**Lane County Technology Advisory Committee
MINUTES**

Present: Daniele McCallum (LESD), Arne Berglund (LESD), Christina Okesson (LESD), Jason Dodge (LESD), Michael Biehler (Fern Ridge), Roger Morris (Eugene 4J), Sam Robinson (Ambient for Blachly), David Langan (Eugene 4J), Michael Bateman (Fern Ridge), Ben Gernhart (Creswell), David Nelson (Eugene 4J), Steve Traylor (Pleasant Hill)

Recurring Items

- Outages — *A review of LESD service interruptions since last meeting*
    - Five service-impacting outages. Of those, three were during normal support hours. Late-night power outage at Blachly. Two were related to Fern Ridge's wordpress attack issue. One outage that was internal to a rural district, a network loop. Had a brief partial outage on webmail last week, 11/6, that was caused by a limit migrated from the old server, that the new server impacted. We are evaluating where to place the new threshold to match the capabilities of the new server.
- E-Rate — *Quick recap of any news this month*
    - E-rate conference: Christina attended the E-Rate conference in Portland on Monday. 275 participants, from all over the country. The Schools & Libraries Division of USAC is stressing that participants get logged into the new portal, make sure their school information is correct, set up their users, and start their applications as early as possible so that there are no unexpected issues. The E-rate Productivity Center (EPC) portal is still in active development and is expected to be so for at least the remainder of this school year. Christina will post a link to the slide presentations from the conference to the LCTAC blog.
    - Handouts: Page 1 shows the flow of the yearly activities over a 3-year period. Page 2 is Lane County e-rate funding history from 2012-2015. Note that 2012-2014 are actual disbursements, and 2015 is funding commitments. Page 3 shows what types of services the 2015 commitments represent. Christina will post the handouts on the LCTAC blog.
    - Fiber webinar – Jason and Christina watched an e-rate webinar today at lunch that was specifically focused on changes for fiber builds and

special construction. Christina will post the link to the webinar recording on the [e-rate blog](#).

- Professional Development chat — *What have you done, seen or found recently?*
    - Roger attended the VMware Users' Group ([VMUG](#)) conference a few weeks ago
    - Arne doing CBT Nuggets course on Vsphere 6. Looking very valuable. If you are going to build the recommended lab environment you are going to want a server with a lot of RAM, not just a PC.
    - David, Michael, and Jason attended the Juniper Bootcamp and thought it was good.

Quick Bytes
- LCC Intern Program
    - LESD is starting another round of hiring an LCC intern. Daniele reached out to 4J, who will use some of their time. If you have a clear project that would be good for an intern, let Daniele know. She will send out more information when we know who we have. Roger asked what skills are requested in the posting. Daniele will send out a copy of the job posting so that the group can see the qualifications. We can always customize our posting to accommodate district project requests.
- Student information systems
    - Siuslaw switched to Synergy over the summer. That impacts the data warehouse, and they are working to resolve that. Anyone else planning any changes in the SIS? None.
- Regional assessment coordinator used to be through Douglas ESD. That has changed – [IMESD](#) is now our region's assessment coordinator.
- Email about assistance with [registrars](#). How do districts manage their beginning-of-year registration? Do you use an online portal? Do you find value in having the rep come in to do a presentation? Michael: doesn't know if they could get a district-wide agreement on what all buildings would want to use. David Langan: seems like if a site likes a system, it spreads out to others. Daniele will forward email to LCTAC and ask for information about interest.
    - 4J some sites have asked for that, they may have purchased on a site-by-site basis. No district-wide initiative that they know of. Specifically mentioned Business Intelligence being mentioned. Want to extract data from SIS and other databases. Is very expensive.
    - Pleasant Hill program assistant manually enters their registration info.

- Supts meeting this week, one key piece was they reviewed local service plan to discuss how to add new services and eliminate dated services. Flash alert test in October, some supts felt that they were unaware of the test or that it wasn't successful. They were going to request another test.
- Is Todd still coming to these meetings as a supt representative? Daniele checks in with the LESD assistant superintendent after every supt meeting, but that process relies on them to filter the information. Daniele will check on whether or not a Superintendent representative is still planned.

Topic of the Month: Email Service

- Overview/Intro – LESD
  - Email report from Arne, is it worthwhile to receive more than once a year? Yes, it doesn't hurt. Report covers who has access to what, forwards and aliases, etc. A recap of the service particular to your district.
  - Slide presentation with overview. Will post the slides with the minutes on the LCTAC blog.
  - Side notes through the presentation:
    - 4J uses Sophos for their spam filter.
    - Arne spoke to the change of LESD running outbound through the filter because of the phishing problems a month ago.
    - Storage for archiver is separate and located here, not the core. We store everything since 2009. We don't have a plan to purge, that seemed more problematic than it was worth. Does not include spam.
    - Evaluating a different option than mailman for email lists.
    - Do we have any data about emails sent and received within the email system? Those do not come from the outside. It would be interesting to review internal email quantity vs external quantity. Arne will look into this.

