Sheraton Premiere at Tysons Corner, Virginia

ACUTA 2010 Fall Seminar

Descriptions of Educational Sessions and Presenter Slides

As of November 8, 2010

This page will be updated with new session descriptions and links to slides as they become available.

Windows Media video of 8 sessions can be purchased from the ACUTA Store

Concurrent Educational Tracks:

Track 1: Who's in Charge of the Network?
Research computing, P2P applications, SaaS, IP communications – all of these things continue to require an increasing amount of bandwidth. Prices for Internet services have dropped, but the demand continues to increase and strain IT budgets. Users will consume all the bandwidth you give them! What are organizations doing to tame the increasing thirst for bandwidth? This track will focus on all aspects of network management including security, traffic shaping, caching, and performance monitoring.

Track 2: IT Services for Free? Financial Issues Surrounding IT
The economic downturn is no excuse for strained IT budgets – we've always had to fight for every dollar we need. There is a growing trend that network services should be treated as a utility. How do you quantify the services your organization provides? This track will focus on financial issues IT organizations face. Chargeback models, core services versus non-core services, cell phone stipends – all of us face these challenges. We'll discuss how to deal with them, what other organizations are doing, and strategies for the future.

	Track 1: Who's in Charge of the Network?	**Track 2: IT Services for Free? Financial Issues Surrounding IT**
10/25/2010 8:45 AM – 10:00 AM	A Conversation with FCC Commissioner Rob McDowell • *Robert M. McDowell (Commissioner – FCC) was first appointed by President George W. Bush to a seat on the Commission in 2006 and he was reappointed by President Barack Obama in 2009. During his time at the FCC, he has worked to help consumers in the communications marketplace enjoy the benefits of more choices, lower prices and useful innovations through increased competition. Creating opportunities for the construction of new delivery platforms that will bring about such competition has been one of his top priorities. Commissioner McDowell brings to the FCC approximately 16 years of private sector experience in the communications industry. Immediately prior to joining the FCC, he was senior vice president for the Competitive Telecommunications Association, an association representing competitive facilities-based telecommunications service providers and their supplier partners.* We are very pleased that FCC Commissioner McDowell has accepted our invitation to discuss	A Conversation with FCC Commissioner Rob McDowell • *Robert M. McDowell (Commissioner – FCC) was first appointed by President George W. Bush to a seat on the Commission in 2006 and he was reappointed by President Barack Obama in 2009. During his time at the FCC, he has worked to help consumers in the communications marketplace enjoy the benefits of more choices, lower prices and useful innovations through increased competition. Creating opportunities for the construction of new delivery platforms that will bring about such competition has been one of his top priorities. Commissioner McDowell brings to the FCC approximately 16 years of private sector experience in the communications industry. Immediately prior to joining the FCC, he was senior vice president for the Competitive Telecommunications Association, an association representing competitive facilities-based telecommunications service providers and their supplier partners.* We are very pleased that FCC Commissioner McDowell has accepted our invitation to discuss

