



LANE EDUCATION SERVICE DISTRICT

1200 Highway 99 North
Eugene, OR 97402

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www.lesd.k12.or.us

EQUITY COMMITMENT LEADERSHIP COLLABORATION INTEGRITY

Lane County Technology Advisory Committee Tuesday, February 27, 2018, 1:00pm-3:30pm Lane ESD Room 5

MINUTES

Present: Daniele McCallum (LESD), Christina Okesson (LESD), Jason Dodge (LESD), Bob Adair (Junction City SD 69), Laci Nendel (Junction City SD 69), Roger Morris (Eugene SD 4J), Travis Burnside (LESD), David Nelson (Eugene SD 4J), Richard Reaksecker (Crow-Applegate-Lorane SD 66), Steve Shining (Eugene SD 4J), David Bolton (Bethel SD 52), Nathan Bowers (Lowell SD 71), Steve Traylor (Pleasant Hill SD 1), Mike Murphy (Eugene SD 4J), David Langan (Eugene SD 4J), Michael Bateman (Fern Ridge SD 28J)

Recurring Items

- **Service Incidents** — *A review of LESD service interruptions since last meeting*
- **E-Rate** — *Quick recap of any news this month*
 - 2/22 was the final day to file a Form 470 for e-rate applications for 2018-19
 - Deadline to File the Form 471 is March 22
 - HB 4023 has been introduced to establish a state match fund for districts receiving federal funds for broadband services:
<https://olis.leg.state.or.us/liz/2018R1/Downloads/MeasureDocument/HB4023>
 - Lane ESD's transport services RFP closed at 5pm 2/23 and bids will be reviewed this week
- **Professional Development**
 - COSN, 3/12-3/15, Washington DC, \$750 - <https://cosnconference.org/>
 - INTERFACE, 3/8, Portland, free - <http://interfacetour.com/>
 - ACPE, 5/2-5/4, Welches, OR, \$350 - <http://www.acpenw.org/registration-information>
 - TechJunction, 5/9, Eugene, free - <http://techjunctionevents.com/>
 - Fred Pryor Seminars/Workshops: \$99-\$199
 - Managing Multiple Priorities, Projects and Deadlines, 2/1, Eugene, <https://www.pryor.com/events/204474>
 - Effective Goal-Setting and Planning Skills, 6/4, Eugene, <https://www.pryor.com/events/210481>
 - How to Deliver Exceptional Customer Service, 6/13, Eugene <https://www.pryor.com/events/210496>
 - ISTE, 6/24-6/27, Chicago \$600 - <https://conference.iste.org/2018/attend/index.php>
 - Districts interested in hearing what instructional folks are attending
 - Any interest in another Juniper Bootcamp? David Langan: yes, on advanced topics. Richard: yes, Jason will contact PNW.
 - Reminder Stormwind online PD, let us know if you need the credentials

Presentation

- **Lane ESD local service plan and technology services for 2018-19 (Daniele McCallum)**
 - **Local Service Plan Year Two (2017-18)** Boards are reviewing and approving now.
 - Service order form has gone out to Superintendents. This is the form for items off of the menu with a specific charge (not core services).
 - Flex fund model shows a higher-level view of districts and what they receive in flex funds. Money comes from the state, 90% must be direct service to districts, 10% is administrative. Grant



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- funds are extra. Learn360 is a pass-through contract, and is the only tech-related line item. Technology is considered a core service, and is provided at no cost to districts. Special Education and Business Services are on the menu.
- Technology section – large spreadsheet. All services we provide and what districts use. There is no individual cost to districts for any of these items. Example of secondary ISP for 4J, webhosting at Marcola.
 - Richard asked about Learn360 for CAL, the participation and # of units on the sheet is from last year. We can share the information with districts when service orders come in, so there are no surprises for the tech staff.
 - All districts have approved the LSP at this point, no drastic changes. This is year 2 of a biennium.
 - Local service plan is available on the LESD website:
<http://www.lesd.k12.or.us/about/documents/2017-19%20Lane%20Education%20Service%20District%20Local%20Service%20Plan.pdf>

