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CENIC News

President's Message

This month's article looks back over the fiscal year just ending. And, looking back, I find quite an impressive list of accomplishments. These were made possible by the joint efforts of members of our Advisory Councils, ad hoc groups and committees, and the active participation of CENIC Charter Associate institutions and members, as well as support of our industry partners.

We extended the reach of our fiber network to the newest University of California campus, UC Merced, and to an important California and national research facility, NASA Ames. We've upgraded connectivity from our backbone to one UC campus, UCSD, to 10 gigabit, are working to upgrade UCLA similarly, and have completed the upgrade of connectivity of the majority of the Community College Campuses to DS/3 from T1. We have also completed the first phase of the project to bring high speed connectivity to schools and colleges in the Coachella Valley with the installation of fiber from the Coachella Valley to CENIC's new Riverside hub site. So far, we have connected, at gigabit speeds, the CSU San Bernardino Palm Desert campus and the UC Riverside Heckman Center.

On the optical networking equipment front, we've further improved our strong partnership with Cisco. We have achieved new levels of understanding of their optical gear and how best to begin the transition from existing equipment that will be phased out over the next several years to the next generation of equipment. Cisco has offered customized training on their optical equipment, equipping the CENIC NOC and engineers to quickly isolate operational anomalies.

We've essentially completed the migration of the colleges and Universities to H.323 IP-based video teleconferencing, permitting the cancellation of many former circuits required solely for video use. And, with the leadership of the CENIC associate led video scheduling committee, we've identified a scheduling software product to automate the scheduling of video resources, including rooms, across the higher education segments.

We have provided high level operational support in the NOC, adhering to response time standards established by the Advisory groups. We've implemented a survey to obtain information on the satisfaction of

those who contact the NOC for support. And, I'm pleased to say that, based on the survey, we seem to be meeting the high standards set for the NOC. We've developed new documentation of the networks and provided increased performance and usage information-see <http://www.cenic.org/calren/noc.htm>.

It has been a busy year for all of us at CENIC. I am pleased that we've accomplished as much as we have. Certainly, a major factor in these accomplishments has been the advice and work of individuals from all educational segments. For those who were involved last year, thank you for your participation. For those who are interested in getting more involved in CENIC activities, please let us know as there are many ways to become involved.

Source: Jim Dolgonas, CENIC

NOC Report

NOC Customer Satisfaction Survey Quarterly Summary

In the first quarter, we've received 55 survey responses out of approximately 1200 resolved tickets (a 4.6% response rate). Here are the major findings:

92.7% rated overall satisfaction as satisfied or very satisfied. Of the remaining 4 responses (7.3%), 1 rated overall satisfaction as "somewhat satisfied" (no explanation provided); 1 rated overall satisfaction as "dissatisfied" (site-initiated work was not added to the maintenance calendar, causing CENIC NOC staff to contact the site unnecessarily); 2 rated overall satisfaction as "other" (one gave no explanation, the other said that the issue was eventually resolved satisfactorily and that much of the delay was campus-based). 95% of responses indicated satisfaction with the timeliness of communications on status of requests. 90% of responses indicated that time to resolution was either as expected or faster than expected.

A more general customer satisfaction survey that will be sent to specific CENIC contacts statewide on a semi-annual basis is currently under development. This survey will be sent out over the summer. Please be sure to complete the short survey should you receive a request from CENIC.

CalREN Video Services (CVS)

A test server has been installed for CVS testing of software to allow video conference administrators at each CVS site to schedule video conferences themselves. We are asking for volunteers to serve as "pilot" sites during the month of July. If you would like to volunteer to serve as a pilot site or have any questions about the scheduling software for videoconferencing services, please contact Kelly Stack at kstack@cenic.org

Source: Sherilyn Evans, CENIC

CENIC to Provide Support for iGrid 2005 & SC 2005

In support of the iGrid 2005 (www.igrid2005.org) and Supercomputing 2005 (sc05.supercomputing.org) conferences, CENIC engineers are deploying up to ten 10-gigabit waves across the CalREN backbone. These are expected to be used for a variety of demonstrations at the conferences. The two conferences together represent one of the largest aggregations of bandwidth in support of research ever deployed.

