10:30 AM to 12:00 PM

- *Philippe Hanset (Project Leader of eduroam-US - University of Tennessee, Knoxville) has been involved with eduroam since 2004. His group operates the Top Level RADIUS server for the US, peers institutions, and creates the content of www.eduroamus.org.*

This poster session will describe eduroam (education roaming), a secure worldwide federated network access service developed for the international research and education community. eduroam will let you join WiFi networks without any hassle. If your institution is part of eduroam, you can use your credentials at any eduroam-enabled school and get instant network connectivity, authenticated, and encrypted.

Poster: Looking for Fun in the Workplace

Poster presentation

5/1/2012 10:30 AM to 12:00 PM

- *Kaye Libby (Telecom Design Engineer - Purdue University) handles engineering responsibilities, and in addition, she is responsible for organizing social events for her department and several other areas. She is on the eSpirit committee for the IT Group (growing to 600 employees) that organizes and implements a Spring and Fall event.*

In this poster presentation, you'll gain ideas to make your workplace a more enjoyable and fun place to work, while continuing to improve productivity through positive and well-balanced employees. In today's stressful economic times, the workplace has become tense and reserved. In the midst of this turmoil, the workplace is in need of a more relaxed and inviting atmosphere.

Poster: Roadmap for Voice Services at Penn State

Poster presentation

5/1/2012 10:30 AM to 12:00 PM

- *Jerry Krawczyk (Director, Enterprise and Computing Support - Penn State) provides strategic direction and oversight within the Telecommunications and Networking Services organization, a unit of Information Technology Services. He develops and implements overarching organizational business and financial models, telecommunication contract development and negotiations, and facilitates the adoption of new business processes based on ITILv3. Prior to joining Penn State, Krawczyk was a Sr. Associate with Booz Allen Hamilton providing IT and economic consulting services to the federal government.*

This poster session will present how a cross-university group is working to bring a multitude of resources together to move Penn State voice services into the 21st century. Penn State is currently assessing how to consolidate 24 individual voice systems, located throughout the state, into 2 - 4 regional voice systems. This initiative is built on three key University projects: (1) deployment of a SIP Core, (2) Internet Telephony Service Provider Contract and (3) a resilient statewide network. The challenges we are facing include: (1) financial constraints, (2) politics and culture of 24 different campuses, (3) recognition that voice services are an IT function, and (4) integration with other University-wide applications (e.g., calendar/e-mail).

Poster: Improving Florida's Emergency Response Time

Poster presentation

5/1/2012 10:30 AM to 12:00 PM

- *John Madey (Associate Director for Computing & Network Services - University of Florida) oversees the Telecom Department that provides services for 17,000 faculty, staff and administrative personnel. Additionally, his department provides the outside plant services for the campus fiber network as well as coordination of horizontal cabling installations for the main campus. Prior to coming on board with the University of Florida, John was with Siemens Building Technologies Inc. and Johnson Controls. He is a RCDD (Registered Communications Distribution Designer).*

This poster session will describe how the University of Florida leveraged technology infrastructure to improve delivery response time for campus wide emergency notifications, implementing a solution to activate UFAlert messages from single entry to deliver multiple modes of message delivery. He will describe how the system worked in recent emergencies.

The Future of Emergency Communications in Higher Education

Educational breakout – [Magnussen slides – updated May 2](#)

5/1/2012 10:30 AM to 12:00 PM

- *Walt Magnussen (Director for Telecommunications - Texas A&M University) has been in telecommunications for 37 years. He also directs the TAMU Internet2 Technology Evaluation Center which is a VoIP and IPTV research lab. He chairs committees for Internet2 and Motorola and serves on 2 FCC committees.*

This session will cover emergency communications as it is evolving today, including NG 9-1-1 networks, public safety LTE broadband networks, next generation emergency notification systems, and other IP-based transition systems. The

presenter will describe the roles played by the White House, the FCC, DHS, the Department of Commerce, Congress and others. He will talk about impacts on higher education and Internet2's role in deployment.

Managed Network Services - A Practical Discussion

Corporate presentation

5/1/2012 10:30 AM to 11:30 AM

- *Skip Hendrickson (National Director of Sales - Apogee)*

This corporate presentation is sponsored by Apogee. The demand for bandwidth continues to increase and strain IT budgets. The presenter will discuss the potential of using managed service partnering to alleviate IT interaction and resources in trying to manage the rapid escalation of bandwidth requirements as well as the many other issues associated with the student residential network. The right relationship can bring predictability to costs and enable IT to focus on academic and administrative budgets and goals. This session will end at 11:30 am.

