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| ARGOS: The Enterprise Reporting Solution | SNAP SHOT |
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## Encouraging Collaboration with Streamlined Reporting from Argos
### West Virginia Network

### Challenge

The West Virginia Network for Educational Telecomputing (WVNet) is a data center that provides software services to universities, colleges and technical schools around the state. After WVNet implemented Banner by Ellucian® in 2005, its member schools started to work with various reporting systems. Some were using a 3rd party product, while others were writing straight SQL code to run reports. In most cases, the institutions were developing and running their reporting initiatives independently.

Although the individual reporting solutions were giving the schools the data they needed, it was very difficult to collaborate between institutions. It quickly became clear to WVNet that everyone would benefit from using a unified system that could be hosted centrally. In addition, with West Virginia being a small state with more limited resources, a centralized, collaborative reporting solution had the potential to save the member schools money on licensing fees and time on report development.

### Solution

Evisions' Argos Enterprise Reporting Solution had already become the go-to reporting tool at many of WVNet's member institutions, so choosing Argos as the network's primary reporting tool was a no-brainer. Since Argos offered the ability to host the solution centrally on WVNet servers, while allowing licensed schools to access the tool via the cloud, it was a good fit for WVNet's needs. WVNet implemented Argos in April 2012.

Now, WVNet hosts Argos for 14 of the network's 24 member institutions with more planned. The schools—particularly those that had been using straight SQL to build their reports—have dramatically increased the number of reports they are able to produce, all the while saving time and money. For example, Northern Community College estimates that switching to Argos saved the college $10,000 annually, and users have saved countless hours of development time by creating dashboards that combine multiple reports. In one notable case at the school's Office of Institutional Research, an Argos user was able to combine 14 reports into one dashboard.

### West Virginia NETWORK
*Enhancing Education through Technology*

**Institution Information:**

Main Location: Morgantown, WV

Type: Telecommunications and computing services organization for West Virginia colleges and universities

Institutions in Network: 24

Founded: 1975

Note: West Virginia was the first state to have Banner implemented at a college.

www.wvnet.edu

*My staff found Argos very easy to learn and found it helpful that users have the choice of using the query builder or straight SQL code. This assisted with the migration of existing reports and enabled my newer staff to learn the Banner tables easily. The free online training and the ability to download dashboards from the CO-OP are wonderful features. I had a few users who were very apprehensive about the change; however, they are now some of my heaviest users.*

**Pam Woods**
Director of Institutional Research,
Northern Community College

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# Snap Shot: West Virginia Network

## Solution (cont.)

Argos has not only streamlined reporting at member schools, but it has also been beneficial for administrative tasks. At Bluefield State College the staff was able to simplify one of their common administrative tasks using a custom Argos dashboard. The database administrators were able to tie Argos in with several PL/SQL packages to create a dashboard for managing administrative user accounts. From there, the college's Help Desk staff can create accounts, manage user groups and reset passwords from within Argos, which is a big time saver.

On top of saving money and time for WVNet member schools, Argos has created a culture of openness and transparency among its participating institutions. WVNet hosts Argos training sessions a few times a year to bring in administrators and users from schools in its network. Even more importantly, by bringing in reporting staff from multiple institutions, WVNet has been able to foster a collaborative reporting culture across the network. They've seen their member schools start sharing ideas, projects, and even DataBlocks during and after the training session. Now, Argos users, some of whom were entirely new to SQL, are able to build fairly sophisticated reports on their own very quickly.

WVNet achieved the money savings and collaboration they desired by centralizing their reporting, and now looks to further improve their reporting and administrative capabilities.

