



LANE EDUCATION SERVICE DISTRICT

1200 Highway 99 North
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www.lesd.k12.or.us

EQUITY COMMITMENT LEADERSHIP COLLABORATION INTEGRITY

Lane County Technology Advisory Committee Thursday, December 20, 2018, 1:00pm-3:30pm Lane ESD Room 5

MINUTES

Present: Jason Dodge (LESD), Jacob Shaw (Springfield SD 19), Daniele McCallum (LESD), Christina Okesson (LESD), Roger Morris (Eugene SD 4J), Charles Ranlett (LESD), Doug Osborne (Crow-Applegate-Lorane SD 66), Steve Traylor (Pleasant Hill SD 1), Gerald McCool (Oakridge SD 76), Richard Reaksecker (Fern Ridge SD 28J), 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*
- **E-Rate** — *Quick recap of any news this month*
 - “Early January” is the deadline to update district/school profiles. Profiles will then be locked from editing, and SLD will set discount percentages based on the new student data.
 - The presentations from all of the USAC E-Rate conferences are available here: <https://www.usac.org/sl/about/outreach/2018-training.aspx>
 - Special construction in Lane County: Daniele is reaching out to service providers to gauge whether we should apply for building fiber into Crow and Marcola. Contacted PEAK after they acquired EPUD’s internet service customers. Will discuss with Springfield about Willamette Leadership Academy being at Mohawk Elementary to aim to work with them jointly. Jacob is interested in that conversation. Jesse talked with Todd about DFN being aggressive in the Crow area. State match will help if we can do it.
- **Professional Development/Events:**
 - NCCE Feb 2019 Seattle: <https://ncce.org/conference2019/>
 - CoSN registration is open, in Portland: <https://cosnconference.org/> Daniele highly recommends this conference, it is very useful for district technology administrators.
 - Clackamas ESD 1/10: Information coming: 2 chairs of CoSN are coming to present.
 - Fred Pryor Jan 17 Project Management: <https://www.pryor.com/events/217779/>

New Items

- **SANS recap:** Section 401 security bootcamp, Charles and Jason both attended. 6 days live online and videos. Lots of takeaway items to work on. Will be working on implementing some of these things soon and will then review critical datapoints and focus on controls. Michael asked about guidance around password managers. Instructor viewed them favorably. LESD uses Keepass. Need to encourage responsible use, the weak link can be the initial database password. Keepass has other features like a Keyfile. South Lane also used a dropbox option. Jacob asked about multi-factor authentication? Not yet, Jason is looking at that in the future. Issue around Google account and apps tied to it. Roger asked about password resets – users have to contact tech to process those requests. Springfield has a self-service page but it’s security questions are easily guessed if you took the time to look at someone’s social media. Jason also working on having better documentation. Want to have someone come present at LCTAC around incident response. Jason was reminded about using the tools we already have before looking into new systems or products.



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- **Staff Phishing training contract via OETC:** KnowBe4 is the vendor. Several districts get a lot of email from them. Free tools for checking for resiliency to phishing. Can test users and have them end up on an informational site. Now can get training services through OETC. They also offer a free preview up-front to identify services and then bypass the vendor rep by going directly to OETC. Salem-Keizer is using their services. All Superintendents received a phishing email yesterday, there was a discussion thread about it. It asked for their board schedule and information. Daniele responded to that group about social engineering and recommended no responses to these in the future. ACPE is aware, almost every Superintendent in the state has received it. We are watching to see if anything comes from it. The South Lane example that was very targeted to business officials, there was no other instance that was close to that. Springfield has seen a lot of very targeted emails. Springfield sends a lot of reminders to staff making them aware of these types of emails, but still have staff that fall for them. Springfield seeing business-related malware targeted to business officials. They have been physically talking to people about this.
- **LESD Infrastructure Board presentation:** Jason presented our Network Services for the LESD board. 10 minute overview of what he does and the components. Made a high-level network diagram with costs associated.
- **LESD local service plan is coming to school boards soon:** Conversations are happening now with the Superintendents. Daniele completed the budget for 2019-2020, with the core costs which increased this year. Daniele presented to the Superintendents this week with this handout, including the add-on of Springfield and 4J redundant connections. Explained to the Superintendents that we are moving past a 1gbps network and expanding, this is reflected in the increased cost. The 2nd page contains 3 graphs from NERO, combined circuit and redundant circuits for 4J and Springfield. Responses were positive, the local service plan was approved at that meeting and will be going out to the LESD board, and then the district boards before March. Jesse asked about Bethel having 2 circuits. Bethel is a PAN network district. There is 1 path for an arm of it, some diversity for the rest of their path. City of Eugene fiber assets are currently being mapped. We have some documentation but are waiting for the results of that to finalize.
- **Crisis response software:** CrisisGo is a free tool for crisis response, can use on computers and all mobile devices. Crow had ALICE training that recommended specific apps. Crow used InTouch for parent notifications during the shooter incident in Lorane. Springfield uses a product, Jacob can find out and forward to Daniele. North Douglas uses a free software license, but no mobile app component. Used only for emergency situations. South Lane primarily uses InTouch (Edulink). Has discussed text messaging solutions, but a lot of issues with that. Need to put in policy with opt-in from parents first (may not need opt-in for true emergency).
- **Google Team Drives:** Did you all turn it on? Did you give staff any guidance?
 - Springfield is using it a lot, someone gave staff some guidance. The users took off with it on their own. Admin level it is broken up by department.
 - Fern Ridge turned it on, they also use a Windows share network with a public drive mapped by department. Would like to transition that to team drives. Offered it to admins and principals to share with teachers. Michael offered to set drives up for them. Would love a syncing mechanism - Fern Ridge turned it on, but it requires a tech to create the drives. Richard set up TakeOut for Fern Ridge. Fern Ridge syncs with AD. Michael asked how to move from a Windows-based public drive to Google? Jesse mentioned that their success was at the district secretary level, they started a year in advance. Richard hoping that team drives moves to having multiple permissions options for a single drive. Michael asked who is using Google Sites? Can use it with Drive permissions (the infrastructure lives within Drive). Can use to create Intranet sites internally. Example of a fully FERPA-compliant classroom site. South Lane using Edlio public teacher blog for that purpose.
 - Crow has team drives, Daniele is a member of one. The transition of people moving things into there has been a little difficult for some users to understand.



