

Networking 101

West Virginia Network (WVNET)



oneTAP – Accept Bids Electronically

WVNET works with a variety of vendors to obtain the best possible prices for computer resources. This is accomplished by an RFP/RFQ/Bid process. In the past, vendors have sent bids to us as printed documents in a sealed envelope that is secured until the bid closing date. On the closing date bids were opened, and the winning vendor was awarded the contract.

Since we are an Information Technology agency dealing with computer-based solutions every day, the bid process via paper seems a bit outdated. In recent years West Virginia began allowing bids to be submitted electronically within the state. WVNET has created an on-line application to allow posting of RFPs and RFQs to which vendors may respond by electronically uploading a bid. WVNET's electronic bids app is called **oneTAP**, in reference to the procedure at auctions where an auctioneer taps the gavel one time to award a bid.

In **oneTAP**, any institution can create a presence and post RFPs and RFQs available for bidding. Anyone can view the requests, and if they create a login to the application they can upload a bid. A bid submitted to the application is encrypted and stored in a secure area that is not accessible to anybody except for the person who submitted it. The bid remains secured until the closing date, at which time it can be read by the institution who requested it. After evaluating all submitted bids, the institution can award the contract to a bidder and this result will be shown in the system.

oneTAP keeps requests and bids available on-line indefinitely until the institution archives them. Even after archival, the information can still be retrieved as needed in the future.

oneTAP is available from WVNET as an on-line subscription service. For more information, please contact Mike Karolchik at 304-293-5192 x284 or mike@wvnet.edu.

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Dan O'Hanlon, Director

From the Director...

This will be my final Director's Column. After almost 8 years as Director of WVNET, I have decided to retire effective June 30th. I turned 70 last month and just decided it was time. I got my first job as a paperboy when I was 8 years old, and I decided 62 years working was long enough.

I have enjoyed every minute of being at WVNET. The people here are so smart and work so hard to make things work in our schools, colleges and elsewhere that it is a joy to work with them.

And we have survived several attempts to take us over or merge us with someplace. We do well on our own. What you may not realize is that WVNET was the very first statewide Regional Education Network in the country. We beat New York by about 4 months in 1975.



Matt Turner (left) with Dan O'Hanlon

We have been serving Higher Ed and the K12 schools plus all the other state agencies and libraries ever since. In fact, representatives from WVNET actually helped design the original internet!

So, WVNET will go on without me and do its usual fine work for all our customers. It will innovate and bring the latest and best technologies to our schools and our other customers. Life will go on for them as it will go on for me. Thanks for the time I was here, and good luck going forward to one and all.



Dan O'Hanlon—Lola Fincham
Retirement June 2018

WVNET WEBSITE GETS A MAKEOVER

by Bradley Smoak, Web Developer, ADA Specialist

West Virginia Network is very excited to unveil its newly-designed website, now live at <http://wvnet.edu>! Our new site uses a custom-built theme on the WordPress CMS platform and was developed from scratch by our in-house Web Team. The new design is meant to be more attractive to visitors, making pertinent information clear and readily available to all.

The new face of WVNET features easy access to our 24/7 Help Desk, clear and vibrant descriptions of our many professional services offered, an interactive Schedule of Rates, as well as a new "Distance Learning" section, which highlights each of our valued online education departments, with latest news/updates and contact information for each made easily accessible. See more at <http://wvnet.edu/distance-learning>.

Speaking of accessibility, our new site has been optimized for all visitors, and is constantly being monitored to verify compliance with WCAG 2.0 standards set by the W3C in accordance with the Americans with Disabilities Act. We are striving to set an example when it comes to digital accessibility, and are happy to offer our knowledge and assistance in making sure that your online content is compliant as well. Please visit: <http://wvnet.edu/services/ada-compliance> for more information.

We invite you to visit, take a look around, and explore all of the exciting services and solutions that WVNET has to offer!

CUSTOMER SATISFACTION SURVEY WINNER

During the month of May 2018, the Network Operations Center logged a **phenomenal 843 tickets!** The WVNET Help Desk and Network Operations Center strives to develop and operate a professional, 24-hour-a-day, technology savvy Help Desk that is efficient in meeting our customers' needs. WVNET offers you an exceptional team with a strong customer service orientation.