	telecommunications issues of concern to ACUTA members at a question and answer session. Questions will focus on universal reform and contribution methodology, network neutrality, broadband deployment, wireless deployment on campus, and privacy.	telecommunications issues of concern to ACUTA members at a question and answer session. Questions will focus on universal reform and contribution methodology, network neutrality, broadband deployment, wireless deployment on campus, and privacy.
10/25/2010 11:00 AM - Noon	U.S. House of Representatives Telecom Issues • *Neil Fried is Senior Counsel on the House Energy and Commerce Committee. He advises Full Committee Ranking Member Joe Barton and Communications, Technology and the Internet Subcommittee Ranking Member Cliff Stearns on television, radio, telecommunications, spectrum and Internet issues. Before arriving at the Committee in August 2003, Mr. Fried spent three years in private practice, where he specialized in television and telecommunications issues. Prior to his work in the private sector, Mr. Fried served four years with the Federal Communications Commission as an attorney in what is now the Wireline Competition Bureau. There, Mr. Fried helped implement the Telecommunications Act of 1996. He has an undergraduate degree from Northwestern University in Evanston, Illinois, and earned his law degree from the Washington University School of Law in St. Louis, Missouri.* The presenter will address issues that are currently before the Subcommittee on Communications, Technology, and the Internet and the priorities of Chairman Boucher and Ranking Member Stearns for telecommunications legislation that higher education should be attuned to over the next few years. Issues may include the national broadband plan, universal service reform, spectrum reallocation, and other issues that the subcommittee addresses. Attendees will have plenty of time to ask questions.	U.S. House of Representatives Telecom Issues • *Neil Fried is Senior Counsel on the House Energy and Commerce Committee. He advises Full Committee Ranking Member Joe Barton and Communications, Technology and the Internet Subcommittee Ranking Member Cliff Stearns on television, radio, telecommunications, spectrum and Internet issues. Before arriving at the Committee in August 2003, Mr. Fried spent three years in private practice, where he specialized in television and telecommunications issues. Prior to his work in the private sector, Mr. Fried served four years with the Federal Communications Commission as an attorney in what is now the Wireline Competition Bureau. There, Mr. Fried helped implement the Telecommunications Act of 1996. He has an undergraduate degree from Northwestern University in Evanston, Illinois, and earned his law degree from the Washington University School of Law in St. Louis, Missouri.* The presenter will address issues that are currently before the Subcommittee on Communications, Technology, and the Internet and the priorities of Chairman Boucher and Ranking Member Stearns for telecommunications legislation that higher education should be attuned to over the next few years. Issues may include the national broadband plan, universal service reform, spectrum reallocation, and other issues that the subcommittee addresses. Attendees will have plenty of time to ask questions.
10/25/2010 1:00 PM – 2:00 PM	There's More To the Network Than Ethernet Dougherty slides • *William C. Dougherty, II (Executive Director, Network Infrastructure & Services - Virginia Tech) has 28 years of IT experience; currently directing the units responsible for hardware and operating systems platforms for all central IT services offered at Virginia Tech including High Performance and Research computing and storage and backup/archive services. He manages an 11,000 square foot data center housing 1000+ computer systems. He has presented at EDUCAUSE Security Professional conferences, Cornell's Institute for Computer Policy and Law, as well as the Common Solutions Group meetings.* To accommodate the rapidly-increasing storage demands of high performance and research computing, Virginia Tech explored the use of fibre channel connections in a private storage network environment. However, they had difficulties with cabling paths and had to engineer this ad hoc private network using patch panels, 10gigabit connection, and	Maximizing the IT Budget for Success • *Jonathan Brennan (CIO – SUNY College of Technology at Delhi) was previously with The Sage Colleges where he oversaw the maintenance and support of all campus technology and software. Previously, Jonathan spent several years at New York State Department of Transportation overseeing IT hardware and software procurement and purchasing and senior level help desk support.* The economic events of the past two years have taken their toll on most institutions. Brennan will detail solutions implemented at The Sage Colleges to help us continue to improve and add technology services despite shrinking budgets. He will discuss employee productivity and efficiency, staying competitive, and supporting multiple campuses without having a full complement of IT staff at each location and without sacrificing the quality of service. Attendees will gather practical ideas that they can take back to their institution to begin saving money while still providing first class IT services. After this session, attendees will:

