

Web Filtering & Online Protection (Netsweeper)

Service Definition

2023-2024



EDUCATION DIGITAL SERVICES

About the Service

Our Web Filtering & Online Protection (Netsweeper) service provides safe, filtered and logged web access for both staff and students for your school's broadband connection. It also provides a monitoring and alerting service that helps safeguard students. This service is an integral feature of our Broadband and Online Service Bundle.

It provides your school with the flexibility to locally manage, monitor and control access to websites. The service provides the following functionality:

- Education focused web filtering.
- Different filtering policies based on username, group membership or IP range.
- Local control to allow your school to manage which websites and categories of websites it wishes to allow or block.
- Monitoring and reporting on web access.
- Meets the DfE recommendations for web filtering to protect pupils online and the standards for schools' web filtering set by the UK Safe Internet centre.
- Illegal content (as listed on the Internet watch Foundation) remains blocked at all times and access cannot be over-ridden by school staff.
- Filters devices in school.
- Provide student safeguarding by proactively monitoring student activities and real time alerting to the safeguarding lead in school when intervention is required.

What are the Benefits?

- Schools can implement granular filtering themselves based on their own classroom or user needs, removing the need to contact Lancashire County Council Education Digital Services to request individual websites are blocked/unblocked.
- Protect students when working online.
- Schools do not require any filtering equipment to be installed in school with this service.
- Assists schools in fulfilling their safeguarding duties through the use of monitoring, alerting and reports.



What's included?



Service Features

Feature	Description
Web Filtering	<ul style="list-style-type: none">• The filtering service is centrally hosted and managed with local filtering and reporting devolved to schools.• It provides safe internet access for schools, managing all web content to our broadband connected schools.• Netsweeper Filtering blocks all sites on the Internet Watch Foundation (IWF) CAIC list.• Netsweeper filtering implements the Home Office Terrorism Block list.
Global Filtering (All schools – default setting)	<p>We have initially assigned a default filtering set based on school type (Nursery / Primary / Secondary etc.), which should meet most schools' needs. Your school can then choose to tailor this to your individual requirements.</p> <p>By default, this service blocks the following categories for all users:</p> <ul style="list-style-type: none">• Pornography• Child Sexual Abuse• Criminal Skills• Extreme• Hate Speech• Weapons• Viruses• Child Erotica• Gambling• Intimate Apparel• Marijuana• Substance Abuse• Malformed URL• Copyright Infringement• Malicious Web Obfuscation• Malware• Phishing• Web Proxy
Reporting and Alerting Capabilities	<p>Schools can configure and schedule their own reports of internet usage. These can be exported for further analysis e.g.</p> <ul style="list-style-type: none">• Search Query Report: This report lists all of the search queries made by pupils and staff, which will list things like Google searches.

Feature	Description
	<ul style="list-style-type: none"> • Prevent Report – Websites: This report lists all of the websites which have been accessed which would fall under a Category which is contained within UK Prevent. • Suspicious Search Report: This report lists all of the search queries which are identified by our Suspicious Search Keywords Shared List. • User Inspection Report: This report shows all traffic from a particular User, which can be used to further investigate if a User has been highlighted as attempting to access content. • Custom Report: This report has been created to give you more freedom to create custom reports. You are able to use this to create your own report along with customising most of the settings.
<p>Local Control of Filtering</p> <p>(No filtering hardware required in school)</p>	<ul style="list-style-type: none"> • Local control is built-in to give your school more flexibility when setting filtering to suit your needs. Your school has the ability to block or unblock individual websites or categories. • Filtering can be based on IP address ranges, individual IP addresses or by using directory services such as active directory. • Certain websites, including illegal sites or categories of websites classed as inappropriate by the Netsweeper Filtering service, are blocked at a global level, ensuring protection for pupils and staff. All other categories are available for your school to select as either allow or block. • This service may require your technical support staff to configure services locally. In view of the levels of flexibility offered with the Web Filtering service, your school has full responsibility for managing access to websites and to ensure that staff, pupils and guests can only access appropriate content using either a school device or personal device on the network. • Support articles on using the filtering service are provided to ensure that you have advice on functionality. • Full details are available on our filtering support pages on our website.
<p>Off-site filtering (Optional)</p>	<ul style="list-style-type: none"> • Students can use school devices safely online away from school and receive the same level of web filtering as in school. All policies and logging will function in the same way as when in school.
<p>Safeguarding, Monitoring and Alerting</p>	<ul style="list-style-type: none"> • Help provide student safeguarding by monitoring the contents of their screen and alerting school safeguarding lead when a matter of concern is identified. Powerful AI reduces false positives and schools can configure the categories of issues they wish to be alerted to.
<p>Managed Service</p>	<ul style="list-style-type: none"> • This is a centrally managed service with management of filtering and reporting devolved to nominated school filtering administrators. • We manage all central filtering infrastructure for schools including future investment, upgrades and supplier management.



