

Appropriate Filtering for Education settings

June 2017

Provider Checklist Responses

Schools in England (and Wales) are required “to ensure children are safe from terrorist and extremist material when accessing the internet in school, including by establishing appropriate levels of filtering” . Furthermore, the Department for Education’s statutory guidance ‘Keeping Children Safe in Education’ obliges schools and colleges in England to “ensure appropriate filters and appropriate monitoring systems are in place. Children should not be able to access harmful or inappropriate material from the school or colleges IT system” however, schools will need to “be careful that “over blocking” does not lead to unreasonable restrictions as to what children can be taught with regards to online teaching and safeguarding.”

Included within the Scottish Government national action plan on internet safety, schools in Scotland are expected to “have policies in place relating to the use of IT and to use filtering as a means of restricting access to harmful content.”

By completing all fields and returning to UK Safer Internet Centre (enquiries@saferinternet.org.uk), the aim of this document is to help filtering providers to illustrate to education settings (including Early years, schools and FE) how their particular technology system(s) meets the national defined ‘appropriate filtering standards. Fully completed forms will be hosted on the UK Safer Internet Centre website alongside the definitions

It is important to recognise that no filtering systems can be 100% effective and need to be supported with good teaching and learning practice and effective supervision.

Company / Organisation	Opendium
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Filtering System	Opendium Web Gateway / Opendium UTM
Date of assessment	17th August 2017

System Rating response

Where a supplier is able to confirm that their service fully meets the issue identified in a specific checklist the appropriate self-certification colour for that question is GREEN.	
Where a supplier is not able to confirm that their service fully meets the issue identified in a specific checklist question the appropriate self-certification colour for that question is AMBER.	

Illegal Online Content

Filtering providers should ensure that access to illegal content is blocked, specifically that the filtering providers:

Aspect	Rating	Explanation
<ul style="list-style-type: none"> Are IWF members 		Opendium are IWF members.
<ul style="list-style-type: none"> and block access to illegal Child Abuse Images (by actively implementing the IWF CAIC list) 		The IWF CAIC list is integrated into the <i>Child Abuse Images</i> filtering category and Opendium has successfully completed the IWF's certification process.
<ul style="list-style-type: none"> Integrate the 'the police assessed list of unlawful terrorist content, produced on behalf of the Home Office' 		The police assessed list of unlawful terrorist content, produced on behalf of the Home Office is integrated into the <i>Radicalisation</i> filtering category.

Inappropriate Online Content

Recognising that no filter can guarantee to be 100% effective, providers should both confirm, and describe how, their system manages the following content

Content	Explanatory notes – Content that:	Rating	Explanation
Discrimination	Promotes the unjust or prejudicial treatment of people on the grounds of race, religion, age, or sex.		Opendium provides a <i>Discrimination</i> category which covers content that promotes the unjust or prejudicial treatment of people on the grounds of race, religion, age, or sex. Opendium also provides a <i>Hate</i> category which covers content promoting religious or racial hate.
Drugs / Substance abuse	displays or promotes the illegal use of drugs or substances		Opendium provides a <i>Drugs</i> category which covers content that promotes or facilitates recreational drug use, including "legal highs". This category does not include educational material about recreational drugs and information about medicinal drugs.
Extremism	promotes terrorism and terrorist ideologies, violence or intolerance		Opendium provides a <i>Radicalisation</i> category which covers radicalisation, extremism and terrorism. This includes the police assessed list of unlawful

			terrorist content, produced on behalf of the Home Office.
Malware / Hacking	promotes the compromising of systems including anonymous browsing and other filter bypass tools as well as sites hosting malicious content		Opendium provides a <i>Cracking</i> category which covers information about how to gain illicit entry to computer systems.
Pornography	displays sexual acts or explicit images		Opendium provides a <i>Pornography</i> category which covers pornographic content. This does not include non-sexualised images (e.g. medical information).
Piracy and copyright theft	includes illegal provision of copyrighted material		Opendium provides a <i>Copyright Infringement</i> category which covers content that promotes and facilitates illegal downloading of copyrighted content, such as software, music, movies, etc.
Self Harm	promotes or displays deliberate self harm (including suicide and eating disorders)		Opendium provides a <i>Self Harm</i> category which covers content that promotes self harm and suicide.
Violence	Displays or promotes the use of physical force intended to hurt or kill		Opendium provides a <i>Violence</i> category which covers content that promotes violent acts.

This list should not be considered an exhaustive list. Please outline how the system manages this content and many other aspects

A selection of predefined categories are maintained by Opendium, and updates to the categorisation criteria are downloaded every hour. Websites and web searches are categorised using a variety of methods, including through a database of known web addresses and by real time content analysis. By analysing content on the fly, the system can effectively filter new content and websites that tailor dynamic content to the individual user, such as social networking sites. School system administrators can add filtering criteria to the categories to either augment or override the predefined criteria. School administrators can also add their own custom categories.

Providers should be clear how their system does not over block access so it does not lead to unreasonable restrictions

Opendium Web Gateway and **Opendium UTM** allow school administrators a lot of scope for tuning the system to meet their needs. The sensitivity of the filters can be adjusted and administrators can decide whether or not repeat offenders should have their web access automatically disabled. Miscategorised websites can be manually recategorised instantly, or the filters completely disabled for educational websites. Users can be given the option to override the filters after being shown a warning, and users can report miscategorised pages directly to Opendium for recategorisation. Comprehensive reports can be generated on an automatic or ad-hoc basis to ensure that staff can spot and follow up on concerning behaviour. Location based filtering is also included, which can be used to relax filters in supervised parts of the school.

