

Lane County Technical Advisory Committee
Thursday, September 17, 2015 1:00 to 3:00 pm
Room 5, Lane ESD, 1200 Hwy 99N, Eugene

Lane County Technology Advisory Committee MINUTES

PRESENT: Christina Okesson (LESD), Arne Berglund (LESD), Jason Dodge (LESD), Jesse Baber (45J3), Roger Morris (4J), Steve Traylor (1), Lacey Nendel (69), Bob Adair (69), Dave Langan (4J), David Nelson (4J), Michael Bateman (28J),

ESD Services Overview

- Changes during 2014-15
 - Handout from Arne – red items are recent changes. Customized service section are all red because those items change as needed.
 - Monroe SD is in Linn County, we have picked up ISP service for them at the request of LBL ESD. This is the first year for that service.
 - Dave Langan asked how many 4J are doing CBT Nuggets. We will have to review and look, Daniele will get the numbers to Dave. We will be reporting out usage as well.
 - WAN Network: ISP for Monroe is new and includes circuit, firewall, content filtering, authoritative DNS; circuit upgrades for low bandwidth districts, still working on this; new ISP contract with NERO that includes secondary ISP for 4J; 3560x layer 3 switches now in place at all districts; transit limit upgrades through the year
 - Network Engineering Support: wireless surveying at several districts; internal network projects at several districts
 - Firewall and filtering no significant changes, planning on upgrading firewall soon and will discuss at another meeting, talking about filtering today;
 - Email services: upgrade recently and is now complete.
 - Internet/DNS: hosting Monroe; Bethel now running their own authoritative DNS;
 - Web Hosting: Mapleton move to wordpress CMS that we are hosting
 - Still hosting basic Moodle server, a few pockets of use; service is very limited and best-effort since we no longer have an instructional technologist
 - Internal District Systems: not many changes. Desktop inventory system that we host, lightly used so we will be talking to districts specifically about usage and continuing this service; RT System

Pleasant Hill is now using; Destiny: hosted Destiny services upgraded to 13.0; 4J now on Destiny and we do not host, it is hosted by Destiny. Destiny is fairly heavily used in the county, maybe LESD should facilitate a Destiny users group? 7 districts on consortium server, Bethel on a separate server, 4J, Springfield, Creswell are all using. How has it been going since the absence of a library person at LESD? Michael Bateman said so far so good, but that is due to the training that was done up front. Licensing is per school? Per building. Is there a way to set up a sub-building on its own for using technology items as “books”? Would have to buy it’s own license. JC was doing really well but HS Media Specialist retired and the new person needs some training. Just contact Follett support and they can set something up.

- Safari: subscription changes they are threatening to make us choose to move (not economical) or cancel. We will let you know if they stick to their guns after this year.
- CBT Nuggets: will review the pilot in late Winter, usage looks on track.
- Professional Development: trainings during the year, Juniper bootcamp. Customer service training, Christina e-rate assistance, will look at another Juniper bootcamp for fall.

Recurring Items

- Outages
 - Handout from Arne. Blue-highlighted items happened during business hours, 8-5 M-F even through the summer. End user communication is missing (Michael) – he really appreciates the responsiveness of this. Not including upstream in this report (NERO, etc). Re: Wordpress attacks, 4J has been using Failtoban, LESD has been looking at a Wordpress plugin called iThemes. We will be evaluating and will work with districts when we have a recommendation.
- E-Rate
 - EPC Portal: Many changes this last year and currently. Moving away from support for voice and focusing toward supporting high-speed data connections to the classroom. New E-Rate Productivity Center (EPC) portal is up and running and will be required for filing 470s this fall for 2016-17. Make sure your 2015 471 approvers set up your agency portal with the correct agency info, structure, and user accounts.
 - Roundtable – who is filing e-rate in your district? Have you received funding notice for 2015-16? Do you have plans for the future involving e-rate?

