



NETWORKING 101

FEBRUARY 2019

Volume 9 - Issue 2

- HE Day at the Capitol.....1
- NOC Update.....2
- WVU Career Fairs.....2
- New NOC Employee.....2
- Distance Learning
Training Requests.....2
- Update on Banner 9.....3
- WVNET Email Security
Gateway.....3
- Augmented Reality
Technology.....3-4
- Years of Service to
WVNET.....4

WVNET Attends Higher Education Day at the Capitol

On January 28, a team from WVNET attended Higher Education Day at the West Virginia State Capitol in Charleston, WV. This annual event provides an opportunity for higher education institutions to interact with state legislators and each other. Due to ongoing construction at the capitol this year, there was no space for tables and displays. Our team used the opportunity to visit the offices of many senators and delegates, delivering information about WVNET’s extensive impacts on higher education, K-12, government and non-profit agencies. We also met some of our colleagues from higher education institutions as we attended proclamations in both the Senate and House Chambers. Thank you to everyone who met with us at this event – it was wonderful to see you!



Karen Saffron, Harmony Garletts, Senator Bob Beach, and Mike Karolchik



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STRATEGIC MILESTONE UPDATES

Network Operations Center

—Kim Jenkins, WVNET Operations

During the month of January 2019, the WVNET Network Operations Center logged a phenomenal 1,210 tickets and calls. Please remember the WVNET Help Desk is local and available to serve our customers 24/7/365. You may contact us at 304-293-5192, or connect on the web at wvnet.edu.



DLES Team Represented WVNET at WVU Career Fairs

Members of the Distance Learning and Educational Services (DLES) team represented WVNET at the Statler College of Engineering and Mineral Resources Career Fair on January 30, 2019, and the WVU Career & Internship Fair on February 13, 2019, at West Virginia University. Though it was cold outside, we had the opportunity to meet future web developers, software developers, computer engineers and telecommunication experts inside. The event garnered much interest for WVNET and our internship opportunities as well as full-time employment. Employment opportunities are posted on our webpage.



Welcome NOC Operator Cassie Dawson

A native of Morgantown and Morgantown High School alumnus, Cassie went to West Virginia University for her bachelors in Business Administration and World Languages with emphases in accounting and Spanish, respectively. Cassie spends her free time coaching a high school debate team, “developing” her photographer’s portfolio through professional, pet, event, and landscape photography, and participating in local chorale and theatre groups. Welcome, Cassie!



Distance Learning Training Requests

—Harmony Garletts, WVNET Distance Learning Team Lead

The Distance Learning team at WVNET provides training for a variety of services that we host and support locally. Trainings are personalized and designed to fit your needs exclusively. In the past, we have handled these requests through email or phone calls, but quickly realized there is room for improvement in this process. So, we have created a Training Session Request link on the Distance Learning website (<http://wvnet.edu/distance-learning/blackboard/>)



The Blackboard support team provides training for system administrators, as well as faculty and staff at your institution. We offer six hours of training per semester in a variety of ways that include: on-site, remote, or on-demand training. The training request form allows us to tailor your session to meet your requirements, and also provide details about the location, equipment, skill levels, and topics. We hope that you take advantage of this tool and look forward to the opportunity to work with you in the future.

TRAINING

[Click here to request Blackboard training.](#)

Update on Banner 9

--Dianne Sisler, WVNET Banner Team Lead

It's hard to believe we are on our ninth version of Banner! It seems like only yesterday, although it's closer to 30 years ago, that Banner 2.0 was a brand new thing. Does anyone remember what a pre-GUI Banner form looked like?



With each new iteration of Banner, we start with the anticipation stage and quickly move into the frustration stage because nothing seems to work the way it did in the last version, then we finally work the bugs out and get accustomed to the new way of doing things. We're reaching the point with Banner 9 where "the new is wearing off," just like we did with Banner 2 through Banner 8.

The move from Banner 8 forms to Banner 9 webpages has been quite an adventure. We've worked around hurdles and gotten somewhat settled into a new routine as far as upgrades and support. While the pages look a little different to those of us on the functional side, the bigger changes were behind the scenes. We thank WVNET Systems staff for getting that done.

WVNET Email Security Gateway —Randy Long, Systems Team

An email security gateway monitors inbound email messages for spamming SMTP servers, messages with malware, spam or phishing attempts, and infected attachments. It then prevents these messages from being delivered.



WVNET provides email filtering for its employees and offers this email filtering to customers as a service. We use a commercial product called DefenderMX. The software is configured on a clustered virtual server infrastructure reducing single points of failure and adding failover functionality.

Here are some useful features of DefenderMX:

- Centralized Logging and Reporting Using

ElasticSearch

Problem resolution time has been decreased with the addition of log tools utilizing ElasticSearch. If desired, customers can have access to the logs for their domains.

- Simple Spam Training

Customers who receive spam that wasn't detected by DefenderMX can forward the mail to DefenderMX so that the message is added to the spam database.

- Informed Sender Description

Recipients of messages with spoofed senders are alerted.

- Anti-Spam Filtering Agents

Defender MX utilizes DSPAM (an advanced Bayesian spam filter) and MessageSniffer (a very fast commercial anti-spam engine capable of classifying millions of messages).

WVNET customers running Office 365 can enhance the basic spam and anti-virus service provided by Microsoft. DefenderMX provides email protection similar to **Microsoft's Advanced Threat Protection service** at a reduced cost.

Augmented Reality Technology

—Randy Long, Systems Team

Augmented reality brings elements of the virtual world into the real world, enhancing the things we see, hear, and feel. While virtual reality immerses the user in a digital world, augmented reality overlays images and data into the user's view. Everyone from tourists, to soldiers, to someone looking for the closest service station can now benefit from the ability to place computer-generated graphics in their field of vision.

Augmented reality might change the way we view the world -- or at least the way its users see the world. Picture yourself walking or driving down the street. With augmented-reality displays (we can leave the design to your imagination... let's hope for a big improvement on Google Glass), informative graphics will appear in your

field of view corresponding with whatever you see. The display will be refreshed continually as it follows the movements of your head.

Apple Inc., seeking a breakthrough product to succeed the iPhone, aims to have technology ready for an augmented-reality headset in 2019 and could ship a product as early as 2020.

<https://www.theverge.com/2017/11/8/16622802/apple-ar-headset-augmented-reality-plans-rumors-2019>

Until technology reduces in size to make wearable options convenient and performance increases, some suggest that augmented reality will first become mainstream in the automotive industry. It's easy to see why navigation and geolocation information that doesn't cause driver distraction will be adopted. Automotive augmented reality could use a combiner glass with a holographic film on it, which works as a lens and reflects only certain wavelengths. People will look through the combiner glass in front of the windshield and see the projected video or interactive interface. Imagine vehicles without side and rear-view mirrors. No more blind spots.

Many things such as appliances, cars and TVs are already connected to the Internet. Someday, a stream of personalized information will follow you everywhere. Your refrigerator will suggest a wine to pair with the pasta that's cooking on your stove (which will transmit the cooking timer information to your phone).

Years of Service to WVNET

—Fran Barnes, Editorial Assistant

WVNET has an exceptional technology-savvy team with a strong customer orientation. We're happy to acknowledge the fact that these staff members have reached significant milestones in their careers with us during February 2019:

February 2019

Mike Karolchik – 39 years

Annette Dick – 20 years

James DuBois – 6 years

Mike McDonald – 6 years

Chevee Dodd – 1 year

Zack Smith – 1 year

