



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, April 18, 2019, 1:00pm-3:30pm Lane ESD Room 5

MINUTES

Present: Daniele McCallum (LESD), Jason Dodge (LESD), Charles Ranlett (LESD), Christina Okesson (LESD), David Nelson (Eugene SD 4J), Roger Morris (Eugene SD 4J), Jacob Shaw (Springfield SD 19), Gerald McCool (Oakridge SD 76), Richard Reaksecker (Fern Ridge SD 28J), Michael Bateman (Fern Ridge SD 28J), Jesse Baber (South Lane SD 45J3), Mike Murphy (Eugene SD 4J), Sue Gunderson (Eugene SD 4J), Steve Traylor (Pleasant Hill)

Presentation:

- **LESD Web Hosting Service (Charles Ranlett) – slides will be added to the LCTAC Google team drive under “presentations/materials.”**
 - Richard asked about the cost of Plesk licensing – the cost is minimal and LESD would cover that cost
 - Charles has a plan to have all hosted servers updated to current software versions by summer, including both server OS components and website service components.
 - Charles can help with setting up Google Analytics
 - LESD will be moving these to their own DMZ as well, for security purposes.
 - Apptegy is one service others are moving to. Siuslaw and McKenzie are using it already, LESD is not hosting those sites. It provides integration with eSchool with student communication as a part of that. Heads-up that their certificate doesn't match their company name, districts will want to address that in discussions with vendor.
 - Daniele noticed that there is possible legislation on making web accessibility mandatory. <https://olis.leg.state.or.us/liz/2019R1/Measures/Overview/SB240> The State has made their own website accessible and is moving toward completing state office sites next. Daniele will keep LCTAC posted. Jesse mentioned that Grackle Docs is an accessibility checker for Google docs.
 - 4J is still hosting a lot of WordPress sites for their teachers. One of their tech support specialists is devoted to helping users with their sites, accessible themes and mobile-friendly is part of her role. Their staff blog server will be a big project, as well as the 4J district website. No real direction to staff to “prune” their blogs, some of them are quite outdated. Web-Accessible themes in WordPress address the page structure itself, doesn't cover what people post.

Recurring Items

- **Service Incidents** — *A review of LESD service interruptions since last meeting*
- **E-Rate** — *Quick recap of any news this month*
 - Deadline for posting 471s has come and gone – Program Integrity Assurance (PIA) review is next
 - USAC is now contracting with Maximus for PIA review
 - Emails from the reviewers will direct users to log into the portal to answer review questions – even if you correspond directly with your reviewer, these questions must be answered and submitted before their deadline
 - Do not reply to email, but you can forward to the reviewer's email address that they provide if you need to communicate with them



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- Phone calls are generated either from TX or MD, their 5-digit extension # gets you directly to your reviewer.
- 2019-20 E-Rate updates for ISP Consortium:
 - Crow moving to 300mbps lit fiber service with CenturyLink, 3 yrs, July 1 start date
 - Marcola moving to 300mbps lit fiber service with CenturyLink, 3 yrs, July 1 start date
 - Siuslaw moving to 1gbps lit fiber service with LS Networks, 3 yrs, July 1 start date
 - ISP contract has been renewed with UofO/NERO Networks, 3 yrs, July 1 start date
- **Professional Development/Events:**
 - 2019 Oregon Cyber Security Day – April 22 @ UofO: <http://securityday.cs.uoregon.edu/registration/>
 - Apple Spring Technical Update – April 25 @ LESD: <http://s.apple.com/dE0w3C0d2c>
 - INTERFACE Eugene May 8-9: <https://f2fevents.com/event/eug19/>