> *Argos has created a collaborative environment between schools, who are now able to share DataBlocks and resources. People are calling each other. We've got the technical gear in place, so now people can push the envelope because they're challenged by what other colleges are doing.*
>
> **Dana Keith**
> Manager of Applications,
> West Virginia Network

> *We have found that most times, creating reports in Argos has been quicker and more robust than building native Banner reports. Argos has saved our school money by making our reporting more efficient and by putting the tool into our end users' hands, thereby lessening the number of reports generated directly from our office. Argos easily creates professional, detailed reports that would have normally taken multiple steps to implement.*
>
> **Delano Sweeney**
> Database Systems Manager,
> Bluefield State College

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### About Argos

Making sense of all of your data is a necessary and typically painful task. Evisions takes your pain away with Argos, our enterprise reporting solution. You need access to information in order to make better and timelier decisions. Argos provides the insight you need in a single, feature-rich, user-friendly, easily implemented tool. Argos effectively meets reporting needs from simple ad-hoc queries to advanced dashboards and data cubes, while taking the majority of the workload off of your IT department. Argos offers the lowest total cost of ownership with its enterprise license allowing for an unlimited number of users, database types and connections. Evisions focus on the speed and ease of implementations means you can realize the benefits of Argos quickly. With an unlimited number of users, you can roll out all types of reporting to your users without additional cost. Utilizing the Evisions CO-OP User Community, an on-line library that allows Argos users to collaborate and share DataBlocks and reports, you can start reporting out of the box.

For more information about Argos, please visit: **www.evisions.com/argos**

**argos**
Enterprise Reporting Solution

### About Evisions

Evisions has been building great products and delivering fantastic service since 1998. We have always maintained our unique approach to software development and our passion for doing business the "Evisions Way". We look beyond the obvious to find the bigger solution - the one that tackles our clients most pressing needs, both now and well into the future. Everything we do – our research, products, services and support - is geared towards ensuring the success of our clients. We truly believe great relationships make all the difference and that our clients are part of the Evisions team. Over 900 organizations worldwide use our products including ones in Higher Education, Research, Utilities and Government.

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**Note from Delano Sweeney, Bluefield State College, about Argos Snapshot:** *"It was easy to give a glowing review for something that has been so beneficial to our school and I have truly enjoyed working with the product."*

## CUSTOMER SATISFACTION SURVEY

In a previous newsletter, we mentioned that a Customer Survey Program had been started to tell us how we can continue to improve what we do on a daily basis at WVNET.  In conjunction, we have started a monthly giveaway of WVNET-themed memorabilia as a show of our appreciation for the time that you spend in responding.  The response by our customers has been outstanding, and as our Customer Resource Specialist, I take seriously each and every response and try to figure out ways to make our interaction with the consumer more meaningful.

**This month, WVNET would like to congratulate Lisa Owens, from Montrose, WV, for being the winner of our monthly giveaway.**  Lisa, a student taking online classes at Fairmont State, called in with a Blackboard issue for which Senior IT Consultant Kim Jenkins helped her to a resolution.  Lisa, on her experience with our Help Desk, said it was *"The best IT experience I've ever had,"* further commenting, *"I was so impressed with the response and the fact that my concern was addressed so promptly and taken seriously."*  Thank you for the kind comments, Lisa.  The Network Operations Center Staff strives to do just that each and every day.

At the end of every month, we will draw a winner and contact them by email and send them some items in appreciation of their feedback.  Please consider filling out our survey by looking within the incident email of any interaction that you have had with us.  As you can see, we take all comments to heart.  *(Guest article by Booker Walton, NOC Manager)*

## FROM THE DIRECTOR

This month Chancellor Paul Hill and Executive Vice Chancellor Matt Turner came to WVNET for a visit.  Everyone was excited for days about seeing Dr. Hill again and getting a chance to meet the new Vice Chancellor.  The visit went very well and we were able to have a long discussion with them both about the things that are going well and the places where we could use their help. To their credit, both of them have already done things that will help WVNET continue to make progress toward our goal of building a new building and data center after a 39-year wait. Then, we had a lunchtime picnic and great fellowship was had all around. We appreciate them making the trip to Morgantown and are already looking forward to seeing them again soon when they can make it back up.
**Thank you both!**

## DANA KEITH ELECTED TO SERVE AS MEMBER AT LARGE FOR WV ASSOCIATION FOR INSTITUTIONAL RESEARCH

WVNET Manager (Applications) Dana Keith has been elected to serve a two-year term as a Member at Large for the West Virginia Association for Institutional Research.  The West Virginia Association for Institutional Research has been reformed after many years of dormancy and has become a central collaboration of institutional researchers and institutional analysts representing every public higher education institution in West Virginia.                    **Congratulations, Dana!!**
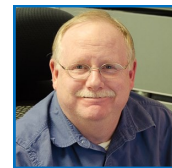
## BARBARA LONG NAMED TO ELLUCIAN DEGREEWORKS CUSTOMER ADVISORY BOARD

