West Virginia NETWORK

Connecting West Virginia to the World

2021

OUR MISSION

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

OUR VISION

Be the most advanced and responsive public service network in the state of West Virgnia.

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.

Director Carl Powell

FROM THE DIRECTOR

As the Director of the West Virginia Network (WVNET), I am honored to be part of 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, we provide services to colleges and universities, K12 schools, public libraries, state and local government agencies, and other non-profit organizations.

Known for our 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. Through our cooperative purchasing agreements, we can extend significant discounts on technology purchases to our educational customers. 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 more than just a computer network – we are the future of technology in West Virginia.

Dr. Carl R. Powell
Director, West Virginia Network

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
Public Relations, Marketing and Communication,
Eastern West Virginia Community and Technical College

WHAT WE DO

WVNET powers organization and institutions in every corner of West Virginia.

Every West Virginian –– in every school, every county, every community, and every home –– benefits from the work we do here at the West Virginia Network for Educational Telecomputing (WVNET).

WVNET connects K-12 schools, every higher educational institution, 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 ed and K-12 schools. Our reasearch and development of software and tools address problems and tackle challenges that are unique to West Virginia's public institutions and not-for-profits.

OUTLOOK

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 and the West Virginia Higher Education Technology Conference, when called upon to do so. 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. To that end, we rely on the West Virginia Higher Education Policy Commission (HEPC) and other state organizations to keep us informed and/or to include us on email lists, meeting notifications, etc. Communication is key to the success of all of these endeavors.

In addition, Collaborative Meetings (Service Areas, Managers, Senior Management) take place weekly to discuss updates, reports on special projects, and to set milestones, when necessary, for the completion of those projects. As a service agency, much of WVNET's business is repeat business and as such is not subject to a specific timeline and/or milestone beyond routine software upgrades, patches, and regular security audits. Timelines tend to be mutable, ongoing, and/or term, based on the limited scope of work or statements of work that are defined by our customers. Many times timelines and milestones are predicated by semester schedules, fiscal year budgets, and the availability of new releases and upgrades for software hosting. This vast amount of work is divided among eight service delivery areas, which include the following:

- Business Office
- Help Desk/Network Operations
- Building/Facility

- Media Services
- Applications
- Networking

- Systems
- Client Services

COLLABORATION

EDU STATUS

WVNET is designated as an educational service institution, evidenced by its .edu domain designation. This allows WVNET to purchase technology, software, and services at deep discounts not available through commercial providers. We pass those savings onto our customers, allowing them to stretch the buying power of their funds.

CYBERSECURITY

WVNET works to make West Virginia a safer place. Our Distributed Denial of Service (DDoS) mitigation service ensures a secure network for our customers. We also partner with the U.S. Cybersecurity and Infrastructure Security Agency (CISA) for security services, testing, and training.

PARTNERSHIP WITH 3ROX AND OARNET

In 2012, WVNET joined the Three Rivers Optical Exchange (3ROX), operated and managed by the Pittsburgh Supercomputing Center (PSC). We also partnered with the Ohio Academic Resources Network (OARnet), operated and managed by the Ohio Department of Higher Education. These high-performance Internet and Internet2 hubs provide our clients with significant networking bandwidth and redundant access to expanded research and education resources.
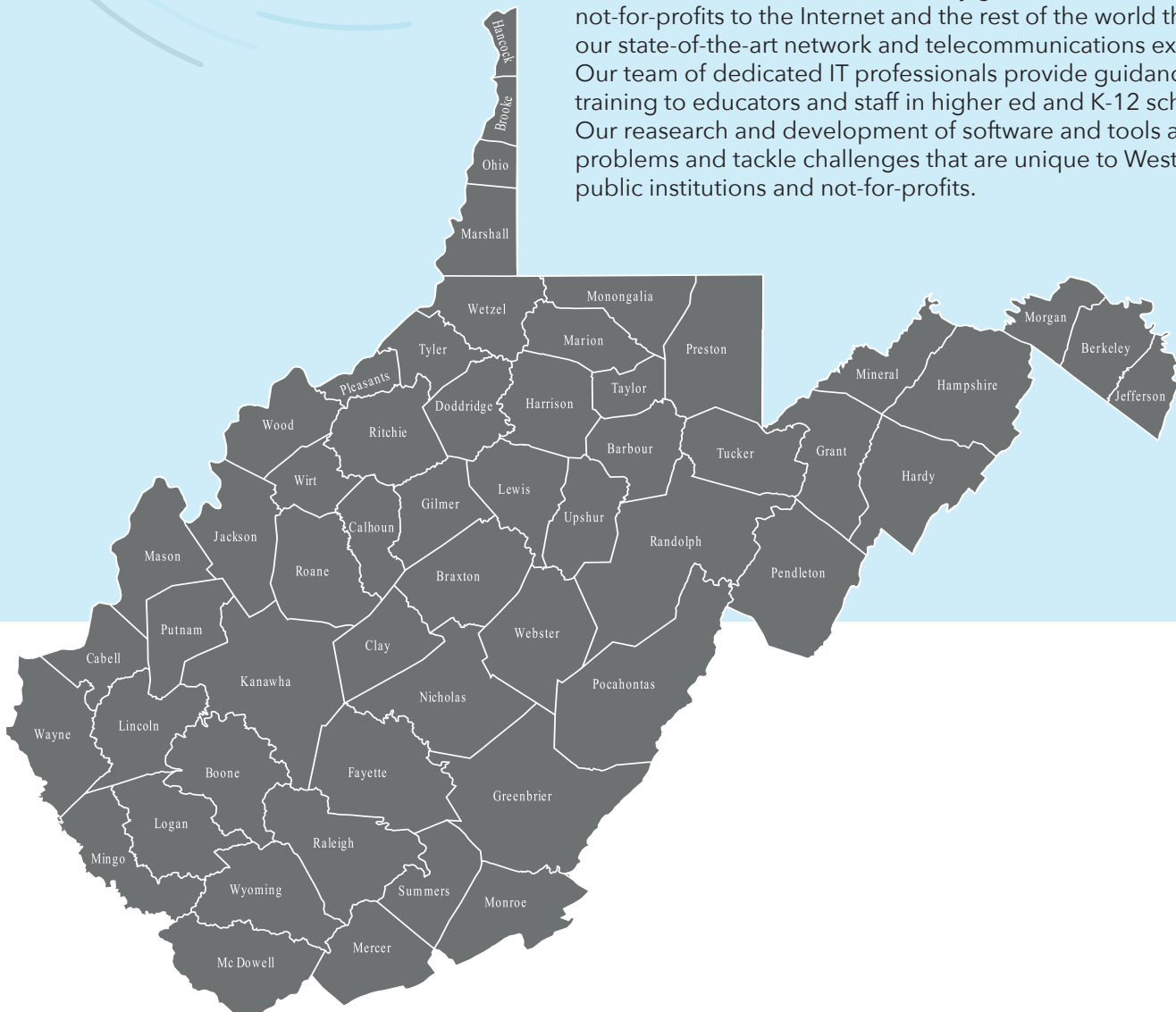
PARTNERSHIP WITH INTERNET2

In 2011, WVNET began its partnership with Internet2, a community of national and international leaders in research, academia, industry and government. Internet2 networking is a vital tool for researchers, technologists and others interested in developing new technologies and business models for the next generation. WVNET's membership reflects the organization's ongoing commitment to help fuel technology research and development within the state.

IMPACT

WVNET's employees have a lot of important duties that they do on the daily.

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SOCIAL MEDIA

@wvnet

West Virginia
NETWORK