- Email of the Future – What do you need and want? The hardware refresh was to get us into a position to look at enhancements and changes. Possible directions: separate servers per district? Gmail? Other? LESD is doing some archiving for Willamette Leadership Academy, they are using Gmail. We have discussed management of Gmail, how does that look for a district, can we assist with that?
  - 4J: multifactor authentication. Students and staff are on same Google domain, email not turned on. Only a few requests for Gmail, only users and not from buildings. Students get email starting at 6th grade, 5th and below if parents authorize. MailArchiva can archive Google

mail. 4J has the paid version of MailArchiva. Benefit of using gmail is two-factor authentication.

- o PH: staff has requested gmail. Better interaction with other Google services. Gmail not turned on for students. Using Google classroom, domain is separate. Teachers have accounts on the system for that. Wanted to keep students as separate as possible.
- o Creswell: Not much request for gmail. Google domain is the district primary domain. Some services turned on, gmail turned off. Not aware of teachers attending Google Summit.
- o Fern Ridge: Gmail, integrates well, anticipates requests will increase. Google classroom has put the brakes on some of the gmail requests. No student email yet, but will probably get there eventually. No archiving requirement for student email, but there are some solutions out there. Mentioned Google vault, which allows for archiving and discovery, it's very good. The drill-down could be better. Michael attended a session on it at the Google Summit. Daniele has been contacted about LESD hosting a Google Summit in the future. Fern Ridge would also like to get connected with other districts using Google services. The rate of changes in webmail is increasing, and is geared toward viewing on mobile devices. Michael appreciated consistency in the interface as opposed to constant change.
- o Daniele for Oakridge: started issuing students domain to staff. Run into issues with email contacts, staff having both.
- o Ambient has AD sync turned on at Blachly and Marcola. You can delegate access to specific OUs. Might work with delegated management of gmail.
- Arne has tested forcing password changes on webmail. No flag for a specific account. If it is enabled, on the first login, they are directed to the password page with a prompt to change their password. If they change it, they go back to the inbox name and are prompted to enter their display name, etc. The plug in has no way to force them to do it, they can avoid it and go back to the inbox. Not as foolproof as Arne had hoped. Is it worth implementing?
  - o Fern Ridge: keeps them from having to instruct staff and give them instructions on how to do it.
  - o 4J: if they enter an incorrect password, does it tell them it doesn't meet the requirements? Yes.
  - o Arne will think about a date to roll that out, and will send advance notice.

ADDED ITEMS:
- Daniele: how do districts manage user accounts for staff?

- o 4J: extract logs of employees and review for removal or disabling. If they are flagged for retired but working, they leave those. Automated system in conjunction with HR, runs daily. When folks leave, accounts are disabled as of their end date (the next day). HR manages the dates. There are requests to restore or reenable. Management accounts are kept open for an interim. There are also one-offs like contractors, ESD employees, etc. Don't have a process for cleaning those up, they do pile up.
  - o Fern Ridge: specific to departments. Gives them a length of time after leaving before disabling.
- Ben: complaint about webmail, when composing they can't autofill addresses outside of their personal address book. There are options for auto-complete, but they are global. If we decide to look at separate servers for districts, that is something that could be revisited. Separate webmail sites per district could provide some additional flexibility. Michael also would like better directory interface in webmail: include mail lists, etc. Arne will look into this, how it would look if we run as a pilot. Michael volunteered Fern Ridge as willing to be a pilot on this.
- Dave Langan: is anyone doing anything with projectors or Smartboards? Fern Ridge plan to spend some money on projectors, but large display is probably looking like a better long-term solution. Steve at Pleasant Hill doing a pilot phase of TVs with Chromecast, to see if that is a good solution. May run into the same issues as with wireless projectors, choosing which TV to connect to, do they overlap? Are there naming conventions? Michael mentioned Crestron which has an enterprise solution. 4J facilities looking at Enzo, building-wide managed video solution. Also looking at interactive whiteboards or televisions as an alternative. Michael mentioned Dell S320 projectors, they are short-throw or available with an arm. You can get an interactive card for them. Reasonably low cost compared with Smartboards. Daniele will get some information from Cameron Yee, who attended the Northwest AV Summit in Portland just recently.

Action items:
- Daniele will forward email from online registrar vendor to LCTAC and ask for information about interest.
- Arne will plan and schedule follow-up email report in Spring 2016.
- Arne will follow-up with LCTAC email districts on whether forced password change globally is desired.
- Arne will look at how to test and pilot district-specific webmail instances.
- Daniele will get and share info from recent AV Summit.
- Daniele will send out LCC Intern Posting

- Arne will look into: Do we have any data about emails sent and received within the system? Those do not hit this machine. It would be interesting to review internal vs external.

Next planned LCTAC meeting, January 21, 2016