NEC User Group

User group

5/1/2012 10:30 AM to 12:00 PM

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The Magic of Wireless Relies on the Wireline Network

Educational breakout – [Hollick slides updated May 2](#)

5/1/2012 1:15 PM to 2:15 PM

- *Pamela Hollick (Vice President of Regulatory Affairs - tw telecom) advocates before various governmental bodies to create a regulatory environment that fosters competition and is conducive to achieving the company's business objectives. She has extensive legal and regulatory experience in the telecommunications industry. She has served as a witness in regulatory proceedings, given speeches on various telecommunications topics, including key developments in telecom regulation and pole attachments, and serves in leadership roles in universal service industry task forces and committees.*

In a world of mobile devices, social networks, and online commerce, the demand for faster wireless will rely on the wireline network. In this presentation, you'll hear: 1) why continued investment in the wireline network is critical, 2) what companies are investing in wireline networks and why, 3) why some companies are arguing for the retirement of the public switched network by 2018, and 4) what regulatory policies and laws will support the continued deployment of broadband and the wireline networks.

Networking Lounge

Educational breakout

5/1/2012 1:15 PM to 2:15 PM

Here's your chance to gather a small group of your peers to meet face-to-face about an issue of common concern. ACUTA will provide the chairs and tables - you provide the ideas and gather your group. The topic should be educational, collaborative, and vendor-neutral (aka no marketing or bashing of companies). Suggest a topic idea by emailing brenda@mtu.edu.

Federated ID: Collaborating With One Username and Password

Educational breakout – [Farmer slides](#)

5/1/2012 1:15 PM to 2:15 PM

- *Jacob Farmer (Manager, Identity Management Systems - Indiana University) has worked on identity management in higher education for over 7 years. He currently leads the team responsible for building and maintaining authentication and authorization infrastructure at Indiana University.*

Higher education no longer operates in a world where all of our servers and users live inside of our organizational borders. Technology has given institutions unprecedented opportunities to collaborate with colleagues around the world, but that collaboration comes with a price. In many cases, every partner brings another username and password. Come learn how to fix that through the use of federated identity and the InCommon federation.

Project Planning Workshops a Key Factor to Project Success

Educational breakout - updated [slides](#)

5/1/2012 1:15PM to 2:15 PM

- *Christine Nolin (Senior Project Manager, Division of Computing Services - Carnegie Mellon University) has been in this position since 2008, after working for 10 years as an IBM-certified Project Manager on the WebSphere product line. Her responsibilities include the management of enterprise-level projects (e.g., student information systems, campus email and calendar, electronic health records.) Her primary interest is providing fundamental education and mentoring for new project managers.*

This session will provide an overview of a structured Project Planning Workshop in use at Carnegie Mellon, with a clear set of activities, considerations, and deliverables that increase a project's chance of success. CMU has found the workshops to be the most important phase of project lifecycle: planning. At the end of the session, attendees will be equipped to facilitate their own project planning workshops and maximize their team's performance.

E911 Location Accuracy for Smartphone Subscribers

Corporate presentation

5/1/2012 1:15 PM to 2:15 PM

- *Phil Ziegler (Principal - Phil Ziegler Consulting, LLC)*

This corporate presentation is sponsored by Cellular Specialties, Inc. 75% of in-building space does not receive sufficient GPS coordinates to accurately locate E911 calls. When every second counts, the ability for emergency personnel to accurately locate students, faculty, and staff becomes critical for campus safety and security. The presenter will cover methods used for E911 location accuracy, why GPS is not always sufficient, co-pilot beacon technology that enables accuracy within FCC regulatory guidelines. He will share case study results from actual college campus installations.

