LANE EDUCATION SERVICE DISTRICT

1200 Highway 99 North | 541.461.8200 | www.lesd.k12.or.us
Eugene, OR 97402 | 541.461.8298 [Fax] |

Shaping the future:
Supporting excellence in education

EQUITY   COMMITMENT   LEADERSHIP   COLLABORATION   INTEGRITY

Lane County Technology Advisory Committee
Thursday, May 23, 2019, 1:00pm-3:30pm
Lane ESD Room 5

MINUTES

Present: Daniele McCallum (LESD), Jason Dodge (LESD), Charles Ranlett (LESD), Christina Okesson (LESD), Jacob Shaw (Springfield SD 19), Richard Reaksecker (Fern Ridge SD 28J), Doug Osborne (Crow SD 66), David Bolton (Bethel SD 52), Gerald McCool (Oakridge SD 76), Michael Bateman (Fern Ridge SD 28J), Roger Morris (Eugene SD 4J), David Langan (Eugene SD 4J), Jesse Baber (South Lane SD 45J3)

Presentation:

- Outages/SOPs for LESD Network Services (Jason Dodge) – **slide deck will be posted in the LCTAC Google Team Drive, in "Presentations and Materials" and "LESD Network Services Outages SOP" folder.**

Recurring Items

- **Service Incidents** — *A review of LESD service interruptions since last meeting*

- **Security/Phishing Events –** *A review of recent events hitting our radar*

  o More examples loaded into the LCTAC Team Drives folder. Most are not very sophisticated. They are much more widely distributed as far as where they are coming from lately. Keep an eye out, and keep reporting. More spear phishing-style attacks against superintendents and admins/directors will be coming, as noted by the simple probing emails that are being sent to see what can get through out systems.
  o Roger asked about Chinese-language voice calls, many people are getting those lately. The FCC is looking at what to do about robo-calls.
  o David has a red banner on emails received from outside sources. Sends out a newsletter with recent examples, to staff. Asked about anti-fraud false blocks with Barracuda – Charles has opened a case recently, and has been working with them. Bethel and 4J have both seen this, it is a problem. David has just been recommending that staff alter their message and re-send, rather than spend an hour on the phone with Barracuda. Jason heard LCC may have phished some of their staff. 4J has done this as well (used Info@Risk). David Bolton looked at GoPhish, looking at this next to bring awareness for staff training.
  o Daniele asked about new staff onboarding – what does that look like in your district?
    ▪ Springfield has information that goes to new staff, with periodic reminders to staff.
    ▪ Bethel uses constant reminders to staff. Timely notice of new hires is essential.
  o Jason mentioned we still can do geo-regional blocking of IP addresses from other countries. He emailed ACPE, got a few responses. A few people are doing it, should we entertain that option? David Bolton turned that on 6 months ago, and it immediately cut their amount of spam almost in half. It does affect cloud mail that is legit – have to whitelist those domains. How do you help facilitate the end user requests across districts (if LESD does this)? We can turn it on for everyone, but not per-domain. International vendors would be affected, exchange student programs, sister-city, etc. Identify those early on and whitelist. Jesse: South Lane has a large contingent of South American students where contact goes to family outside of the US. Should Daniele bring this to the Superintendents? We can turn this on and actively monitor to see what is

being blocked, and possibly release and whitelist for some time when evaluating? Jesse asked about quarantining emails and getting a prompt to allow? Geo-blocking logins to our email system? Roger set firewall rules to allow those he could identify and block everyone else. 4J's firewall is set for USA only. South Lane admins prefer to check mail when on vacation out of the county – maybe allow only North America? Staff can also notify when going out of the country so that we can allow it temporarily for them.

- **E-Rate** — *Quick recap of any news this month*
    - o Jesse asked about other districts in the state doing special construction, he got notice of their match funding (awarded). Did the state award to everyone? Probably, the list was pretty short. Jesse filed appeal for last special construction issue.