New Items

- Email quotas and notices (Travis Burnside)
 - Lane ESD doesn't enforce quotas even if you have received messages about them in the past. We are no longer sending these messages along, we will contact you if there is an issue that needs to be addressed. Bethel limit is 2gb for staff, unlimited for administrators. If someone approaches their limit, they increase as needed. They run an exchange policy that removes trash after 3 days to the recycle bin for 14 days, and then deleted entirely. Lane ESD email is currently at about 3tb. Bethel limit on 25mb attachment+email. 4J 2.5gb quota and bump up as needed. 50mb attachment limit. LESD 50mb attachment+email limit, try to keep consistent with Google (Google send 25mb and receive 50mb).
- Districts migrated to Gmail (Travis Burnside)
 - Latest district to move is McKenzie, they are on an entirely new domain. They all have entirely new email addresses. They will no longer be a part of the ESD consolidated directory.
 - David Langan asked about LESD assisting Gmail districts. We help with the migration, and can help with managing their Google domain. Most districts are managing on their own. Of the three districts we have helped migrate, they have all had their individual level of support that was needed. Marcola used a contractor, Crow we helped migrate and Richard is managing. McKenzie owns their new domain, it is completely managed by them. Mail archiving is the biggest thing to get used to. Cannot delete employee accounts entirely, just disable them. Removing their account removes the archive along with it. External archiving? Theoretically possible, don't know anyone who has done it. What about mailing lists? Crow has district-level lists provided by LESD. Per-building list manually and all-staff dynamically updates. Using groups in Google. More teachers interested in managing their own groups, Richard does initial setup.
- Jason has slowed down on forwarding firewall alerts, many are not worth your time to investigate. Recently a lot of riskware and crypto mining items, will notify based on severity judgement call. Know that all attempts are being blocked and firewall is doing its job.
- Tom Lindly at Springfield is retiring, Springfield has posted the tech director position. \$105-\$126k pay range.
- Jason is working on replacing UPSs in districts, he will be reaching out to you at some point. Some APC UPS units now include "SmartConnect" built-in ports for cloud monitoring in lieu of having to purchase \$300-\$400 network management cards. Jason gets alerts based on utility outages, but not monitoring



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battery life or run time right now, just replacing based on manufacture lifecycle recommendations. APC UPS-D tool Jesse mentioned. Solarwinds has a monitoring template for APC.

Round Table

- Comparison of technology department processes, methods, and tools used
 - NOC tickets
 - LESD uses Request Tracker, emails to noc@lesd automatically create a ticket, which staff then self-assign.
 - Change/Incident Management
 - LESD using a simple web form linked to an RT queue. Defined as a group the fields. Generates a ticket in RT and also a card in our Trello board for workflow management. Does take a small amount of time dedicated to documenting. Cross-training and visibility into others' work has been valuable. Historical documentation goes in OneNote.
 - Fern Ridge uses their ticket system or an email to himself. Have to have the time to keep everything up to date. Is much easier when there is only 1 or two persons, a formal process is more worth it the more staff there are working together. What do you look at in determining how to implement a process? LESD strives to have systems that are not dependent on only one person, recovery can be handled by others who have more awareness and know where to find the documentation.
 - Bethel email communication currently, looking at solutions. It really comes down to it being a commitment and a change of mindset. Over time you realize the value. The increase in efficiency around recovery times makes it worth it. Also the value of letting employees take time off and completely disconnect.
 - 4J collaborates and shares work items, but it is informal. Oxidize to track changes on switches and routers. Confluence to document infrastructure. Documentation is a constant challenge keeping it up to date. Try to have regularly recurring maintenance windows, and discuss what will be happening beforehand. Hard to give 2 full weeks of notice on changes. Plan for 2nd and 4th Friday maintenance windows.
 - South Lane folder in documentation file share.
 - Crow using screen capture to record sessions and dump into file share. OBS is the tool.
 - Junction City verbal communication for letting each other know what they are doing. Occasionally email or on desk calendar for projects.
 - Task tracking / project planning
 - LESD using Trello to avoid email as a main communication tool within the tech group. Individual task management with group interaction. Works well with a group smaller than 10 people, would be hard to scale for many more than that. Can use it for simple project tracking. We did as a group come up with rules of usage that help us be consistent. Change management form sends to a Trello email that populates the main board.
 - Documentation / communication
 - LESD uses OneNote once things in Trello have been finalized and permanent documentation is created.
 - Jesse at South Lane lets the individuals who are great at documentation be in charge of those tasks. Also has worked hard to get procedures clearly defined and agreed-to as a



