

West Virginia **NETWORK**

Connects West Virginia to the World



FROM THE DIRECTOR



As the new Director of the West Virginia Network (WVNET), I am honored to be joining an organization of talented and dedicated professionals focused on helping West Virginia use technology effectively and efficiently. As part of the West Virginia Higher Education Policy Commission, our primary focus is on education. We provide colleges, universities, and K-12 schools with a technically-advanced data communications network that connects West Virginia to the world. WVNET also provides a wide variety of services to our user communities, from computer applications that expedite operations and improve workflow, to cyber security programs that protect the state against computer viruses and email spam, to group purchasing programs to reduce costs and save taxpayer dollars.

The state of West Virginia is proud to be home to some of the nation's largest and most respected higher education institutions. We partner with international organizations like Internet2 and The Quilt to provide global access to world-class research for our colleges and universities. As an educational entity, WVNET helps K-12 schools, public libraries, and local governments save money on their technology purchases. Through our cooperative purchasing agreements, we can extend significant discounts to these public organizations. Finally, we provide all of our users with unrivaled customer service, ensuring they receive the best and most reliable technology support possible.

One way or another, WVNET touches every person in West Virginia. We are a faithful steward of the public funds entrusted to us. We make computer technology work for all of us.

We are more than just a computer network – we are the future of technology in West Virginia.

Dr. Carl R. Powell

Director, West Virginia Network



Our Mission

In response to legislative initiatives and customer needs, WVNET delivers **effective, reliable**, and **efficient** communications, applications, and technology services to West Virginia higher and public education, state agencies, government, and non-profit organizations.

Our Vision

WVNET takes the lead in providing quality technology services and support to the citizens of West Virginia. WVNET supports and promotes the missions of its member institutions by providing telecommunications capabilities and enhanced access to resources and programs for their supported communities. WVNET will provide such access through the effective use of the appropriate information technology networks at a cost affordable to its users.

Our Values

- **Education:** self-actualization, workforce development, and the foundation for sustained economic development through accessible workforce training, distance learning, and shared educational resources.
- **Customer focus:** prizing customers' trust, understanding their needs, and adopting their priorities and maintaining timely, efficient, and transparent communication at all times.
- **Professionalism:** integrity, excellence, personal and professional ethics as well as personal and professional growth.
- **Collaboration:** respect for differing opinions and priorities, establishment of mutually rewarding partnerships, and responsibility and accountability to our customers.
- **Leadership:** equity, accountability, creativity, adaptability, dedication, and imagination.
- **Innovation:** creative solutions, develop opportunities, eliminate obstacles.
- **Results:** action over activity, function over features, development over change.

WHAT WE DO



WVNET powers organizations and institutions in **every** corner of West Virginia.

Every West Virginian — in every county, every community, and every home — benefits from the work of the West Virginia Network for Educational Telecomputing (WVNET).

WVNET connects K-12 schools, higher educational institutions, libraries, state and county government, and various not-for-profits to the Internet and the rest

of the world through our state-of-the-art network and telecommunications expertise. Our team of dedicated IT professionals provide guidance and training to educators and staff in higher education and K-12 schools. Our research and development of software, tools, and systems address problems and tackle challenges that are unique to West Virginia's public institutions and not-for-profits.

STATEWIDE IMPACT

WVNET's statewide services are used throughout West Virginia in higher education, K-12 schools, state and county government.

High-speed internet connectivity to every school, library, county courthouse, and state organization.

Robust issue tracking and project collaboration system (OZ)

Web and mobile design and development

Secure hosting and server administration

Domain name registration and management

Email hosting and administration

Virus and spam filtering for email

Email list management (LISTSERV®)

Conference planning and management services

Software and application design and development

Enterprise IT purchasing services and expertise

Information security and firewall protection

Disaster recovery services

HIGHER EDUCATION IMPACT

Learning management systems that allow courses to be delivered online to any student regardless of location (Blackboard)

Student information systems that track grades, transcripts, financial aid and more (Banner)

Student progress and advising tools (DegreeWorks)

K-12 IMPACT

Professional learning and development system that allows teachers, staff, and administrators to track, audit, and approve training hours (PLAD)

Secure biometric student tracking systems (gatekeeper)

STATE AND COUNTY AGENCIES AND NON-PROFITS

Tracking tools for public service training classes, students, instructors, enrollment and certifications (PSTachio)

Healthcare record-keeping tools that allow health professionals keep track of records dietary forms and other protocols to ensure better and efficient patient care (FormTrak)

EDU Status

WVNET received our domain designation in the EDU status many years ago; currently this domain status is reserved for only United States affiliated institutions of higher education. When obtaining an enterprise license for products such as Blackboard and Banner, this EDU status avails us to greatly reduced license costs generally not available to government or commercial agencies and we are able to pass those savings onto our customers.