Word has been received from Mr. Wayne Holt, Senior Product Specialist at Ellucian, that Barbara Long has been appointed to the Ellucian DegreeWorks Customer Advisory Board serving the DegreeWorks community for a term of one year through June of 2015.  This competitive appointment was based on recommendations from peers in the community, reviews with Ellucian staff with whom she has interacted, and her essay answers to a series of questions that included her vision of how the product should support retention and student success.  Dana Keith (Barbara's supervisor) says, *"WVNET is very proud of Barbara for her appointment.  Equally as important is the support she provides to all West Virginia institutions."*
**Congratulations, Barbara!!**

**Sneak Peak**

# TV White Space Coming to a Holler Near You

BY DAN O'HANLON



ILLUSTRATION COURTESY OF WWW.CARLSON-WIRELESS.COM
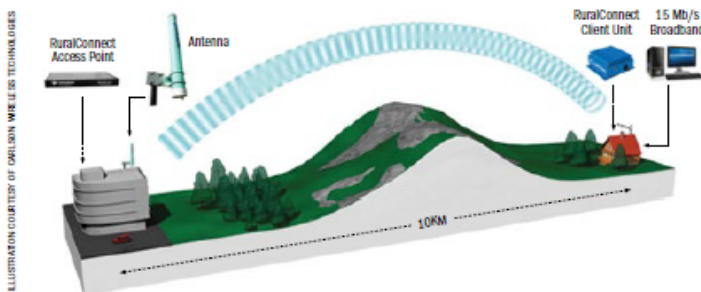
*At the October conference, WVNET, Glenville State College, and DAS Advisers will partner with Create West Virginia to demonstrate TV White Space, the old television broadcast spectrum being repurposed to deliver broadband to the most remote places on the planet. This will give a cross section of creatives in business, education, technology, and community design a heads up, and potentially, an early crack at accessing and gaining some local control of this evolutionary use of a known resource.*

**IN THE 1980s,** Nicholas Negroponte, director of the MIT Media Lab, had a brilliant insight. He realized that we had done delivery of television and telephone service exactly backwards. Phones were tethered to our homes with a massive network of copper wire, while television came over the air through broadcast signals sent from high towers to cover a large area.

The problem was, televisions don't move but people do. With the advent of cellular telephone technology, the transition began to cell towers beaming our calls to wherever we are, and high definition cable TV coming across wires to our TVs.

In the process of television's migration from analog signals broadcast from towers to high definition TV delivered through cable, television stations abandoned the spectrum of frequencies allotted to them—and in this country, controlled by the Federal Communications Commission. Bandwidth, that range of electromagnetic waves that once made watching broadcast TV possible, suddenly opened up all over the world.

This bandwidth, often referred to as white space, could be extremely valuable to commercial telecommunications companies, as it represents another delivery option for telephone and Internet services, especially in rural areas. The huge advantage is that the signal is delivered through the air, not via copper wire or fiber optic cable, either of which is expensive to install.

The telecoms have pressed the FCC hard to auction these frequencies in the same manner as the commission once did to television companies. Instead, the FCC has encouraged communities and universities to experiment with now vast amounts of white space, where lower frequencies allow broadcast signals to travel further, and penetrate obstacles such as brick walls and aluminum siding. Some call it Super Wifi, but that's misleading, because it doesn't really use wifi technology.

Unlike the wifi you get at the corner coffee shop which ends as soon as you leave the store, white space fills the air for six miles in every direction, like the old TV signal that came via antenna into your living room.

West Virginia's Senator Rockefeller, chairman of the Commerce Committee which has jurisdiction over the FCC, has been a strong proponent of these public service experiments. In 2012, he sent a major white space technology company to me at WVNET, the State's Internet service provider, to try an experiment in Morgantown. Working in partnership with West Virginia University, we successfully deployed white space radios on top of the Engineering Building. We also placed them in the Personal Rapid Transit stations that carry students and university personnel between campuses.

It works!. Riders on the PRT can log onto free TV white space broadband that is seamless throughout the commute between campuses. That makes WVU the first college campus in the United States to successfully install white space technology.

