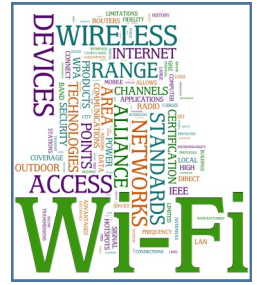# NETWORKING 101

WEST VIRGINIA NETWORK (WVNET)

EWVCTC SIGNS MOU WITH WVNET FOR WI-FI SERVICE

Recently, Eastern West Virginia Community and Technical College (EWVCTC) signed a Memorandum of Understanding with WVNET for Wi-Fi (Aerohive) Service to be provided by WVNET. EWVCTC designated Ron Hamilton to act as the WVNET point of contact regarding the MOU and the administration of this agreement.

Ron Hamilton commented that *"Eastern was using some aging Cisco Wireless Access Points to provide Wi-Fi on campus and several of the newer devices were unable to connect. Instead of replacing the Cisco equipment with more equipment that would be 'End of Lifed' in a short period of time, we investigated using the Aerohive solution. WVNET's Networking Staff answered all my questions quickly, completed the building designs for the main campus to provide coverage in all areas, and provided quotes based on purchasing the equipment upfront or paying for it over time. The second option was most appealing for us. The transition was handled transparently to our users and went flawlessly. We have had the Aerohive solution installed now for a few months and have had no issues with anyone being unable to connect to our Wi-Fi service. We also gained better coverage of our building with the same number of access points we used before. I am very pleased with this service and am in the process of outsourcing other services to WVNET."*

A few words from WVNET about Aerohive... This product line and its array of products offer customers an excellent wireless access (Wi-Fi) solution. Not only does WVNET offer these Wi-Fi products, we manage them for you! *(See guest article in May 2013 WVNET Newsletter by WVNET Telecommunications Network Specialist Andrew Parker here:* http://www.wvnet.edu/documents/newsletters/WVNET%20Newsletter%20May%202013.pdf*)* Aerohive is feature rich and these important features help track down certain problems in seconds rather than minutes. 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. Customers of the service can see how much of your network resources are used for Facebook, YouTube, Netflix, Bit Torrent, or actual work. The setup and maintenance of all Aerohive products is made simple by their management system, HiveManager. This 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 and we build that network policy in HiveManager. In turn, 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. HiveManager is housed here at WVNET; no extra management equipment is needed at your office. WVNET uses HiveManager to maintain your Aerohive equipment and process 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.

WVNET's Wi-Fi team has been trained and certified by the best at Aerohive and has 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. **For more information about Wi-Fi services with WVNET or any of our other service offerings, please check our Schedule of Rates:** http://www.wvnet.edu/documents/WVNET_Schedule_of_Rates.pdf **or contact WVNET Business Manager Phil Snitz at (304) 293-5192 x258.**

Hurry —- It's Not Too Late!! **The West Virginia Statewide Technology Conference (WVSTC) 2014 is being held July 15-17, 2014 at The Waterfront Hotel in Morgantown, West Virginia.** *Margo Day, Vice President, U.S. Education, Microsoft Corp., will serve as the opening session keynote speaker on July 15 at 1:00 pm.* Margo is responsible for the U.S. Education strategy and sales to K-12 and higher education customers across the U.S. and has been with Microsoft since 2001. *Illah Nourbakhsh will serve as the keynote breakfast speaker on July 17 at 7:30 am. He will speak on "Technology for Educational Empowerment."* Mr. Nourbakhsh is Professor of Robotics, Director of the Community Robotics, Education and Technology Empowerment (CREATE) Lab http://www.cmucreatelab.org and head of the Robotics Masters Program in The Robotics Institute at Carnegie Mellon University.

The theme of this year's conference is *Full Steam Ahead!* Over 500 attendees mostly from K12 with a mix from higher education and various state agencies are expected. Participants may choose from a varied selection of 142 concurrent sessions and pre-conference sessions. Pre-conference sessions include: *Microsoft Innovative Educator Program; Microsoft O365 Training; Common Sense Media; Microsoft OneNote and Librarians as Information Superheroes.* Attendees may look forward to spending time with 50+ exhibiting vendors showcasing the latest in their product offerings. **View the schedule and register for the conference at https://conference.wvnet.edu**

W V N E T   N O C   N O W   O N   F A C E B O O K   A N D   T W I T T E R   :)

