



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 19, 2017, 1:00pm-3:30pm Lane ESD Room 5

MINUTES

PRESENT: Daniele McCallum (LESD), Christina Okesson (LESD), Roger Morris (Eugene SD 4J), Travis Burnside (LESD), Steve Traylor (Pleasant Hill SD 1), Jason Dodge (LESD), Richard Reaksecker (Crow-Applegate-Lorane SD 66), Michael Biehler (Fern Ridge SD 28J), David Nelson (Eugene SD 4J), Michael Bateman (Fern Ridge SD 28J), Jesse Baber (South Lane SD 45J3)

Recurring Items

- Service Incidents — *A review of LESD service interruptions since last meeting*
 - Recap of incidents by Jason Dodge (available upon request)
 - Jason passed around emergency outage contact list, please update with new info
 - Lots of service provider maintenance notices for work in the middle of the night. If you have errors with data streams such as offsite back-ups, please ask as it may be related to traffic shifting to alternate paths.
 - Don't forget outage # 541-461-8340, calling that number sends a text message to multiple people, for emergencies.
- E-Rate — *Quick recap of any news this month*
 - 2017-18 year: PIA review for applications. Funding commitments have been coming out over the summer. District applications:
 - Fern Ridge applied for Clearpass hardware appliance from Aruba, waiting for a ruling on eligibility for the SKU number. It isn't on E-Rate's pre-approved list, a person has to review. Some people have been funded, some not. Waiting to see if funding is approved.
 - South Lane has a bunch of e-rate projects with bond funding. Got last approval 2 weeks ago, for Juniper hardware and cables. Lincoln MS putting in single-mode. Didn't approve Jesse's contingency. Fiber at CGHS, Lincoln MS, Lincoln MS cable tray throughout tunnel, Latham computer lab Cat6.
 - Pleasant Hill no funding due to date errors and missed deadline.
 - Crow Aruba APs and controller-based system, Juniper 3400s. Would not cover Aruba PEF licenses.
 - 2018-19 year:
 - New ISP consortium forms for district superintendents have gone out for signature. Most have been returned, will be following up with a few districts.
 - Districts can start applications now in EPC portal, there is a new Form 470 version.
 - Eligible services list has been released (http://transition.fcc.gov/Daily_Releases/Daily_Business/2017/db1005/DA-17-973A1.pdf): some clarification around internal wiring (for buildings housing more than one school) and network equipment providing both Category 1 and Category 2 services. Not many other changes. Voice services are now at the additional 80% reduction (Current discount rate minus 80%) so for most districts that is now considered un-funded. 100% unfunded for everyone for 2019-2020.



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

- E-Rate Training has been added in Portland for November. Christina will forward the information to the group by email.
- Professional Development
 - VMUG Usercon Portland November 7 (VMWare User Group)
 - Stormwinds available to all districts
 - NCCE registration is open, February 14-16 in Seattle
 - Next Friday Innovation day at UofO, will forward info to the group
 - LBL ESD full-day professional development on Amazon web services, November 21

New Items

- Review of LESD email service and Link Protect (Travis Burnside):
 - More self-service reporting available. 15k messages a day, 22% spam. 2% phishing and malware, .1% virus payload. Recently added cloud protection layer, 1.5% of what we block is now blocked by CPL and would have previously gotten through. Added some exemptions to link protect for legit emails like paystubs, etc. Let NOC know if you have any routine links that people should be getting that don't need the linkprotect.
 - Jesse noticed issues with malformed html, send examples to Travis.
 - Raised email size limit because Google now allows receipt of emails up to 50mb in size (not send). Email has about a 1/3 size increase on file size. Our goal is to create a consistent environment with other systems. Webmail says 37mb file size limit (the added 1/3 will then be close to 50mb).
 - Added one more tool to email admin interface: "show email aliases and forwards." That updates once a day. Let Travis know if you would like any adjustments. Take a look and we appreciate feedback. Being able to look this up is helpful, before districts relied on Arne's once-a-year report.
 - SquirrelMail? A few users, but they will survive getting rid of it. Travis can provide statistics for LCTAC and that will help us make the decision.
 - Notices for account deletion: added email address to that notice to ease confusion in case of name changes, etc.
 - Fixed a bug after last update where when an account was deleted, the user's identity was kept (if another user with the same name came later they would overlap). That is now resolved.
 - Jesse asked about invalid dates for account deletion: the system will not accept invalid dates. Jesse expressed appreciation for the email service.
- September presentation recap (Travis Burnside):
 - Found it valuable, not just a sales pitch. NSX product which puts a firewall in the hypervisor. Pricing is a little off-putting, but it is useful. VSAN storage product is a data store for your VMware servers. Jesse using KVM. Michael runs Citrix ZenServer.
- Responses to poll to LCTAC about remote access via VPN (Daniele McCallum): this topic will be discussed at next meeting due to a lack of time
- WPA2 vulnerability (Jason Dodge): update your controllers