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- group. When they document, they pick an un-related 3rd person to run it through a test to identify holes where documentation can be improved.
- Bob Adair asked about security monitoring software. Using homegrown product right now with IES cameras in a variety of brands, probably 40 cameras.
 - Bethel has DigiFort, a cheaper solution that David likes.
 - Crow mentioned Video Insight, by Panasonic. Free to run on Panasonic cameras.
 - Milestone, GeniTec, are the large national software VMS providers. Have to get an installer for the VMS, storage, network component, cameras, low voltage, etc. Vigilon sells integrated solution with all of their own products. Important to check interoperability with existing systems for all of the components. Pixels-per-foot is a video quality standard. 4J is putting together a project plan to be established by Spring Break.
 - Pleasant Hill using AvertX, they support many types of cameras. Has mobile app and alerting. Easy to install, low cost.
 - South Lane signed a contract with Reynolds Electric with ability for other districts to purchase off of it.
 - Christina mentioned that the fuller discussion about security camera systems is documented in the minutes from the October meeting:
<http://www.lesd.k12.or.us/technology/lctac/documents/2017-2018/LCTAC-minutes-2017-10-19.pdf>
 - Interactive screens in the classroom; Smartboard alternatives
 - Difficult conversations around replacing equipment and funding in the future to support purchased items.
 - Bethel not going away from Smartboards. In new buildings, everything is pre-wired. Have some surface-mounted Smartboards. Nothing but problems with the latest Smartboard technology. Spent 4.5 months on one Smartboard at the elementary level. Took multiple specialists to look at it. Many teachers are completely dedicated to using them, but they take up a lot of tech time for support. Most of them are at end of life.
 - Junction City uses Promethean boards.
 - Pleasant Hill tried Epson projectors, have two of the Smart-branded ones.
 - South Lane: problem with re-orienting the Epson projectors with Smartboards. Smart no longer partnering with Epson going forward. Smart panel supports 4k. New building will have a 65" Smart panels in it. Smart panels are cheaper in the long run on power costs and replacement bulbs. Smart panel with the CAPI module allows wireless connection. Planning to project with HDMI cables. Next year two elementary schools with Smart panel in every classroom. Have only observed a couple of classes using Smart-specific devices and content.
 - 4J most teachers just use the projector and not the Smartboard features. All projectors are wall-mounted.
 - Crow only a couple of teachers using it, putting one in a common space.
 - SSL Decrypt (David Langan): LESD plans on it at some capacity based on district's needs, sees it as inevitable in the near future as to where the Internet is going, will work with a pilot district to test and figure out what managing certificates will entail. David asked how do you force SafeSearch on search engines other than Google? Jason: still do the DNS solution by enforcing to Google and Bing safesearch servers. No option for Yahoo as far as Jason knows. It is challenging to manage, Jason will pilot on a lab



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in Pleasant Hill, and share with the group. Bethel not managing certificates in terms of SSL Decrypt. Douglas County has some experience; it causes a lot of problems.

Next planned LCTAC meeting:

- Next meeting is scheduled for March 22, 1pm-3:30pm, Lane ESD Room 2