Now WVNET is pursuing several more TV white space deployments around West Virginia. In partnership with the City of Huntington and Marshall University, we are bringing free white space to the downtown area. Huntington has plans to offer it citywide within two years. Further, WVNET is partnering with the State Department of Education to deliver white space broadband to every K12 school in the state.

This summer, we have launched two TV white space pilot programs. The first, in Cabell County, will put TV white space on school busses from Milton Middle School to Salt Rock, routes that have the longest travel time. The trips take almost 45 minutes, ample time for riders to make use of the Internet. The second pilot will serve Clay Battelle High School, the most rural school in Monongalia County. WVNET will put TV white space radios at the school and also in the homes of ten students who don't have access to affordable broadband. This will allow them to access flipped classroom videos, content posted by their teachers, and many other educational resources currently unavailable to them at home.

This will help realize Senator Rockefeller's vision that "last mile wireless" would be a key component in overcoming the digital divide in West Virginia. We are also exploring partnerships with Microsoft, Google and another major TV white space company to bring this cutting-edge technology to the furthermost regions of West Virginia. Who knows? Maybe some kid riding a school bus today in West Virginia could be tomorrow's tech billionaire.

*For 10 things you need to know about TV White Space, visit http://www.techrepublic.com/article/white-space-the-next-internet-disruption-10-things-to-know/*

The Gilmer County Recreation Center, about two miles from downtown Glenville, is the site where TV White Space will be demonstrated at the Create West Virginia Conference. The facility is likely to appeal to young conference attendees, as camp-style accommodations are as little as $5 per night for tents, $20 per night per dorm bed, or $50 per night for a three-bed room with bath. TV White Space technology will provide camp-wide no cost, password free Internet connectivity via airwaves.



Huntington Quarterly magazine describes Judge Dan O'Hanlon as a chess champion, wine connoisseur, beekeeper, tech wizard, power broker, and respected circuit court judge, who, in 1985 when he was elected to the bench, was the youngest judge to serve in the history of the state. He now serves as vice chancellor for technology for the West Virginia Higher Education Policy Commission. He chalks his good fortune up to making the right decisions early; adding that getting to West Virginia as quick as he could was one of them.

**"We are excited** about the potential of white space technology," says Jon Cooper of DAS Advisers, the company that is consulting with WVNET on the Glenville installation project. "It has many potential applications, especially in the hilly terrain of West Virginia where signal reception is often difficult. Every project yields more information that's invaluable in further developing it," he explains. "The coverage area of our signal will be omni-directional, but converters are still required to use that signal as common wifi. We will have those converters in place at the Gilmer Recreation Center, so everyone staying or visiting there during the conference will be able to get basic Internet access."

Cooper, a graduate of West Virginia Institute of Technology, will present a session on TV White Space in the technology track at the Create West Virginia Conference in October. His 27-year career in radio signal technology has taken him around the world and has brought him back to West Virginia.

With the recent attack on Apple's iCloud and the subsequent breach of data from iCloud which was then proliferated across the web, this is a good time to discuss a few helpful hints to avoid being the victim of such an attack. As Mikko Hyponnen of F-Secure labs discussed in their 2014 threat report, many of these users first created their iTunes account 10 years ago when they had an iPod and simply wanted to buy and download music. This account then became the basis for all of Apple's products and many people use their primary email address to create their account. Our email addresses are not a secret item as we may have them on our Facebook page, LinkedIn, Myspace, etc. where it is publicly available. That then just leaves the password as the secret to login to an Apple account (or many other types of user accounts). Currently, with iCloud, you do not even need to know the password to get into the account, which after gaining access, the attacker can change the password thus locking the user out. To accomplish this, according to a *Washington Post* article on September 3, an attacker needs to know the email address, birth date, and security questions on the account. Due to the nature of many sites' security questions, it is very easy to mine this data off of social media sites and/or by socially engineering the target themselves, both of which prove to be trivial hurdles regardless of the vector used to gain this information. Since we here at WVNET want to promote education and help our readers and users better protect themselves, we would like to offer some suggestions to help with passwords.