WVNET's Network Operations Center recently has moved into the social media realm by creating a Facebook and Twitter account. The HDI Team Certified group is attempting to reach out to the customer by giving them more avenues to interact with the Help Desk staff. NOC Manager Booker Walton *(pictured at left)* comments, "*This is another way for us to reach the customer base by quickly disseminating important information, to create interest and bring knowledge on a variety of different computer related topics, and overall to create transparency in everything that we do here at WVNET. I view this as an alternative way to reach large groups of people without them having to place a phone call. Today, people are using alternative forms of communicating rather than just email, and we want to place ourselves now, and in the future, to be able to meet the customer at their desired communication media.*"

You may follow the WVNET NOC Facebook Page at:

http://www.facebook.com/wvnetnoc

And the Twitter Feed at:

@wvnet_noc

If you would just like to get the text message version of our Twitter updates, you can sign up via SMS:

Text *follow wvnet_noc* to 40404. *Standard text messaging rates will apply.*

FROM THE DIRECTOR

As July unfolds, we welcome two new leaders to the West Virginia Education Community: Dr. Michael Martirano and Matt Turner. Dr. Martirano was chosen as our new State School Superintendent after the first truly nationwide search was done for that position. He comes to us with an impressive track record in Maryland for improving test scores and graduation rates. He has a real understanding for the role technology can play in achieving these goals and others.

Matt Turner has just been hired to replace Rob Anderson as Executive Vice Chancellor for Administration at the Higher Education Policy Commission. Matt is a gifted individual who most recently served as Chief of Staff at Marshall University. Prior to that he served several roles in WV state government including acting as spokesperson for Governor Manchin. Matt brings energy, intelligence and vision to his job and I am looking forward to working with him. Please join me in welcoming these two talented colleagues to their new jobs!

DATA ANALYTICS AT WVNET

In continuing efforts to create collaboration and develop a broad use of analytics around West Virginia Higher Education, WVNET continues to sponsor related workshops and training sessions. WVNET is committed to the use of technology and analytics to support and enhance the performance of our students. Established as part of the broader effort to provide support for analytics in West Virginia, WVNET created the Argos opportunity. WVNET has MOU's with four institutions and is working with others to transform transactional Banner data into a data warehouse. Mountwest Community and Technical College was the first of these to work with WVNET. Ten data marts are being developed by WVNET to provide detailed information about student retention, student debt, admissions tracking, program financial profiles, and others.

As part of this ongoing effort, Joe Caserta, President, Caserta Concepts visited WVNET on June 9-12, 2014, to discuss data warehouse/ETL consulting with WVNET's analytics group. *(Pictured above left are Joe Caserta and Dana Keith. Pictured at right are Joe Caserta and the WVNET Analytics Group.)* Upon his return home, Mr. Caserta emailed Dana Keith and made the following comments about his visit, *"…I just wanted to take a moment to thank you for letting me get involved in what I think is a very important project. I take it very close to heart to have the opportunity to use my knowledge to help kids succeed in life and I consider the task of stitching together K-12, Higher Education and Workforce data to provide meaningful longitudinal analytics to improve student outcome a very noble cause! Even though I think we agree we made tremendous progress this week, there is still much work to be done from an overall architecture and framework perspective, as well as just helping hands to get the ETL and reports done …Best regards, Joe"*

WALK 100 MILES IN 100 DAYS

The 2014 Walk 100 Miles in 100 Days Program has concluded with another successful year! Last year, nearly 6,000 employees and family members participated in 248 teams throughout WVU Healthcare. Sponsored by WVU Healthcare, the program's goal is for each team member to strive to walk one mile per day or 100 miles in 100 days (equivalent form of other aerobic exercises also count, 20 minutes = one mile). Team members reported miles walked to their team captain who then weekly updated the team's mileage. Individuals achieving the 100-mile goal received a t-shirt.

Team Captain LaVonne Doljac *(pictured above left)* reported WVNET had 8 people participating in the program this year which started on March 17, 2014 and ended on June 24, 2014. The team's name was "WVNET Walkers." All told, the WVNET Walkers walked **796** miles. **Mike Karolchik** walked the most miles with a total of **173**, followed by **Karen Saffron** with **123**. Some of our walkers walked more than the reported totals but the program had a cap of 12 miles per week for reporting amounts.

Never one to shy away from another project, LaVonne announced a Walking Program for PEIA Pathways to Wellness Pathways Back on Path which is a six-week program to encourage participants to be more active. For PEIA members only, PEIA will provide pedometers and stop by for a visit to kick off the program; related details next issue.