



Welcome to our annual Christmas newsletter. We aim to send out a newsletter once a year to keep our customers abreast of new developments and our plans for the future. 2016 has been another fantastic year for us, and we're excited to share some of the highlights with you.

Keeping Children Safe in Education

The Department for Education's new *Keeping Children Safe in Education* statutory guidance came into effect from 5th September, referencing the UK Safer Internet Centre's *Appropriate Filtering for Education Settings* interpretation of the guidance.

Incorporating some significant new safeguarding requirements that schools are expected to follow, many of the popular online safety systems have fallen short, leaving some schools frantically trying to reach compliance. Fortunately, IcenI is one of the few systems to meet all of the Appropriate Filtering criteria which were set out by UK Safer Internet Centre.

It is extremely important that schools are aware of their safeguarding responsibilities and keep them in mind as their ICT systems and policies evolve. As always, a suitable balance must be achieved between benefit and risk. With an in-depth understanding of both the technical limitations and statutory requirements we are always happy to discuss your school's unique situation with your ICT staff and e-Safety Officer.

You can read our full compliance statement in our online knowledgebase at the link below.

<https://goo.gl/vV72NH>

We're Hiring!

With an influx of new customers we're busier than ever before. The expanding business is great for everyone - more customers means we have resources to put into research and development, which means bigger and better IcenI improvements for you!

When it comes to customer support, we're always aware that pulling out all of the stops to resolve problems quickly is incredibly important for all of our customers, so we're expanding our support team.

We're still committed to a top quality team of support engineers, each with excellent technical knowledge. So you can be assured that whoever answers your call, they will always do their best to resolve your problem and won't just be following a script!

IWF Turns 20

2016 was an important year for internet safety. In October we celebrated the Internet Watch Foundation's 20th anniversary in London's iconic BT Tower, along with many other IWF members.

Since the first report was received at 11:21 on 21st October 1996, the Foundation have been tirelessly working to protect children from online sexual abuse. Over that time they have successfully ensured the removal of over a quarter of a million



web pages which showed the abuse of children. As members of the IWF and IWF Funding Council we are extremely proud to be working with them in support of their ongoing efforts.

IWF

Internet Watch Foundation

STOP Child Sexual Abuse Imagery Online

iwf.org.uk

Advanced Support

We recognise that there is a huge variation in the level of support that our customers require, and to this end we offer an Advanced Support package.

Whilst we always try to provide the best technical support that we can, the Advanced Support package aims to help those with more complex requirements.

For more information, please see our Service Level Agreement, or contact us for a quote.

<https://goo.gl/A7VKuq>

Bundled Filtering and Internet

We have always felt that there are great long term benefits to schools in keeping internet provision and filtering separate. Separate systems allow you to change your internet provider freely without throwing out a filtering system you are very pleased with, and vice versa.

However, over the next year or so there will be major structural changes to a number of the regional broadband consortia, and we have experienced a surge in enquiries from schools who are used to buying their

internet connection and filtering as a single package. Always eager to listen to our customers, we are working with an internet service provider, and are able to provide filtering and connection bundles.

Keep an eye out for a case study which we will be publishing soon, detailing how IcenI is allowing a smooth transition for Somerset's Holyrood Academy, as they migrate away from the South West Grid for Learning.

Policy Modelling

Have you ever wondered exactly which filtering rules or authentication settings will be used in a specific situation? IcenI is exceptionally flexible, but flexibility always leads to some complexity and it isn't always clear how things are configured.

Enter the *Policy Modelling* reports, which we introduced at Easter. These reports can be found under the *Reports* tab in IcenI and show you a summary of the settings that are being applied to a specific user or device. Each setting listed in the report can be expanded to show a diagram that explains why that setting has been used. This is also linked in from the *Logs* and *Images* reports - click a line in a *Logs* report or a thumbnail in an *Images* report and you'll be given the option to see the policies that apply to that web request.

