



## LANE EDUCATION SERVICE DISTRICT

1200 Highway 99 North  
Eugene, OR 97402

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www.lesd.k12.or.us

EQUITY

COMMITMENT

LEADERSHIP

COLLABORATION

INTEGRITY

### Lane County Technology Advisory Committee Thursday, November 30, 2017, 1:00pm-3:30pm Lane ESD Room 1

#### MINUTES

**Present:** Daniele McCallum (LESD), Jason Dodge (LESD), Christina Okesson (LESD), Roger Morris (Eugene SD 4J), David Nelson (Eugene SD 4J), Nathan Crompton (Ambient for Marcola SD 79J & Blachly SD 90), Michael Bateman (Fern Ridge SD 28J), Jesse Baber (South Lane SD 45J3), Richard Reaksecker (Crow-Applegate-Lorane SD 66), Michael Biehler (Fern Ridge SD)

#### Recurring Items

- Service Incidents — *A review of LESD service interruptions since last meeting*
  - Destiny on 11/4
  - Blachly outage 11/13 power outage
  - Fern Ridge outage 11/21 planned with Hunter
  - Oakridge 11/28 power outage
- E-Rate — *Quick recap of any news this month*
  - Portland E-Rate conference was November 14. The Form 470 has been revised and there are new menu options for selecting fiber transport services. There were specific recommendations about what some of them mean and which ones to use, which has resulted in confusion and calls to the FCC to clarify. The presentation slides are available on the USAC website: <http://usac.org/about/tools/TrainingArchive/trainingDetails.aspx?eid=290>
  - Time for all districts to update their district information in EPC Portal. Please complete this step and update your district info including student count, even if you are not applying on your own behalf in 2018-19. This will ensure that LESD's ISP applications are not held up.
- Professional Development
  - CyberSecurity (Jason Dodge) – UofO Innovation Summit, CyberSecurity session led by Jun Li. Studying the “Internet of Things.” Focus on DDOS attacks and protecting closer to the source, working with ISPs to mitigate. They do a Cyber Security day in the Spring, we will share that info when we see it.
  - OIT (Jason Dodge) in Wilsonville. Cyber Security related. Kate Brown presented. Getting youth into Cyber Security, there is a world-wide shortage in this job field. There is more information at: <https://cyberoregon.com/> Kate Brown declared November 20 “Oregon Day of Cyber.”
  - AWS (Travis Burnside isn't here to report, Daniele McCallum asked Roger to instead). Roger from 4J shared. Concept of assigning an instance to a student (if funding would work out). When they graduate, have them create an account and transfer to them, they can then take it on to higher ed with them. Storage is cheap. 30+ people attended.
  - Stormwind Studios Check-in and sharing (Jason Dodge) LESD wrote everyone in June with account info. Daniele took one course on ITIL. Some use occurring, reminder that if you have any certifications or professional development that is needed, please feel free to use. Courses are live and interactive with instructor and other students. Daniele will re-send the access information.



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- OETC events:
  - AcceleratED (tech administrator focus) February 21, Portland OR
  - IntegratED (tech team focus) February 22-23, Portland OR
  - Daniele attended “Spark” with some instructional folks
- CoSN Conference: “Exponential Change”, March 12-15, Washington DC – next year in Portland and Daniele highly recommends attending, it is the best tech-in-education conference she has attended. There are different tracks, primarily geared toward tech leadership, but there are sessions relevant to other roles.
- Fred Pryor management workshop at the Eugene Hilton. \$200, December 13.  
[http://www.pryor.com/et\\_seminarExpressLane.asp?SN=1000135&ssd=20171213OSPA](http://www.pryor.com/et_seminarExpressLane.asp?SN=1000135&ssd=20171213OSPA)  
Cyber Breaches and Attack (Jesse Baber), inviting technology folks. February 8 in Tigard. More information can be found at: <http://ospa.k12.or.us/eventcalendar>

