





### BIG NERD RANCH BEGINNING iOS BOOTCAMP

WVNET Web Developers Josh Friend, Chris Reed and Justin Robinson --- This was our first training together as a team. The *Big Nerd Ranch Beginning iOS Bootcamp* was definitely a great introductory course. When we arrived on Friday, we were assigned chapters to read for the next day's work. Both Saturday and Sunday were filled with 12 hours of concentrated C Programming instruction. On Monday we dove headlong into Objective C, which is the language used to create iPhone applications (pictured at right in classroom are Josh Friend in background and Justin Robinson in foreground).



I have never learned so much in such a short time in my life. They took us right into the work problems, throwing curve balls as we went. The instructor, who helped write several apps for large corporations and taught at companies such as Facebook, was always there to answer our questions. He helped by leading us through steps to solve the problems ourselves.

We also had the chance to meet Aaron Hillegass (pictured at left from left to right is Chris Reed, Justin Robinson, Aaron Hillegass and Josh Friend). He is a former NeXT Computing programmer who worked under Steve Jobs and worked at Apple before leaving to found *Big Nerd Ranch*.



Hillegass was incredibly fascinating, having originally learned to program on a 'restricted' computer for graduate students by reading straight from the manual for C Programming. He told us that although he no longer had an original NeXT computer he recently was asked to rebuild one from scratch to help solve a patent dispute.

Now, three weeks later, most of the intensity of the bootcamp has faded from memory, but I will never forget all of the valuable information that was crammed into my brain during those long, harsh 7 days. My certificate of completion reads, "Joshua Friend learned as much Objective C and iOS Programming as could be crammed into 7 days". Guest article by Josh Friend, WVNET Web Developer, [josh@mail.wvnet.edu](mailto:josh@mail.wvnet.edu)



From the Director...

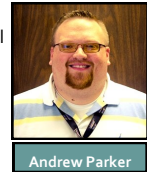
One of the most important new initiatives at WVNET has been the development of Analytics. The purpose of this is to take the enormous amount of data available about our schools and our students and seek answers to what's working and what's not. K-12 is in the process of a \$5.6 million upgrade of the 22 year-old student information system, WVEIS. Superintendent James Phares has given priority to making certain that our analytics initiative for Higher Ed goes hand-in-hand with their initiative for K-12. This will allow both groups to look forward and backward for answers.

The Analytics Team at WVNET is led by Dana Keith, who has a passion for Big Data. He has recruited Russell McCormack and Ron Hamilton to make the current P20 database even more functional. He has developed a great partnership with Dr. Angie Bell at the HEPC and Juan D'Brot at K-12. Working together, these groups will be able to provide deeper insights and answers to educators, administrators and policymakers in West Virginia.

I would be remiss if I did not mention the strong support from Senate Education Chair Robert Plymale. Senator Plymale is a true visionary who sees the value of Analytics for giving us answers we have never had before. Stay tuned as we begin to "mine the data" and get answers to the questions we have all had for decades. — Dan O'Hanlon, Director

### ANDREW PARKER RECEIVES CISCO CCNP DESIGNATION

On September 20, WVNET's very own Andrew Parker was given the opportunity to take the final test for the designation of *Cisco Certified Network Professional (CCNP)*. This test was the culmination of a twelve day boot camp through GlobalNet Training and Consulting. The days consisted of class/lecture from 9am to 6pm, with labs and study during the evenings. While there, students were able to sign up to take all three tests associated with the CCNP: ROUTE, SWITCH, and TSHOOT. Because of this training, the past years' work experience at WVNET, and a lot of studying, Andrew passed all three tests and officially became a CCNP. Andrew reports, "I am very grateful to WVNET for the opportunity not only to obtain this certification but the ability to become a bigger asset for the company."



Andrew Parker

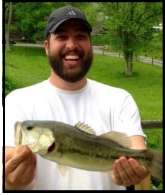
### FRANK SEESINK RECEIVES CISCO CCNA DESIGNATION

On September 27, WVNET's Frank Seesink re-certified as a Cisco Certified Network Associate (CCNA). Obtaining a CCNA typically entailed taking either two separate exams (CND1 and CND2) or taking a combined exam. Frank attended a Global Knowledge CCNA Boot Camp in Washington, DC, a 12+ hour per day, 5 day course, took the combined exam and received the *Cisco Certified Network Associate (CCNA)* designation.



