Communications Infrastructure and Applications
Community Group Session
Wednesday, October 31

James Jokl
AVP and Chief Enterprise Architect
University of Virginia

Mark Katsouros
Director, Service Design & Development
The Pennsylvania State University
CIA Background

- Evolution: Many of the group members have participated in several precursor groups (Net@EDU → ACTI → ECAR → CGs).
  - VoIP Working Group
  - Wireless Working Group
  - ICS (Integrated Communications Strategies) Working Group
  - Converged Communications Working Group
  - CCM (Communication, Collaboration, and Mobility) Working Group
  - Communications Infrastructure and Applications (CIA) Working Group

- CIA Constituent Community Group

- And we welcomed ACUTA members!
The CIA Community Group

• CommTech@listserv.educause.edu

• Broader membership/subscription (342 subscribers, 85 / 25% of which are new in 2018!)

• Collaboration-/Sharing-/Benchmarking-focused

• Steering committee, of which there are nine members (four of whom from ATUCA), meets and plans activities on a biweekly conference call.

• Planning regular webinars every six to eight weeks, and, of course, activities at the annual meeting.

• Always looking for “project” ideas (articles, surveys, technology pilots, etc), for which we often spin off a CIA project working group.
Communications Infrastructure and Applications Community Group

The EDUCAUSE Communications Infrastructure and Applications (CIA) Community Group (CG) focuses on the challenges that higher-education institutions face with respect to enterprise communication, collaboration, mobility, and networking. Communications infrastructure and applications are the underpinnings of today’s higher-education enterprise. In today’s networked world, IT support for communication and collaboration — whether it be in the cloud or on-premises, hosted or self-supported — goes far beyond basic data networking, telephony, and video in order to provide essential services to the institution. Topics of discussion and exploration in this space revolve around:

1. Telecommunications, including IP telephony, fixed-mobile convergence, and contact centers
2. Unified communications, including presence awareness, multi-point desktop videoconferencing, application sharing, unified messaging, and collaboration platforms
3. Immersive telepresence
4. Communication with the public cloud, stand-alone and hybrid models, subnetting, L2 vs. L3, VPN
5. Specific communications-related/enhancing technologies and protocols, including VoIP, SIP, campus LAN/Wi-Fi, WiFi cellular, GPS, GIS, and in-building navigation technology
6. New and emerging wireless technologies (e.g., TV whitespace, software-defined radio, etc.)

Participate in this group

Archived Messages

Participation Guidelines

All participants must follow the Participation Guidelines.

If you have questions or concerns about this listserv, please e-mail
cg@educause.edu.
General Topics of Interest

• Networking—Datacenter, Research, Convergence, IPv6, SDN, Virtualization, Wireless, etc.
• Emergency Communications Management / Mass Notification
• Telephony / Unified Communications / Integrated Collaboration
• Videoconferencing (room-based and AAS)
• Mobility, Location Awareness, Presence
• Innovation, Funding Models, Risk, Service Sustainability, Strategy, etc.
• Etc…
Most Recent Efforts Spawned by the CG

- [FirstNet (First Responder Network Authority) Webinar](#), November 20, 2018
- [Communications Infrastructure in a Cloudy World (preconference workshop)](#), October, 2018
- [The Changing Landscape of Video in Higher Education IT](#), March 2018
- [Unified Communications in Higher Education: Responding to New Risks](#), November, 2015
Ideas on Upcoming Webinars

- 5G futures and unlicensed spectrum (mid-January target)
- Microsoft roadmap on Office 365 and convergence of products (mid-Feb target)
- Various topics on communications infrastructure and applications
  - Cisco voice roadmap
  - Google Voice for enterprise G Suite users
  - Zoom roadmap
  - E911
  - Funding models
  - Emergency notification
  - Video surveillance
  - Digital signage
  - Datacenter networking & cloud connectivity
  - Science DMZ
Ideas on New Projects

• Articles / Working Papers
  • Collaboration and Documentation Standards (fitness for purpose)
  • Ecosystems Collide – Unified Communications (UC) in an Interoperable World
  • The Big “Easy Button” for Video Conferencing and Presentation Facilities – How Close Can We Get?

• Technology Pilots
  • sFlow-Based Voice and Video Performance Monitoring Dashboards
  • UC Federation
Intros and #1 Interests/Issues
Affinitized Interests/Issues

• Spam phone calls
  • Are there commercial anti-spam services?
  • Open source tools
  • SecureLogic has SIP tooling in this space

• VoIP deployments including webex; legacy PBX migration; unified communication chaos; overlap of collaboration solutions – what/which to use

• Better residence hall experience; more at-home than institutional; catv, Netflix, Comcast service

• Dump PBX go to cloud to “fix” everything ;) – voice UI; how to make better

• Future of communication infrastructure; service delivery

• Conference room vs. classroom video

• SIP trunking migration; funding

• Safety solutions – cameras, alarms

• Skype for Business as the enterprise phone solution

• DAS & capacity upgrades; small cell, etc.

• Is Entertainment TV dead or dying re: campus providers
Vote and Discuss (time pending)
Priority Items to Deliberately Explore as a Community (based on discussion)

1. Spam phone calls (DDoS; upstream mitigation)
2. Communication & collaboration platform interoperability
3. Better (more at-home) res hall experience—wireless/IoT, entertainment video, etc.
4. CATV vs. IPTV vs. “NoTV” / “BYOTV”
Interested in participating in the steering group, or on a specific project?

Contact jaj@virginia.edu or mark1@psu.edu.
As general issues/interests/questions come up...

CommTech@listserv.educause.edu

Thank you!
Friendly Reminder: VOTE!