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West Virginia Statewide Technology Conference 2021



WEST VIRGINIA STATEWIDE TECHNOLOGY CONFERENCE

WVNET and our K12 and government partners held the first West Virginia Statewide Technology Conference since 2017 on July 12-14th. This year's conference was held virtually using the Hopin platform. This year's conference strongly focused on lessons learned during the pandemic, but there were also a wide variety of roundtables, poster sessions, regular sessions, as well as sponsors and vendors to interest this year's virtual attendees. WVNET would like to thank the conference committee and all who worked so hard to make this year's conference a success. We are looking forward to a face to face conference for 2022. More information on next year's conference will be coming soon!

WEST VIRGINIA STATEWIDE TECHNOLOGY CONFERENCE
VIRTUAL CONFERENCE
July 12-14, 2021

105
speakers

72
sessions

176
attendees

49
Expo booth visitors

44
Expo booth interactions

Top Areas by Attendees

- 123 MainStage Closing Keynote-Empower Your Student with Voice and Choice
- 69 Networking
- 59 Opening Keynote with ALEC Courses
- 45 WVNL Designing Online Courses to Increase Retention
- 38 First2 Networks: Building and Improvement Community for STEM

Top areas by chat messages

- 93 Session: Digital Learning Day
- 89 Session: Images for Online Content
- 79 Session: Main Stage
- 67 Session: Spring Us Along on Tale Told in Twine
- 65 Session: Universal Design for Learning in Higher Ed: What? How? Who?
- 62 Session: Flipped Classroom: A Second Look
- 60 Session: Digital Photography & Scanning
- 60 Session: Amplifying Thinking Routines Using Technology Tools
- 59 Session: It looks fantastic but is it accessible for all?
- 51 Session: Empowered Teams

20% MORE ONLINE ATTENDEES

15h 22 min AVERAGE SESSION LENGTH

97% RATED

199 PEAK ATTENDEES

168 ATTENDEES BY DEPT

44 Thank you for offering this conference and putting together a good experience. This is the first time I attended a conference using the hopin platform, and I was impressed with some of its features. I know how much work goes into creating a conference like this, it is very appreciated!

44 I really enjoyed the virtual conference. I think this should be an option in the future. It cut costs for the district they are not paying for lodging and mileage. I am able to attend and if need be jump sessions and you cannot always do that in person. This platform was user-friendly after you logged in.

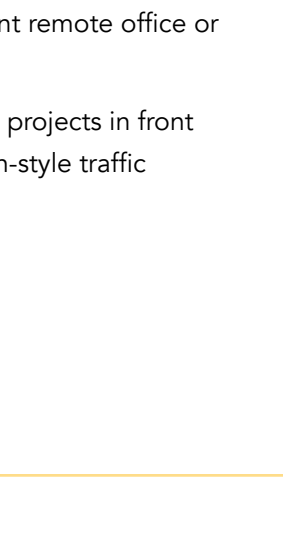
44 I had a great time. Tech support and moderators were great! Good, interesting presentations.

44 Thank you for bringing this back!

44 I love having real-life examples that could be used in my teachers' classrooms right now. I love being encouraged and motivated by the speaker.

From the Director!

Dr. Carl Powell, WVNET Director



With a new school year just around the corner, I have a variety of activities to report on. Like many of you, summer is a very busy time for us. Last month, we hosted a very successful Statewide Technology Conference. Spread over three days, this all-virtual conference provided for a variety of topics and speakers to choose from. Using the Hopin app, we were able to record many of the sessions and make them available via our YouTube channel.

This summer was also the start of our migration from Blackboard to D2L Brightspace for our hosted customers. This transition in Learning Management Systems was necessitated when Blackboard decided to sunset the self-hosted licensing model in use at WVNET. Following an extensive RFP process, D2L's Brightspace was selected as the most cost-effective LMS system that met all of the required functionality. Migration of all hosted Blackboard customers to Brightspace is expected to be complete by 2021 year-end.

We are also well underway in our migration from on-premise Oracle licenses to Oracle's Cloud Infrastructure. This migration will allow greater flexibility and enhanced functionality to our subscribed customers. Working with Mythics Consulting, we are capitalizing on their experience with other OCI migrations and having their experts partner with our database specialists on a comprehensive migration schedule. While a large portion of the migration effort will be completed this calendar year, we expect the project to continue into next Spring.