- **Professional Development/Events:**
    - o Amplified IT GSuite Admin Certified Bootcamp Portland June 11:
      https://events.amplifiedit.com/g-suite-amplified-admin-certified-bootcamp/
    - o Eugene Cybersecurity Interest Group:
      https://www.meetup.com/eugene-cybersecurity/
    - o Eugene SQL Server User Group:
      https://www.meetup.com/Eugene-Area-SQL-Server-User-Group/
    - o SANS/REN-ISAC Partnership Purchase Program for the Education Community June 1, 2019 – July 31, 2019 (let us know if multiple districts are interested, we would coordinate purchasing of vouchers)
      https://www.sans.org/media/partnership/REN-ISAC-Partnership-flyer.pdf
    - o David Langan mentioned Amazon services conference in Seattle in July
      https://aws.amazon.com/education/imagine-edu/

New Items

- CIS Workbench
    - o In November we talked about Center for Internet Security, LESD is a member. LESD has looked into benchmarks, best practices for securing systems. They now have a CIS-CAT tool which can scan your machines to see if they align with benchmarks. Our first end-user machine got a 33% pass rate. Charles has built a new VM template and run this tool, it is now getting an 88% pass rate. This is a handy tool if you are wondering about the security status of your computers. The #1 item listed for PCs has to do with the password policy. This gives Daniele a tool to make recommendations to leadership, and she has started conversations about how to improve. The tool is very easy to run, just download a package and run a shell script. The report has hyperlinks to each item with more information about what it means and why it is important, and how to address it. Daniele downloaded the program and ran it on her work laptop to see the process, it isn't very complicated. Part of the MS-ISAC at the state level, and tied with Homeland Security. The Pro version is free for Education, you just have to register, and it takes a day or two to get verified. You also get security notices with suggestions on how to remediate. LESD had a recent experience with being contacted by the FBI. We are having conversations with districts about how to help empower tech staff to have these conversations with decision-makers.

- Firewall Syslog Tool review
    - o We briefly reviewed the reporting tool for the firewall. Jason has set it up and fine-tuned it. Daniele got to use it while Jason was at ACPE. The Mealtime computer at Marcola gets a nightly sync with SIS (PowerSchool) and it stopped working. They asked to check the firewall. In Jason's absence, Daniele used the tool to see what was happening with the Marcola Mealtime

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computer. "Show me all SSH traffic trying to go to Mealtime" (example print-out screen shots). This showed the large amount of traffic trying to get to that computer at any one time, thus the decision not to open it up to everything. The issue was that PowerSchool had moved to a new set of IPs that needed to be added. Did a little testing, showed them this info, and got this issue resolved without compromising security of their system data. If you have requests from vendors, we are happy to provide this level of data for your decision-making process. Jason still working on some firewall policy review and results of what they are blocking, and will share with districts. He is still sending anti-virus alerts.

- Follett/Destiny Upgrades
  - Planned upgrades for this summer, middle of July. Is there interest in looking at other options than Destiny? Price drives the decision, there is a lot of improvement needed with Destiny. Daniele met with the South Lane librarian. She has added some new features, and she gets students their own accounts for tracking the books they have read. She seemed to be happy with it. We are a year behind in updates, so there may be additional options after Charles' work this summer. The 4J version is cloud-hosted, their Ed Center person is retiring (is the primary resource for the schools). A big piece is the training, can LESD help coordinate that? Not sure we should look at other options right now, 4J hasn't been using it that long. Will keep this in conversation, so please let us know if you have discussions around this product. Daniele brought up the option of paying the license fees with district flex dollars coordinated by LESD. That would bring visibility county-wide to what everyone is paying for it, and whether it is the right product. LESD has discussed librarian-of-record as a service to districts, but the need has been small and hasn't gotten traction.
- CTE CyberSecurity update
  - In February Maddy Ahearn presented to LCTAC what CTE is doing. This fall there will be 12 CTE programs of study, one will be a Network Security/CyberSecurity at South Lane. The teacher there is working on his CTE endorsement. Working with Jesse on how to help the teacher without jeopardizing the district's network. What we learn through this experience, we can pass along to other districts who are participating. Most other programs are around programming, web development, etc. The South Lane program is unique.
- Link Oregon
  - NERO will soon become part of *Link Oregon* and rebranding is being worked on. The initiative at the state is for a statewide fiber network. OHSU, Portland State, Oregon State, NERO, are working together to obtain fiber assets and re-sell to all state agencies. **Flyer handout will be posted in the LCTAC Google Team Drive, in "Presentations and Materials".** Moving forward slowly. Hoping for reduced costs next time we go out for ISP contract.

