NETWORKING 101

WEST VIRGINIA NETWORK (WVNET)

HelpDesk

Need Help? Call Now!
304-293-5192
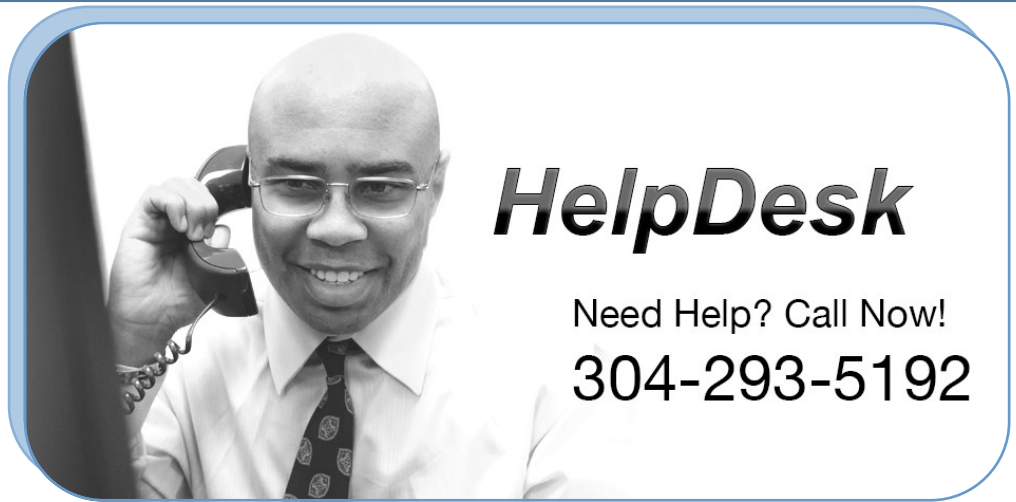
WVNET provides technical support for our customers 24x7x365 —- during snow emergencies, Derecho, institutional outages and others —- we're never closed! Our commitment to customer service is the driving principle that guides each and every one of us at WVNET. Callers may report a problem and/or ask for assistance at any time. In some cases you may be able to find an answer to your question in these on-line information pages. Our goal is to solve your problem and get you back to computing in a timely and friendly manner. Our staff of experts includes: **Booker T. Walton, III**, Supervisor/Senior IT Consultant; **Kimberly Jenkins**, Supervisor/Senior IT Consultant; **Mark Saffron**, Network Operator; **Barry Gregg**, Network Operator; **Anthony White**, Network Operator; **Cory Morrison**, Network Operator; **Michael McDonald**, Network Operator; and **James DuBose**, Network Operator.

For more information try these links:

- OZ—Report a Problem
- Modem Connection Help
- **Web Hosting Information**
- **Vista**
- **Microsoft Software Information**
- **Windows Software Information**
- Email Help
- Contact Us

Services we support include:

- Telecommunications support
- Videoconferencing
- Blackboard student and faculty support
- K-12 email support
- Banner—initial response support
- Dial-up modem users using WVNET dialup
- West Virginia Office of Technology after hours support
- WVROCKS student & faculty support
- WV State Legislature email issues
- RollCall phone conferencing accounts
- Abuse email filtering

24x7x365

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FROM THE DIRECTOR

WVNET has been spending a lot of time lately meeting with the new CTO of K12, Sterling Beane. Sterling is one of those extraordinary individuals who come along once in a very long time. He is brilliant, decisive and relentlessly focused on making things better for students and teachers through technology.

Sterling has spent time with us developing a wireless strategy and discussing how to overcome the "Digital Divide". This is the fact that, especially in West Virginia, kids have access to broadband Internet at school, but not when they go home. Sterling has some truly amazing ideas about how we might extend the high speed school networks all the way to the students' homes. If he is successful in this effort, it could mean the end of children missing a day of school because of a 'snow day'. Now they would simply log in at home and continue their education just like they were at school.

Working with someone who has passion and a vision is exhilarating. Sterling has inspired us to work harder and stretch further to help improve the lives of all West Virginia students. This state is fortunate to have him in a position to make these changes happen as a priority. WVNET values his leadership and will do all we can to make his dreams come true. *(Sterling Beane pictured/seated at right.)*

## HIGHER EDUCATION DAY AT THE LEGISLATURE

Representatives of higher education institutions from across the state came together on February 21 for **Higher Education Day at the Legislature**. This annual event, held in the State Capitol Upper Rotunda, is held to recognize West Virginia's colleges and universities and highlight the far-reaching postsecondary opportunities available across the state. Participating institutions included West Virginia's public four-year and two-year colleges and universities, along with independent four-year institutions. Each campus distributed information and had representatives on hand to answer questions from 8:30 a.m. – 1:00 p.m. **Verne Britton and Karen Saffron (pictured at left) represented WVNET.**

This event was hosted by Paul Hill, Chancellor of the West Virginia Higher Education Policy Commission; James Skidmore, Chancellor of the Community and Technical College System of West Virginia; and Ben Exley, Executive Director of West Virginia Independent Colleges and Universities.