Yet we continue to be challenged in backfilling our critical vacancies, especially in telecommunications, systems, and network operations. As many of our long-term employees have retired, and other employees have left for new opportunities, we have not been able to readily fill many open positions. While we have been lucky to find a few talented experts to join us, we still have many technical positions that remain vacant. Unfortunately, this is a mantra I have heard from other institutions across the state, with the pool of available technical talent small and shrinking.

Finally, while we have re-opened our Morgantown offices, we have welcomed the "new normal" of telecommuting. More than half of the WVNET employees now either have a permanent remote office or have elected for full-time or part-time telecommuting.

So, for now, we continue to be busy with the various operational support and strategic projects in front of us. And, as Fall semester approaches, I get to prepare for the return of Morgantown-style traffic congestion as WVU students return to campus.

Let's make 2021 a memorable year for all of us.

Enjoy the newsletter!

Milestones 30

30 YEARS OF SERVICE MILESTONE

Jason Chastain, Telecommunications Supervisor, joined WVNET in August 1991 and has reached his 30 years of service milestone! He is a United States Air Force Veteran and was stationed overseas in Germany and Greece. Jason enjoys hiking with his dog, camping, whitewater kayaking and rafting, and photography.

PROMOTIONS

Harmony Garletts

Manager of Client Services
Harmony has served as Team Lead to the Distance Learning Team for 3+ years at WVNET. Before joining WVNET, she was an e-learning Specialist at Pierpont Community and Technical College, and previously worked as an Instructional Technologist from 2010 to 2014 at Fairmont State University. Harmony is a doctoral student in WVU's Instructional Design and Technology program. She lives in Fairmont and enjoys reading and spending time with family.

Chevee Dodd

Project Manager for IT & Software Development
Chevee has worked at WVNET since February 2018 as a Programmer Developer. Chevee is a United States Marine Corps Veteran and was stationed overseas in Hawaii. He obtained an Information Technology Associate's degree in 2013 and worked in K-12 for 8 years as part of RESA7. Chevee has his own YouTube channel, The Daily Shed, which is a talk show and video blog; he also has a gaming channel.

Blaine Murphy

Information Systems Specialist
Blaine has worked at WVNET since July 2014 as a Network Operator in the Network Operations Center. Blaine has a Bachelor's degree Computer Science from Fairmont State University. He is a computer and electronics hobbyist and spends his free time working on personal projects involving amateur radio, embedded software, web development, and audio processing.

WELCOME NEW EMPLOYEES!

Jake Raskosky

Telecom Network Specialist II, started June 7th. Jake comes to WVNET's Telecommunications team with several years' networking experience within the hospitality and MDU (multi-dwelling unit housing, apartments, commercial) markets. He has an Associate's degree in Network Administration and Security from WV Junior College and a Bachelor of Arts in World Literature, Languages, and Linguistics from WVU. He hopes to use his awareness of the importance of network usability and reliability to help WVNET further improve its network services across the state of West Virginia. Jake plans to obtain CCNP-level certification within the next year. In his spare time, Jake enjoys motorcycling, reading history books, and playing with his two rambunctious cats.

Kyle Atkins

Network Operator, will start work on August 16th. Kyle comes to WVNET's Network Operations Center from Prime Communications, the largest AT&T services retailer, as a Customer Service Representative. He has an Associate's degree in Network Administration and Security from WV Junior College.

CAREER OPPORTUNITIES

WVNET is Hiring

Come join our team!

Finance Manager
You will work with the Chief Financial Officer on all financial aspects of the organization including fiscal budget, financial planning, financial reporting, internal controls, analysis of the organization's financial position, and budget development and status. In the CFO's absence, you will oversee and manage the operations of the Business Office and Purchasing Division.

Network Operator
Provide basic (Tier I) assistance and consulting to all WVNET computing and communications customers, and participate in the operation of WVNET systems. Network Operators are categorized as essential personnel as defined by WVNET policy, and incumbent is required to work during declared emergencies.

This position provides customer support, system monitoring, and problem escalation to a advanced (Tier II) support on a 24-hour non-standard work hours basis. The position is required to work a 12.5 hour rotating shift to accommodate 24/7 services.