Frank Seesink

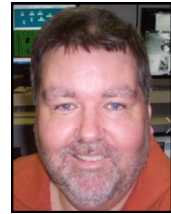
**EMPLOYEE SPOTLIGHT —  
CORY MORRISON :)**



Meet team member Cory Morrison, Network Operator, with WVNET. As a Network Operator, Cory assists callers to the WVNET Help Desk with a variety of things such as email, communication issues, and back-up help desk support for WVOT, etc. Cory lives in Harrison County in Bridgeport, WV and has an Associates' Degree from the International Academy of Design and Technology. He has worked at WVNET and for the State of West Virginia for ten months. Cory loves to fish (obviously), golf and watch football!

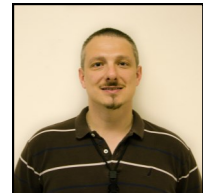
**EMPLOYEE SPOTLIGHT —  
MARK SAFFRON :)**

Meet team member Mark Saffron, Network Operator, at WVNET. As a Network Operator, Mark assists callers to the WVNET Help Desk with a variety of things such as email, communication issues, and back-up help desk support for WVOT, etc. Mark lives in Monongalia County in Morgantown, WV, and has worked at WVNET and for the State of West Virginia part-time since 1984; full-time since 1987. Mark is a graduate of University High School and attended WVU for two years. Previously at WVNET, Mark served as an Input-Output Clerk and Computer Operator. In his spare time, Mark likes to go to flea markets, fairs and festivals, buy/sell on eBay, photography, cooking and attending sporting events.



**WELCOME TO OUR WORLD :)**

John Moore has joined the WVNET staff as our newest Systems Programmer Lead. He began work at WVNET on October 1 and comes to us from Kay, Casto & Chaney, PLLC, where he is finishing up as the Director of Information Technology. John brings over 20 years of experience in the field with a wide variety of technology experience in several different industries.



Gerald Headley joined the WVNET staff on September 23 as a Systems Programmer Lead. Gerald comes to us most recently from S.M. Stoller Corporation where he was a Network Administrator. Gerald brings over 20 years of solid experience in the industry in addition to a bachelor's degree in mechanical engineering from West Virginia University.

Scott Hofer is WVNET's newest Database Administrator. Scott comes to WVNET from Computer Scientist Corporation (CSC) where he was a Senior Database Administrator. He holds over 20 years of experience in information technology as well as a master's degree in software engineering and an undergraduate degree in business administration, both from WVU.



**Dan O'Hanlon, Director**  
837 Chestnut Ridge Road  
Morgantown, WV 26505  
304.522.7303  
[dohanlon@mail.wvnet.edu](mailto:dohanlon@mail.wvnet.edu)

**Fran Barnes, Editorial Assistant**  
[fran@mail.wvnet.edu](mailto:fran@mail.wvnet.edu)



**Fran Barnes**



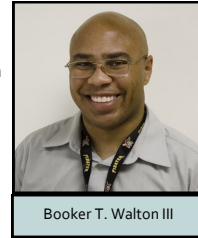
[Follow @ wvnet](#)



Newsletter Archives Here  
[www.wvnet.edu](http://www.wvnet.edu)

## CUSTOMER SERVICE SURVEY :)

You are about to see a major change in the way OZ Ticket Emails will be sent out. In addition to the normal ticket information that you have always received, we will now be including a customer service survey with every OZ Ticket. What we are looking for is an answer to a very basic question, "How are we meeting the needs of our most valued possession, you the customer."



Booker T. Walton III

While in the past you have been able to give us customer feedback in different ways (phone, within OZ ticket, email), we wanted to provide a way we could track how we are doing quantitatively. Our goal is simple, to continually improve the way we interact with the customers that make WVNET what we are. In a more complex sense though, it's a way for us to track data to see individually, as well as collectively, how we provide for your needs. Positive responses are of course wanted and appreciated, however constructive criticism is also needed to help us improve our processes and have a better understanding of what exactly we need to move our attention towards.

There is also incentive to filling out our surveys. Customers who take the time to provide us a response to the survey will be entered into periodic drawings to win different prizes. It is our way of thanking you for taking a few minutes out of your busy day to give us some helpful commentary on our processes and performance.

Please know that it is you, the customer, that makes WVNET what it is. We promise to strive to continue to give excellent service in the areas we are and also to improve in areas where you may suggest it is needed.

Thank you for your help in this project. We truly appreciate it! *Guest Article by Booker T. Walton III, HDI-SCTL, Customer Service Team Lead, [btwiii@mail.wvnet.edu](mailto:btwiii@mail.wvnet.edu)*

**Special Note:** Booker T. Walton III, (pictured above) Senior IT Consultant at WVNET, recently obtained the HDI Support Center Team Lead (HDI-SCTL) Certification. This certification verifies that support professionals in a team lead or supervisor role possess the fundamental management and leadership skills necessary to provide operational support to the organization and the coaching skills to promote staff development. In addition to hundreds of hours of training and study, Booker passed a national certification exam in order to earn this honor.