Verizon User Group

User group

5/1/2012 1:15 PM to 2:15 PM

User group meetings are designed as forums for conference attendees to meet with other university members who have the same product or service. In addition, a representative of the company will be present. User group attendance is limited to university representatives who are current or contracted customers of the company. Please submit questions, comments or topics in advance to the User Group Leader: Gary English, Purdue University, gdenglish@purdue.edu

Lightning Round: Opportunities You Shouldn't Miss

Educational breakout – [Dee Child's rap](#)

5/1/2012 3:45 PM to 4:45 PM

- *Arthur Brant (Director, Enterprise Infrastructure - Abilene Christian University)*
- *Dee Childs (Deputy CIO, Executive Director of High Performance Computing (HPC) and Executive Director of User Support - Louisiana State University) |*
- *Scott Claverie (Director of Communications Services - California State University, Chico)*
- *Dennis Cromwell (Associate Vice President, Enterprise Infrastructure - Indiana University)*
- *Brenda Helminen (Director, Telecommunications - Michigan Technological University)*
- *Vince Kellen (CIO- University of Kentucky)*

What opportunities are not to be missed over the next few years? Come to this lively and thought-provoking session where you'll hear a rapid-fire succession of ideas from some of ACUTA's best and brightest.

Whoosh! Cybersecurity Training at the Speed of Now

Educational breakout – [Perry slides](#)

5/1/2012 3:45 PM to 5/1/2012 4:45 PM

- *Drew Perry (Security Analyst - Murray State University) has served within MSU's Information Systems Department for 6 years. His responsibilities include developing and enforcing Information Security policies for all aspects of ICT applicable to the university.*

Run, run, hurry, hurry! Work and life schedules are busy enough as it is, and IT, contrary to original intents, is only serving to increase that pace. Gone are the all-hands meetings of days gone by, replaced with listservs and IMs, TXT MSGs and VMs. In order to ready our workforce for using this technology safely and securely, we need new methods of teaching that can easily adapt to the schedules of all our workers. Let's talk about some of the steps Murray State is taking to prepare our analog resources (our people) to better defend our digital ones.

Building Relationships With IT Vendors

Educational breakout – [Ananou & Campo slides updated May 16](#)

5/1/2012 3:45 PM to 4:45 PM

- *Simeon Ananou (Associate Provost - Slippery Rock University) is responsible for the university's administrative and academic computing initiatives, campus network, telecommunications, and helpdesk services. Prior to joining Slippery Rock in 2008, he managed IT services at Piedmont Virginia Community College, Ashland University in Ohio, and The Ohio State University.*
- *Denita Klein Campo (Telecommunications Manager - University of Louisville) oversees the telecom management system which includes order fulfillment, inventory tracking, invoice management, and billing to the university community for all IT services. Additionally, Denita administers the university's E911 and UofL Alerts systems, and assists the director with strategic and budget planning, process improvement, vendor relations, contracts, and special projects management.*

Excellent communication skills, successful project and budget management talent as well as a good understanding of the monastic tradition of higher education have emerged as essential benchmarks in the evaluation of higher education IT leaders. However, they often unintentionally fail to apply these skills to the delicate job of creating and managing relationships with service providers. Participants in this session will become familiar with some simple practices that could be helpful in managing institutional relationships with technology vendors.

University Hotel Utilizes SIP-based Touchscreen Phones

Educational breakout – [Proot slides](#)

5/1/2012 3:45 PM to 4:45 PM

- *Kevin Proot (Manager of Network Operations - Saint Louis University) coordinates the network design, infrastructure, telecommunications and data center teams. He led the implementation of guest media hubs at the campus's boutique hotel.*

SLU's recently-opened Hotel Ignacio was a leader in the country in implementing guest media hub utilizing a SIP-based touchscreen phone. The system integrates with the hotel's property management system, providing guests to access to restaurant reservations, attractions, campus tours, and bill review. These features reduce the work load for the front desk and promote a "green" theme. This presentation will describe the implementation experience, how the system is currently being used, and enhancements planned in the future.

Session Cancelled: What is Enterprise Cloud?

Corporate presentation

~~5/1/2012 3:45 PM to 4:45 PM~~

- ~~• *David Shacochis (Vice President of Engineering and Development – Savvis)*~~

~~This corporate presentation is sponsored by CenturyLink.~~

WiFi: It's Not About Access Points Anymore

Corporate presentation

5/1/2012 3:45 PM to 4:45 PM

- *Bernard Taliaferro (Channel Manager – Ericsson)*

This corporate presentation is sponsored by Ericsson. As wireless standards progress and mobile data consumption grows exponentially, universities face tough decisions about which business models and network architectures to adopt. Using case studies, the presenter will examine DIY vs managed services, benefits and barriers to small cell architectures, licensed

vs unlicensed wireless access, future-proofing your wireless investment, and making your wireless network a key selling feature for your campus.