### New Items

- Firewall policies review/cleanup (Jason Dodge)
  - PACE flyer on what to do if you are breached (handout)
  - Annual review and webfilter policies (handout), please let Jason know if you have any changes.
  - Roger asked if anyone has a utility to find firewall holes. Cisco has one. NMAP has options to scan even if it is being blocked. [Shodan](#), online scanning tool. Can be a bit out of date, there is a subscription service that is more updated.
- Web filter review/feedback (Jason Dodge)
  - (Handout), please let Jason know if you have any changes. Might want to review categories with your district administration if philosophies and options we have changed. Filter has been in place for about a year now, we are rarely getting change requests so it appears the database is very good compared to our previous filter. If you have a unique case for assigning filtering by groups, we can work with that. Categories have been useful for LESD’s remote campus at JDEP, which works on a whitelist-only basis. [Fortiguard.com/webfilter](#) is a useful tool for submitting category-change requests. Jason encourages districts to use these requests so that their database is kept up to date for everyone. Updates are pulled multiple times per day. Eugene SD and Springfield SD are also completely moved to Fortigate for web filtering. Bethel is using another appliance.
  - Jesse asked about the content-delivery network he asked to be blocked. Was a gray area, a commercial site with some adult content. Jason will follow up on that.
  - David asked about looking up sites in Fortigate’s system, which is handy to decide if you should bother submitting a specific request. Asked if we differentiate users, or by IP range? We are currently using IP-based tracking. Most districts assign by IP.
- Antivirus scans via firewall (Jason Dodge)
  - Have been testing this feature, and it seems to work well. Another layer of scanning. Plan to roll out to other LESD campuses in the next couple of weeks, roll out to districts afterward. Not a replacement for endpoint AV at all, just an additional check. There will be an additional block page (screenshot handout). Feedback? Jason will email districts with link to block page sample. We will get a report when a user hits this page, and we will then report to you. Jesse asked for a change to “Security Alert.”



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- WAN/districts segmentation (Jason Dodge)
  - The easiest thing to do is create access control lists on the routers and block any traffic going to the WAN. Does anyone have any concerns? Do you think you access resources between districts? South Lane uses some Bethel resources. SSH access to Fern Ridge. Michael asked if we have tried logging for awhile yet, Jason hasn't done this. Jason's priority is to prevent it from happening at all if possible. Michael mentioned maybe activating it for a week or so, and then turn it off to wait to see if something happens and then turn it back on. If we implement, we would work one district at a time and work closely with each district to make sure it doesn't impact them negatively.
- Reminder on botnet reports (Jason Dodge) - some may have been false positives. LESD is not expecting districts to report back to us. Jesse mentioned Chromebooks are easy, but they did an exhaustive scan on the two PCs they received reports for.
- Instructional Technology (Daniele McCallum)
  - Gigabots – LESD received a grant and purchased 6-10 Lego mindstorm gigabots. There is an internet interface with them. They are going out to: Bethel, Marcola, Eugene 4J, Blachly, & Junction City. Crow just got 8 of them. They will not work with Captive Portal wireless. They will be sent out to districts in January. Daniele encouraged Lane STEM to have the teachers trained on the Gigabots to work with their district tech staff before rolling these out. Gigabots website for more information: <http://thegigabots.com/>
  - Instructional Tech Symposium December – Curriculum leaders meet once a month at LESD. December 12 meeting has an Instructional Tech focus. Announcement went out today encouraging them to bring a team including tech staff. Very instructional focused, to increase awareness of different components of Instructional Tech. Daniele will send Jesse the name of the South Lane curriculum leader, and will forward the invitation to the group. Michael also would like to know who the curriculum leader from Fern Ridge is.
  - Learn360 – We have been coordinating this for 4-5 years now, most districts subscribe through LESD. Conversations are happening with the instructional side of LESD to encourage use. You may be hearing about this in the near future.

### Round Table

- What are districts using to track student work samples? (Michael Bateman) – Graduation requirement to keep senior portfolios. MasteryInMotion used in the past, very outdated. Fern Ridge needs to find a new solution. Their SIS provides a mechanism to import OAKS scores and also some work sample data.
  - Crow uses Oregon CIS for a couple of years now. Subscription basis, it is cheap, and some free training. District is also having students save their portfolios in their Google Drive so that they can take it with them.
  - 4J has some teachers using WordPress blog to have students save their work.
- VPN as a service (Daniele McCallum)
  - LESD poll responses – Poll went out in September to gauge district interest. Lots of responses. What should it look like? LESD has 3 versions of what we use VPNs for: for technical staff, for contractors needing remote access to a device, web VPN for a few staff members for remote access to a database.
    - Ambient: minimal interest, mostly for secure file access. Already have remote access via labtech for technicians (is a ScreenConnect product). Marcola using Team Drives in the media department, for yearbook uses.