	armored cabling to increase reliability and enhance troubleshooting efforts. Dougherty will cover how Virginia Tech deployed and expanded what is now known as the "storage network" for central IT. After this session, attendees will: • Understand Virginia Tech's experience with deploying and expanding a "storage network" for central IT. • Understand possible uses of non-traditional network facilities to enhance network traffic. • Understand the benefits of segregating storage-related network packets. • Understand the impact of changes in technology and equipment use patterns on older data centers.	• Understand solutions implemented at The Sage Colleges to help continue to improve and add technology services despite shrinking budgets. • Know how technology improves the productivity of Sage employees and the efficiency of their business procedures. • Understand how Sage Colleges supports multiple campuses in different cities without having a full complement of IT staff at each location and without sacrificing the quality of service. • Take home practical ideas to begin saving money while still providing first class IT services.
10/25/2010 3:00 PM – 4:00 PM	Managing Internet Bandwidth Growth at Boston College Bowery & Murphy slides • *Michael Bowery (Sr. Network Engineer - Boston College) started at BC in early 2000, when the school had a 10 megabit internet connection. One of his first responsibilities was to assess potential methods for managing that connection, and that has expanded as the internet bandwidth has grown.* • *Ann Murphy (Assoc Dir, Network Systems - Boston College) has been in Network Services at Boston College for many years.* Due to the increased demand for internet bandwidth (especially for video content) and tightening budgets, BC is reevaluating the technologies used to provide and monitor internet access. The presenters will share how they're defining the problem and managing their traffic. They will review alternatives they've considered for both transport (e.g., dark fiber, lit local loop) and content management (e.g., traffic shaping, QoS, caching). They will also touch on growth beyond 1 gigabit and the issues encountered. After this session, attendees will: • Know how Boston College is attempting to define their bandwidth challenges and manage traffic. • Understand the options and alternatives BC considered for both transport and content management.	Controlling Wireless Costs O'Brien slides updated 11/4/10 • *Terrence M. O'Brien (Director Services and Operations - PAETEC) oversees all services for PINNACLE, including support account management and managed services. Terry has also held direct responsibility over the Professional Services Organization and Product Advisory Board for PINNACLE. Prior to joining PAETEC, Terry was the Assistant Director of Telecom at State University of New York at Geneseo and Telecom Manager at State University of New York at Oneonta.* Whether you have employee or university-liable smartphones, confidential organizational and student data is susceptible to security threats. Learn how new applications, lost devices, roaming, international travelers, and power users have added to the challenge. Learn how you can leverage usage data to better negotiate your carrier contracts. Controlling smartphone security and monitoring real-time usage will ultimately lead to an optimized wireless program. Be prepared to join in the discussion of institutional best practices. After this session, attendees will: • Know several ways to leverage usage data such as call quality, dropped-call statistics, and network coverage to better negotiate carrier contracts. • Be able to make timely updates to wireless plans. • Know how to control sensitive university data.
10/25/2010 4:00 PM – 5:00 PM	Corp Pres: Web Trends for the Extended Campus • *Rob San Martin (Akamai Technologies, Inc.)* • *Mike Corbin (Vice President – Verizon)* This corporate presentation is sponsored by Verizon. Campuses are no longer defined by the physical boundaries of the institution. Today, campuses connect students, faculty, staff, researchers, alumni, suppliers, remote facilities, the community, and in some cases, global partners.. IT leaders need to enable these educational communities by giving them secure access to media content, data, and applications where information and knowledge flows freely with a consistent experience no matter where they are located - locally, nationally, or around the globe.	Corp Pres: Cellular Coverage on a Budget • *Michael Gallop (Bus Dev Mgr, Wireless Solutions - ADC)* This corporate presentation is sponsored by ADC and discusses options for how universities can acquire in-building wireless technology, including using "found" resources in-house, working with mobile operators, or working with neutral host companies that lease access to their networks. Attendees will learn how to determine the best option for financing a campus mobile system and how to begin the process.