Cisco User Group

User group

5/1/2012 3:45 PM to 4:45 PM

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Congressional Developments Impacting Higher Ed Technology

Educational breakout – [Salomon slides](#) (updated May 2)

5/2/2012 9:30 AM to 10:30 AM

- *Ken Salomon (Chairman - Dow Lohnes Government Strategies LLC and Partner - Dow Lohnes PLLC) provides government relations and public policy representation to clients, including telecommunications, broadband, commercial and public broadcasting, privacy, higher education and distributed learning. Ken previously was Deputy Chief Counsel of the National Telecommunications and Information Administration and he held several legal positions at the FCC.*

ACUTA's legal and legislative counsel will brief members on telecom issues that are being considered by Congress. These might include licensing to make the 700 MHz broadband network fully interoperable, spectrum reallocation, Congressional efforts to reform FCC processes, wireless taxes, and Internet piracy. The presenter will also touch upon issues that interest other higher education and technology associations.

A Practical Survival Kit for Project Managers

Educational breakout - updated [slides](#)

5/2/2012 9:30 AM to 10:30 AM

- *Christine Nolin (Senior Project Manager, Division of Computing Services - Carnegie Mellon University) has been in this position since 2008, after working for 10 years as an IBM-certified Project Manager on the WebSphere product line. Her responsibilities include the management of enterprise-level projects (e.g., student information systems, campus email and calendar, electronic health records.) Her primary interest is providing fundamental education and mentoring for new project managers.*

This session will provide an overview of key areas of project management that everyone should understand. These basic processes are required to manage any project - whether you are a manager, CIO, CTO, or team lead. At the completion of the presentation the audience should understand the differences between a task list and a project and be familiar with the key processes required to manage a project.

Five Megatrends Driving the Future of UC

Educational breakout – [Reynolds & Myers slides](#)

5/2/2012 9:30 AM to 10:30 AM

- *Mark S. Reynolds (Associate Director, IT Voice & Security - University of New Mexico) has been in communications technology for over 38 years with 28 of these in higher education. In his position he has been engaged in all aspects of communications design, implementation, disaster recovery and support along with project management and ITIL best practices.*
- *Hardy Myers (President & CEO - Applied Voice & Speech Technologies, Inc.) has led AVST since 2003. Prior to that, he held senior management positions with emerging private and public companies in the telecommunications, automotive, aerospace and defense market sectors with a primary focus on building organizations and raising the capital necessary to capitalize on the growth opportunities in a given market.*

Whether organizations are considering a suite of unified communications solutions from one vendor or looking to create a multivendor best-of-breed approach, discover the five megatrends driving the future of UC that will help IT professionals in higher education make the right decisions. The presenters will share specific information about how universities plan to roll out the five megatrends.

Optimizing and Future Proofing Your LAN for Convergence

Corporate presentation

5/2/2012 9:30 AM to 10:30 AM

- *Steven Fair (Executive Vice President – Phybridge Inc.) leads all business development initiatives with key distribution partners and strategic manufacturing relationships. Previously, he led the Avaya Canada Sales organization which allowed him to create deep relationships and knowledge of the telecom marketplace.*

This corporate presentation is sponsored by Phybridge Inc. The presenter will review how a number of college and university campuses have utilized their existing telephony infrastructure to deploy IP phones to distances exceeding 1,200 feet. He will focus on the financial and operational impact on the schools and how they implemented with lightning speed to save substantial dollars. The presenter will review examples of schools that were able to run both POE and Ethernet to IP endpoints over their twisted pair environment with central convergence to the data LAN.

Regulatory Developments Impacting Higher Ed Technology

Educational breakout – [Harrington slides](#) – updated May 2

5/2/2012 11:00 AM to 12:00 PM

- *J.G. Harrington (Partner - Dow Lohnes PLLC) counsels the law firm's telephone, mobile communications, cable television, broadband and new technologies clients on federal and state regulatory issues and works with other clients to address issues that arise in their interactions with service providers and regulators.*

ACUTA's legal and legislative counsel will brief members on telecom issues that are being considered by the FCC and other regulatory agencies. These might include net neutrality, regulation of VoIP, unauthorized charges, cramming, carrier mergers/acquisitions, the national broadband plan, Universal Service Fund and Intercarrier Compensation Rules, bill shock guidelines, FERPA, and Next Generation E911.

