

Lane County Technical Advisory Committee
Thursday, Aug 21, 2014 1:00 to 2:30 pm
Room 5, Lane ESD, 1200 Hwy 99N, Eugene

Lane County Technology Advisory Committee MINUTES

PRESENT: Daniele McCallum (LESD), Christina Okesson (LESD), Joel Higdon (40), David Langan (4J), Arne Berglund (LESD), Jason Dodge (LESD), Jerry Pergamit (1), Jesse Baber (45J3), Michael Bateman (28J), Richard Reaksecker (66), James Grubic (4J), David Nelson (4J), Todd Hamilton (40)

Added items:

- Email as a service is on schedule for in-depth conversation at the November LCTAC. Password management, security breaches, etc., will be included. David Langan asked about situations such as firings, the need to keep accounts open, staff leaving and then coming back, etc. These are common issues across all districts. Solutions are very different from district-to-district; there don't seem to be any standards in the county. Let us know what topics you would like included in the discussion.
- Crow just sold Lorane Elementary – there has been rumor about a group wanting a Charter School there.
- We have posted the future known schedule for LCTAC on the blog. September discussion will be filtering; October will be the IPv6 discussion; the November topic will be email.
- E-Rate changes – lots of changes coming with the FCC modernization order. E-Rate conference in November in Portland is free.
- Formative Assessment: Aaron Brown at Crow asked Richard to bring this subject to the group. Be aware that superintendents are discussing this. Smarter Balanced is the vendor that provides the state student testing – they also provide an option for formative assessment. This causes confusion when people use the term “Smarter Balanced” in general during discussions. This will continue to be a discussion topic at Superintendents’ meetings. IT folks won't likely have much input, except to gather data about whether equipment will meet the minimum requirements. Districts are still using OAKS with secure browser for Science and Social Studies. There is a listserv at the State for IT folks that gives updates on the requirements. Each district registers a test coordinator and a tech coordinator on that listserv. If you are not getting those updates, let your district's test coordinator know to add you. Smarter Balanced uses it's own version of a secure browser.
- WebEx/Skype/Video Conferencing: Michael received responses from David, Todd, and Jesse. Lane ESD has a single checkout laptop for web conferencing and Vidyo video conferencing. Needs often come up when people have bad experiences with a service they tried to use. The issues are generally seen with the end-users who may/may not have technical expertise. Usually needs an

- involvement from tech staff, at least for setup and testing. Maybe an unmanaged computer set up specifically for that purpose? Still have to download plug-ins, etc.
- Richard asked about eSchool and how districts manage the imports to services (lunch program, MealTime, Blackboard automated calling, etc). What is everyone using for automation processes? Joel mentioned Blackboard – have to start with eSchool and the school secretaries, to make sure data is entered consistently. Expect some push-back. Get your Superintendent’s support. Jesse has Cognos reports that he is currently using. Richard is just looking at how to start these processes, expecting to take all year to implement.
 - Daniele asked what districts are using for staff leave accounting? LESD is helping Oakridge with implementing a system. LESD internally uses Aesop for sub calling and staff leave, which also has a phone number for staff to use. Fern Ridge uses a spreadsheet and a form to fill out. Crow has requests go to a specific person. South Lane uses Aesop. Creswell uses Google Forms and the secretaries do the calling. Ben wrote all the script and code for that. Oakridge uses RequestTracker for tech, facilities, transportation tickets, and is looking to use that for sub and staff leave requests. It has gotten a little more complicated than initially expected. Pleasant Hill has SubFinder for sub calling but uses paper requests for leave and the secretary manually enters. 4J uses CampusAmerica on an Alpha for subs, no web form (secretary puts it in for classified).
 - Michael mentioned fillable Adobe forms as a transition away from paper in general. There is resistance to web forms from staff. Still don’t have info from those forms going into databases. How do districts come up with a strategy for getting staff to use cloud services? Creswell went with Google apps and didn’t allow staff an alternative last year. Only confidential data is stored on the file server. This is a shift, not in daily workflow, but for collaborative work. Jesse asked about how much bandwidth students need for Google services? It also helped get staff comfortable using Google tools in general. The hard part is distinguishing what the traffic is composed of. Districts that are heavily using Google are not using much more bandwidth than before. Jerry has recommended that staff with Chromebooks leave them on overnight for update windows. 4J is using EdModo with kids on the iPads. Google has been advertising Google Classroom.

1. Network Services

- See information included in Local Service Plan Overview below

2. General discussion

- ESD Local Service Plan Overview
 - Daniele provided a handout for external services review. Daniele has met in person with 4J and Crow to go over their services personally. Brief overview of the document. These services tie in to Lane ESD’s local service plan.
 - Divided into sub-groups, one of which is “network.” Lane ESD does not provide circuits for Eugene 4J or Springfield. Springfield is in conversations about using engineering services. Very few districts are

exactly the same as far as the configuration we provide. Each one of these services we will go into detail at a future meeting this year. Please let us know if you think there are discrepancies. This is also a somewhat fluid document, subject to change.