DEPARTMENT UPDATES

Answering Your Finance and Business Questions

WVNET's Finance and Business Office handle many vital services for WVNET and our customers. In addition to maintaining the financial records for WVNET, they are also responsible for all vendor contracts and procurement documents, customer invoices and payments, and general accounting for all WVNET operations.

A large portion of their activity centers on software purchases for our customers, especially for additional Banner modules that are not part of the standard, hosted configuration. The aggregate size of all WVNET customers allows us to leverage the deepest discounts from our vendors. For example, in FY21, WVNET processed over \$3.6M in additional software purchases for our customers, for a savings of over \$1.7M.

Please contact the Finance and Business Office staff with any questions you may have:

Accounts Receivable
Libby Cress
lcress@staff.wvnet.edu
304-293-5192 x 253

Accounts Payable
Buffy Vehse
evhese@staff.wvnet.edu
304-293-5192 x 266

Billing and Procurement
Phil Snitz
psnitz@staff.wvnet.edu
304-293-5192 x 258

CFD
Donna Meadowcroft
dmeadowcroft@staff.wvnet.edu
304-293-5192 x 255

Systems Update

The End of an Era - Retiring Oracle Forms

At the end of June, WVNET shut down the Oracle WebLogic services on our AIX systems. This technology has been in use for Banner 7 and 8 since at least the early 2000s, serving all our hosted Banner institutions. WebLogic provided access to Oracle Forms and Reports, which formed the front-end of Banner for more than a decade, until it was phased out with Banner 9's move to a new UI built in Java, Jscript, and Groovy on Grails. The servers also provided access to Banner's Self-Service components for students – but with Ellucian's support, those components can now be hosted on Oracle's Restful Data Services, meaning that schools have the option to run on Tomcat instead of Oracle's WebLogic.

custom forms that some schools had built, or specialized needs. WVNET even found a previous solution for the deprecation of working ULS protocols utilizing our F5 load balancers once modern browsers stopped supporting these previous versions.

The wind-down of the AIX servers occurred slowly, over the course of five years – Ellucian stopped releasing new forms in 2018, putting all new development into Banner 9, but WVNET maintained the Forms services for our customers beyond that point, due to

The last big push to retire these services was the upgrade of our archival database maintained for one of our institutions. This database required a new set of upgrades to reach Banner 9 compatibility but was necessary to move forward with continued use. That was achieved in Q1 of this year.

All our hosted institutions are now running on Apache Tomcat, which is compatible with Banner 9 components and provides flexibility moving forward. So, with joy from some and sadness from others, we would like to bid farewell to a long-running stalwart of Banner and of WVNET.

KUDOS

“WVNet was phenomenal to work with for launching Eastern's new website. Their work while planning, developing, and implementing the website was seamless, prompt, and incredible valuable. The great communication and teamwork made a huge project manageable and allowed us to bring the website I envisioned to life.

Thank you!
Morgan Branson

Updates from the Development Team

The WVNET Development team has been working with various customers to assist them with their website development and support. One of those projects was the redesign and relaunch of Eastern West Virginia Community and Technical college's website. Director of Marketing, Morgan Branson, reached out to WVNET in late 2020 to see if we could assist with moving the site from Drupal to WordPress and help her create a site that was easier to maintain while updating the design and functionality.

Our team worked on a brand new design and set up the site using a customized theme that provided the customer with flexibility to control the content and individual page layouts as needed. Once the framework was in place, Morgan and her team was able to input the rest of the site content to prepare for the site's July 1 launch.

For more information about the Development Team's web development services and support, [visit our website](#).

Application Development Update - Welcome to OZ

WVNET would like to welcome Brooke County Schools to the OZ Problem Tracking System. The Brooke County Schools IT group was our OZ platform with their previous solution and reached out to our help. Together, we determined that our OZ platform was a perfect fit for their needs.

The WVNET OZ Problem Tracking System is a workorder management system that makes entering IT and Maintenance issues a breeze for the end user and keeps the support staff constantly informed on the status of their work. Coupled with asset tracking, inventory management, and robust reporting tools, the OZ Problem Tracking System can keep track of your tasks, so you do not have to!

For more information, or to find out if the OZ Problem Tracking system is a good fit for your organization, contact Chevee Dodd at cdodd@staff.wvnet.edu.

