

**Lane County Technical Advisory Committee**  
Thursday, October 22, 2015 1:00 to 3:00 pm  
Room 5, Lane ESD, 1200 Hwy 99N, Eugene

## **Lane County Technology Advisory Committee MINUTES**

**Present:** Daniele McCallum (LESD), Jason Dodge (LESD), Christina Okesson (LESD), Arne Berglund (LESD), Roger Morris (Eugene 4J), Ben Gernhart (Creswell 40), Steve Traylor (Pleasant Hill 1), Richard Reaksecker (C-A-L 66), Sam Robinson (Ambient for Blachly 90), David Nelson (Eugene 4J), David Bolton (Bethel 52), Michael Bateman (Fern Ridge 28J), Michael Biehler (Fern Ridge 28J), Jesse Baber (South Lane 45J3), Nathan (Ambient for Marcola 79J), Aaron Morelock (South Lane 45J3), Nathan Bowers (Lowell 71)

### **Recurring Items**

- Outages — *A review of LESD service interruptions since last meeting*
  - Change name from outages to incidents. Some items not true “outages”
  - Handout from Arne – yellow items are what are true outages. More than we would like. Non-highlighted items would have impacted services if they had happened during business hours, or they didn’t impact a service for another reason. Several issues with disc space on email archiver, one outage at Crow, Fern Ridge a few incidents on web server, Lane Cultural Education Alliance DDOS attacks on their web server (Fail2ban now in place), Lowell web server infinite looping, Email spam compromised accounts and cleanup, Fern Ridge brief circuit issues, McKenzie and Monroe utility outages, Siuslaw circuit outage at night, brief webmail outage yesterday. David Nelson mentioned a disc space issue, they added a script to some servers that checks every few hours if there are any free space issues before they are full. Is this a helpful format for this information? Jesse ok skipping the incidents. We wanted to err on oversharing this time until we got feedback. We can scale that back in the future.
- E-Rate — *Quick recap of any news this month*
  - Blog link to be sent out after this meeting; share with others if you aren’t the person(s) involved with E-Rate
  - All fall trainings are full; Nov 16 in Portland is on a waitlist

- Oct 28 is the invoicing deadline for 2014-15 recurring services that started 7/1/14
- Time of the year to start applications for 2016-17. EPC Portal improvements and reminders to set up entities.
- Christina will check on funding commitments so far for Jesse, and will send that out.
- Professional Development chat — *What have you done, seen or found recently?*
  - Lynda and Safari libraries available at public library. Safari is not the full library, it is a pared-down selection. Looks to be designed toward beginners (for Dummies series). Lynda library looks more useful, very similar as CBT Nuggets. Courses range from 30 min to 12 hours, and seem to be more comprehensive. Just use the barcode number on your library card to get online library access.
  - Jesse mentioned Eduscape for Google Apps and Chrome professional development. How to teach to teachers. All instructors used to be classroom teachers. Jesse has asked for a proposal and will let the group know what he finds out.
  - Jason passed his CCNT course test, after taking the CBT Nuggets course. On his way to other certifications. Our web developer, Cameron, going to Wordcamp this weekend. Cameron also found an AV one-day event in Portland, let us know if you want that information. In a couple of weeks. Christina sent out the email for new CBT Nuggets signups. Let her know if you want to request any courses.
- [ADDED] CDWG Hardware contract
  - New State of Oregon Price Agreement signed with CDWG for their full line including new Dell hardware. Contact your CDWG rep to have the contract added to your selections. Pricing seems to be lower than all the other contracts available. Let Christina know if you are interested in the webinar next week for more information.

## Quick Bytes

- LMS thoughts
  - LESD currently hosts a Moodle server that is very lightly used. No instructional technology department, so support is minimal. Do you have any teachers using anything else? Some Google Classroom at Pleasant Hill and Creswell. Creswell SIS integration. 4J instructional technology pushing Edmodo recently. Moodle only lightly used. Moodle now offers Moodle Cloud free to teachers, it's a hosted version. We recommended that to an LESD user who moved out of county. South Lane website integration for basic LMS. Not designed as a full-blown LMS, but a place to post assignments and handouts.

Good comments about parent subscription feature (email notifications about homework).

- Phishing
  - Most of the outgoing spam problems were from 5 compromised accounts. Runs in waves. Besides cleanup, we tried to do some user education, and why we tend to be targeted. 4J gets a ton. Any end user education? Bethel got hit a lot, David spend a half day adding in every network block he could think of. Down to 10% of what he had seen before. Biggest problem recently is that the emails are coming from accounts at trusted organizations. Two of the 5 incidents appeared to start from LCC addresses. Education in general is considered a fat target because 1) institutions have a lot of interaction with each other, and whitelist each other; 2) email is not a large concern for most users in our systems. Jesse mentioned that users who use a client don't often know their passwords. Firefox and Chrome webmail users now allow saving of passwords. New mail server not limiting passwords to 8 characters. Can't force password change on webmail yet. Do have the capability of forcing new webmail users to change their password on first login, not enabled yet. Several indicated that they would like that. Arne will send out a communication to the whole group asking for input before making a decision. 4J notices teachers using wix.com. Untangle box at LESD can tell it to block just a page and not a whole site.