- All districts received communications this week about the change in filtering, and will be discussed in-depth at next month's meeting. There are monitoring and management pieces that we have been discussing, and we appreciate feedback on what we have currently been providing, or any suggestions.
- Data aggregation piece isn't really for the LCTAC group, or the ConnectED Lane County either. Todd and Joel asked about the path of data going to ConnectED Lane County – Daniele indicated it comes directly from the data warehouse. Data is currently refreshed nightly in the data warehouse. The Lane ESD role is coordinating with districts. Willamette ESD is wholly in charge of the data piece. Kate Weber is still the point person for data warehouse issues at Lane ESD.
- Internet Services: email, DNS, Google Apps (secondary), LDAP.
- Web hosting is customized per-district. We will discuss web hosting in depth at a future meeting – Cameron Yee from Lane ESD will be here for this topic. Districts use different models: Lowell and Marcola both are currently changing over from Edline to the ESD-hosted service.
- Moodle is a service offered and is used by various teachers but not necessarily all districts.
- Library systems-hosted Destiny system here (Kate Weber).
- Request ticketing system (RT) for various uses. This will also be a discussion item at some point. Michael asked how many districts use an interface for staff to send tickets (that staff have accounts to log into). Lane ESD and Bethel – staff do not have accounts to our systems. Bethel uses WebHelpDesk, and only tech staff have accounts. None of the district using the ESD service have end-user functionality, but the system we have is capable of doing that. Creswell using a Google form – generates a spreadsheet, as information is updated it generates an email back to the user with comments/status. Joel needs the ability to see where the hotspots are, that use up the most resources. Can quickly see patterns in the data. 4J has their own instance of RT – staff can login, but most just opt for email communication. Use for tracking data. Multiple queues for SIS, desktop support, network services, etc. Custom fields specifying which school (based on LDAP). Joel mentioned that he would be interested in having a webpage with tech info for staff for self-help (setting up email on phone, etc). 4J has a knowledge base that they refer users to. South Lane has SpiceWorks with a portal, with short links to the help desk. Gotten good feedback, and people are setting up their profiles. They also have the ability to view their open tickets – has been well received. Two versions of SpiceWorks – free version, or buy the ad-free version.

- 4J asked about internal district systems: mobile device management, they are possibly looking for a consortium-style purchase. Also splitting the cost on an imaging solution. South Lane uses Mac OSX server with DeployStudio. Creswell uses WDS but has a new Mac CAD lab, and they are also looking for a solution. Junction City is also mainly PC, but they got 15 CAD macs. LESD imaged them as a one-time project. That can be an option for other districts as well. Pleasant Hill uses WDS – Macs are up to the teacher. Crow uses a network version of CloneZilla, looking at setting up better infrastructure. MDM – LESD has tested out Absolute. Is there a need for that management? Does everyone agree on what a good option is? We can continue that discussion in the future.
- Safari is on here, but maybe not much longer. One of the few things that we have solid data showing that people are not using it. We will probably be dropping this service after this year unless people want us to keep it.
- Desktop inventory system – some districts use it, some we have it running for our own monitoring of a district.
- Pilot items: last year Network Engineer project with Bethel SD, to determine if that is a feasible service. Determined that it is not feasible – Bethel is now hiring internally for a network engineer. Network Engineering for larger districts is still in discussion (Springfield as a project-based network engineer service, based on a max number of hours). Daniele can provide that template to any district. Other pilot is the .2 FTE increment of other staff. Network technician hours at Junction City, which has moved to .3 FTE this year. They are still finding this service useful, and we can possibly offer to other districts as well. Junction City pays for this as a fee-for-service. Other pilots: LCC internship concept. Have hired an intern as a pilot for service, and looking to evaluate. Intern has worked at Creswell, at Crow, and at LESD. Have not yet posted for an intern for Fall term.
- Customized services/professional development: October customer service training for IT. Developing for 4J but will be open to all districts. There was some confusion about customized services and whether the ESD was “playing favorites” with districts. In all of these cases, services were generally requested when other districts didn’t work/need them.
- David Langan asked about charter schools (Coburg specifically). Daniele gave the example of Willamette Leadership Academy moving to Goshen. Springfield looked at their need for connectivity and asked Lane ESD to provide this service. If 4J has a responsibility for Coburg Charter School, they are welcome to contact Lane ESD with a request for service. Same way with Mountain View Academy at Lowell.

3. Roundtable

- No roundtable discussion

4. Incident Reviews (recurring)

- None

5. Technical Presentation:

- None

6. Future Meetings

- Next planned meeting, Sept. 18, 2015