Feature	Description
SSL Filtering	<ul style="list-style-type: none"> Filters both HTTP and HTTPS (with appropriate certificate) web traffic, ensuring that pupils are protected. Traffic to/from certain sites such as NHS and financial services will not be decrypted by default.

Service Support

Feature	Description
Documentation Provided	<p>The Netsweeper support section of our website provides comprehensive documentation and support videos including:</p> <ul style="list-style-type: none"> Guidance materials for the setting of allowed / blocked sites and categories. Guidance materials for the configuration of PCs / laptops / tablets / phones. Guidance materials for reporting and alerting. <p>Please see our support pages for further information.</p>
Support from our ICT Service Centre	<p>Telephone and online fault reporting via our ICT Service Centre, with escalation routes ensuring that, if your school does experience problems with the service, our staff are focused on solving your issues.</p> <p>Online: By our "My ICT Incidents" reporting form on our website</p> <p>Telephone: 0300 123 6797 Option 1</p> <p>Operational from 8am to 5pm (Monday – Friday excluding Bank Holidays and statutory leave days)</p>

What does it cost?



Schools who purchase our Broadband and Online Services bundle receive the Web Filtering and Online Protection (Netsweeper) service as an inclusive part of the service.

Service	Annual Charge £ per Year (Ex VAT)
Web Filtering (Netsweeper)	Inclusive in the charge for your Broadband and Online Services Bundle
OnGuard monitoring and alerting for safeguarding (Netsweeper)	Inclusive in the charge for your Broadband and Online Services Bundle*



Notes

- During 2023/24, all broadband connected schools will progressively be moved to a new cloud-based version of Netsweeper, with all schools moved by March 2024. Migration is planned to be aligned with each school's broadband router replacement and the central firewall changes needed for our GigaFast broadband project. Once complete for your school, this will also enable access to Netsweeper OnGuard (monitoring and alerting) service to start to be rolled out.
- No additional charges apply for accessing the service. This will include use of Netsweeper OnGuard (monitoring and alerting) service once enabled in 2023/24.
- We do not offer this service separately from our broadband packages.

What's excluded?



Our Netsweeper web filtering service is centrally managed to ensure your broadband service purchased through Lancashire County Council Education Digital Services provides appropriate supported web filtering for schools.

Your school will also have a number of tasks to manage locally as follows:

- Ensuring that the correct IP range (as assigned by us with your broadband connection) is being used and to check for proxy issues.
- Setting of locally allowed / blocked sites and categories.
- Configuration of PCs / laptops / tablets / phones for web filtering & safeguarding.
- Bringing incorrectly categorised sites to the attention of Netsweeper via the ICT Service Centre.
- Connection of school computers and other devices to the service
- Performance of computers or other devices such as tablets or smartphones.
- Referral of any third-party web services authentication issues to your third party. e.g. Schools trying to use third party web services that want to pass through credentials from local systems (AD) to a web service.
- Configuration of Netsweeper filtering to the school's Active Directory (to enable groups, year group, individual or PC based filtering and reporting if required). This can be provided subject to our standard hourly rates. Please contact EducationDigitalServices@lancashire.gov.uk to request a quote.
- The import of SSL certificates.
- Installation and upgrade of agents and clients. This can be provided subject to our standard hourly rates. Please contact EducationDigitalServices@lancashire.gov.uk to request a quote.
- Filtering of non-web traffic i.e. traffic over ports other than 80 or 443.