

Smoothwall Filter Service Definition Document

What the service is

100% real-time Cloud Filter, all of the time. Protecting students at school, home and everywhere in between. Provides 100% real-time, content-aware filtering without the complexity of man-in-the-middle decryption, certificates or exceptions. Detects harmful or malicious content that is hidden, including behind Secure Socket Layer (SSL) and secure anonymous proxies. Trusted by 1 in 3 schools.

- Provides the safest filtering possible

Content-aware, 100% real-time filtering protects students in real-time, all of the time.

- Promotes rich, age-appropriate learning

Blocks pages, not sites, to eliminate overblocking and promote productive online experiences.

- The best-in-class web filtering for UK education

Smoothwall Filter is recognised as an Accredited Filter Provider with the UK Safer Internet Centre (UK SIC).

- 100% real-time, dynamic content analysis

Assesses and permits web pages at the point of request. Inappropriate or harmful content is blocked the second it goes live. Students are protected at all times.

- Notifications and reports

Notifies of incidents across 7 safeguarding category rule sets, enabling prompt attention. Enables reporting on search behaviours by individuals or groups to support incident investigations and education.

- Who, what, where and when

Enables tailored policies based on user group, content category, time, location IP, subnet and hostname for mobile devices and laptops. Allows students safe, age-/time-appropriate online experiences regardless of device or location.

- Multi-OS support

Available on Chrome OS, Windows, macOS and iOS devices.

- Reports and alerts for student wellbeing

Smoothwall have proposed Smoothwall Cloud Filter with the option to facilitate with Smoothwall hardware, please request further detail for feature list in hybrid mode, it will include the above as minimum and facilitate even more features with Smoothwall hardware accompanying cloud.

Smoothwall Cloud Filter only would entail using only our Cloud Reporting suite and would only allow for DNS filtering of BYOD devices. Minimum requirements exist for device updates levels. Should optional hardware be added to the installation to create a hybrid deployment, certificates would need to be pushed out to perform MiTM.

Smoothwall

Our purpose

Smoothwall exists to help keep children safe and thriving in their digital lives. We do it by supporting and empowering them, and those who care for them - in school, at home and everywhere in between.

Our digital safety and wellbeing solutions are the most comprehensive in the world. One in three schools rely on them to help safeguard tens of thousands of children in the UK every single day.

Smoothwall is the market leader for filtering within the UK education sector with around 40% share of the education market covering 11,000+ UK schools. Smoothwall is developed specifically for education, bringing together a comprehensive, rich and

granular filtering system with ease of management, making Smoothwall the ideal choice for education. With safeguarding and compliance (PREVENT, KCSIE) at the heart of what we do, customers can be confident that Smoothwall is protecting users to the highest levels. Working in conjunction with various authorities such as the IWF, Home Office and police forces, Smoothwall is a trusted vendor, supplying leading edge software that you can rely on.

Smoothwall Filter and its supporting designs are tried and tested within education establishments across the UK. This unrivalled customer base allows us to constantly ensure we are delivering what customers want and ensure our roadmap is fully cohesive with changes in the safeguarding landscape - including any legislative changes.

Accreditation Scheme

Smoothwall Filter is accredited by the UKSIC. Information sourced from the UKSIC website (7.5.2024)

The UK Safer Internet Centre has announced a new accreditation process for filtering systems. “Given the critical role that filtering and monitoring services play in maintaining a safe and secure online environment in educational institutions, a comprehensive accreditation process is essential.”

“It offers a credible, robust, and transparent benchmark against which to assess and validate the suitability of filtering systems for schools and colleges. This accreditation seeks to validate the capability of filtering systems with the UK Safer Internet Centre’s filtering definitions. This information helps schools to audit their current provision, make informed decisions, and review market solutions.”

Onboarding and offboarding support you provide

Smoothwall provide a fully hand-held onboarding option. A project will be raised to the Project Management team, who will send out a data capture form to the customer, to ensure that we have a full understanding of your environment. A Smoothwall Delivery Engineer will then be assigned to complete planning and architecture. Documentation will then be shared back with the customer for sign-off. At this point, the Smoothwall Delivery Engineer will then be booked into a session with the customer to complete the installation. Should a hardware appliance be required to facilitate the installation, this will be shipped prior to the installation date.

Once this installation session is complete and the customer environment is live, Smoothwall will hand this project over to BAU and it will move into our support function,

with accompanying documentation detailing the specific configuration, to support future support cases.

