Lane County Technology Advisory Committee
MINUTES

Present: Jason Dodge (LESD), Arne Berglund (LESD), Christina Okesson (LESD), Steve Traylor (Pleasant Hill 1), Roger Morris (Eugene 4J), Ben Gernhardt (Creswell 40), Nathan Crompton (Ambient for Marcola 79J), Daniele McCallum (LESD), Michael Bateman (Fern Ridge 28J), Jesse Baber (South Lane 45J3), Richard Reaksecker (Crow 66), Sam Robinson (Ambient for Blachly)

Recurring Items
- Outages — *A review of LESD service interruptions since last meeting*
  - Review of Arne's spreadsheet. Pretty quiet month. Only two affecting during business hours, Lowell and tickets. Content filter false positives – Arne explained how the monitoring works and why false positives are triggered.
  - Michael asked what folks are doing for setting run times on UPSs. Jesse said at the HS core the run time is long enough for the backup generator to turn on. Steve: hours didn't work on his. Richard: goal is 1 hour and then shut down, for everything that is critical. Some things are just set to power down when an outage occurs. Jesse mentioned at Dorena the food service people plugged a freezer into the UPS. LESD working to replace all UPSs. Time depends on what is affected, we have 10 locations with different needs. Jesse phones have 30 min run time, affects Bohemia.
- E-Rate — *Quick recap of any news this month*
  - Pleasant Hill $80k funding commitment
  - New resources posted on the blog, especially for new applicants. Weekly "How to File" blog, and a training portal. Jesse asked about T1s, they are still eligible for data, not for voice. If they do both, you have to cost-allocate what portion and cost is for each.
- Professional Development chat — *What have you done, seen or found recently?*
  - Michael and Jesse went to Criticism and Discipline management training at the Hilton. Very good, positive ideas about supervision, etc. Fred Pryor seminar. Was interesting to hear from the Healthcare folks in comparison, when outcomes are critical (operating in "survival mode"). Providing a service that drains you, how to cope.

Future LCTAC meeting topics
- Review survey results
  - Very similar to results from 2 years ago. AD training is potentially happening in April. Still interest in self-paced resources. Looking at training resources for virtualization, wireless, etc. Additional topics we might be collecting feedback on as well.

New Network Toolkit
- Overview – What and why
  - Netflow has been broken. MRTG for graphing, Smokeping, all these tools are dated. We needed to modernize our toolset. Evaluation process came down to Solarwinds. Also replaced Kiwi Cat Tools and some others.

- Presentation – How to use
  - Jason demo. District logins have been set as "district+tech" for username and password (i.e., blachlytech). Handout with documentation of overview. Arne reviewed server setup and details. Jason and Arne spent time configuring the district accounts for ease of use, because there is so much data being collected it can easily be overwhelming. If you feel like you need more or something is missing, please let us know. Graphs monitor from the 3560X device in your district. Transit graph traffic against your rate limit. In the last year, NERO has done a great job of making alot of traffic peered, so there are rarely concerns about reaching rate limits. Netflow piece, senders and receivers in color. Conversations below with ingress and egress. Top domains that you can review. Also included is changelog, email account management, LESD email lists, web filter changes, so you can work in all of these systems via one interface. Support contact info under "home."
  - Jesse asked about aggregate traffic in the Netflow view. Jason will investigate a way to do that. Clicking on other districts views, displays their data interspersed with own data. Jason will check on this as well.
  - If districts put in own filters, will those be saved if version is updated? Districts can't customize their own view. Jason and Arne will take a look at whether custom filters can be saved. Expectation is that they should be saved. We can always customize according to your needs.
  - Is there documentation about how to set up filters in Netflow? Network Traffic Analyzer, you could probably find some web resources. Jason will look at those and try to post some.
  - Michael asked about email lists piece – same page, just redirected. If there are lists you don't see, they probably have visibility turned off.
  - Email account management tab still has link to old netflow. Arne will start cleaning up the links.
  - If anyone is interested, we could set up an alert system by email for out-of-band notifications.
- Discussion, Q&A
  - Chromebook imaging – some models check for updates on power-up, before the enrollment screen. Can cause a jump in several versions to most-recent. ASUS Chromebook for education touting durability, modular replaceable parts, around $200. Jesse piloted CTL J4, was really nice, has 4gb RAM, around $220 with management, and is very modular. South Lane going CTL with next purchase of Chromebooks. Broken screens and hinges are common with student machines. Richard asked if there are any good remote desktop management systems for Chromebooks? Hapara, mentioned by Steve using at Pleasant Hill.

Added Items:
- Email scam from Pleasant Hill targeting business staff. Direct email to business manager that spoofed supts name and signature, and asked them to process checks. Was very targeted and convincing. There was an immediate reply when one person replied. Arne will forward the headers to the group. This is not the first time in the state, it was reported from others as well. Roger had 3 accounts compromised recently that compromised a VPN almost immediately.

Next planned LCTAC meeting, Mar 17, 2017