- JC hasn't gotten funding commitment yet, business manager does it.
 - Pleasant Hill got the round of questions to answer about their applications.
 - South Lane SD consultant doing e-rate.
 - 4J is starting to use a consultant.
- NCCE E-Rate Consulting – As of Sept 1, NCCE is offering e-rate consulting as a service. Conversation with Eric Chambers, who is managing that service. Informational brochure as a handout – rate structure is provided, but he stressed that they like to work with districts to do a custom quote based on their unique structure, number of schools, and how much work will be entailed. They are a non-profit and charge just what they need to recover costs. He is willing to come do a presentation at a future LCTAC if there is interest. CLO will find out if you have to be a member.
- E-Rate blog – We have noticed districts moving e-rate management to their business office. Christina has developed an e-rate blog with news, tips, and a discussion forum for folks who may be new to e-rate and have questions. Christina will email the link out to LCTAC as soon as it is complete. We are here to help as much as we can, feel free to share with anyone in your district who may be involved in e-rate.
- Professional Development chat
 - Meetup sites: Linux users group Arne looked into, was not worth it. Mostly aimed for home linux people who don't want to use Windows. Was not useful.
 - Michael Bateman mentioned a technology in arts thing, will send to the group when he finds it. How to make Eugene more of a hub for technology businesses, getting grants for high-speed fiber. Silicon Shire website. Lane County/LCOG deeply involved in fiber projects within Lane County.
 - Jesse mentioned Chamber of Commerce Ed Tech cluster that meets regularly. Have a presentation and “what's happening” in Eugene. Very worth it to keep up on local projects.
 - Vmug users group in Portland early November, for VMware.
 - Wordpress conference in Portland in October, WordCamp. Targeted to administrators and developers.

Quick Bytes

- Connections Academy/Homeschoolers – local hub going in across the street from LESD, promotion to families all K-8 get a computer and high school get a computer based on need. Internet cost reimbursement also.

Topic of the Month: Content Filter

1. Overview/Intro – LESD

- Arne PowerPoint on Content Filtering
- Using Untangle installed between core firewall and router. Review of specs. New abilities and future features. Roger asked about filtering levels within districts. Many districts using multiple levels based on IP group or individually. Troubleshooting capabilities greatly improved.
- Review of ESD process including configuration, maintenance, groups and categories, evaluation, and customization. How to request filtering changes.
- Arne sample filter report. Comparison of allowed/blocked pie chart. Blocked hits by category: virtual communities, gaming, hacking sites are the top 3. Jesse mentioned Linux searching eventually hits the hacking category. Virtual communities encompasses social networking sites. Allowed hits by category. Can drill down into any category for more detail. Have some diagnostics available to us for oddball problems.

2. Challenges/Changes? – Roundtable

- 4J experience: old M86 using with Java popup, has to be right version and not blocked. Historically needed tracking of user visits. Picked Ironport because of user-level logging, but that was dependent on joint AD or cookie-based login. Struggling right now to convince the district that they don't need user-level logging. Issues with iPads that never log out. How often does tech get the request from a teacher to track a user's history? Jesse says fairly frequently, 4J all the time. Dave Langan asked about using MDM with client devices. Jesse has Chromebooks that they assign a login at middle school level. Bethel using Casper, Creswell as well. 4J trying to advocate that strategy, tracking devices and not users. Fern Ridge used to do user tracking years ago, but the world moved on and could no longer maintain. Changed their view that classroom management is the teacher's responsibility, they have to supervise the kids. Steve mentioned Hapara for Chromebooks that allows a teacher to view what any student is looking at on demand. Arne mentioned time spent testing enhanced levels of filtering using SSL inspections, etc. The ease of use of the network is basically gone when you get to that level. Not doing SSL at this point, it is URL-based only. Re-directing at the DNS level to Google's No-SSL search. 4J is ready to cut over to the new filter, waiting for the thumbs-up. Haven't load tested it yet, hopefully soon.
- Jesse is tired of people (vendors) blaming any network issues on filtering. Spent months with TalentEd resolving an issue that ended up

being their load balancer. Arne mentioned it would be nice to have an alternate path that didn't go through the filter for testing. Bethel and LCC's traffic goes through the system but not through the filter. Jesse agreed a test subnet would be great. If you have situations like that, we exempt things all the time on request, just let us know.

3. Other

- Summer projects?
 - Steve new at Pleasant Hill, got modulars up and running for the HS while construction is going on.
 - Jesse said 2/3 of summer projects were finished. Directional testing on wireless network. Automatically goes to T-1 if wireless goes down, works well.
 - 4J network services got a lot done: switch upgrades, Zimbra email upgrade, etc. Jason asked about LTD, still percolating. Twin Oaks, quotes were too expensive and district is still trying to decide whether to move forward or not. New APs in a couple of buildings. Opened up Crest Drive for Family School. Clearpass is still going. Coursewave stuff. Temperature monitoring in all of the MDFs, off of the UPSs. Jesse purchased power-over-ethernet thermometers for monitoring computer labs. Went for \$200 and supports 2 probes.

Next planned LCTAC meeting, October 22, 2015