	Verizon Business and Akamai will present the latest trends in web-based content delivery for the new "extended campus" and how IT leaders are tackling these challenges.	
10/26/2010 8:30 AM – 10:00 AM	Network Video Surveillance: Technology, Tools & Expectations Walczak slides (updated 11/4/10) • *Ron Walczak (Principal Consultant - Walczak Technology Consultants, Inc.) is a long-standing member of ACUTA, a member of the Mentoring Subcommittee and a well-regarded presenter at ACUTA conferences. His firm provides strategic planning, design and implementation management services to higher education for cabling, voice, data, video and wireless technologies. Ron's recent project with the City of Pittsburgh Housing Authority resulted in the deployment of 1,100 network megapixel cameras across 16 sites using fiber, copper and radio backbone technology.* Are you up on the new taxonomy of video? Megapixels, NVR, IR, Analytics... Network-based surveillance cameras and software have come a long way in the past few years and they are quickly becoming yet another hi-bandwidth appliance that contends for access on your data network. But how good are they? If you're expecting to identify someone from their reflection in a car window in a dark alley - you need to turn off NCIS and 24 (sorry, Abby and Chloe) and come learn what these cameras can and cannot do. This session will provide you with an understanding of the differences and improvements offered by digital cameras over their analog counterparts, providing some practical advice for deploying network cameras and the software that runs them. We will also look at some inexpensive (and free) tools that can help you design a system using Google Earth views and building floor plans. And as always, the Walczak list of "gotchas" that will help make your experience less painful than mine! After this session, attendees will: • Understand the capabilities of mega-pixel network cameras. • Understand the differences between analog and digital camera resolutions. • Understand the impact of various camera types and settings on your network. • Be able to compare Digital Video Recorders (DVR) and Network Video Recorders (NVR). • Have links to free web-based tools for designing video camera coverage • Know the top 10 gotcha's when designing a video surveillance system.	Ahead in the Clouds - Is Outsourcing Right? Tritsch slides updated 11/1/10 • *Geoffrey C. Tritsch (Vice President - Vantage Technology Consulting Group) is a well-respected consultant in the unique voice, data, and video needs of large, non-profit organizations. Tritsch has more than 30 years in the telecommunications industry and more than 20 as an independent consultant to higher education. He has hands-on technical experience in all aspects of communications including voice communications, data and video networks, cabling and infrastructure issues, video networking, and communications management. A highly respected lecturer for telecommunications seminars and association gatherings, he has also published numerous articles in telecommunications industry magazines and journals.* The options for moving technologies and management out-of-house are more numerous than ever. The claims about these services can be compelling, especially for an institution that is short on capital, dealing with personnel freezes and cutbacks, and facing replacement of obsolete technology. Outsourcing has its strengths and shortcomings and must be carefully evaluated against issues such as control, security, flexibility, the strategic value of technology, staffing, responsiveness, and cost. This session will provide attendees with an understanding of how and where outsourcing will work best. After this session, attendees will: • Understand why outsourcing is so attractive to management. • Understand how and where outsourcing will best work for you. • Know the issues that need to be considered when outsourcing. • Understand outsourcing decision criteria. • Have an idea of how to start an outsourcing assessment.
10/26/2010 11:00 AM - Noon	The Four Pillars of Open-Source Network Management Johnson slides • *Randy Johnson (Director, Network Services - Robert Morris University) is responsible for managing all data networking functions and*	The 'In Crowd' Is Outsourcing • *Simon Kissler (Executive Director/CIO - Indiana Higher Education Telecommunications System) oversees design, implementation, and operation of IHETS' technology platforms. His primary focus is*

	advanced video and collaboration technologies. He was the primary architect of a total network upgrade and redesign which introduced advanced routing and network virtualization capabilities. In collaboration with faculty he developed virtualized labs which have provided new ways of teaching of graduate-level networking and security courses at RMU and which have been the subject of several published articles. He has presented at C-CUE and InfoSecCD. Randy has over 15 years of varied IT experience and holds a B.S. in Chemical Engineering from the University of Pittsburgh. Most university networks have become very complex and often support a large number of critical services and applications. To maintain high operational service levels, networks and network-based services should be constantly monitored across four dimensions: availability, latency/response time, resource utilization, and traffic characterization. It is possible to deploy a comprehensive network management solution covering all four dimensions using four popular open-source tools: Nagios, Cacti, Smokeping, and NfSen. Attendees will learn how these tools are used at Robert Morris University. After this session, attendees will: • Know how four popular open-source tools are used together at Robert Morris University to provide a complete picture of the performance and utilization of the university's network.	*working with IHETS users to help them leverage IHETS' expertise and shared services towards efficiency and cost savings in their organizations. Simon's expertise includes management consulting, strategic planning, policy development, budget and cost containment, and market strategy consultation. Additionally, Simon is skilled in social media strategy, process optimization, system and network design, as well as information resources management and integration. Prior to joining the IHETS team, Simon served as Director of Networking and Emerging Technologies at Valparaiso University where he worked with commercial technologies as well as open source and other community projects to develop innovative solutions to further the mission and vision of the university. Throughout his career, Simon has focused on developing and shaping technology solutions that marry advanced concepts with real world constraints and complexities.* Today's Higher Education IT leadership faces ever-increasing demands for new services, while legacy mission-critical services still remain and require resources. A prominent solution has been strategic outsourcing, most frequently e-mail, helpdesk support, unified communications, and emergency notifications. Outsourcing can be done in such a way that IT can focus on delivering direct value to students, faculty, and staff instead of indirectly through supporting the systems themselves. This session will overview the various benefits to outsourcing while encouraging attendees to think outside of the box to find customized solutions to the growing demands. After this session, attendees will: • Understand various benefits to outsourcing • Bring home create ideas to find customized solutions to growing demands.
10/26/2010 1:00 PM – 2:00 PM	Network Aggregation and Virtualization Godmere Hale Landsparger slides • *Shane Allan Godmere (Sr. Telecommunications Eng. II - Michigan Technological University) has 20 years of industry experience in corporate, ISP/CLEC, and educational networking. He is currently responsible for the overall network design and operations at Michigan Technological University. He has participated in panel discussions, guest lectured for IT courses, and spoken at various seminars. He is knowledgeable in voice, data, and video networking as well as converged networking designs. He holds a MS degree in Business Communication Technology from Capella University.* • *David Hale (Senior Security Officer - Michigan Technological University) has been working in the position of Senior Security Officer for Michigan Technological University for the past 8 years. Prior to that, he spent many years as a System Administrator for various academic and*	The Impact of ARRA Funding on Educational Institutions • *Gary Bachula (VP for External Relations - Internet2) has substantial government and not-for-profit experience, with an extensive history of leadership in technology development. Most recently, he served as Acting Under Secretary of Commerce for Technology at the US Department of Commerce where he led the formation of government-industry partnerships around programs such as GPS and the Partnership for a New Generation of Vehicles. As Vice President for the Consortium for International Earth Science Information Network, he managed strategic planning and program development for the organization designated to build a distributed information network as part of NASA's Mission to Planet Earth.* Bachula slides • *Jeff Reel (Executive Director - Keystone Initiative for Networked Based Education and Research) is on loan from The Pennsylvania State University. KINBER is a consortium of Pennsylvania higher*