Source: Brian Court, CENIC

New CalREN Hub at UC Riverside

Work has begun on reconfiguring the CalREN optical backbone to add a new hub site at UC Riverside. This will result in increased redundancy across the backbone, as well as lower cost access to the network for sites in southeastern California. The work is expected to complete by August 30.

Source: Brian Court, CENIC

Arizona and CSU CAI Project Updates

We have embarked on our newest project which will connect both the University of Arizona in Tucson and the Arizona State University in Phoenix to the CalREN-HPR network over CENIC managed Gigabit Ethernet connections. CENIC will provide GigE transport from Tucson to Phoenix and from Phoenix to the CalREN backbone. As part of this initiative, we are managing small fiber optic construction projects in both Arizona cities. The schedule calls for service in September 2005.

We are progressing well with all of CENIC's other projects and we have recently set target due dates during the month of July to bring Gigabit Ethernet connections to two of the CSU campuses as part of the CSU CAI project.

Source: Ed Smith, CENIC

Pacific Wave Update

CENIC engineers have completed the installation of a fifth Pacific Wave site, in Sunnyvale, California. This will afford access to the distributed exchange for northern California networks and will lead to a sixth site, expected by August, in Palo Alto.

Source: Brian Court, CENIC

Hold the Date for CENIC 2006

CENIC 2006, CENIC's annual conference, will be held on March 13-14-15, 2006 at the Oakland Marriott City Center. This is always a great event to learn about new technologies, new networking applications, and meet with your colleagues in a relaxed environment. Be sure to reserve the dates now.

National Networking News

Citing the Promise - and Problems - of Google's Scholarly Initiatives

When it comes to finding information on the Internet, Google is by far the most popular place to go. It has become the primary tool for searching for people, places, and things. Much to the chagrin of instructors and librarians, some students reportedly rely on it for conducting scholarly research. The problem is that Google (www.google.com) does not search books (because they are not in digital format) or the majority of scholarly journals (because they require a subscription to access). But all of that is about to change. The search engine company is in the process of digitizing millions of books and plans to make them full-text searchable on the web. In a separate effort, Google is making citations from scholarly journals more accessible on the web. Librarians and publishers see value in Google's scholarly initiatives, but they also see problems.

Source: UC TLTC News by Email, <http://www.ucltc.org/news/2005/06/feature.php>

Higher Education Asks for Fast and Improved Internet in Telecommunications Reform

America needs a secure, affordable, fast, and improved Internet so that anyone, anywhere will have access to higher education. This is the key message that a group of higher education associations unveiled May 31, 2005 as a part of a campaign they are urging Congress and the Federal Communications Commission (FCC) to consider in the upcoming review of the Telecommunications Act of 1996.

In supporting the association group's message to Congress, David Ward, president of the American Council on Education, said, "The Internet represents the most significant advance in communications technology since the invention of the printing press and has had a profound impact on the exchange of ideas at colleges and universities across the country and around the globe. From recruitment to retention, from teaching to tutoring, from research to economic development, the Internet has become an integral part of the modern college and university. An improved Internet, with high-speed access available to all Americans, will go a long way toward ensuring our nation's competitiveness in an increasingly global economy."

Source: I2-News, <https://mail.internet2.edu/www/arc/i2-news/2005-06/msg00000.html>

Computer Scientists Develop Wireless Application for Ubiquitous Video

Computer scientists at UCSD have taken the wraps off a new technique for mixing images and video feeds from mobile cameras in the field to provide remote viewers with a virtual window into a physical environment. Dubbed 'RealityFlythrough,' the application constructs a 3D virtual environment dynamically out of the live video streams.

"Instead of watching all the feeds simultaneously on a bank of monitors, the viewer can navigate an integrated, interactive environment as if it were a video game," said UCSD computer science and engineering professor Bill Griswold, who is working on the project with Ph.D. candidate Neil McCurdy. "RealityFlythrough creates the illusion of complete live camera coverage in a physical space. It's a new form of situational awareness, and we designed a system that can work in unforgiving environments with intermittent network connectivity."