Schools may decide that, for some categories, rather than risk overblocking it is better to allow access and to follow up concerning behaviour that is highlighted by the reporting system. A variety of reporting tools are provided to facilitate this, such as the unique *Word Cloud* report that flags up search phrases which fall into concerning categories. This provides an easy and understandable way for staff to drill down into the data.

Filtering System Features

How does the filtering system meet the following principles:

Principle	Rating	Explanation
<ul style="list-style-type: none"> Age appropriate, differentiated filtering - includes the ability to vary filtering strength appropriate to age and role 		<p>Opendium Web Gateway and Opendium UTM both integrate with the school's existing user directory and provide a hierarchical system to configure and refine filtering policies and filter sensitivity on a per-usergroup, per-network or per-user basis.</p>
<ul style="list-style-type: none"> Control - has the ability and ease of use that allows schools to control the filter themselves to permit or deny access to specific content 		<p>The web based user interface allows school administrators to adjust settings from anywhere in the school, with immediate effect. All Opendium customers have direct access to Opendium's experienced engineers, who endeavour to provide high quality telephone and email support.</p>
<ul style="list-style-type: none"> Filtering Policy - the filtering provider publishes a rationale that details their 		<p>Opendium's filtering rationale is described in the</p>

<p>approach to filtering with classification and categorisation as well as over blocking</p>		<p>knowledgebase: http://www.opendium.com/node/76</p> <p>A description for each category, outlining the categorisation criteria, is provided through the system's user interface.</p>
<ul style="list-style-type: none"> • Identification - the filtering system should have the ability to identify users 		<p>Opendium Web Gateway and Opendium UTM both support a variety of user identification methods, such as Kerberos single sign on for workstations and RADIUS accounting, WISPr and captive portal for mobile devices / BYOD.</p>
<ul style="list-style-type: none"> • Mobile and App content – mobile and app content is often delivered in entirely different mechanisms from that delivered through a traditional web browser. To what extent does the filter system block inappropriate content via mobile and app technologies (beyond typical web browser delivered content) 		<p>By providing a comprehensive transparent proxy service with both passive and active HTTPS inspection and decryption, Opendium Web Gateway and Opendium UTM both allow the school to control apps that communicate using HTTP and HTTPS, and these comprise the vast majority of apps.</p> <p>A minority of apps use entirely different delivery mechanisms, and Opendium Web Gateway provides a firewall that can control these on a per-network basis. Opendium UTM extends this capability to allow fine grained control over these apps by user group or individual user, in a similar way to web traffic.</p>
<ul style="list-style-type: none"> • Multiple language support – the ability for the system to manage relevant languages 		<p>The use of a wide variety of categorisation methods makes the system largely</p>

		language agnostic, filtering both English language and foreign language websites alike.
<ul style="list-style-type: none"> • Network level - filtering should be applied at 'network level' ie, not reliant on any software on user devices 		Opendium Web Gateway and Opendium UTM both provide network level filtering and do not require software to be installed on user devices. This is provided through a combination of deep packet inspection, transparent proxying and both active HTTPS interception and passive HTTPS inspection.
<ul style="list-style-type: none"> • Reporting mechanism – the ability to report inappropriate content for access or blocking 		Where websites have been blocked due to built in filtering criteria, the user is given an option to report a miscategorisation of the website to Opendium. Opendium also takes underblocking very seriously and welcome reports of such instances. Opendium continually works with customers to address any concerns and improve the accuracy of the filters.
<ul style="list-style-type: none"> • Reports – the system offers clear historical information on the websites visited by your users 		Opendium Web Gateway and Opendium UTM keep historical logs and can generate a variety of reports to allow staff to drill down into the data.

Filtering systems are only ever a tool in helping to safeguard children when online and schools have an obligation to “*consider how children may be taught about safeguarding, including online, through teaching and learning opportunities, as part of providing a broad and balanced curriculum*”.¹

Please note below opportunities to support schools (and other settings) in this regard

Opendium's products have always been developed hand-in-hand with schools. Schools are on the front line and in the best position to know what tools they need and Opendium always tries to listen and develop those tools.

Opendium also provide training and advice to school ICT staff, and can offer consultancy services to improve schools' network infrastructure to cater for their ever changing requirements.

PROVIDER SELF-CERTIFICATION DECLARATION

In order that schools can be confident regarding the accuracy of the self-certification statements, the supplier confirms:

- that their self-certification responses have been fully and accurately completed by a person or persons who are competent in the relevant fields
- that they will update their self-certification responses promptly when changes to the service or its terms and conditions would result in their existing compliance statement no longer being accurate or complete
- that they will provide any additional information or clarification sought as part of the self-certification process
- that if at any time, the UK Safer Internet Centre is of the view that any element or elements of a provider's self-certification responses require independent verification, they will agree to that independent verification, supply all necessary clarification requested, meet the associated verification costs, or withdraw their self-certification submission.

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Position	Technical Director
Date	17th August 2017
Signature	

¹ <https://www.gov.uk/government/publications/keeping-children-safe-in-education--2>