Transforming Campus Roadmaps

Educational breakout – [Childs & Levy Slides](#)

5/2/2012 11:00 AM to 12:00 PM

- *Dee Childs (Deputy CIO, Executive Director of High Performance Computing (HPC) and Executive Director of User Support - Louisiana State University) leads LSU's cyberinfrastructure development and research support. Additionally she has led the creation of LSU's knowledge base GROK, the Information Commons, the Faculty Technology Center, Scientific Visualization Services Center, and Academic Technologies, including Moodle. Dee served as Acting Vice Chancellor/CIO during Hurricane Gustav, and led LSU's IT efforts during the storm. Prior to coming to LSU, Dee held a variety of positions in both private industry and higher education.*
- *Sam Levy (Vice President for Information Resources and Technologies and CIO - University of St. Thomas) came to Minnesota in 2001 after holding positions at the University of Maine System's statewide network and The Institute for Learning and Technology at Northern Arizona University. Sam has served on numerous national and state boards and been awarded major grants for information technologies and educational telecommunications, published and consulted in the field, and worked in education for more than 35 years.*

ICT leaders are witnessing challenges and opportunities in equal abundance: from aging ERP systems to mobile apps and cloud services, and from traditional classroom instruction to anywhere/anytime learning. With additional pressure from economic instability, ICT leaders may find it difficult to map strategic futures while "keeping the tires on the road." The presenters will share their roadmaps that re-imagine how work can be done, how resources can be leveraged across organizational boundaries, how staff can be empowered, and how decision-making can be data-driven and aligned with institutional goals.

Open Mic on Disaster Recovery and Business Continuity

Educational breakout

5/2/12 11:00 AM to 12:00 PM

This session will provide opportunities for audience participation about disaster recovery and business continuity. Some leading questions will include: What is DR/BC? Can you have one and not the other? How are they implemented at your institution? What are your most important applications to bring online after a disaster? Come share your insights and listen to your peers on this hot topic.

Mobility is the Key to Your UC Success

Corporate presentation

5/2/12 11:00 AM to 12:00 PM

- *Mike Berlin (Senior VP, Sales & Business Development - AVST: Applied Voice & Speech Technologies) brings over twenty years of sales, marketing, and management experience to AVST. Prior to joining AVST in 2005, he was Director of the Communications Solutions Group at Interactive Intelligence Inc. Earlier in his career, he worked with Mitel Networks Corporation, Intecom Inc., Fujitsu Business Communications, and Interwest Communications. Mr. Berlin also served five years in the United States Marine Corps.*

This corporate presentation is sponsored by AVST: Applied Voice & Speech Technologies. In today's UC marketplace, mobility is the game changer. With the rapid adoption of smart devices in the workforce, a new wave of mobile UC applications has emerged. From the Android to the iPad - it's all about customer choice. In this session AVST will separate fact from fiction, discussing how to best leverage mobility to accelerate the deployment of UC in an organization.

IPv6: It's NOT Just About Internet Protocol Addresses

Educational breakout – [Heald slides](#)

5/2/2012 1:15 PM to 2:15 PM

- *Eigen Heald (Consulting Manager - Berry, Dunn, McNeil & Parker) is highly experienced in assessing IT systems, security, and operations and is considered the Subject Matter Expert for BerryDunn in the area of IT security. Eigen holds numerous professional certifications, including Certified Ethical Hacker (CEH), Certified Information Systems Auditor (CISA), Certified Information Systems Security Professional (CISSP), and GIAC Certified Forensic Analyst (GCFA), among others. Prior to joining BerryDunn, Eigen served as a network engineer for over ten years.*

While IPv4 has served us well for several decades, it would limit the way the Internet of the future would work if it were to continue to be used. The next generation, IPv6, is in the process of being rolled out and will eventually replace IPv4 in the future. Are you ready for this change? IPv6 is a fundamental change in how the Internet communicates and will affect all operating systems, servers, phone systems, routers, firewalls, VPNs, mobile devices, etc. During this session, participants will learn about some of the implications of the IPv6 change and be provided with strategies for how your institution can begin (or continue) planning for this change.