Our highly regarded Help Desk staff responds to a variety of requests from users statewide. Many Help Desk operations are little more than regional call centers in distant cities, relying on scripts and one-size-fits-all responses to allow entry-level personnel to deal with calls. *The WVNET Help Desk is staffed by experienced professionals who are allowed to focus on resolving problems successfully rather than on minimizing the time for each call, as is commonly emphasized in commercial Help Desk operations.*

WVNET's Help Desk leverages the specialized skills of the WVNET technical staff to offer a level of service that is not fiscally possible for most of the institutions. *For instance, the individual institutions cannot afford to hire the same level of expertise in many areas such as Blackboard, Oracle, Banner, communications, and operating systems, just for their own needs.* WVNET can provide these capabilities from a central location and is able to provide a single point to log statewide problems, trace problems until they are resolved, and provide the expertise to resolve these problems.

NOC staff members strive to obtain better efficiencies for the state through their Help Desk services, provide a culture of on-line based remote support, offer integrated PC-support services, ensure remote 24-hour server and network monitoring, all while accomplishing service offerings through its HDI award winning status.

Please look within the incident email of any interaction that you have with us and complete our *Customer Satisfaction Survey*. At the end of each month, we will select a winner, contact them by email, and send WVNET memorabilia in appreciation. We rely on your personalized comments to improve what we do on a daily basis. We greatly appreciate each and every one of our customers who continue to help us cultivate our Network Operations Center' services.

(Article by WVNET staff member Fran Barnes)

WVNET NOW OFFERING BLACKBOARD LMS SERVICES

by Harmony Garletts



WVNET is now offering Blackboard Learning Management System services for K12 institutions across the state.

Blackboard enhances K12 learning through online course management, customizable content. The K12 Blackboard LMS service helps schools reduce paper costs and create reusable subject matter with powerful content management tools. The new service offers customizable content to fit a variety of lessons and delivery methods including blended/flipped classroom structures.

Through the Blackboard LMS, students can access course materials and complete assignments on snow days while parents can stay informed with classroom/grade notifications for students. Plus, it is hosted right here at WVNET.

The K12 Blackboard LMS also features custom integration with WVEIS, and an attendance-tracking tool (coming soon). Blackboard boasts a mobile app to engage active learners where they are, as well as an instructor app to allow teachers to access their classrooms from mobile devices and a grader app that allows teachers to grade lessons on the go.

WVNET offers 24/7/365 Help Desk Support for teachers, students, and parents as well as a variety of technical support and on-site training for faculty and staff.

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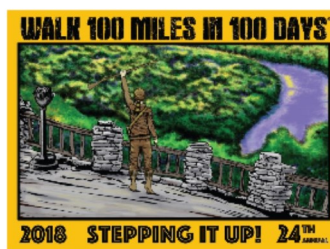
YEARS OF SERVICE TO WVNET



Several WVNET staff members were presented with **Years of Service to WVNET** awards at a meeting of the general staff on June 14, 2018, *left to right*, Steven White (6 years), Kim Jenkins (28) *{front row}*, Russell McCormack (5) *{front row}*, Chris Freeman (19), Roman Chuby (37), Ben Mays (12), Verne Britton (32), James DuBois (5), Cory Morrison (5), Mike Karolchik (38), Yvonne Howdershelt (20), Annette Dick (19), and Allen Daugherty (42). *Not pictured*: Lola Fincham (7), Mike McDonald (5), Dan O'Hanlon (7), Ron Hamilton (6), Donna Meadowcroft (6), Bob Roberts (6), Mary Stewart (6), George Tilko (12), Greg Kidder (15), Libby Cress (19), Frank Seesink (19), Dianne Sisler (20), Dave Watson (20), Jason Chastain (26), Barbara Long (33), Fran Barnes (34), Marcie Merrill (36), Randall Long (37), Karen Saffron (39), and Jerry Burchard (40).

(Article by WVNET staff member Fran Barnes)

WALK 100 MILES IN 100 DAYS



April 16 – July 24, 2018

The *Walk 100 Miles in 100 Days* annual walk began on April 16 and will end on July 24. WVNET staff member Karen Saffron collected completed Registration Forms and provided participants with individual mileage forms. WVNET has 10 participants (8 employees, 1 spouse, 1 former employee). Total miles walked to date is 1645.80 miles!

More info: www.wvumedicine.org/thewellnesscenter

(Article by WVNET staff member Fran Barnes)