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## Upcoming!

### Office 2013 Suite

The WVOT is planning the rollout of the updated Office 2013 application suite. Additional information can be found in this issue below along with information regarding Skype for Business. For more information please click [here](#).

### Rate Changes

The WVOT is committed to improve the technology we offer. In order to offset costs, some rates will be increased, while others will be decreased or eliminated. The most significant change are to the Security and Telephony rates and the elimination of the CTO Review fee. For a full list of rate changes please click [here](#).

### Internet Explorer 11

The WVOT plans to update Internet Explorer on all agency PCs by the end of the year. For information please click [here](#).

## New CRM Agency Assignments

Due to staffing transitions, CRM Agency designations had to be reviewed. We are pleased to announce the new designations listed below. Your CRM acts as your representative within OT who understands your needs, business objectives, priorities, and portfolio of projects. Your CRM also assists in initiation of technology projects and with getting OT resources to help with issues. Please contact your CRM listed below for these needs.

### Emily Kilgore (Manager):

- **Boards/Commissions** (not incl. Public Service Commission)
- **Education and the Arts**

### Ryan Jett:

- **DEP**
- **DHHR** (incl. Bureau of Senior Services)
- **Local Health Departments**

### Joann Santoro:

- **Administration** (not incl. PEIA, CPRB)
- **DMAPS**
- **DMV**
- **Veteran's Assistance**

### Ed McMinn:

- **Commerce**
- **Governor's Office**
- **Revenue**
- **Transportation** (not incl. DMV)

### Jeff Wilson:

- **Administration** (PEIA, CPRB, only)
- **Boards/Commissions** (Public Service Commission, only)



## New Call Cluster

Due to the continued demand for VoIP telephony services by our customers, the WVOT has purchased and received the equipment for a new IPT System. The project implementation schedule for office locations is being finalized for the first 20 sites. Project schedules will be communicated to customers once they are defined

## Monthly Network Maintenance

We realize that any service interruption to the network can cause problems for your Agency. To help Agencies better prepare for planned network outages, the WVOT has implemented a scheduled network maintenance window to occur from 8:00 PM until 12:00 PM on the 3rd Thursday of each month. These have taken place in June and July. We have taken lessons learned from each to continually improve the process.

In conjunction, WVOT will initiate a standard operations conference call to coincide with each event. For the duration of each maintenance activity WVOT Enterprise Operations Center staff will be available via conference-bridge to provide updates as needed. Information will be provided to each Agency by their CRM.

# Office 2013 Updates

WVOT will be updating all Executive Branch PCs to the new Office 2013 application suite. Agencies have been contacted to begin inventorying their Excel and Access databases for possible issues that could result due to the update. WVOT is working closely with Agencies to establish test machines for these concerns.

The WVOT Technology Learning Center will be working with Agencies as they are scheduled to be migrated to Office 2013 to deliver Office 2013 New Features Orientation Sessions. Opportunities for registration for these classes will be announced on an Agency by Agency basis.

Users may self-register now for self study online classes covering Office 2013 topics in the State's [Learning Management System](#) (LMS). There are 21 different classes/topics to choose from.

Instructor led classes covering Office 2013 will begin in September. The schedule for these classes will be released mid August. Registration for the instructor led sessions is through the Conference and Education site at [www.onlineregistration.wv.gov](http://www.onlineregistration.wv.gov).

In addition to updating the Office suite, WVOT is in the beginning stages of planning the migration of the current Office Communicator to the new Skype for Business. With this new version, additional features and collaboration tools are available.

## Security Policy Updates

In the last GEIST meeting, the WVOT Security team announced the updates and additions to the CTO Approved Policies. The WVOT Security team is committed to continual updates and additions to these policies as needed.

You can find a full list of policies [HERE!](#)

## Security Training

The annual Security Awareness Training is now available on the state's online Learning Management System. All state employees who access a computer are required to successfully complete the training. The deadline for completion is July 31, 2015.

Log in to the [LMS](#) today to complete your training!



## OT in the Spotlight

- \* WVOT has partnered with the West Virginia Department of Education (WVDE) on its project, SecondLaunchWV, to repurpose retired state technology equipment. OT and the Department of Education have successfully implemented a process for refurbishing and distributing technology equipment to schools around the state. The project helps schools of all types gain access to technology that may not have been possible due to budget restraints. More than \$1 million worth of equipment has been repurposed by schools or state agencies. In addition, we have now reached an agreement for Surplus to resell any equipment not needed by OT or WVDE.
- \* WVOT partnered with the DNR to bring wireless internet service to the Beech Fork State Park's rental cabins.
- \* WVOT partnered with e.Republic to host the West Virginia Digital Government Summit on May 6th at the Embassy Suites. The event focused on fostering discussion and dialogue on the use of information technology as a strategic tool for government managers, executives and policy makers. More than 120 government information technology professionals attended the highly rated event. We look forward to next year's conference.

## How do I...?

Request service or report an outage?

1 (877) 558-9966  
(304) 558-9966

Report a suspicious email?

[OT.Phishing@wv.gov](mailto:OT.Phishing@wv.gov)

Report a Security Incident?

<https://apps.wv.gov/ot/ir/Default.aspx>