



## LANE EDUCATION SERVICE DISTRICT

1200 Highway 99 North  
Eugene, OR 97402

541.461.8200  
541.461.8298 [Fax]

www.lesd.k12.or.us

EQUITY COMMITMENT LEADERSHIP COLLABORATION INTEGRITY

### Lane County Technology Advisory Committee Thursday, October 18, 2018, 1:00pm-3:30pm Lane ESD Rooms 5

#### MINUTES

**Present:** Daniele McCallum (LESD), Jason Dodge (LESD), Richard Reaksecker (Fern Ridge SD 28J), Charles Ranlett (LESD), Roger Morris (Eugene SD 4J), David Bolton (Bethel SD 52), Christina Okesson (LESD), David Nelson (Eugene SD 4J), David Langan (Eugene SD 4J), Gerald McCool (Oakridge SD 76), Jesse Baber (South Lane SD 45J3), Michael Bateman (Fern Ridge SD 28J), Jeff Rhoades (Junction City SD 69), Doug Osborne (Crow-Applegate-Lorane SD 66)

#### Recurring Items

- **Welcome to LCTAC – introductions, methods of contacting LESD for support, resources available, update emergency contacts**
  - Please forward to LESD any updated contact info you have for your district, both routine and emergency, primary and secondary.
  - The noc@lesd.k12.or.us email address now goes into a ticket queue, is that going ok for you? Can we do better? Jesse and Michael: works well, would like an auto-response for confirmation the ticket has been seen. Should questions go to that same place? Yes, please funnel all requests through that method, whether it is request for action or request for information.
  - The Emergency Outage phone number is 541-461-8340, if it is urgent please use that method, it generates a text message to several people. LESD has been investigating 3<sup>rd</sup> party notification options based on feedback we get.
- **Service Incidents** — *A review of LESD service interruptions since last meeting*
- **E-Rate** — *Quick recap of any news this month*
  - All Lane County Superintendents have returned signed participation forms in the ISP consortium. LESD is moving forward with planning applications for 2019-20.
  - October 1 – early January: all districts need to log into the EPC portal and update their entity information including updated student count. This will set the discount levels for your districts and allow LESD to apply for E-Rate on behalf of the ISP consortium.
  - **10/26/18 is the final deadline for invoicing for 2017-18. Please let us know if you need help or have questions.** If you believe you won't be able to make this deadline, please at least file an extension request by that time. That will give your district an extra 120 days, and USAC generally approves at least 1 for districts.
  - Jesse had a lot of questions from USAC on his special construction project. It was information he was able to collect, and there is a form to allow them to speak directly to the vendor.



## LANE EDUCATION SERVICE DISTRICT

1200 Highway 99 North  
Eugene, OR 97402

541.461.8200  
541.461.8298 [Fax]

[www.lesd.k12.or.us](http://www.lesd.k12.or.us)

EQUITY    COMMITMENT    LEADERSHIP    COLLABORATION    INTEGRITY

- **Professional Development/Events:**

- 10/23/18: LESD/FiberOptic.com Fiber Training, 8:30am-4:00pm at Lane ESD Room 1, register by email to [cokesson@lesd.k12.or.us](mailto:cokesson@lesd.k12.or.us)
- November and February: OETC conferences for IT Admin and Teachers: <https://events.oetc.org/>
- 11/7/18: Web Accessibility Principles & Practices, 9:00am-5:00pm at Lane ESD Rooms 5/6: <http://www.lesd.k12.or.us/workshops/listings/nov2018/web-accessibility-principles-and-practices.html>. Focus is for a broader audience for anyone who provides web content.
- 11/8/18: Coding for Web Accessibility, 9:00am-3:00pm at Lane ESD Rooms 5/6: <http://www.lesd.k12.or.us/workshops/listings/nov2018/coding-for-web-accessibility.html> More technical focus, we expect a lesser number of participants.
- 12/6/18: LESD/PNW Juniper 1-Day EX Switching Bootcamp, 9:00am-4:00pm at Lane ESD Rooms 5/6, register by email to [jesse@pnwsecurity.com](mailto:jesse@pnwsecurity.com). Some more advanced topics than they have covered in the past. There will be more than K-12 participants attending. Dave Langan suggested sending info to Joe Mailander at UofO, they may have interest.