	administrative departments at the University. He is also a certified intrusion analyst under the GIAC program and a member of the SANS Educational Advisory Board. David speaks a number of times during the year both to various University groups and classes, but also to many community organizations. Topics have ranged from detailed talks on intrusion analysis and network security to basic talks about security awareness and personal data handling. • *Robert Landsparger (Senior IT Architect - Michigan Technological University) has been involved professionally in system administration with the Michigan Technological University since 1996. He is currently responsible for virtualization, datacenter design, operating system services and identity management. He is a Red Hat Certified Engineer, has attended SANS security courses (including those related to virtualization), and is working towards his VMware Certified Professional credential. He has participated in campus committees and presented to various university groups and classes.* Balancing network design between traditional server/bandwidth aggregation and that of virtualization hosts is a challenge. MTU's virtualization equipment has multiple network interface cards and host-based adapters. The next iteration of virtualization hosts will likely need additional NICs. Is it time for network virtualization to be introduced into the current aggregation concepts? How do you monitor a hybrid network for troubleshooting, intrusion detection/prevention? The presenters will discuss the different inputs being considered and desired outcomes in designing a new network to support virtualization.	*education and health care entities whose initial project is the creation of the Pennsylvania Research and Education Network, PennREN. PennREN will be a consortium owned high speed optical network linking preK-20, health care and other non-profit partners to advance Pennsylvania's education, e-health, workforce and economic development statewide. In his previous role as Director of Network Planning and Integration at Penn State, Reel led the group of design engineers responsible for the data networks connecting Penn State's 23 commonwealth-wide campuses and their connection to the Internet, Internet2 and National LambdaRail. In addition to these broadband networks, his team also had design responsibility for the 15,000 line Voice-over-IP installation at University Park. Reel began his career in the electrical engineering of signal processing hardware for the defense industry.* Reel slides • *Gregory D. Palmer (MAGPI Executive Director - University of Pennsylvania) has been in the communications industry since 1980 working first as a technician for Inter-connect companies and then as full-time staff at Okidata, Inc. In 1988 he received a business degree in Operations Management from the LaSalle University, Evening Division. In 1990, he collaborated with the Okidata parent company, OKI Electric in Tokyo Japan, to build an international network that included Japan, Thailand, Australia, five sites in the United States, and the United Kingdom. Following ten years of service with Okidata, Greg assumed the responsibilities of Director of Campus Computing at Drexel University in Philadelphia. After returning to the corporate world, he took a position as Director of Global Computing Operations at Christian Dalloz, Ltd, a French company that manufactured and distributed personal safety products. He then chose to return to the academic community at the University of Pennsylvania as the Executive Director of MAGPI, the regional aggregation point for Internet2.* Palmer slides This panel will discuss the impact of the American Recovery and Reinvestment Act of 2009 and the effect of that funding from a national, state, and local perspective. The panel will address the uses of stimulus funding and will describe how KINBER will manage a state-wide, fiber-optic network (PennREN) and make it accessible to educational and other partners in Pennsylvania. They will also talk about how this initiative will impact local communities in Pennsylvania.
10/26/2010 3:00 PM – 4:00 PM	Network Refresh - Elevating Facilities Into the 21st Century • *Tripti Sinha (Director of Networking & Telecom - University of Maryland at College Park) is responsible for providing vision and leadership for*	Saving Through Help Desks Mehta Slides updated 11/4/10 • *Apurva Mehta (Director of IT - University of Massachusetts Boston Campus) is responsible for the helpdesk and desktop support as well as the*