Round Table

- Windows 7 and Server 2008 end of support January 14, 2020
  - This summer would be a good target for moving systems over. Don't wait until the last minute.
- Barracuda External Sender warning
  - Request from Pleasant Hill. We can offer a white-text banner that says "caution, this email came from an external sender." Not large and is pretty unobtrusive. It is a turn-on-for-everyone option. Should we do this? Jesse only reservation is to know ahead of time so that he can communicate with staff. Bethel is implementing CyberSecurity training for staff in PublicSchoolWorks once a year, mandatory. Not super in-depth, but a good general level of information.
- Mealtime – local vs cloud
  - Who is using local vs cloud?
    - Bethel cloud.
    - Crow cloud.

- South Lane local. Mealtime not supporting the local version. South Lane looked at [Titan](#) awhile back, it looked really good, but haven't gotten traction on moving over. Jesse mentioned student-body software is also something to look at.
- Oakridge using local [AccurateMeals](#), does not like it.
- Springfield using WinSnap, believe it is cloud.
- Fern Ridge [NutriKids](#).
- 4J using cloud Mealtime. Food Service is now the primary point-of-sale for districts, they are now storing credit card info. This is a cause for security concern. Also understanding whether the district contracts-out food services, or in-house, is important. Mealtime is always pitching to set up different accounts so that you can take payments for multiple funds, and get funds to the appropriate accounts. South Lane is using [BlueBear suite](#) for locker registration (locker number and combo).
  - Jesse asked if anyone is using eSchool registration module – and does it work well? Fern Ridge, Bethel, yes and it is great. Saves a lot of fte hours.
- Staff computers – laptop vs desktop
  - Springfield staff get a choice, but majority are laptops. Now offer staff a choice windows/mac, but still mostly mac. Moving somewhat toward Chrome OS. Encourage teachers to add laptop to home insurance plan, they are responsible for loss.
  - Crow laptops except for business office.
  - Fern Ridge all-in-one, but school going 1:1 everyone is getting chromebooks to pilot (and collect feedback). Buying some staff higher-end all-in-ones for tech refresh.
  - Eugene laptops for teachers. Office staff and admins desktops.
  - Oakridge laptops, interested in Michael's results from the Google pilot.
  - South Lane teachers get laptops, admin staff get laptop or desktop depending on their need. Classified staff get chrome device or desktop, their preference. Piloted Lenovo chromebook for a staff member. South Lane laptop users have the option for mac vs pc but Jesse makes them come up with the difference in cost if they choose a mac. This has led to fewer mac purchases.
  - Bethel is leaning toward chromebooks for teachers, front office staff 24" all-in-one desktops. Administrators laptops. Superintendent is a mac user but recently transitioned to a PC, and likes it.
- Summer projects: what do you have planned for this summer?
  - Bethel: 650 pcs to replace
  - South Lane: Server 2012 R2 transition. Windows 10 deployments. HS labs and 2 MS labs left to replace with chrome devices. Implementing [PacketFence](#) and dynamic VLAN. Going to be running 2 domains next year. PKI project.
  - Fern Ridge: Clearpass implementation. LESD recently as well, we have used Fred from PNW as a resource. Future LCTAC topics can cover Clearpass (June?).
  - 4J root certificate server, PKI project.

Next planned LCTAC meeting:

- **June 20, 2019, 1pm-3:30pm at Lane ESD Room 5 (Aruba ClearPass, Juniper/Mist)**