

### WVNET LAUNCHES SDN MOOC IN WEST VIRGINIA BY DAN O'HANLON, DIRECTOR



Brent Salisbury, KYRON

On May 16th, WVNET launched the second MOOC [Massively Open Online Course] in West Virginia. The first was offered by WVU in February [http://eberly.wvu.edu/eberly\\_news/2013/1/23/wvu-offers-mooc-free-four-week-online-course-open-to-the-public](http://eberly.wvu.edu/eberly_news/2013/1/23/wvu-offers-mooc-free-four-week-online-course-open-to-the-public)

Our MOOC is SDN-OPS and is a hands-on, practical learning experience of the many types of software-defined networking tools [SDN]. WVNET has been on the learning curve for SDN for the past year as we worked with RENCI at Duke to stand up the first Cisco ExoGENI Rack in the world.



Dustin Burns, Connecticut

Software-defined networking is rapidly changing the network environment, but it is very difficult to learn how to actually install and use things like OpenFlow and OpenStack. You have to know someone who has done it and persuade them to show you how to do it. Then they must watch you as you try it until you get it right.

WVNET's MOOC lets students from all over the world learn how to do this for free!

We have recruited the most qualified faculty in every area of the SDN Community. We are very proud to have Brent Salisbury from KYRON [the Kentucky Regional Optical Network] who frequently blogs about SDN; Dustin Burns & Ed Henry -- both talented network engineers from Connecticut; Bill Owens from NYSErnet, the NY State Educational Research Network; Nick Buraglio, Lead Network Engineer at the University of Illinois; Ivan Pepelnjak, a CCIE for decades who is one of the most read bloggers in the SDN universe; and Steven Wallace the new Director of InCNTRE at Indiana University who has taught OpenFlow installation classes all over the country.



Ed Henry, Connecticut

The Media Services Group at WVNET, led by Mike Karolchik, has taken the lead in helping the instructors develop the MOOC to be offered in CourseSites. Dr. Mary Stewart, WVNET's Lead Instructional Technologist, has done a magnificent job in collecting the video lectures and a great deal of content from these experts and turned it into a highly polished online course.

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**(Continued from Above)** Mary has been ably assisted by Josh Friend, Justin Robinson, Chris Reed and Jonathan Lynch. Together, they have learned the skills to assist any of West Virginia's Higher Education Institutions to offer their own MOOC in the future. I am very proud of them for stretching and learning and getting this MOOC, facilitated in part by WVROCKS, our statewide e-learning portal, out the door.

As you read about MOOCs in the Chronicle and other publications, just know that West Virginia is also a part of this new kind of educational online offering. For more information, go to [sdnops.wvnet.edu](http://sdnops.wvnet.edu) ...Dan O'Hanlon, Director, WVNET



Bill Owens, NYSErnet



Nick Buraglio



Ivan Pepelnjak, CCIE



Steve Wallace, InCNTRE

## AEROHIVE: YOUR WI-FI SOLUTION

WVNET is pleased to announce that we now offer our customers a wireless access (Wi-Fi) solution. The star of the show is Aerohive and their array of products. Not only do we offer these Wi-Fi products, we manage them for you! WVNET wants to be the answer to your wireless needs.

Here in the office we use Aerohive as our wireless solution and have been for some time. As one of the support staff, I personally love it. The solution is not only feature rich, but those features help track down certain problems in seconds rather than minutes. To start, the team at Aerohive has integrated application layer inspection into their main dashboard. With this tool you can see how your network is actually used, not just how many 1s and 0s are pushed around. That is, you can see how much of your network resources are used for Facebook, YouTube, Netflix, Bit Torrent, or actual work. From a troubleshooting perspective, this is simply amazing.



Andrew Parker

Aerohive is not just this one feature though. The setup and maintenance of all Aerohive products is made simple by their management system, HiveManager. The graphical user interface (GUI) for HiveManager is one of the best I have had the pleasure to work with. The GUI intuitively brings together Aerohive's hundreds of features, with some advanced options streamlined into check boxes.

WVNET makes creating your network policy seamless as well. We work with you to come up with the network policy that reflects how you want to do business. We build that network policy in HiveManager, press a button and magic happens. Maybe not real magic, but HiveManager pushes that one network policy out to all of your Aerohive equipment. Whether you have one device or 1,000, the scalability is limitless.

Another advantage of HiveManager is that it is housed here at WVNET. There is no extra management equipment needed at your office. WVNET uses HiveManager to maintain your Aerohive equipment and process any requested changes. Even if you lose connectivity to our HiveManager here in Morgantown your Aerohive devices still work! Once each device has the network policy stored, it works independently from HiveManager. The wireless access points, routers, and switches make all the policy decisions themselves. In the event that employees at WVNET are struck by a meteor, you would still have Wi-Fi access.