ITIL 2011: Managing the Customer Relationship

Educational breakout – [Maw slides](#)

5/2/2012 1:15 PM to 2:15 PM

- *Cheri Maw (Independent Technology Consultant) is self employed with a current engagement at Boston University. Her firm provides resources for IT executives to analyze their technological environment with business and financial objectives, aligning IT delivery to achieve strategic goals. With over 25 years in the communication industry, her expertise spans client owned as well as outsourced service models for voice, data and video services.*

IT plays a mission-critical role in the business of delivering education yet managing the relationship with our "customers" remains a challenge for IT. The traditional "IT expert" may not be the ideal partner for the customer. Business Relationship Management (BRM) now is one of the 26 official ITIL processes. In this session, the presenter will: 1) define the role of BRM; 2) review the relationships and information flow between BRM, service portfolio management, and change management as defined by ITIL 2011; and 3) discuss real-life examples of how BRM is being implemented within universities today.

The New Helpdesk: Resolving Issues Anywhere, Anytime

Educational breakout – [Carlisle slides](#)

5/2/2012 1:15 to 2:15 PM

- *James Carlisle (Director of Technology Support Services, Information Technology - Georgia College) provides recommendations and feedback to the CIO, Provost and President and assists the CIO in operational planning, process implementation, and communication for the IT department and the university. James also oversees the technical support staff, help desk staff, and technology facilities.*

Increasingly, higher education institutions are looking to enhance technology offerings and expand IT support that fits within their budgets and headcount. Georgia College is leveraging remote support technology to provide more efficient technical support to faculty and staff. The presenter will share lessons learned and outline how they evaluated solutions for this initiative, built trust on campus, supported privacy requirements, and improved their tech support operation.

Teaming to Build 21st Century Disaster Recovery Capabilities

Corporate presentation

5/2/12 1:15 PM to 2:15 PM

- *Brian Arrowood (Chief Information Officer - State of Indiana) first joined the Indiana Office of Technology in 2005 to help drive the consolidation of all infrastructure services across agencies. Following the technology infrastructure consolidation project, Arrowood assumed the leadership of the State's technology infrastructure operations, for all executive branch agencies, including the state's 26,000 desktop computers and 2,800 servers. Brian has worked in the information technology industry for 18 years.*
- *Jeff Freyer (Vice President of Business Services – Comcast Business Class) provides direction and oversight to the development of regional operations, marketing, sales, and customer care capabilities, and ensures that sales goals and forecasts are consistent with the Division and Corporate strategic direction. Jeff joined Comcast from Level 3 Communications, and prior to that, MCI, TelCove, and AT&T.*

This corporate presentation is sponsored by Comcast Business Class. As the host state, Indiana is excited to be the site for the ACUTA 41st Annual Conference. The state's CIO, Brian Arrowood, will share his advice and insights on how higher education and government institutions can successfully collaborate to enable infrastructure consolidation and disaster recovery capabilities. The session will also cover the technology choices available to IT leaders intent on bolstering their business continuity plans.

STRATEGIC LEADERSHIP FORUM

Note: Participation in the Forum requires a separate registration.

Above Campus Services: A Leadership Agenda

Conference keynote session

4/30/2012 8 AM to 9:15 AM

- *Brad Wheeler (Vice President for Information Technology and CIO - Indiana University) leads IT services for IU's eight campuses. These services include research, educational, administrative, networking, and other shared IT services. He has co-founded some of higher education's most transformative software and service collaborations including the Sakai Project for teaching and learning software, Quali for financial and other administrative systems, and the HathiTrust for digital copies of scanned books as part of the Google Book Project. These projects are a blend of both open source and traditional development models. As a faculty member, his research, MBA teaching, and university administrative responsibilities focus on understanding and leading in the use of digital networks.*



Does distance matter in the era of an 8.8 Tbps Internet2, Regional Optical Networks, and an aggressive shift to "Cloud" (whatever that means)? As colleges and universities rethink their approach to reliable, policy-aligned services through means of aggregation, scale, and unprecedented agility, we must also rethink our approach. What new models should we favor and why? At what pace? What are the risks and rewards of stewardship and leadership in an era of shifting economics for education? Dr. Brad Wheeler will share his views on these topics and propose a leadership agenda for the year ahead.