Source: This Week @ UCSD, <http://ucsdnews.ucsd.edu/newsrel/science/RealityFlythrough.asp>

Kids' Privacy Rule Under Review

The Federal Trade Commission (FTC) is asking educators and others to comment on its implementation and subsequent enforcement of the Child Online Privacy Protection Act (COPPA), the law that requires internet operators to get parental consent before collecting personal information from web surfers under age 13.

The FTC is trying to determine whether to retain the rule as is, modify it, or eliminate it altogether and is asking for public comment on current practices for collecting and disclosing children's information; opinions regarding children's ability to access information online; and the operation of web sites that specifically target children.

Source: eSchoolNews Online, <http://www.eschoolnews.com/news/showStoryts.cfm?ArticleID=5686>

Comp Sci Grads Turn Away from Tech

As an eager freshman in the fall of 2001, Andrew Mo's career trajectory seemed preordained: He'd learn C++ and Java languages while earning a computer science degree at Stanford University, then land a Silicon Valley technology job.

The 22-year-old Shanghai native graduated this month with a major in computer science and a minor in economics. But he no longer plans to write code for a living, or even work at a tech company.

The research firm Gartner Inc. predicts that up to 15 percent of tech workers will drop out of the profession by 2010, not including those who retire or die. Most will leave because they can't get jobs or can get more money or job satisfaction elsewhere. Within the same period, worldwide demand for technology developers - a job category ranging from programmers to people who maintain everything from mainframes to employee laptops -- is forecast to shrink by 30 percent.

Source: CNN.com, <http://www.cnn.com/2005/TECH/biztech/06/20/techjobdecline.ap/index.html>

Warp Speed for Wireless Networks

In the past two years, wireless technology has gone from esoteric to as mainstream as the apple tart available at Starbucks, which also happens to serve up a Wi-Fi high-speed wireless network at thousands of its retail outlets.

The Wi-Fi networks for caffeine consumers at Starbucks represents just a fraction of the available hot spots in North America. This technology allows for high-speed wireless Internet access -- often for free -- at about 17,800 locations, according to consultancy Insight Research. Wi-Fi is so commonplace these days that most laptop computers shipped this year will have it built in. But that's just the beginning.

A dizzying array of new wireless technologies now promise to make today's Wi-Fi networks seem like poky dial-up connections by comparison. Some of these new wireless technologies are out, while others will hit the market later this year and in 2006. Together they'll extend the reach of wireless networks, not just geographically but into new uses in the home and office

Source: Business Week Online, http://www.businessweek.com/technology/content/jun2005/tc20050621_1471_tc_212.htm

ISPs Attempt to Stop Public Broadband

When tiny north Kansas City, Missouri, announced that it planned to offer affordable high-speed Internet access much the way it does other public services, local attorney Brian Hall was ecstatic. Though Hall could get DSL service from SBC Communications, he says that he found the service unreliable, supplying lower speeds than he expected. But then goliath Time Warner Cable asked a Missouri federal court to block the city's efforts.

If a municipality can offer Net access at lower prices than most telephone and cable TV companies, why shouldn't it, municipal-broadband advocates argue. The opponents counter that cities would have an unfair competitive advantage and that service and support might not be as good as that from private companies.

Source: PC World, <http://www.pcworld.com/news/article/0,aid,121416,00.asp>

About CENIC

CENIC is a not-for-profit corporation serving California Institute of Technology, California State University, Stanford University, University of California, University of Southern California, California Community Colleges and the statewide K-12 school system.

CENIC's mission is to facilitate and coordinate the development, deployment and operation of a set of robust multi-tiered advanced network services for this research and education community.

More information about CENIC can be found at <http://www.cenic.org>.

Subscription Information

You can subscribe and unsubscribe to CENIC Today via the web at: <http://lists.cenic.org/mailman/listinfo/cenic-today>

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