Cybersecurity

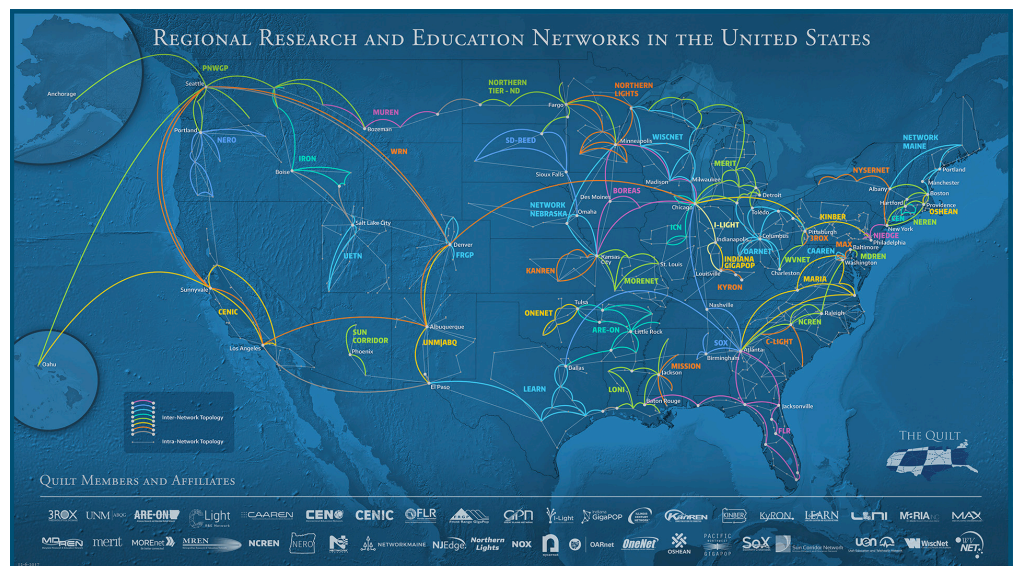
WVNET works to make West Virginia a safer place. Our DDOS mitigation service ensures a secure network. We participate in the Local and State Government CyberSecurity Partnering Workshop.

WVNET is also embarking on a partnership with the NSF Cybersecurity Center for Excellence for an NSF Grant. Led by the Indiana University Center for Applied Cybersecurity Research and including NCSA/UIUC, University of Wisconsin, Oklahoma State University, LBNL, and PSC/CMU as institutional partners. Under the direction of this grant, WVNET staff will be trained in Cybersecurity for Research and training materials will be provided to be used to train our customers in a train the trainer model.

We also partner with MERIT, our sister organization in Michigan, to work with high school students and the Cyber Range Competition. In this competition, teams of high school students compete in the finals of the Cyber Challenge, gaining an in-depth knowledge of cybersecurity.

WVNET and The Quilt

In 2012, The Quilt, the national coalition of advanced regional networks for research and education, welcomed WVNET as a member. WVNET joined 29 other regional and state networks from around the country participating in The Quilt.



Participants in The Quilt provide advanced network services and applications to over 200 universities and thousands of other educational institutions.

WVNET's next five years will focus on creating opportunities to bring our constituents together. We will continue to host and organize state-wide meetings, work groups, events and conferences like the West Virginia State Technology Conference. These efforts will advance our focus on bringing people together to explore needs, encourage dialogue, engender ideas and problem solving, and foster cooperative efforts to maximize efficiencies and cost savings. Our role is to apply our networking strategies to steward relationships that lead to further collaboration and partnerships with WVNET and beyond.

WVNET will help lead the state in cybersecurity education. As part of an NSF grant and partnering with the University of Indiana, WVNET will participate in train the trainer programs on cybersecurity, which will then be implemented statewide.

WVNET is also committed to a strong infrastructure. Our network redesign project is underway and will improve high speed connectivity for our customers.

We continue to strive to maintain transparency in all of our transactions. Problem resolutions are archived and searchable in the Oz Problem Tracking System. All financial audits are publicly available on the Higher Education Policy Commission's website. All service rates are published on WVNET's website. Rate changes and/or new rate structures are vetted with current customers, whenever possible, before they are implemented. New service rates are carefully vetted by the quality management team overseeing that service area. WVNET's internal committee structure dually function as quality control teams. WVNET will continue to provide cost savings solutions to the state of West Virginia.

*“WVNET has been a reliable and trustworthy partner of our organization for many years. They have provided us affordable services ranging from internet access and fiber circuits to technical assistance. Their helpful and technically advanced staff have made our partnership both hassle free and successful. The live legislative floor sessions and even our flagship program **The Legislature Today** benefit from the use of WVNET fiber lines. We look forward to continuing this valuable relationship well into the future.”*

- Chuck Roberts
Executive Director and CEO of
West Virginia Public Broadcasting

West Virginia **NETWORK**

837 Chestnut Ridge Rd.
Morgantown, WV 26505

304-293-5192

vvnet.edu

Follow us on social media:



twitter.com/vvnet



facebook.com/westvirginianetwork



instagram.com/westvirginianetwork