Strategic Leadership Forum Welcome

Leadership Forum

4/30/2012 10:30 AM to 11:00 AM

- *Brad Wheeler (Vice President for Information Technology and CIO - Indiana University) leads IT services for IU's eight campuses. These services include research, educational, administrative, networking, and other shared IT services. He has co-founded some of higher education's most transformative software and service collaborations including the Sakai Project for teaching and learning software, Quali for financial and other administrative systems, and the HathiTrust for digital copies of scanned books as part of the Google Book Project. These projects are a blend of both open source and traditional development models that have grown to an ecosystem encompassing over \$60M of pooled investments from 50 institutions and 22 commercial firms. He is a professor of information systems in IU's Kelley School of Business, and has taught executive programs for corporate and MBA audiences on six continents. As a faculty member, his research, MBA teaching, and university administrative responsibilities focus on understanding and leading in the use of digital*

networks. In particular, the Net-enabled Business Innovation Cycle examines how executives purposefully configure their organizations to identify, execute, and measure customer value created through digital networks.

Brad Wheeler, the keynote presenter and Vice President for Information Technology and CIO for Indiana University, the Conference Host School, will kick off the Strategic Leadership Forum and have an interactive discussion with Forum attendees about the content of his keynote remarks.

Top University Leaders on How Higher Education Is Changing

Leadership Forum

4/30/2012 11:00 AM to 12:00 PM

- *Robert Herzog (CFO - Harrison College) directs the overall financial plans, policies, and accounting relationships with lending institutions, the financial community, and Department of Education. He oversees and directs the college's Title IV compliance and disbursement of student funding, as well as its information technology operations. Herzog also leads and directs the college's public policy, governmental relations, treasury, corporate governance, budgeting, audit, tax, purchasing, real estate, long range forecasting, and strategic planning activities for the corporation. Herzog is a licensed Certified Public Accountant, a member of the AICPA, and the Financial Executives Institute. He holds a Bachelor of Science in Accounting from the Minnesota State University at Mankato.*
- *Brian W. Casey became DePauw University's 19th president on July 1, 2008. Previously, he served as associate dean for academic affairs in the Faculty of Arts and Sciences at Harvard University. He earned his J.D. from Stanford University Law School, graduating with honors. After pursuing a career in law, he earned his Ph.D. in the history of American civilization from Harvard University. As Assistant Provost at Brown University, he was charged with academic planning across the arts and sciences. As Associate Dean for Academic Affairs at Harvard University, he had responsibility for faculty appointments, recruitment and development, as well as strategic academic planning across the Faculty of Arts and Sciences. In 2008, he accepted the position of President of DePauw University.*
- *Margaret Lee has been President and Professor of English at Oakton Community College since 1995. She came to Oakton in 1985 as Vice President for Academic Affairs. Through the years she has continued to teach a number of courses in literature in the English Department. She earned a B.A. in English and Intellectual History at Regis College and an M.A. and Ph.D. in English Language and Literature at the University of Chicago. She was a Ford Foundation Fellow in the Humanities and a Woodrow Wilson Dissertation Scholar in Women's Studies.*

In this dynamic, interactive panel, top university leaders of three very different types of higher education institutions will discuss how higher education is changing and must change to meet the demands of today's and tomorrow's students. They will present their observations of the changes during the last ten years and offer their projections for future changes. The panelists' views will be shaped by their distinctive campus experiences. Attendees will be encouraged to engage in the discussion of higher education trends, similarities at their institutions and the impact on current and future information technology leadership models.

Student Panel: Voice of the Future

Leadership Forum

4/30/2012 1:00 PM to 2:00 PM

- *Michael Jones (Technical Services Analyst - Northwestern University) previously served as a Senior Institutional Research Analyst among other positions. Michael supports multiple enterprise level systems for the university, including all major e-mail systems. After two other schools, including Northwestern University, Michael has recently completed his B.S. in Information Technology, Information Systems Security at the University of Phoenix Online program. His work within a university environment offers a unique perspective to online education both as an adult learner and a technical analyst.*
- *Jason Beck (Student and Graduate Assistant, Center for Information and Communication Sciences - Ball State University)*
- *Nick Von Ogden (Student - Indiana University - Purdue University Indianapolis) is a senior majoring in organizational leadership and supervision with a related area of study in computer information technology. He also works through Collaboration Technologies with IUPUI and Indiana University*
- *Jeanne Jansenius (Dir, Telecom & Technology Infrastructure Svcs - Sewanee: The University of the South). is Chair of the ACUTA Publications/Media Committee and is a member of the Ambassadors Task Force. Jeanne chairs Sewanee's Network Infrastructure Team, Campus Wireless Project for her campus, and is a member of the Safety and Security ad hoc committee. Jeanne is also a member of NACCU, COMPCO user group, and has served as president of the Nortel SL1 User Group for the state of Tennessee.*