### **Topic of the Month: Firewall Service**

- Overview/Intro – LESD
  - Juniper ISP 1000 device, want to get feedback about the service. Not a next gen firewall, just a traditional one. Juniper not released an end-of-life date yet for that device. Any suggestions, or features you could benefit from? Already heard from Jesse about internal segmentation for districts inside the WAN? A viewing portal for districts to see security policies in place? Need to replace the device in the near future. Jason will move forward and reach out to other ESDs that provide a similar service. Wants to interview Bethel and 4J who are running similar devices, to collaborate. Researching the market, will use some of that information and feedback: checkpoint, palo alto, cisco, fortinet seem to be the top 4. Let us know if you think we should evaluate another vendor. Replace with just one appliance, or multiple, or a unified threat management system? What are districts doing for security internally? Do you have additional firewalls? Should we get a guest speaker on this subject? Would there be a benefit to us doing a security audit? Jesse mentioned

trying every account with previous default passwords, the percentage is probably high. Jason will look into that.

- Challenges – Roundtable
  - Constant end user training (Jesse); sharing of passwords
- Changes you would like to see – Roundtable
  - Jesse mentioned exporting netflows of attack events

### **District Discussion**

- Help Desk/Trouble Ticket Systems
  - Request from James at 4J with questions about what districts are using for help desk systems. What are you using, and how? Some districts LESD is hosting RequestTracker, but usage varies. Many only used for notifications, not managed tickets.
    - Hunter and LS Networks using RT
    - Crow using email/phone. No interest from district in managing support requests.
    - Ambient using ConnectWise, also use Labtech and other products. Tickets coming from districts go to a dispatcher and a help desk, which is level 1 support.
    - Lowell using RT, for email notification function.
    - Bethel using Web Help desk (Solarwinds), also Springfield. Fully customizable. As an admin, you build it yourself. Can see every ticket, technicians see what is assigned to them. Auto assigns the queue based on type of user request. Can send an email into the system, can add popups for common help subjects and FAQ documents for users. Stand-alone system, with a free version. Has extensive reporting functionality. Users can email help@bethel to get a ticket started, but blocks if subject and body are blank. Ties into AD for user information and location.
    - LESD uses RT for facilities and tech departments. Have a web form for users to submit tickets. Two separate queues for those depts...facilities uses only for email notifications. Technology – Christina gets all tickets at the help desk, and assigns as appropriate. Don't use priorities other than user-identified from a selection. No tracking of how much time issues take.
    - Fern Ridge uses Spiceworks, easy to set up and low maintenance. Tried getting facilities into RT, it dropped off after awhile. Most users will only use email. Hall muggings are down. Would love to get 70% of staff to fill in information about their issues somewhere, but it isn't a reality. Is there an inventory integration in RT? Believe there

is a separate plug-in, LESD has not used it. Nothing that is scanning the network, Solarwinds does that.

- 4J uses RT. Separate queues for departments, about 8 or so for network and desktop. Not auto-assigning tickets, but a custom field for location that autofills from LDAP, and alerts the people assigned to that location. Generates tickets on emails. Have a couple of web forms, but not many use them. Because tickets come in by email, if someone does an all-staff message and cc's the ticket system, every reply generates a new ticket. James is focused on reporting and stats of how people use their systems. RT's reporting takes creativity. Jesse mentioned Spiceworks has a dashboard with some visual reporting, and an extensive reporting feature for custom reports. Arne looked up Web Help Desk – seems to have extensive reporting functionality.
- Creswell uses Google forms with a script in the sheet that emails the tech address, and the user, and sometimes cc's the building principal. Have a pending column for comments, and a completed column.
- South Lane uses Spiceworks. Helpdesk portal accepts from anywhere in the world, it's wide-open. Haven't had any problems. Sets up profile for users, so all they have to do is enter their email address. Have a portal with required fields, but also get phone calls and emails. Can forward emails to create a ticket. Only admins can get notifications of new tickets.
- Pleasant Hill uses RT, just started this year. 70-80% being used right off the bat, administrators pushed it at inservice, but administrators themselves don't seem to use it. Using it at the interface only, no email notifications.

Does 1:00-3:00 on Thursday work for everyone? 2-4 might work better.

What are everyone's work schedules? Jesse staggered start, some start at 6:30, some start at 7:30 or 8:00, helps to cover before and after school.

Next planned LCTAC meeting, November 19, 2015