We've produced a tutorial video explaining how to use this feature, which you can watch at the link below.

<https://goo.gl/XP6cI9>



Safer Internet Day

Keeping children safe online by engaging with them and educating is very important, and *Safer Internet Day* is a great opportunity each year. 46% of teachers reported that their schools' participation in the event has led to disclosures of potential safeguarding issues, such as online bullying incidents and we'll be supporting the 14th *Safer Internet Day* on February 7th. The day offers the opportunity to highlight positive uses of technology and to explore the role we all play in helping to create a better and safer

Automatic Whitelisting

How do you allow access to the videos embedded in an educational web site, without also allowing a free-for-all on every other video? Two years ago we introduced a revolutionary new feature which allowed administrators to whitelist an educational website, including any YouTube videos it used, without needing to whitelist the whole of YouTube.

Now, a number of educational websites have started hosting their embedded videos on the Vimeo platform. A lot of schools have found this to be a big

Tutorial Videos

On the subject of tutorials, we've posted several tutorial videos on YouTube over the past year, and intend to continue to do so in the future. This is a really good way to learn and understand IcenI's tools without having to read through mountains of technical documentation. We'd also be really interested to hear what you'd like to see a tutorial video about.

Please subscribe to our YouTube channel or Twitter feed to keep up to date.

YouTube <https://goo.gl/IXpGKE>

Twitter @opendium

Christmas Opening Hours

	Sales / Enquiries	Support
Friday 23rd Dec	09:00 - 12:30: Open 12:30 - 17:00: Closed	09:00 - 12:30: Open 12:30 - 17:00: Emergencies Only
Saturday 24th Dec	Closed	Closed
Sunday 25th Dec	Closed	Closed
Monday 26th Dec	Closed	Closed
Tuesday 27th Dec	Closed	Closed
Wednesday 28th Dec	Closed	Emergencies only
Thursday 29th Dec	Closed	Emergencies only
Friday 30th Dec	Closed	Emergencies only
Saturday 31st Dec	Closed	Closed
Sunday 1st Jan	Closed	Emergencies only
Monday 2nd Jan	Closed	Emergencies only

Training

We are constantly adding features to and improving IcenI to keep our safeguarding capabilities at the leading edge. As technologies continue to evolve, there has never been a better time to book training for you and your staff. Our training courses will keep you up to date with the latest features. We'll dive into IcenI's extensive capabilities that we can only scratch the surface of during the basic training that new customers receive during installation.

If you are interested in further training to help you make better use of your IcenI system or would like more detailed training in any specific area, please contact us to enrol on one of our training courses.

online community.

The UK Safer Internet Centre has produced an array of high quality resources for all age groups, including lesson plans, films, activities and posters, making it as easy as possible for your school to get involved.

For more information, education packs, etc. visit the *Safer Internet Day 2017* website.

<https://goo.gl/AwwWvd>

problem: Vimeo also hosts a lot of unsuitable content, so allowing access to the whole website is often out of the question. We have recently extended our original feature to support Vimeo and liaised with educational websites such as MathsWatch to ensure compatibility with their systems. Several of our customers are now heavily using this capability to allow students to use a wide variety of educational resources containing embedded videos.

To our knowledge, the ability to automatically whitelist embedded YouTube and Vimeo videos is unique to

Improving Filtering Accuracy

Incorrectly blocked websites are immeasurably detrimental to the value of a school's Internet resources. Getting feedback from the users is extremely important to help us improve our filtering accuracy. To this end, we recently added a miscategorisation reporting mechanism to IcenI which allows the end users to report overblocking directly to us.

Allowing staff and students of all ages to directly report back to us inevitably results in a steady stream of reports about correctly blocked sites - students complaining that their favourite online game has been blocked by the Online Games category, for example. But in the midst of the noise we find regular nuggets of gold; immensely useful information which has allowed us to better tune IcenI's filtering and measurably reduce overblocking.