	the engineering and operation of the university's enterprise network and communications infrastructure. She also provides strategic planning for the identification of emerging and future technologies, and collaborates with industry technology partners to develop and deploy these future technologies at the university. In an effort to meet the growing demands of educational, research, and IT security mandates, IT embarked on a five-year plan to update its campus network. More than 200 buildings will have its network connections and infrastructure refreshed. The broad scope and scale of the project includes upgrading the foundation of the campus' technology infrastructure to facilitate and enable higher levels of services for the university. In addition, the project encompasses many technologies including wireless technologies, voice technologies and wired technologies. • *Thomas Vogler (Asst VP for Finance & Admin, OIT - University of Maryland at College Park) is responsible for the management and coordination of all aspects of OIT financial, budget, and administrative matters, including the Terrapin Technology Store, the university's reseller operation for computer hardware and software. He is also responsible for risk assessment, business continuity, and disaster recovery management. Before joining OIT, he served as the Assistant Vice President for Financial Services at the University of Maryland, Baltimore County and as the Director of Budget and Fiscal Analysis here at the University of Maryland, College Park.* In an effort to meet the growing demands of educational, research, and IT security mandates, IT embarked on a five-year plan to update its campus network. More than 200 buildings will have its network connections and infrastructure refreshed. The broad scope and scale of the project includes upgrading the foundation of the campus' technology infrastructure to facilitate and enable higher levels of services for the university. In addition, the project encompasses many technologies including wireless technologies, voice technologies and wired technologies. After this session, attendees will: • Understand highlights of best practices and processes for higher educational facilities to meet state mandates and enhance overall communication, research, and educational resources.	*Blackboard Learning Management system, the computer labs, media services, the faculty support center and the Instructional Technology Center. On the client services side Apurva's main focus has been on improving the level of service IT provides to its faculty, students and staff. The first step has been to implement a new ticketing system, empowering clients to submit and track requests, collaborate with an external vendor to offer 24 x 7 support for key applications and invest in a FAQ system. Prior to heading the Client Services and Educational Technologies department within IT, Apurva was the Head of Library Systems.* Being able to answer questions in a timely manner and being able to resolve questions on first contact in a cost effective manner is what IT organizations strive for. There are a range of options available to management - implementing new technologies, staffing options and looking forward at the ITIL framework - all packaged together to improve customer service in a cost effective manner.
10/26/2010 4:00 PM – 5:00 PM	Corp Pres: Who's in Charge of the Network? • *Howard Weinzimmer (VP Business Development - Apogee) is a strategy driven senior executive with over 30 years of proven sales, business development, leadership and management experience. Throughout his career he has developed a demonstrated talent for evaluating technology, determining its proper utilization and*	Corp Pres: Cost Justification for Unified Communications • *Bernard Gutnick (Senior Director - Product Marketing - ShoreTel, Inc.) is a frequent representative for ShoreTel in public speaking events and education forums, and is well known for his case study presentations. Gutnick has over 20 years of experience in the communications*