New Items

- Adobe is sending emails about licensing changes for shared devices: Device licenses (serial #-based) are going away and will not support 2019 versions of Adobe products. They are offering several licensing options to replace, one of them is a “shared-device” license that requires you to manage users. There is a migration process that must be completed by Aug 2020. Slides from OETC webinar have been added to the LCTAC team drive under “presentations/materials.”
- Auto-Populated Listservs: reminder for mailing lists based on your staff directory, if you want to segment that further we can do that. We can also populate based on job title, location, any category in your directory. Just include that info to your request. Michael asked about an automated way to update users in the directory? Possibly if we can get the databases to align. Charles will check. This is in mailman, from a database. Jesse asked about staff working in multiple locations, as a barrier to automated building lists.
- Barracuda and email security: Charles has shared recent examples of emails hitting districts, they are in the LCTAC Google team drive. LESD is working on SPF records to better fine tune emails that should be allowed vs what is blocked. DMARC then works at the individual account level, we are working on that as well. Thanks to Fern Ridge for sending in the direct deposit incident last week. It is very helpful to send these to us when you see them, and allows us to check accounts across the county and mitigate the effect. David Nelson asked about a phishing email tied to a webpage received at the end of the day on a Friday. The only effective way to report phishing links to spam filter vendor is a support phone call, they did that and it never got blocked. LESD has had similar experiences. We have had some success in getting help, but it is just a phone call. If you log into your CPL or the appliance, and submit a case, select “CPL” from the dropdown (for reporting URLs). LESD asks end users to always report, even if they see the emails often. LESD is in talks about what our next product will be, our renewal for Barracuda is due within a month. We are talking about options and how to increase protection. It is looking like Barracuda Essential (cloud) is going to be less costly than moving to a model 600 appliance, because the licensing works differently. We also encourage you to report and share non-email events, like compromised Google accounts or other services.

Round Table

- Phone systems and 911 calls: LESD had an issue with a recent Direct-Inward-Dialing (DID) extension that was re-used from a previous user, the caller ID didn't get set to match the phone #. That caused a response from CenturyLink that the 911 operator was unable to verify the address on the call. LESD uses



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LCOG-contracted Black Box to manage the phone system, and Christina manages voicemail and 911 records.

- Do you routinely audit your DIDs to check that they are displaying their extensions correctly in caller ID? Do you use CenturyLink's Intrado PS/ALI service to coordinate the emergency info displayed for each extension (or if not what do you use)?
 - Pleasant Hill sends a form to their phone system manager, once a year for updating.
 - 4J uses Intrado, all numbers are DIDs and those are set to report as that number. Occasionally they have a number set to display an alternate number. They do not assign a phone # to a staff person, but to a room number. Michael asked about VOIP phones and itinerate staff who log into a hotdesk phone. Should test that out. They test it out when there is a phone change, but not routinely. Most users aren't required to login to a phone. Sue tested 911 calls from every extension at a school when they had their new system put in, it was due to a change in their T1 not being set up correctly.
 - South Lane: Jesse gives itinerates a workgroup extension with voicemail-to-email, with a caller ID of the office they are working out of. Did testing with the local Cottage Grove 911 to ensure that the legacy systems were going out of their analog trunks. Harrison also has analog trunks for dialing out. More SIP and moving to MyTel Connect, you can designate a backup to use SIP trunk instead of analog when the analog isn't working. That is where they saw an issue, the 911 calls going through the SIP trunk were going to the national 911 call center. Jesse is going to provision every DID down to the room location, those will never change. That will allow Jesse to include room numbers instead of just school name. Will be using analog as a backup and sending DID over SIP for 911. Beaverton and other large districts have gone 3rd-party e911 services. Jesse is not using CenturyLink at this point. Jason mentioned Comtech in the state of Washington.
 - Richard mentioned that Crow is looking forward to fiber services so they can move to SIP. Jesse mentioned that you don't want to set a "site" at your top level.
- IPAM (IP address Management): Daniele scanned all district networks for information regarding our e-rate RFP. LESD has an Infoblox appliance with IPAM at our core.
 - What do you currently use for IP management, and what are your methods?
 - Pleasant Hill excel spreadsheet
 - Eugene SD mix of system configs, DHCP reservations
 - South Lane integrated IP management with VLAN management. They document static IPs and ranges. Have network management alerting system collecting statistics.
 - Fern Ridge documents similarly to South Lane, the rest through DHCP reservations.
 - Springfield DCHP server, with a mix of Python.
 - LESD has tested out a few, ruled out a lot of them. Investigating other options now, Daniele will share what we find. The goal is for accountability and historical track-changes. Jesse mentioned NetDisco for automatic scanning tool. Version 2 is much better.

Added item: LESD has recently replaced all our printers, so the old printers up for grabs, with toners that go with them. They are mostly HP LaserJet CP3525 color laser printers. Let us know if you are interested and we can get them to you, Jason is coordinating them going out.

Next planned LCTAC meeting:

- **May 23, 2019, 1pm-3:30pm at Lane ESD Room 5**