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John Alacce is the Senior Systems Engineer at the Learning Systems Architecture Lab of Carnegie Mellon University, Pittsburgh, Pennsylvania. Mr. Alacce joined Carnegie Mellon in 1997 as a PC Support Specialist for the School of Computer Science where he administered their Windows NT 4.0 Domain as well as providing end-user and developer support to faculty, staff, and students. He joined the Learning Systems Architecture Lab in 1999 where he administers, maintains and troubleshoots all computer systems for the lab. Mr. Alacce obtained his Bachelor of Science in Information Technology from the University of Phoenix in 2004.