Today's students face a multitude of choices and challenges as they select the school that matches their need to advance and to step out into the world with the confidence that they are prepared. Some of those choices will force a re-evaluation of the traditional role and methodologies of higher education. The panelists were carefully selected to represent undergraduate and post graduate experiences as well as traditional and non-traditional learning. Attendees will be mesmerized by the collective voice of the future as it clearly articulates and heralds the need for a different way of learning, one that requires extensive technology support for success.

Forum Group Discussion

Leadership Forum

4/30/2012 2:00 PM to 3:00 PM

Strategic Leadership Forum participants will continue sharing in stimulating roundtable discussions of the implications of higher education changes for your institutions, departments, and your own career. You will identify the challenges and opportunities that the future course of higher education presents to you on your own campus.

An Owner's Guide to the Future

Conference general session

5/1/2012 8:00 AM to 9:15 AM

- *One of the few professionally trained futurists in the US, David Zach works with universities, businesses, and associations to help them understand how to think about the future, change, and continuity - and how to make choices about them.*

In this entertaining and thought-provoking tour of modern times, David Zach will deliver useful answers to some of today's biggest questions. Do we really want major appliances that can argue with us? Are there any jobs that won't be automated? What new changes will emerging technologies bring to education - and what will never change about education? Can we actually afford the future everyone keeps talking about? What are the really cool trends that are coming? And, like, how come teenagers today can pay attention to ten things at once and still be, like, bored? David's answers will get you talking and laughing. He will take you on a tour of key trends and current issues in technology, business, education, and society. You'll rethink the balance between change and tradition - and the need to hold on to that which shouldn't change. He'll help you face the future with a solid sense of hope and inspiration. You'll find yourself either thoughtfully quiet or engaged in some of the best conversations you've ever had at a meeting.



Logistics, Data in Motion and Paradigm Shift of the CIO

Leadership Forum – [Kellen slides](#) - updated May 3

5/1/2012 10:30 AM to 12:00 PM

- *Vince Kellen (CIO- University of Kentucky) is experienced in enterprise architecture, project management offices, quality management frameworks, major enterprise resource planning migrations and upgrades, data warehousing and analytics, customer relationship management technology, and IT infrastructure planning. Prior to joining UK in 2009, he was Vice President for Information Services (CIO) at DePaul University where he pioneered the use of CRM and enterprise architecture to improve the student experience. This work won him CIO Magazine's coveted Top 100 award in 2007. Prior to joining DePaul, Kellen held a variety of roles in IT with Blue Wolf, Inc., Scient, and USWeb/CKS. An international speaker on CRM, the Internet and technology issues, Kellen has authored four books on database technology and numerous articles on IT related topics.*

The vast amounts of data, access to that data and the growing demands for computing are dynamically changing the way CIOs address this critical information technology from a service and cost perspective. Vince Kellen will provide his views about the recent advances in networking and computing that are creating opportunities for the CIO as an information logistics expert. With cloud computing bursting on the scene, an institution's information and systems are more likely to reside outside of the traditional borders of the institution. CIOs of the future will be less concerned with running and protecting data centers and implementing enterprise systems to process the data. CIOs will be much more focused on developing options for "data in motion" logistics that are cost effective, secure and meet the growing demand of university executives, faculty, researchers and students. It is now all about information logistics.

Forum Wrap-Up Discussion

Leadership Forum

5/1/2012 1:15 PM to 2:30 PM

This group discussion will synthesize all the information and insights gleaned from the top university leaders and representative voice of the student experience to propose a roadmap for the CIO of tomorrow that begins when you return to campus. The discussion will guide you to take action immediately. You will most assuredly connect the dots that may surprise you at times, but will definitely provide food for thought to enrich your strong technology leadership.