Opendium

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.

Updated Appropriate Filtering Compliance

One year ago, the Department for Education's current edition of the Keeping Children Safe in Education statutory guidance came into effect. Previously, schools needed to filter and monitor internet access under the Prevent duty to protect children from radicalisation, but the new guidance introduced new responsibilities to safeguard children in a much broader sense.

Whilst many of the popular online safety systems fell short of the new requirements, we found ourselves well positioned. The approach advocated by the Department for Education and the UK Safer Internet Centre aligned almost perfectly with the way that Opendium has approached safeguarding since the company was founded in 2005.

Now, a year later, the UK Safer Internet Centre has published an update to their *Appropriate Filtering for Education Settings* guidance. This builds on the previous guidance, incorporating lessons which have been learned since it was introduced.

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 to ensure that you can achieve the right balance between benefit and risk.

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

https://goo.gl/z4HxnE

Introducing Web Gateway and UTM

This summer we released our two new online safety products: *Opendium Web Gateway* and *Opendium UTM*. These products build upon the technology of our successful Iceni system.

In addition to the web filtering and reporting functions, Iceni has always provided a fairly basic firewall, and over the past two years, we have developed a much more capable replacement.

We recognised that the firewalling requirements can be very different for each school. In order to accommodate these differences, we decided to split our online safety offering into two separate product lines:

Opendium Web Gateway provides all of the web filtering and monitoring features that you have come to expect, but adds

in a new firewalling system. We provide a number of firewall *rule bundles* that utilise deep packet inspection to control non-web traffic between your network and the internet.

Opendium UTM adds unified threat management capabilities, such as extremely fine grained control of non-web traffic by both user group and time period. *UTM* also allows control of traffic between your internal networks and is able to act as a VPN server to connect remote sites and workers.

Our existing Iceni online safety systems will be retired and replaced by *Web Gateway* and *UTM*. We will be contacting all of our customers in due course to discuss their migration path and ensure a trouble free move to the new, much more capable, products.

Safer Internet Day

Safer Internet Day 2018 will take place on Tuesday 6th February with the theme 'Create, Connect and Share Respect: a better internet starts with you.'

Coordinated in the UK by the UK Safer Internet Centre the celebration sees hundreds of

schools and organisations join together to raise awareness of online safety issues and run events and activities right across the UK.

The UK Safer Internet Centre is producing 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 2018* website.

https://goo.gl/mfcwAJ

New Staff

We're busier than ever before and have taken on two new members of staff this year.

Many of you will have already spoken to our new support engineer, Chris, who joined us at the end of January. We recognised that if the business expanded as we had forecast, we would need to expand our support department in order to maintain the level of support that our customers had come to expect.

Very concious that Opendium's reputation is built upon providing the very best technical support that we can, we welcomed Chris to the team. Chris has a bachelor's degree in computing and over 10 years' experience working in support, operations and product development roles within a leading managed internet service provider.

As an undergraduate studying a degree in physics, Nell realised that it was not the subject for her and wanted to make a career change into the field of cyber security. She came to us looking for an opportunity to gain IT experience at a time that one of our customers was looking for a full time technician.

Backed up by our experienced engineers and eager to learn, Nell has been a great fit and an asset to the team after joining us in the summer. Nell will work with us as an on-site technician at the school for a year before returning to university in the summer to follow her new career path.

Tutorial Videos

During 2016 we posted a number of tutorial videos on our YouTube channel. Unfortunately this year we have let things slip a little and haven't found time to post any new ones. However, they are a really good way to learn and understand the tools at your disposal, without having to read through mountains of technical documentation. We'd love to get back to making more of these videos, so please let us know 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://youtube.com/opendium*

@opendium

Marketing and Articles

With the launch of Opendium Web Gateway and Opendium UTM, there has never been a better time for Opendium to promote our online safety products to schools. To this end, we have teamed up with The Education Company, a leading educational marketing services provider. As part of our marketing strategy, we are writing a number of articles covering important topics for schools.

In the first of these articles we take a look back on the Department for Education's Keeping Children Safe in Education guidance, which was introduced a year ago.

With many schools concerned about the introduction of the General Data Protection Regulation (GDPR) in May next year, many schools are overlooking how their internet filtering systems may be affected by the regulations. Our second article looks into how schools can ensure that they comply with GDPR in light of the swaths of sensitive data that are collected by internet filtering systems.

Please follow the links below to read the articles, and subscribe to our Twitter feed to be notified of more upcoming articles.

KCSIE: *https://goo.gl/84JA23*

GDPR: *https://goo.gl/wS6Fi3*

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Controlling VPNs

Whilst there are legitimate uses for virtual private networks (VPNs), they can allow the school's online safety system to be bypassed and it is therefore not appropriate for them to be used on school networks. As well as installing filters, schools should ensure that staff and students are aware that VPN software is prohibited.

Whilst no filtering system can hope to block all VPNs, it is important for us to do our best to help schools to enforce their acceptable use policy, which we achieve through a combination of blocking and reporting.

One VPN of particular concern this year has been Hotspot Shield, developed by AnchorFree. It does an extremely good job of disguising its traffic and evading detection, and appears to have so many servers around the world that blocking them all by IP address is impractical.

After reports from several of our customers, we undertook a detailed analysis of the Hotspot Shield traffic and developed sophisticated anti-spoofing technologies to block it.

We were also able to analyse customers' logs and determine that, prior to being able to block it, the use of Hotspot Shield was far more wide spread than anyone had expected. This is of particular concern, as it would have been impossible for a school to adequately safeguard students who were using this VPN.

Although Opendium's web filtering technology remains one of the only systems available capable of successfully blocking the Hotspot Shield VPN, there are so many different VPNs available that filtering systems cannot always detect their use. The vigilance of staff is of the utmost importance, and if you suspect that a VPN is being used please collect as much information as possible and let our support team know.
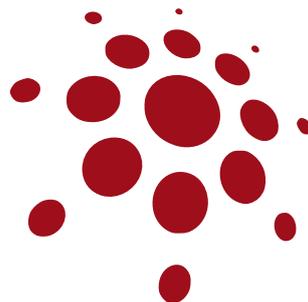
Christmas Opening Hours

	Sales / Enquiries	Support
Friday 22nd Dec	Closed	Emergencies only
Saturday 23rd Dec	Closed	Emergencies only
Sunday 24th Dec	Closed	Emergencies only
Monday 25th Dec	Closed	Closed
Tuesday 26th Dec	Closed	Closed
Wednesday 27th Dec	Closed	Emergencies only
Thursday 28th Dec	Closed	Emergencies only
Friday 29th Dec	Closed	Emergencies only
Saturday 30th Dec	Closed	Emergencies only
Sunday 31st Dec	Closed	Emergencies only
Monday 1st Jan	Closed	Closed

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.