Appropriate Filtering for Education settings

May 2018

Filtering 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.

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Filtering System	WatchGuard UTM Firebox
Date of assessment	May 18, 2018

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.	🟨

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Illegal Online Content

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

Aspect	Rating	Explanation
● Are IWF members	🟩	Yes. WatchGuard is a proud and active member of the IWF
● and block access to illegal Child Abuse Images (by actively implementing the IWF CAIC list)	🟩	WatchGuard has actively monitored and self-tested against the IWF CAIC list for more than half a decade – and performs daily tests with 24 hour update limit
● Integrate the 'the police assessed list of unlawful terrorist content, produced on behalf of the Home Office'	🟩	The Home Office police assessed list is regularly checked by Forcepoint, a WatchGuard web filtering partner and engine behind WatchGuard URL filtering capability[1]

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.	🟩	**Category: Intolerance** Filtering of sites that promote hate, violence, racism etc. are fully integrated and allows for reporting of inappropriate content. Application control beyond HTTP/S provides the ability to manage non-productive user activity such as access to chat/IM and inspect all SSL/TLS encrypted content regardless of port or protocol
Drugs / Substance abuse	displays or promotes the illegal use of drugs or substances	🟩	**Category: Drugs** Specific filtering capabilities for Illegal categories especially web paraphernalia related to drug use. Ability to report on sites visited per user/group
Extremism	promotes terrorism and terrorist ideologies, violence or intolerance	🟩	**Category: Militancy and Extremist** Dedicated 'Militancy' and

[1] http://www.watchguard.com/help/docs/fireware/11/en-US/Content/en-US/services/webblocker/webblocker_categories_websense_c.html

		🟩	'Extremist' categories which cover violence/hate and racism. Ability to apply blocking policies and report on user/group activity etc.
Malware / Hacking	promotes the compromising of systems including anonymous browsing and other filter bypass tools as well as sites hosting malicious content	🟩	**Category: Security** Full suite of UTM services designed to break the malware cycle. These include filtering of access to know malware sites, file download restrictions, intrusion prevention, gateway antivirus, gateway anti-spyware, botnet filtering, Advanced Persistent Threat and Threat Detection and Response. WatchGuard firewall appliances and UTM services have been recommended by NSS labs year on-year
Pornography	displays sexual acts or explicit images	🟩	**Category: Adult Content** Specific categories to filter access to pornography and adult content. Plus, ability to enforce Google/Bing safe search and YouTube restricted content on a per-policy basis
Piracy and copyright theft	includes illegal provision of copyrighted material	🟩	**Category: Illegal or Questionable; Information Technology** Filtering of access to known download sites hosting illegal copyrighted material.□ Application control over download tools such as BitTorrent, etc. Also, WatchGuard users are automatically granted application control/blocking of proxy bypass sites and tools to further limit risks
Self Harm	promotes or displays deliberate self harm (including suicide and eating disorders)	🟩	**Category: Violence** Ability to filter and control access to sites promoting questionable or illegal activity.
Violence	Displays or promotes the use of physical force intended to hurt or	🟩	**Category: Violence** Specific category for filtering sites

	kill	🟩	that promote intolerance and illegal activities/skills as well as cult/occult sites. Again, further reporting and alert on site access, etc.

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

WatchGuard URL and content filtering solutions are based on firewall technology developed over more than 20 years. In addition, we proactively monitor our customer feedback to augment our internal capacity for rapid categorisation and blocking where our users can *easily* request a category change[2] to augment our in-house blocking list. WatchGuard has been a recognised market leader in the provisioning of firewall appliances and UTM services as a Next Generation Firewall vendor.

By providing a fully integrated security solution, WatchGuard not only offers web filtering (HTTP and HTTPS) but also full content inspection of every packet traversing the firewall, regardless of port or protocol. This means, that in real-time, administrators can see exactly what is happening on their network and apply appropriate levels of control. In addition, bandwidth management and traffic prioritisation empower IT administrators to block certain applications, or features of an application, in real-time.

With the increased use of TLS encrypted traffic and data compression methods, it’s still critical to be able to inspect and manage these popular transport mechanisms, regardless of port or protocol. WatchGuard solutions will decrypt SSL/TLS regardless of port/protocol and apply the same policies as for unencrypted traffic. Combined with comprehensive intrusion prevention, inspection of files of any size for 50M+ viruses (and increasing), botnet control and anti-malware, the solution provides industry leading security and safety at an affordable price for small office businesses to large distributed education enterprises.

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

All WatchGuard solutions are built on several critical foundations to deliver appropriate and effective security. By developing our own technology for over 20 years, WatchGuard has complete control over its products and service.

The technology architecture allows for granular policies to be designed and implemented. This ensures controls are applied to the appropriate users/groups and devices, avoiding over blocking (or under blocking!).