IcenI, with all other filtering systems requiring the administrator to manually whitelist hundreds or thousands of videos individually.

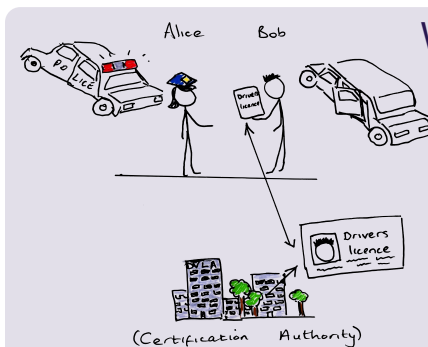
<https://goo.gl/QbJOjf>

Firewall Development

At the end of last year we announced a complete overhaul of Icen's firewall. This is a big project and development has been ongoing throughout the year. The new firewalling system is fully integrated into the group tree, allowing firewall rules to be applied to individual users, groups and networks, much like the web filter settings. It also takes away much of the laborious repetition that allowing new services can sometimes involve. To make things as easy as possible, we'll be providing a number of stock "rule bundles" that you can use to easily enable some common applications without having to understand the complexities of their protocols.

The configuration user interface for the new firewalling system is complete and work on the backend systems is well under way, with the expectation that we'll be ready to release in the first half of 2017.

As part of this work, we've done a lot of development of deep packet inspection technologies. As they were developed, some of those technologies have also been incorporated into our current firewalling system to securely support applications such as Skype and Whatsapp. Please contact our support department for more information on controlling applications through deep packet inspection.



Whitepaper: HTTPS Interception

More and more web sites are securing themselves with encryption, so effectively filtering and auditing HTTPS traffic is very important and there are a lot of compromises to be made along the way. It is a complex subject, so we've done our best to put together a paper explaining the basics of how HTTPS and interception work.

<https://goo.gl/dDghs4>

Word Cloud Safeguarding Reports

These days, although its still very important to block grossly unsuitable websites, reporting and education are some of the most important factors in safeguarding. We're always trying to come up with innovative ideas to draw useful and understandable reports from the data that Icen collects about your users' browsing habits.

Last spring we introduced the fantastic new *Word Cloud* report, which you can

access under Icen's *Reports* tab. From this report you can get an at-a-glance idea of what people are searching for.

Concerning searches are highlighted, and you can drill down into them to see detailed information.

Have a look at our tutorial to see how to use the Word Cloud report to safeguard your students and staff.

<https://goo.gl/HN4LNp>

Anti-Malware

Malware is a big problem for everyone, and we would always recommend running virus scanners on workstations. Improving our customers' security is important to us, so this year we have built a virus scanner into Icen which scans

web traffic in real time. This has been tested throughout the autumn and we will be rolling this out to our customers on a staged basis. Please contact our support department if you are interested in having this feature enabled on your system.

Compatibility Improvements

Such a diverse array of software is used on all kinds of devices these days that some incompatibilities are inevitable. But we've been working hard to improve Icen's compatibility with third party systems.

One of the big ones this year is improved RADIUS accounting support: RADIUS accounting takes away a lot of authentication headaches by allowing wireless controllers to send updates to

Icen. This has always worked well with the big name brands of wireless system, such as Ruckus and Meru, but some of the less common brands are missing features which we had relied on. This year we updated our RADIUS accounting system to improve support for these systems.

The other big compatibility improvement has come from the way the web filter makes decisions about which HTTPS

traffic it should avoid intercepting. Some applications are incompatible with HTTPS interception, so the web filter must detect those applications and adjust the interception settings for their traffic. In the past, limitations of some of the third party applications prevented them working through the web filter, but the latest Icen web filter now includes improvements that overcome many of those limitations.

Thank You

Finally, a big thank you for your business and support over the past year. We wish you a very happy Christmas and best wishes for another exciting year ahead!

If you would like to discuss about anything we have mentioned in this newsletter, please drop our support department a line and they will be happy to help.



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