

# Communications Infrastructure and Applications Workshop 2020

CIA Community Day is being held as part of the [EDUCAUSE 2020 Virtual Conference](#). There is a fee required to attend the conference and [community day](#).

CIA Workshops being held October 26th and November 9th are **free** and **open to everyone**.

CIA Workshop sessions will not be recorded so that presenters and attendees can speak freely and openly. Any links and important information will be captured by the CIA Workshop Committee and made available later as part of our CIA Community Group.

**For security purposes, Zoom links will be posted and communicated about 2 weeks prior to the event.**

If you have any questions, please contact [Mark Katsourous](#) or [James Monek](#).

Date/Time	Session Theme		
October 23 11:00 AM - 3:00 PM EST	CIA Community Day		
Session Info	Session Title	Description	Presenters
11:00 AM - 11:30 AM EST  Open	Welcome and Introduction to CIA	Participate in this opportunity for organizational decision makers (senior IT managers, CIOs, CTOs, COOs, CFOs, provosts, etc.) to discuss important communication and collaboration technology issues, including telecommunications, unified communications, collaborative communications, and communication in the cloud. In addition, we may discuss specific technologies, interoperability challenges, regulations, staffing, benchmarking, and other topics related to communication and collaboration technologies.	CIA CG Chairs
11:30 AM - 11:45 AM EST	Break		
11:45 AM - 1:00 PM EST  Lean Coffee	Lean Coffee	We will utilize Lean Coffee format to determine the topics of interest. In advance of the session, we will post a link to a KANBAN-style board where attendees can place topics and then vote on what we should discuss. We will start with the most popular and work our way through the list.  Homework prior to the event is to propose topics you would like to discuss and you will also have an opportunity to vote on other topics. Please follow the link below, submit topics, and vote. You can enter whatever you want for the sign-in to keep it anonymous if you wish to do so.  <a href="https://www.leancoffetable.com/TaskBoard/View/54bdb3df-4cd0-4469-b686-345fb7a72df5?guest=true">https://www.leancoffetable.com/TaskBoard/View/54bdb3df-4cd0-4469-b686-345fb7a72df5?guest=true</a>	James Monek - Lehigh University
1:00 PM - 1:15 PM EST	Break		
1:15 PM - 2:30 PM EST  WHAMP	What's Happening at My Place	Open forum for anyone to talk about what is happening at their institutions. Exciting new projects, technology evaluations, critical issues they are dealing with, or just general information.	Various
2:30 PM - 3:00 PM EST  Open	Networking	Opportunity for all of us to grab some coffee, tea or water and talk about non-work related items.	Everyone
Date/Time	Session Theme		
October 26, 2020 12:00 PM - 4:30 PM EST	CIA Workshop Part 1: General Topics		
Session Info	Session Title	Description	Presenters
12:00 PM - 12:45 PM EST  Panel	CATV to BYOTV: Enabling "Entertainment Video" While Cutting the Cord	"Entertainment video" is evolving, quickly, from real-time "television" to on-demand streaming. Traditional, coax-based CATV has largely evolved to IPTV, but with the same real-time TV paradigm. And most of our customers--particularly students--simply don't watch TV in real time (with the exception of sports, mostly). With the high degree of variability of streaming services and smart TVs / apps, it seems that, like BYOD, the best, most helpful service we can provide is to ensure adequate underpinnings in support of "BYOTV"--robust (mostly wireless) connectivity, consumer IoT, content caching, QoS, and so on.	Mark Katsourous - Penn State University  Mayumi Hirtzel - University of Pennsylvania
12:45 PM - 1:30 PM EST  Presentation	Unifying the UC Experience	Vonage and UPENN will hold a Facilitated Discussion around the future of truly Unified and Integrated User Experience in the sea of multiplicity of UC, Collaboration and CC services that a University is likely to have today and continue to have in the future. We will discuss the options and the pros/cons of each a University has to consider. The options are broadly defined as One Experience, One Stack, One Vendor and Integrated Experience, Multi-Stack, Multi-Vendor. The success (defined as the best user experience) of each option depends on the EDU organization weighting separate decision vectors including vendor management, volume pricing, operational risks in upgrades, API/Integration hooks actually available and UI framework differences amongst the platforms. We will use the deployment of Microsoft Teams integrated to a separate UC/CC/API stack to compare and contrast the options. We will focus around key elements of user experience including SSO, unified directories, auto-provisioning among others.	JoDe Beitler - University of Pennsylvania  Sanjay Srinivasan - Vonage