By undertaking our own threat research, analysing thousands of malware samples daily, analysing and categorising web content from 100,000’s of sources means we are able to provide accurate intelligence for our solutions to use. That means, correctly categorised URLs, rapid development and deployment of malware signatures used by 100,000’s of appliances worldwide. If a website needs to be assessed/reassessed quickly, our WatchGuard support engineers mobilise at a

[2] http://www.watchguard.com/help/docs/fireware/12/en-US/Content/en-US/services/webblocker/category_add_remove_change_websense_c.html

moment’s notice to provide appropriate remediation and corrections on behalf of our customers.

Filtering System Features

How does the filtering system meet the following principles:

Principle	Rating	Explanation
● Age appropriate, differentiated filtering – includes the ability to vary filtering strength appropriate to age and role	🟩	Multiple policies can be applied based on AD group/OU membership etc. This allows policies to be developed an applied in the most appropriate way. Reporting based on AD group membership also available to ensure policies are being applied correctly.
● Circumvention – the extent and ability to identify and manage technologies and techniques used to circumvent the system, for example VPN, proxy services	🟩	WatchGuard’s UTM has multiple network analysis and heuristic tools to detect proxy, and IT avoidance tools on the perimeter and network. WatchGuard’s Application Control and IPS product work in tandem or singly to analyse network traffic directly and through side-channels to detect traffic patterns of unauthorized circumvention tools such as non-compliant VPNs or proxy services. In addition, WatchGuard’s Threat Detection and Response informs the UTM of endpoint events that are designed to disrupt compliance and interrupt malicious behaviors against the host in real-time.
● Control - has the ability and ease of use that allows schools to control the filter themselves to permit or deny access to specific content	🟩	Policy development and implementation is performed via an intuitive UI. Management UI features local teacher temporary override ability for blocked sites. Role based controls allow non-admin access to specific functions such as allowed/denied lists.

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● Filtering Policy – the filtering provider publishes a rationale that details their approach to filtering with classification and categorisation as well as over blocking	🟩	WatchGuard has provided web filtering solutions for nearly 20 years to thousands of customers globally. The solution utilises in-house technology and research to ensure the highest levels of performance and accuracy. The WatchGuard Total Security Suite is responsible for dynamic/automated categorisation of sites, augmented by a skilled team of individuals to provide oversight and analysis of sites across multiple geographies and languages. Websites/URLs/sub-domains/content delivery networks etc. are categorised into one or more categories as deemed appropriate. Website ratings can be checked via a public portal. WatchGuard is committed to constantly updating the database of malicious and unwanted websites against manual and automated analysis to ensure protection against known and rapidly occurring threats
● Group / Multi-site Management – the ability for deployment of central policy and central oversight or dashboard	🟩	WatchGuard's Management Server provides central policy management, reporting, centralized logging and firewall template creation. Furthermore, executive reporting in addition to customized compliance reporting is available through WatchGuard's Dimension product, providing a single 'pane of glass' for management and reporting needs.
● Identification - the filtering system should	🟩	Cohesive integration with AD

have the ability to identify users	🟩	and other external authentications systems provides identification of users on workstations, laptops, mobile devices etc. User/group information can be used for appropriate application of policy as well as reporting of user activity
• 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)	🟩	Sites/applications, regardless of client device, will be filtered and controlled as per policy design and implementation. Application traffic control empowers IT admins for control of specific mobile apps and inspect of SSL/TLS encrypted content regardless of port or protocol. In addition, Mobile VPN and explicit proxy options administered through the WatchGuard product line provides customizable filtering options through WatchGuard network appliances.
• Multiple language support – the ability for the system to manage relevant languages	🟩	Filtering and application control along with all other security services support multiple languages. Block, consent, authentication pages etc. can be customised to present in the desired language
• Network level - filtering should be applied at 'network level' i.e, not reliant on any software on user devices	🟩	WatchGuard proxy services provide inspection and filtering at the network level with no need to deploy endpoint agents. Every packet traversing the solution is inspected for millions of pieces of malware and intrusions regardless of port or protocol. The solution also provides for the

	🟩	inspection of all TLS/SSL encrypted traffic regardless of port or protocol
● Reporting mechanism – the ability to report inappropriate content for access or blocking	🟩	The WatchGuard Dimension service utilises default logging standards to provide extensive reporting against all web activity including, but not limited to, those blocked sites. Reporting includes user/group information, productive/unproductive, acceptable/unacceptable and full category based reporting
● Reports – the system offers clear historical information on the websites visited by your users	🟩	Data retention can be fully customised with storage limitations easily bypassed by additional user-provisioned storage solutions or WatchGuard's easy integration with Microsoft Azure solutions. Automated trimming will limit disk usage to the required time period e.g. remove data more than 6 months old (if specified)

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".*[3]

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

WatchGuard has actively engaged with the wider community for many years. Whether this is through organizations such as IWF or through directly working with schools, colleges and local communities to help develop an awareness and understanding of safeguarding issues.

Safeguarding our communities is the cornerstone on which WatchGuard's leading technologies has continually innovated and built on. Prevention is better than the cure and education should underpin all efforts to keep everyone safer online.

[3] https://www.gov.uk/government/publications/keeping-children-safe-in-education--2

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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Date	July 03, 2018
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