### Main Discussion topic

- Charles Ranlett: Mailman "bounces" fix plan, Barracuda Cloud Protection Layer, geographical filters, parent list management, future of Mailman:
  - The "bounces" behavior comes from webmail displaying the bounces email as the name of the list. If users add this email to their address book, they are adding the bounces email address instead of the correct one, and they don't notice. Currently, there is a configuration that takes the bounces address for the header and writes the name of the list onto it. Changing Mailman to stop doing that will address this behavior. Charles originally proposed making this settings change and then removing all "-bounces" email addresses from users address books, but will instead simply modify "-bounces" address entries so that they refer to the correct intended list address, as suggested at the meeting. Charles can run a script that does this for all lists at once, he will have to do this once for each district webmail instance. The address book contacts countywide exist in a central database location, in Roundcube. We can do an SQL command to look for those bad addresses and remove them. There are more than 500 users with these addresses in their address books. We would like to communicate to end users that we will be doing this, and to make sure if they re-add addresses that they get the correct one, and don't go to an old email with the incorrect name and re-add the wrong one again. What would you like that messaging to look like? How do we be pro-active and let users know their correct list names? Jesse: his users have been sending from phones, MacMail, other clients. Charles hasn't been able to replicate these. Mailman recommends editing the Python config file that does the re-labelling of the field instead of changing settings for the entire field. Phones usually auto-fill from recipients, so moving forward it will become less over time. Michael: what was the original intention of the bounces setting? It is meant to sit there as a handler for errors, some people use this. We haven't had the need for this for some time. 4J uses Mailman, Zimbra adds contacts automatically. Roger looked at his own mailbox, and it hasn't added them. Michael: We still have to manage addresses, can we get a way of doing directory-management with address books? Those fields are available when you set up a user account, they just don't go anywhere. We could also find-and-replace the bounces email addresses with the correct list names, that would be truly transparent. We will watch this periodically as well for regular review of address books.
  - Barracuda spam filtering inbound and outbound: Presentation slides from Charles, last 30 days statistics. Spam, fishing, malicious payloads, etc. We have seen an uptick in spam volumes since the beginning of the school year. Cloud protection layer does zero-hour threat protection, anti-phishing, etc. The CPL catches the bulk of items before they even get to our appliance. The typical-day slide shows hourly statistics. View of MXToolbox.com SuperTool. We can remove the mxmail address for the appliance from the configuration and force everything through the CPL. Are there any concerns? Advanced Threat Protection adds another layer, but is very



## LANE EDUCATION SERVICE DISTRICT

1200 Highway 99 North  
Eugene, OR 97402

541.461.8200  
541.461.8298 [Fax]

www.lesd.k12.or.us

EQUITY    COMMITMENT    LEADERSHIP    COLLABORATION    INTEGRITY

- expensive. It has been a challenge to get users to forward messages with the headers, for forwarding to noc. Not a big worry from Charles as long as he has something unique to search for. No concerns from districts about removing mxmail from the configuration. Charles will make this change next week.
- There is an option in Barracuda to block threats geographically. A huge volume is coming from South America, India, China, Eastern Europe, South Africa, etc. Should we use this? What considerations should we make for non-US addresses in or outbound. Districts with foreign-exchange programs or immersion schools are affected. 4J uses geographic filters on their firewall but not for mail. This also has an impact on HR and hiring practices. Maybe start logging country of origin and collect some data for a period of time? If it was turned on, how would districts get notified of what is being held for routing, to review anything that was legit? We obviously don't want to discriminate against countries, but we want to protect ourselves as well. Maybe a well-constructed bounce message with a CAPTCHA (or a method of following up if legit). Is there an option to hold mail for a period of time for review? Any experience with Barracuda quarantining? 4J has a scoring system for anything higher than 8 to be blocked, others are quarantined. There is end-user notification, but they haven't used that yet. Charles will look into quarantining options.
  - How is Mailman working for your district email lists? How do users feel about it? Can we improve? Should we put energy into upgrading Mailman, or should we focus on another product? Google Groups is an option that many other agencies have moved to. Features are more limited for list members that don't have Gmail. Michael: it is a pain to manage, it works well but he can't delegate management to users. He would like something he can delegate certain attributes to others without them having to fully manage it. At 4J, the secretaries manage the lists for their buildings. A few 4J lists are auto-populated from a directory or SIS. South Lane delegates to the building secretaries, most take care of it and others don't. Overall Mailman works for South Lane, the parent lists are from the SIS and they manually cut and paste that info. Their biggest issue has been who is adding addresses and getting the address incorrect. If we stay with Mailman, Charles is going to look at upgrading and what version that will be. Michael asked if there are ways to quickly sent a csv file and remove/update members? Yes, we do that regularly, especially at the start of the year. Michael would like a command line that could do that (including the remove piece).
  - Parent lists: how do you currently manage them? What works well? Some districts have multiple lists, some have rolling memberships, etc. 4J dumps a file of addresses from their SIS to create school parent lists. One per school. If a parent doesn't want the emails, there is no mechanism to remove. 4J uses School Messenger for some schools' notifications, it will update social media, SMS, phone, email with attachments, etc. Oakridge uses eSchool and School Messenger for parent lists, the teachers or office staff manage them. Fern Ridge uses eSchool equivalent and Remind 101 for messaging. South Lane on a building-by-building basis. The high school lists are by graduation year, and then a top-level list for every parent. The middle school is similar, elementaries just use one list with all parents. No longer using phone notifications as much, lots of complaints from parents. Crow using EduLink.