1:30 PM - 2:15 PM EST  Presentation	The Toppling Tower of Technology Deferred Maintenance	Learning Objectives: - Identify the warning signs of significant IT deferred maintenance - Describe strategies for managing technology risk - Identify innovative ways to address technology lifecycles This session explores the evolving risks in aging technology infrastructure. The panel will address campus impacts when IT resources are mostly dedicated to keeping end-of-life equipment operational, as well as evolving risks where the failure of critical components can be felt across the IT department and institution. Participants will learn strategies for managing the risk, addressing the technology lifecycle in innovative ways, and moving forward as an institution to avoid future risk.	Cathy Bates - Vantage Technology Consulting Group  Dan Harder - University of Tennessee Health Science Center
2:15 PM - 2:30 PM EST	Break		
2:30 PM - 3:15 PM EST  Presentation	Ding, Dong, the Switch is Dead: Reliving close to a decade of a Unified Communication migration	Northwestern's original SL-100 telephone switches were first installed in the mid-1980's and upgraded multiple times until its final incarnation as a CS2100 in 2005. Planning for their retirement began in 2011, and power was finally turned off on the old infrastructure in August 2020. We will walk you through the process of gathering information, issuing an RFP, selecting finalists, picking a winner, and then migrating to the chosen platform over a period of 3+ years. This project not only transformed us from a technology perspective but also from a business process and organizational standpoint. You'll hear about some of those planned and unplanned changes and how we had to adapt to changing conditions along the way.	Julian Y. Koh - Northwestern University
3:15 PM - 4:30 PM EST  WHAMP	What's Happening at My Place	Open forum for anyone to talk about what is happening at their institutions. Exciting new projects, technology evaluations, critical issues they are dealing with, or just general information.	Jim Jokl - University of Virginia  Mark Katsourous - Penn State University
Date/Time	Session Theme		
November 9, 2020 12:00 PM - 4:00 PM EST	CIA Workshop Part 2: COVID-19 Edition		
Session Info	Session Title	Description	Presenters
12:00 PM - 12:45 PM EST  Presentation	Every crisis brings opportunities - identifying and capitalizing on opportunities from the current crisis	In this interactive session, we'll discuss the challenges brought by the COVID-19 crisis and how to leverage those into opportunities. For many this brought budget cuts - we'll talk about how to identify processes and services that no longer add value (e.g., long distance chargeback). The crisis also shined a light on the potential (and challenges) of mobility giving us the opportunity to make institutional change. For many institutions, this is an existential crisis - making positive change as a result could be the difference between surviving and maybe thriving or closing.	Jonathan Young - Vantage Technology Consulting Group
12:45 PM - 1:30 PM EST  Presentation	Working from Home like a Rock Star (while preserving your sanity)	Working from home can be a challenge, but it's also an amazing opportunity to improve efficiency, effectiveness, availability, and, yes, customer service. But that takes a robust understanding of the various communication and collaboration tools at your avail, and maximizing your use of their unique features. It also takes a different, more disciplined mindset, substantial planning (including contingencies), and an understanding of the difference between effective virtual collaboration vs. face-to-face collaboration vs. (what some predict will be our norm, perhaps mistakenly) "hybrid" collaboration. Mark will share tips, tricks, and best practices of his own, and solicit same from attendees willing to share.	Mark Katsourous - Penn State University
1:30 PM - 1:45 PM EST	Break		
1:45 PM - 2:30 PM EST  Lean Coffee	COVID-19 Lean Coffee	We will utilize Lean Coffee format to determine the topics of interest. In advance of the session, we will post a link to a KANBAN-style board where attendees can place topics and then vote on what we should discuss. We will start with the most popular and work our way through the list.  Homework prior to the event is to propose topics you would like to discuss and you will also have an opportunity to vote on other topics. Please follow the link below, submit topics, and vote. You can enter whatever you want for the sign-in to keep it anonymous if you wish to do so.  <a href="https://www.leancoffetable.com/TaskBoard/View/fbb1acc8-9241-41ca-91f3-9f6bd3689109?guest=true">https://www.leancoffetable.com/TaskBoard/View/fbb1acc8-9241-41ca-91f3-9f6bd3689109?guest=true</a>	James Monek - Lehigh University
2:30 PM - 4:00 PM EST  WHAMP	What's Happening at My Place	Open forum for anyone to talk about what is happening at their institutions regarding COVID-19. This can be related to our community group or general discussions around how your campus continues to deal with the pandemic, what your spring semester is looking like, and how this will impact the future for your institution.	Jim Jokl - University of Virginia  Mark Katsourous - Penn State University