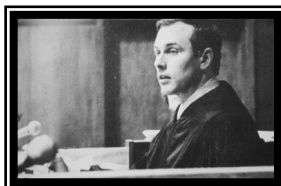
The WVNET team has been trained and certified by the best at Aerohive, and we would love to be your Wi-Fi solution. We built a model that will work for the customer that needs one wireless access point for a small office or the customer that needs 1,500 access points for a university...and everywhere in between. You can check our [Schedule of Rates](#) page, e-mail our Business Office, or call for pricing information. We are here to answer any of your questions and solve your problems. *Guest article by Andrew Parker (pictured), WVNET Telecommunications Network Specialist, [andrew@mail.wvnet.edu](mailto:andrew@mail.wvnet.edu)*

**Special Note:** *Andrew Parker (pictured above) recently earned the Aerohive Certified Wireless Administrator and Aerohive Certified Wireless Professional designations (ACWA & ACWP). Aerohive Certified Wireless Administrator (ACWA) is a first level-certification that validates your knowledge and understanding about Aerohive's WLAN Cooperative Control architecture. The ACWA certification test is based on the topics covered in the Aerohive Essentials WLAN Configuration (AEWC) training course. After attending an AEWC class, all students can register to take an online ACWA exam.*

*Aerohive Certified Wireless Professional (ACWP) is the second-level certification that validates your knowledge and understanding about Aerohive advanced configuration, troubleshooting, and WLAN design and integration. The ACWP certification test is based on the topics covered in the Aerohive Advanced WLAN configuration (AAWC) training course. After attending an AAWC class, all students can register to take an online ACWP exam.*

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**Follow-up story (April issue) — "Can You Identify this Man?"** As many of you guessed, it is none other than Dan O'Hanlon. "Dan O'Hanlon, who earned a bachelor's degree from Marquette University Huntington in 1978 as coordinator of the Legal Assistant College. He liked what he found and put down roots. In judge, a post he held for the next 25 years, with the he became one of the most popular public figures in the accepted a job coordinating technology for the West Huntington newspaperman James E. Casto is the author Arcadia Publishing's Legendary Locals imprint delves groups, past and present, who have made a memorable -13 978-1-4671-0033-5 \$21.99 For info: [www.legendarylocals.com](http://www.legendarylocals.com) Newsletter contest winners were the recipients of a WVNET post-it note/flag keeper. Watch for more contests in the future!!



*and a law degree from Arizona State University, came to Program at what was then the Marshall Community 1984, he won election as a Cabell County Circuit Court voters regularly returning him to office. Along the way, community. Retiring from the bench in 2010, he Virginia Higher Education Policy Commission." Retired of five previous Arcadia Publishing books. Each book in into the history of some of the unique individuals and impact on their community throughout its history. ISBN*

**Dan O'Hanlon, Director**  
837 Chestnut Ridge Road  
Morgantown, WV 26505  
304.522.7303  
[dohanlon@mail.wvnet.edu](mailto:dohanlon@mail.wvnet.edu)

**Fran Barnes, Editorial Assistant**  
[fran@mail.wvnet.edu](mailto:fran@mail.wvnet.edu)



**Fran Barnes**



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## CUSTOMER SERVICE SURVEY :)



**Booker T. Walton III**

Very soon, you will see a major change in the way OZ Ticket Emails will be sent out. In addition to the normal ticket information that you have always received, we will now be including a customer service survey with every OZ Ticket. What we are looking for is an answer to a very basic question, "How are we meeting the needs of our most valued possession, you the customer."

While in the past you have been able to give us customer feedback in different ways (phone, within OZ ticket, email), we wanted to provide a way we could track how we are doing quantitatively. Our goal is simple, to continually improve the way we interact with the customers that make WVNET what we are. In a more complex sense though, it's a way for us to track data to see individually, as well as collectively, how we provide for your needs. Positive responses are of course wanted and appreciated, however constructive criticism is also needed to help us improve our processes and have a better understanding of what exactly we need to move our attention towards.

There is also incentive to filling out our surveys. Customers who take the time to provide us a response to the survey will be entered into periodic drawings to win different prizes. It is our way of thanking you for taking a few minutes out of your busy day to give us some helpful commentary on our processes and performance.

Please know that it is you, the customer, that makes WVNET what it is. We promise to strive to continue to give excellent service in the areas we are and also to improve in areas where you may suggest it is needed.

Thank you for your help in this project. We truly appreciate it! *Guest Article by Booker T. Walton III, HDI-SCTL, Customer Service Team Lead, [btwiii@mail.wvnet.edu](mailto:btwiii@mail.wvnet.edu)*

**Special Note:** Booker T. Walton III, (pictured above) Senior IT Consultant at WVNET, recently obtained the HDI Support Center Team Lead (HDI-SCTL) Certification. This certification verifies that support professionals in a team lead or supervisor role possess the fundamental management and leadership skills necessary to provide operational support to the organization and the coaching skills to promote staff development. In addition to hundreds of hours of training and study, Booker passed a national certification exam in order to earn this honor.

## WVNET TRAINING SCHEDULE ARGOS CLASSES

**Class 1: DataBlock Designer - June 11, 12, 13, 2013. Hosted at WVNET in Morgantown.**

Argos "power users" who create DataBlocks and reports (should be familiar with SQL and database table structure). DataBlocks are containers that hold SQL queries, which return data from your institution's data sources. Come ready with ideas for data blocks to use on your campus as these blocks will be made available to your users in the report writers training.

**Class 2: Report Writer - June 25, 26, 27, 2013. Hosted at WVUP in Parkersburg.**

Intermediate users who use pre-built DataBlocks to build a variety of reports (should be comfortable learning new software tools). A report is simply a design structure, allowing a report writer to decide how they're going to display the data returned by the report query.

**Class 3: Report Writer - July 16, 17, 18, 2013. Hosted at SWVCTC in Logan.**

Intermediate users who use pre-built DataBlocks to build a variety of reports (should be comfortable learning new software tools). A report is simply a design structure, allowing a report writer to decide how they're going to display the data returned by the report query.

*The above sessions are limited to a maximum of 30 participants each session. Once we hit this limit, institutions will be notified and will be given the option to participate on a different date, if necessary.*