CYBERSECURITY FOR FAMILIES: CYBERBULLYING AND

From the desk of **Michael Aliperti** MS-ISAC Chair

As technology continues to evolve, the tools and toys available to your children increase in number and evolve in capabilities. Technology can be used to educate and inspire creativity in kids, but it also exposes them to a risky landscape most of us didn't have to worry about during childhood. Adults can discuss with children how the digital world is a great resource, but we must remain cyber aware. We all should be responsible with the information we share, and the ways we explore.

HERE ARE A FEW THINGS WE SHOULD ALL DO TO PROTECT OUR KIDS AND OUR HOME NETWORKS.

Keep Software Updated Think of all the devices in your household that connect to the internet: phones, tablets, computers, gaming systems, smart appliances, even lightbulbs! One of the most important things you can do to keep your devices safe is to ensure your devices are up to date and using the latest software. When your devices notify you about a software update, install the update right away, or set them to automatically update. Those updates contain security patches that close loopholes that hackers can use to gain entry and access your data like your passwords, payment information, photos, and more.

Always make sure you know what apps are on your children's devices, know what those apps do, and what type of information they monitor or collect. This can be done easily by checking the app settings and privacy disclosures.

If you have children prone to installing anything that looks new and flashy, consider requiring a PIN or password you only know before allowing installation of new applications.

Implement Domain Name System (DNS) Filtering As we all know, surfing the web can be a risky business. While we can usually identify scams and malicious links, children may not catch on so quickly and see that the link their friend's hacked account just sent them for a free game is a malicious website in disguise.

Implementing DNS filtering, which prevents devices on your network from connecting to known bad websites, is a free and easy way to help prevent everything from phishing and ransomware, to spyware and viruses. It is so useful, some of the largest IT companies in the world have joined forces to provide it for free to public users. This includes no sign ups, tracking, or personal information saved by those providers. DNS filtering can even be set up on your home router with very little effort, which will help protect anyone or device on your entire network. DNS filtering services can also be used to implement parental controls to deter kids to going to unwanted or inappropriate websites. You can additionally limit kids' screen time and monitor their online surfing activity if you choose to do so. By doing this, you can create a family-friendly online space in your home while also protecting your identity and blocking cyber-villains.

Free DNS filtering options for families **Quad 9:** When your computer performs any Internet transaction that uses the DNS (and most transactions do), Quad9 blocks lookups of malicious host names from an up-to-the-minute list of threats. <https://www.quad9.net/>

Cleanbrowsing: A free DNS system that focuses on privacy for households with children. It provides 3 free filter options and blocks most adult sites. <https://cleanbrowsing.org/>

OpenDNS: Owned by Cisco, OpenDNS has two free options: Family Shield and Home. These are incredibly useful for monitoring and preventing adult site access as well as general internet safety and performance. <https://www.opendns.com/>

Talk to Your Kids Finally, make sure you talk to your kids about cybersecurity. Just like other issues that have the potential to harm our children, keeping an open line of communication regarding cybersecurity is vital to keeping them safe.

Outside of adjusting privacy settings and parental controls on devices your kids use, make sure they learn how to spot unusual behavior and encourage them to tell you about it. Teach your kids about proper online etiquette and encourage appropriate interactions.

Supervise their screen time and make sure you are in the know about who they talk to and interact with online. Talk to them about the importance of keeping some information private – such as your name, home address, and phone number.

Check their apps and devices frequently to make sure your kids haven't turned on location sharing or made their social media accounts public to anyone and everyone. As they get older, remind them that once information is online it can't be taken back – it's online forever.

Cybersecurity was not something past generations of parents had to worry about when raising their children but is a big part of all our lives now. And even though we may not like all that comes with these technologies, they're here to stay and it is imperative that we teach our children how to responsibly and safely use them. Let's give our children the foundation they need to be able to safely and securely engage in today's connected world.

The information provided in the MS-ISAC Monthly Security Tips Newsletter is intended to increase the security awareness of an organization's end users and to help them behave in a more secure manner within their work environment. While some of the tips may relate to maintaining a home computer, the increased awareness is intended to help improve the organization's overall cyber security posture. This is especially critical if employees access their work network from their home computer. Organizations have permission and are encouraged to brand and redistribute this newsletter in whole for educational, non-commercial purposes.

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