	creating as well as implementing the strategy to bring it successfully to market. Prior to coming to Apogee, he was the original investor and CEO of Video Furnace. He was instrumental in securing over 150 installations around the globe including 50 higher education customers, establishing the company's IP video system as the leading video distribution technology of choice in government, education and the enterprise. 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 adminstrative budgets and goals.	*industry. Prior to joining ShoreTel, he was vice president product marketing for Sylantro Systems and has held senior positions in marketing and sales at TerreStar Networks, Aspect Communications, Octel Communications, Nortel Networks and the Manitoba Telephone System. He holds a master's degree in business administration from the University of Western Ontario in London, Canada.* This corporate presentation is sponsored by ShoreTel. IP-based unified communications applications empower employees to communicate in new ways, including instant messaging, video and desktop conferencing and collaboration. How can you justify investments while fitting IT department budgets? Join us for an educational session on financial justification models. After this session, attendees will: • Know how administrators can manage new innovations with fewer resources than with legacy systems. • Take home proven examples to justify investments that reduce costs and increase employee communication to internal and external parties.
10/27/2010 8:30 AM – 9:40 AM	Monitoring and Solving Network Management Challenges Patterson slides • *Mike Patterson (President/CEO - Plixer International) leverages his 16+ years of experience in network management to oversee the direction of the company's network management solutions. Under Mike's direction, Plixer has worked with more than 100 universities and more than 30 hospitals. He is a seasoned speaker, with presentation experience including engagements at White Hat Security Day, Enterasys Networks, Sharkfest and MTUG, as well as regular appearances at local Cisco user groups.* Illegal downloading at universities and increasing network demands are big issues. This presentation will size up the risks of low availability of bandwidth for universities (including those with medical centers). Patterson will touch on the pain points of monitoring heavy traffic and ways network managers can reduce application latency over WAN connections. Attendees will learn how to dig deeper into network traffic to keep high availability for transactions with crucial and latency-sensitive applications. After this session, attendees will: • Know how to dig deeper into network traffic to keep high availability for medical center transactions with crucial and latency sensitive applications.	Financial Issues Related To Distributed Antenna Systems • *David Tuttle is the Director of Sales East at Cellular Specialties, Inc. Before joining CSI, he was with Nextel Communications, focusing on public sector solutions and strategies. David is a public safety communications veteran with over 20 years of public safety experience.* Tuttle slides • *Donna White (Associate Director of University Information Services - Georgetown University) has been an active member of ACUTA since 2000 when she was Director of Information Services Technology at the Georgetown University Law Center. Prior to Georgetown she was a Senior IT Project Manager for Bank of America and joined the academic community at George Washington University in 1997. She was subsequently Director of Project and Program Management with the District of Columbia and returned to Georgetown in 2007.* • *John Robinson (Sr Mgr, Communications Center - Duke University) is responsible for desktop support, change/incident management, and the wireless service center. He installed Duke's first DAS and his resume boasts both higher education and industry experience in RF design and support.* The panelists will discuss financial issues related to distributed antenna systems, including negotiations with wireless service providers, contractual issues, funding or leasing options, and calculation of return on investment.
10/27/2010 9:50 AM – 11:00 AM	Will Turf Battles Arise From Deployment of VM Clusters? Facilitated discussion How are campus ICT staff adjusting responsibilities as a	IT Costs Money - Finances for the Future • *Matt Lancaster (Manager of Strategic Partnerships - Indiana Higher Ed. Telecom System) forges mutually beneficial partnerships with industry*

	result of VM (virtual machine) server clusters being deployed in data centers? Classic network management is being turned on its ear as virtual machine clusters now incorporate functions that used to be handled by network and security managers inside VM software. Are systems administrators considering network security appropriately? If there's a security or network failure, how is it discovered and who can fix it? This will be a lively discussion about how new technology solutions are changing staff roles and responsibilities.	*leaders and clients. He provides many of the financial models, business process initiatives, and analytics that help IHETS deliver its services in an agile and high quality manner. He is the principal consultant for organizations looking to improve the efficiency and effectiveness of their business processes. He is skilled at strategizing to develop operational excellence as a means toward achieving core-mission related goals and works with clients to implement lean and effective technology strategies. Prior to joining IHETS, he worked as a software engineer, eventually concentrating in quantitative finance and enterprise applications in the financial services industry.* Overcoming never-before-seen challenges in IT as well as turning the environment into an opportunity requires a broad skill set. Intelligently leveraging business skills is challenging. A keen knowledge of the IT environment as well as a translational mindset for good business practices is essential. Understanding and articulating this need as well as overcoming cultural resistance is imperative. This session will show how to address these concerns and how and why this move could be the smartest move for any IT department. After this session, attendees will: • Know how to address the challenges facing IT as an opportunity with a translational mindset for good business practices.