Round Table

- Video-camera, surveillance installs (1:30pm):
 - LESD visit to Bethel with huge surveillance system. Saw a tour of David's setup (Bethel uses DigiFort). They have changed companies more than once, have settled on a software they like.



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

- Bethel used a software company out of Brazil, he is working directly with them. Reynolds Electric has done some work for Bethel as a part of this.
- LESD has limited surveillance at our Westmoreland campus. Old system at main campus that is getting upgraded soon. Tyco is LESD vendor for burglar alarm/access control. They have presented their surveillance services, we have not purchased that from them at this time.
 - Cottage Grove in the middle of a huge surveillance project. CGHS is up, working at Lincoln MS now. Considered change from Milestone to Exact Vision, but Reynolds convinced Milestone to give them the features asked for at no cost (the version they were given would not support multiple configurations based on date/time). Project started as only external surveillance, but some theft incidents changed the scope of the project to add some internal cameras in high-incident areas. They did a cooperative RFP that other districts can purchase off of. Jesse will forward the contract to Christina and she will send out to the group with the minutes for this meeting. Whole project for alarm systems, access control key cards, surveillance, \$680k across entire district. No existing structure, mostly labor. Was a design-build.
 - Fern Ridge used company out of Portland as the hardware installer, but they charge for travel. They are wanting to approach Richard at CAL. A year into a system and they are having multiple issues. They schedule 2 weeks out for service calls. They aren't experts enough in networking and how their products work. Lack a technical background, so they place a lot of blame on networking for issues they can't troubleshoot. Hard to have a conversation with them, bad working relationship. Milestone is the VMA, with a couple different camera manufacturers (Samsung, Aerocon). Selected Milestone because bond manager had a sense of trust with them. They had a series of other contracts that had been RFP'd, which saved on procurement processes. Was very helpful at the time of purchase because Fern Ridge had multiple projects going. Have to really trust that your vendor is very knowledgeable about all aspects, and that they will be responsive all the way through to the developers of the software. Have all of your expectations written into the contract up front.
 - Are districts putting surveillance on a separate network? Fern Ridge: depends on how district budget is structured, having it separate is highly valuable but Michael inherited the badly-installed previous system.
 - Bandwidth is another consideration. 100+ cameras and aggregate traffic is .5gb. South Lane running Milestone on their network. Video surveillance with Tyco on a totally separate network, but they keep trying to pull in district network staff for troubleshooting. Jesse can't recommend Tyco from past experience and with their high cost.
 - LESD toured Willamette ESD's surveillance system, and they didn't have a lot of positive things to say about the install process. There doesn't appear to be any vendor that is perfect.
 - 4J mentioned Salient, March, scored higher than other vendors. Bethel uses DigiFort. Pleasant Hill has talked to Stanley Sonitrol, but decided to do own cameras at the district Avitech. In installation currently. New school was pre-wired for this project to keep networking separate.
 - Crow working with Video-Insight (bought by Panasonic), software is free. Licensing is free for any Panasonic camera you use, have to purchase for 3rd-party cameras. Access control, etc. Monster Security in Eugene is reaching out to Crow for installing cameras, but Richard will probably self-install. All Cat6a cabling. Ednetix and Exact Vision are the top ones with ACPE. The integrators will steer you toward the VMS that they partner with, doesn't always match up with your requirements. Watch maintenance renewals, support, versions with different feature sets, etc. There are a lot of VMS products out there. Pay attention to the feature sets and do your