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- South Lane uses Ultra VNC, it's free. Has an Open VPN server set up with a firewall exclusion for Jesse's access from home. Has SSH open on one Linux box. Open VPN is more of a solution for maintenance contractors and consultants. Pushing staff requests to use Google Drive. Jesse encourages sharing of full folders and not individual files. Rolling out DriveStream. Have not used district-wide standard for Google use and organization of files within Google. Deleting a user from Google removed their data from Google Vault.
- Fern Ridge: Goverlan for tech staff remote access. Not many requests from staff, using Google Drive.
- Crow has turned on Google Team Drives, but just turned on for Richard to test.
- 4J VPN access on request to any staff, no students anymore. 4J has Team Drives turned on but hasn't formally announced it yet. No one person owns it. 4J enabled Google TakeOut so people can take data with them, it creates a zip file.
- Access to vendors and contractors
  - Jesse using Open VPN
  - 4J gives them a VPN account
  - Michael uses VPN with alerting
- SSL certificates, how does your district use them (Travis Burnside)
  - LESD has a half-dozen SSL certs for various things. Moved from GoDaddy to SSLs.com.
  - 4J wildcard cert for \*.4j. Some certs for public-facing things or pages that staff uses. Internal things not worried about. Geotrust is the vendor.
  - Crow self-sign pushed out to all computers
  - South Lane multiple clients. Bought 2 wildcard certs, one for public.slane and one for private local.slane. NameCheap, was very low cost (\$200 for 2 yrs). Installed on a lot of internal stuff as well as external. Had an issue with email address, they don't recognize k12 addresses.
  - Fern Ridge planning to purchase NameCheap wildcard, haven't done it yet.
- Mailman and email list configuration (Travis Burnside) – postponed until Travis can attend
  - Michael asked about any weirdness in your mail list configs? Way back when, Arne noticed a new maillist reverted to an old name. No archiving of configs. Had a list disappear from management, had another that could get into management but it wouldn't send any emails. Had to start over. Would like to see some versioning on configs to track changes. Would love to automate membership so that people can self-select. Suggestion for improvement on the listname-bounces email address. Can we change who that goes to? Take the list name out of the email address on auto-replies.
  - 4J had a list where all the members disappeared. Couldn't find info on when it happened. Have some parent lists, if they reply it is discarded. Had a new principal who was a list-owner, emails were discarded because they were also a parent. 4J built a web interface for users, but it breaks frequently. Use School Messenger for parent notification, also has email. Encouraging staff to use this instead of mail lists.
  - LESD Travis created a simplified interface for a few users, but they still didn't end up wanting to manage them. We did a web form for change requests and Christina manages it from the help desk. We can share that simplified web interface at the next meeting.
  - Jesse mentioned VERP for bounce processing. Owners can enable personalization also, so that replies can go to the original person and not to the list. Can be set per-list.



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- WPA and Intel vulnerabilities (Jason Dodge). Do you drop everything to patch systems? How do you respond to an incident?
  - Jesse upgraded controllers recently, first big firmware upgrade scheduled for this weekend. Intel AMT vulnerabilities have been around for some time. Jesse incident with Bomgar, pulled the plug on the appliance and worked with the vendor, but their response was poor.
  - Michael waits until after the school day.
  - Prioritize larger events. Client side less, plenty of older machines that will no longer update. They will be updated on the summer maintenance schedule.
- Anyone changing their endpoint AV?
  - Jesse moving to Sophos endpoint cloud service. Gets a better deal through their reseller than going through OETC. (Traybron?) Jesse reached out to SHI, Sophos has an incumbent reseller agreement, they can undercut almost anyone.
  - Blachly licensing with labtech (sp?) ConnectWise automator.
  - Fern Ridge still using Symantec, it is working well. Considering MS Security Essentials in the future.
  - Crow using Security Essentials from Microsoft. Have not had any issues. Security policies are essential to making this work.
  - LESD using McAfee.

### Added Item related to Webmail/Email:

- Webmail: There have been a couple of reports on an issue with webmail regarding the “to” field and “scroll field” displaying incorrectly. We have it mostly figured out, Chrome is displaying inconsistently.
- Jesse mentioned the address book issue, but only on Chromebooks with a smaller screen, because South Lane is at the bottom of the list.
- 4J noticed an issue with replies from Yahoo accounts on Android devices (Yahoo doesn’t honor the reply-to address).

### Next planned LCTAC meeting:

- December meeting is cancelled due to holidays
- Next meeting is scheduled for January 18, 1pm-3:30pm, Lane ESD Room 5