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- South Lane hasn't turned it on yet, they use Google Docs and manage when people leave (suspend accounts and keep them). South Lane also uses published OutShare folders. South Lane only allows DriveStream.
- LESD turned on team drives and gave everyone ability to create a drive, and we created guidance documents for users. Limited support from tech staff for management. Daniele will share those guidance docs with LCTAC. Google working on an option to share a doc to a non-Gmail email address with a PIN #.
- **LESD rolling out a URL link shortener in January.** Google's is going away, we picked lesd.link domain and set up with Rebrandly free account. Heads up, people will start seeing LESD-branded short links.
- **Jesse asked about a secure file-transfer solution:** LESD has a product up and running, but the dilemma is account management. We need to iron that out before putting it in production. Daniele occasionally uses it for specific requests. Charles will take a look at gaining momentum on that again.

Round Table

- **Teacher-to-parent text communication:**
 - LESD has an easier decision, makes decisions on a case-by-case basis. If texting is needed, the staff member is issued a smartphone with archiving added.
 - South Lane similar for staff purposes. Big issue is transitional youth staff requirement to use Facebook messenger with students. Archiving is an important component. No archiving with Google Hangouts, have to look into Google Meet but doubtful. Sports coaches use Remind app, they now working on a district-wide version that isn't costly. South Lane issue with parent-to-parent communications and not having visibility. Legal information for opt-in and opt-out.
- **Best-Practices Information Security for Financial/HR Staff:** How can LESD help business officials understand the current hot topics that will hit them? Targeted phishing examples and sharing with them for their awareness. Daniele is working on this.
- **Juniper Bootcamp recap:** Everyone thought it was really good. Would be great if the computer requirements would have been more up-front, one of the participants from 4J had a lot of trouble getting set up at the time of the course starting.
- **FEMA CyberSecurity courses:** Daniele and Jason attended at the police training center. Half CyberSecurity, and half community planning. What happens in the school system is there is a community-wide event? Homeland security has free trainings for government agencies, they can even come down if we have 25 or more people. Jason can share the resources with the group. Roger mentioned sharing an invite with LBL to get the required number of participants.
- **Follett updating, licensing:** Daniele emailed everyone last month about Follett licensing costs. She is still working on that, the original request came from 4J. Trying to sort out how much the whole county pays, it seems like it is much more that it should be (\$50k/yr). Asked Follett if there are any options. 4J is the only district on the cloud application. Follett's first response was that there are no lower-cost options. Daniele is continuing the conversation with 4J, possibly investigate another option. 11 districts: 4J is on Follett cloud, Springfield has its own Follett server onsite, LESD has 2 servers (1 hosts Bethel, 1 a consortium of other districts). Jesse asked about equivalent options – at first glance Follett/Destiny is the most popular but there are others. Michael asked about 1:1 and digital textbooks, Follett has some capacity to do that but are there options that might add to this conversation? South Lane has 1 site using the Destiny online accounts, some various Follett plug-ins on library chromebooks. Daniele will reach out to the South Lane librarian to ask her for her opinion.
- **Future training options:** Fortigate, VMware, Aruba, Microsoft? Soft skills, communication, customer service? 4J would like AD training and firewall logging tool training. Aruba training in conjunction with Springfield SD, please include Clearpass as a component. LESD is implementing Clearpass very soon, we can pilot and then schedule a training. Jesse mentioned a training on organizational processes, how to



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form a committee, implement change. Jason sees the training need for districts on long-term technology planning, budgeting, and project management.

- **Michael asked what districts are using for LMS systems?** Fern Ridge uses Tim Goss for web developer and blogs. Need to address ADA-compliance issues. Trying to find a way of redoing the website, blog, add LMS with content, Remind101 type of features, etc., with a tie-in to the SIS. Looking at the end of eSchool, think it is going to be within 5 years (not confirmed). Staff transition to PowerSchool is the biggest investment in staff time/training. PowerSchool has also been bought out. This may be a future project for LESD to look into county-wide value. Synergy seems to be taking over most of the state. Tyler/Infinite on the business side.
- **Jesse asked about McKinney-Vento Tracking:** How are you handling tracking incident and service per student? The student is the recipient but the gift cards and services may go to the parent. Other services for transitional and homeless youth. YTP could also benefit. No solutions that the group could recommend.
- **Roger asked about Avigilon for video surveillance.** Springfield has a pilot running for the computing building. 4J is looking at using this at Churchill. Junction City put in Hikvision.

Next planned LCTAC meeting:

- **Thursday, January 17, 1pm-3:30pm, Lane ESD Room 5**