Passwords and user accounts are only as secure as we make them. Many of us like to use significant names, dates or the like to create a password so that it is easy to remember. This practice may make it so users can remember them more readily, but it also makes it easier for an attacker to guess. The attacker will use methods to enumerate and footprint their targets and their target's user account information. A good recommendation that was presented by John Strand of Black Hills Information Security is to pick a seed password, something that is easy for the user to remember, but has no relational value (i.e. personal data) and then append to that a series of letters or a word pertaining to the login the password is for. For example, one may enjoy eating buffalo wings, so they could do a little manipulation of the word buffalo to make it buff@l0 and then add the site name. For the sake of this article that could simply be buff@l0apple, and then repeat this process for all other sites for which the user has registered. The other positive aspect of this method is that it lengthens the password, which despite the headaches it may bring in recollection, is a great defense for protecting oneself against a brute force attack. Brute forcing, for those who may be unfamiliar with the term, is the notion of just trying every password in a dictionary to try and get into the targeted account. It has been shown that a standard 8 character password can be brute forced in less than 5 minutes, whereas, a 13 character password would take hundreds of millennia to crack. Another option, of course, is password manager software, which can store all of your various passwords in an encrypted folder and then the user only needs to remember one password to unlock all passwords. I would recommend doing some research on these as the encryption has been proven to be weak in some distributions.

In summation, be smart about your online activity and how you setup user accounts for various services you wish to access. Don't allow yourself to use the same password across many different sites, and I personally recommend using separate passwords for banking and email than other sites to mitigate the damage should an account be breached. I cite as an example the case of Aaron Burr and HB Gary where thousands of corporate emails were compromised because Aaron's twitter password was the same as his email password. Another great recommendation that came from the F-Secure stream was to consider the idea of using a separate, brand new account for creating profiles for Apple, Android or other accounts one wishes to keep secure and to not use that email anywhere else. I know from personal experiences that I keep a Gmail account as my "spam" box for sites that require an email address, but are not of the same echelon as banking, email, etc. In closing, please follow the WVNET Network Operations Center (NOC) on social media and let us know what you thought of these helpful tips.

Stay tuned, with *Cyber Security Awareness Month* coming in October, we should have more tidbits of information to keep you safe and sound when using the internet.

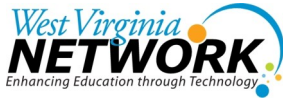*(Guest article by NOC Employee Tony White)*

**Follow the WVNET NOC Facebook Page at:**
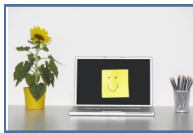http://www.facebook.com/wvnetnoc
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# WEST VIRGINIA HIGHER EDUCATION TECHNOLOGY CONFERENCE

**West Virginia Higher Education Technology Conference (WVHETC) 2014** will be held October 27-28, 2014, at The Waterfront Hotel in Morgantown, West Virginia. This annual conference brings together higher education, K12 and state agencies for a common purpose, that of embracing new ideas, developing new insights, and designing new approaches to help move education forward in the state. The conference starts on Monday, October 27, with the opening keynote luncheon and ends on Tuesday, October 28, with an exhibitor reception beginning at 3:00 pm.

Paul Garnett joins the list of speakers for this important event. He is a Director in Microsoft's Technology Group, where he focuses on promoting higher-bandwidth, more efficient and ubiquitous spectrum-based broadband connectivity. Paul has also supported Microsoft's Mobile Business on various business and policy-related activities. He has been instrumental in the development of TV White Space technology, which has been used to bring broadband Internet to rural areas of Ghana, Kenya, Malawi and Tanzania.

Paul Garnett

Attendees who register and pay in advance may choose to participate in any of the following three pre-conference training sessions: Blackboard System Administrator, DegreeWorks, and e-Tech Teach and/or a post-conference session on IT Academy Workshop. We're expecting two hundred or more participants this year for the return of this important higher education technology conference. Fifty-plus concurrent sessions, tantalizing and plentiful regional cuisine, the latest technological advances to be demonstrated by thirty-plus exhibitors, and networking with educators from all over the State of West Virginia will be just a few of the opportunities available to attendees. **Early registration ends Monday, September 29. Early registrants will receive a free t-shirt if paid registration is received before the deadline. For more details, visit the conference website: wvconference.com**