### New Items

- Lane County Business Services/SIS Systems survey completed
  - IT managers at the state sent out a survey to collect this info. Daniele completed this on all Lane County districts' behalf. Ties into their goals of single sign-on, and other contracts. Daniele can share the Google sheet with the results of the survey.
- FBI, Internet Crime Complaint Center Press release. Cybersecurity from CoSN
  - Items to take: 2019 calendar, some info about a poster contest for kids, phishing and security posters.
  - Should the ESD share cyber security bulletins or information that we receive? Continue to send.



## LANE EDUCATION SERVICE DISTRICT

1200 Highway 99 North  
Eugene, OR 97402

541.461.8200  
541.461.8298 [Fax]

www.lesd.k12.or.us

EQUITY    COMMITMENT    LEADERSHIP    COLLABORATION    INTEGRITY

### Round Table

- Summer Projects recap and what projects districts are working on during this year
  - David Nelson: 4j is working on setting up a certificate authority and pushing to devices. Windows Certificate on one of the domain controllers. Still in testing phase.
  - Jesse: new network at the elementary school. All HP 2930 smart-rate switches with 3935 Aruba APs at Harrison Elementary. We should to a future LCTAC at Harrison to do a walk-through. A huge change for teachers with Smart boards.
- The Internet-of-Things/Virtual voice assistant devices
  - Are these showing up in your district? Richard looked into it personally, because of cell phones with this functionality. Could not find a way to block those from a network. Bethel had 3 requests in the last 9 months. Teachers are using them as a teaching tool. The problem is, they are WPA, the only way Bethel could do that is to set up a separate network SSID just for those devices, but that is going back to old ways of securing wireless networks. Heard of Google plans for an enterprise-integrated device in the future. South Lane has several elementaries interested in Kindles, but they quickly discovered that Amazon isn't set up for enterprise-level with Kindles. Heard an interview with good points about accessibility functions with a device.
- Local law enforcement agreements with districts
  - Have police called to request video footage or tracking on devices? Do you have policies around this?
  - South Lane has had requests, the school resource officer usually filters them. There was a police shooting in Delight Valley and the State Police wanted video of all cars going by the school, but Jesse didn't have active cameras at that time. The resource officer usually coordinates all of these requests. Jesse had one parent try to request video, for a fight incident. South Lane policy says that is not allowed without a subpoena. Jesse has a retention policy which takes this into consideration (30 days). South Lane is using MileStone for camera feed storage. Their Board discussed whether to put video of students into student records along with discipline info, they were hesitant to do that unless the situation was extreme. Video can go into staff records. Mdisk for archival method. Not legally supposed to do audio, you need consent by state law unless it is considered a public area. South Lane has signage and notice in student handbooks that they are being video recorded.
  - Fern Ridge stores camera feeds, but has had issues with running of space and resolution. Fern Ridge hands over video to police via a school administrator request.
  - Bethel using DigiFort to store 24/7 camera feed for 30 days. Bethel provides info at the request of an administrator or SIO.
  - 4J routes through legal counsel and HR. No policy yet on video.
- Bethel using RapidRun for mounted projector systems, but it is no longer available. Extron stuff is all digital and is very expensive, and Springfield has had major problems with Extron devices going to sleep. They are putting switches in to do a reset on the transformer to get them to work again. What other sources are districts using?
  - South Lane new elementary went with fiber-optic HDMI, that powers from the HDMI itself. Anthony from Eugene Pro Audio & Sound. Also RoomPro in that district.
  - LESD high fail rate on just plates, but they have high usage.

### Next planned LCTAC meeting:

- **There is no planned meeting for November**
- **Thursday, December 20, 1pm-3:30pm, Room 5 at Lane ESD**