West Virginia's higher education community was also recognized with presentations in the Senate and House of Delegates during morning floor sessions, in addition to a proclamation presentation in the Governor's reception room at 11:30 a.m.

STERLING BEANE VISITS FOR OFFICE 365 PRESENTATION

CTO Sterling Beane (K12) and certain of his staff http://wvde.state.wv.us joined WVNET staff members Dan O'Hanlon, Allen Daugherty, Steve White, Randy Long, Verne Britton and Doug Saunders, and others from Microsoft and Pomeroy on March 14 to explore possible scenarios and strategies for a single ID for WV K12 staff and students. This one day "Identity Architecture Design Workshop" was held at WVNET and included discussion topics such as 4 pillars of identity, authentication, authorization, administration, auditing, SIS & HR system integration, LMS integration, SaaS application integration, extending to the cloud, Office 365, student advantage and ITA academy, partners in learning, introducing Microsoft solutions, dynamic identity framework, Windows active directory, Azure active directory, identity federation with ADFS and Azure AD, Forefront identity manager, and other topics of interest.

West Virginia NETWORK
Enhancing Education through Technology
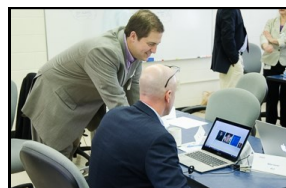
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WVNET RECOGNIZED BY AIR.U

AIR.U is very proud to have partnered with WVNET to accelerate the deployment of next generation networks in educational communities and across West Virginia through the development of sustainable high capacity broadband networks leveraging White Spaces technologies. The first AIR.U network on the campus of West Virginia University was deployed and is managed by AIR.U co-founder Declaration Networks Group, Inc. (DNG) and is connected directly to the West Virginia Network (WVNET) for fiber optic access to the Internet. "**This innovative approach to extend fiber networks utilizing White Space technologies will dramatically increase access to reliable, high speed internet services for WVNET customers across West Virginia.**" said Bob Nichols, CEO of Declaration Networks Group, LLC. WVNET has been acknowledged by AIR.U and Declaration Networks Group with the addition of the official WVNET logo on each of their websites at: http:www.airu.net/ and http://www.declarationnetworks.com/ See related story on page 5 of Networking 101: http://www.wvnet.edu/documents/newsletters/WVNET%20Newsletter%20July%202013.pdf

EMPLOYEE SPOTLIGHT—BEN MAYS :)

Meet team member Ben Mays, Systems Programmer-Lead, WVNET Systems. Ben lives in Morgantown, WV, (Monongalia County) and has worked for WVNET for 9 years and the State of West Virginia for 16 years. Ben has a BS in Computer Science from WVU and initially came on board as a DBA where he worked in the Banner group as well as doing coding and database analysis for the HEFIS project. Ben is now the primary administrator for the storage, backup, and system monitoring systems. He is also a member of the team that manages WVNET's VMware infrastructure, and a member of the Linux support team. He writes software to automate configuration, management, and analysis of various systems at WVNET.

To those that know him, it comes as little surprise that Ben enjoys computers even when not at work. He also does data recovery for friends and family in cases of failing hard drives and storage media, and enjoys PC gaming.

EMPLOYEE SPOTLIGHT—BARBARA LONG :)

Meet team member Barbara Long, Database Administrator-Senior, Administrative Applications. During the course of her information technology career, Barbara Long has overseen and assisted with various Ellucian student information system (better known as Banner) implementations and rollouts. Her in-depth knowledge of the Ellucian Banner and DegreeWorks software has enabled her to develop a unique understanding of the issues that higher education institutions currently face every day.

In 2000, Barbara presented how WVNET supports a student information system in a multi-campus implementation at the annual SIGUCCS, ACM's Special Interest Group on University and College Computing Services, Conference. From her early days as a technical writer/editor at WVNET to her current position of DegreeWorks Project Manager, her commitment to customer service is the principle that has guided her journey at WVNET. Barbara's credentials include a BS in Quantitative Business Analysis and she is currently enrolled in WVU's continuing education project management program. In addition to her work at WVNET, Barbara has held the position of president of the Monongalia County Master Gardeners Organization during 2010 - 2012.