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

- due diligence, use the vendors to walk through it. Richard planning for as much storage as he can afford.
- Who has a spec, what is the spec, for cameras and VMS? South Lane didn't do a full spec, but came up with guiding principles to lay out what they wanted. Reynolds helped develop the specs based on that list of requirements, they worked with the architects, etc. They have been good to work with. Jesse would trust them to develop a separate video network, even though he is not using them for that. Centralized at CGHS for the schools that have fiber. Jesse mentioned Milestone's app is very good, their interface is ok. Jesse Rate10 with 64tb of raw storage, about 30 days target. Really use a test system to figure out how the storage works realistically, to help you decide.
 - Is a mobile app with custom configuration a requirement? Many districts yes. Richard mentioned VideoInsight is designed to be run on virtual machines, can create users that can be custom configured. Jesse: also look out for the codec and whether you can export video that anyone can watch. He typically burns video to a DVD for the Sherriff.
 - What do districts call it legally? "Security cameras" implies administrative. "Surveillance" implies watching routine activity (kids, behavior, etc.). South Lane calls it surveillance in their policy.
 - Who makes the decision about retention? South Lane was bond project manager and assistant superintendent, along with Jesse for policy work. Targeted 30 days unless it is tagged for a reason. If you keep it, it remains discoverable, so follow your policy. If there is an event that they can find, they export to separate storage and burn to DVD. Hire someone for a year to be a consultant and run your project.
 - LDAP or AD integration? Milestone does AD, but not as well as it could be. No groups, it is for individual users and is very basic. Can't use a user in multiple places. Milestone has a full-fledged desktop app. VideoInsight you can use the app or a web interface. Milestone no Mac OS.
 - Do you give access to police? South Lane is probably just going to give them access to mobile app.
 - How do you deal with requests? Pleasant Hill takes requests from parents but not really used. South Lane no parents, for school use only. School resource officer has access. Keep an eye on FRPA rules if dealing with parent requests. Who is watching the watchers (monitoring activity from users with access)? Are teachers allowed to make any request? Crow all requests have to go through the building principal, video is delivered to the principal. South Lane all building principals have access and let technology know if something needs to be retained. Fern Ridge principals handle the initial requests.
 - Wireless Solutions for video? Creswell had some outdoor Aruba APs, have had some bad experience in the past. They set up users who can add ad-hoc video from a mobile phone or device. They have resolved most of their issues at this point. North Douglas put in fiber for the remote camera sites, but have to include power. Some use of cell-service on cameras (WorkZoneCam). Feature in Milestone to do masked motion-detection. Outdoor cameras can do infra-red, don't usually need that for indoors. Who does motion-tracking? Not too much in districts, there is usually light.
 - Anyone turned on audio? Not legal in Oregon unless prior notice – does that apply to public areas? Can you provide notice by signage? South Lane has notice of video surveillance in student handbook, not audio. No cameras in the classroom.



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

- Integration with Access Control? South Lane was hoping to get that with Exact Vision, but they ended up staying with Milestone. Does it really matter? It makes video easier to look up, gives a face scan every time a card is swiped. VideoInsight has access control built in. But you could also just look up the video for the time of the keycard swipe.
- Cameras on bike racks? South Lane in view, but not on the bike rack.
- Helpdesk email addresses for districts: if you have specific helpdesk addresses that you prefer people to use, it would be helpful to share that. Eugene nethelp creates a ticket and gets into the queue. South Lane add <https://helpdesk.slane.k12.or.us>. If you don't have an email but use a webform, let us know what that is and we can work within it. Jesse's portal has some helpful fields that collect additional information. Crow contact Richard. Pleasant Hill contact Steve. Jesse asked about forwarding his tickets (including subject line with ticket #) to NOC, he will open a ticket to explore this and Travis will see what he can do.
- LCTAC blog: 4-5 years ago thought that it would be used for more communication. It is currently just a storage for agenda/minutes/dates. Doing away with the blog and will be added to website. Will make sure LCTAC is still in the URL.
- Chromebooks and botnets: Firewall scanning for botnet activity on connections outbound. If you get alerts, follow your normal antivirus actions.
- Wordpress User Group: Cameron Yee at LESD has created a wordpress user group, let us know if you would like to be added to that. The user group is a statewide group for K-12 wordpress management people.

Next planned LCTAC meeting: November 30, 2017, 1:00pm at Lane ESD Room 1 (meeting was moved from original date which falls on the Thanksgiving holiday)