The customer will then be entitled to an onboarding training session with their dedicated Customer Success Manager, to ensure familiarity with the product and to provide the opportunity to ask any follow up questions.

Should the customer wish to find out any further information or to make any configuration changes throughout the lifetime of the contract, Smoothwall has an extensive Knowledge Base, which can be accessed online to facilitate self service.

Should a customer wish to cease services

The service will cease at the end of the contract on an agreed date. Should you wish for your data we will send this to you, this should be requested via a support ticket, in advance of your contract end date. All data is deleted for out-of-contract customers in line with our data retention policies.

Customisation

Smoothwall Filter can be customised in a number of ways, to meet with the needs of the customer including;

Safeguarding alerts based on web activity, against pre set themes can be sent to contacts of your choosing. Categories are: Abuse, Adult Content, Bullying, Criminal Activity, Radicalisation, Substance Abuse, Suicide.

To ensure granular policies can be put in place to block inappropriate content without unreasonably impacting teaching and learning, policies are created using the 'who,what,where when' method. Pairing this with our directory integrations gives the customer a powerful tool when creating new policies. You can create policies to be as granular as you like, differentiating between Students, Age groups or Staff based on their different Smoothwall groups which are mapped using the various integrated directories such as AD, Azure Active Directory and Google Directory.

Smoothwall includes over 160 different web filtering categories including all mentioned above.

Smoothwall are also council member of the IWF and subscribes to its URL lists and search terms, to block access the illegal child abuse images and content. In addition to the IWF, we also obtain lists from other UK government agencies, the home office, anti-terrorist and the police, to ensure we maintain information from multiple sources. Content such as this cannot be overridden and forms a base layer policy.

Smoothwall's cloud based alerting system for web based activity delivers contextualised alerts to selected safeguarding staff when there is an attempt to access inappropriate content.

Smoothwall has predefined safeguarding themes it can alert on and these are:

- Abuse
- Adult Content
- Bullying
- Criminal Activity
- Radicalisation
- Substance Abuse
- Suicide

Trials

Smoothwall can offer Filter trials, on request. There is no pre set criteria for a trial, but would typically follow a 2 - 4 week testing window. It would be agreed with the customer and onboarded as if it were a live install. A customer could choose to continue to live or cease at the end of the trail.

Service Levels

Full t&c's can be found in the accompanying terms and conditions document as part of the main response.

We (or our Partner as applicable) will provide you with Technical Support under these terms.

The objective of Technical Support is to assist Customers to deploy, configure and use the Products and Services and to resolve any questions or issues they have and to escalate and expedite any identified problems.

Technical Support functions may be provided by us or a Subcontractor as agreed with you in your Customer Order.

It is your responsibility to ensure we have access via phone, email or Chat to trained personnel who can provide us with accurate, complete, timely and ongoing support. A failure to provide this will impact our ability to meet the defined Service Level Targets.

Technical Support responsibilities consist of:

- Supporting you and End Users with solving defects and usability problems, plus supplying updates and patches for bugs;
- Fielding your and End User questions and complaints;
- Information/data gathering and initial diagnosis;
- Resolving problems and implementing configuration changes;
- Detailed investigation of escalated problems and calls;
- Where mutually agreed, performing (including the review and testing) configuration changes;
- Identifying known problems and applying the known solutions to those problems; and
- Escalating defaults and complex questions to relevant Third Parties and to Product Support.

Service Level Targets for Technical Support

Times set out below are during Business Hours (at your location).

Level / priority	Technical Support	Notes
	Resp ond Resolv e	

P1 - Critical	<60 min	<1 Bus Day	Examples include: - Reserved for Infrastructure outages/critical systems. Examples include: - A reduction in capacity of traffic handling capability such that a major part of the traffic load cannot be handled by the system. - Significant loss of service in a business critical area. - Loss of safety or emergency capability.
P2 - Major	<2 Bus Hours	<2 Bus Day	Examples include: - Reduction in capacity handling or traffic measurement function. - Repeated short outages greater than 2 minutes every 24 hours or continuing over longer periods. - Degradation or loss of access for operations and maintenance functions or routine admin functions. - Degradation of the system's ability to provide any system notification of critical or major alarms.
P3 - Minor	<2 Bus Hours	<5 Bus Days	Examples include: - Restored SL 1 or 2 calls under observation. - Processor restarts with no traffic impact. - Any small impact on the system that impacts call processing, traffic handling or End User but does not prevent operator delivering service to the End Users. - Serious impact on operations and maintenance functionality.

-
- Any condition that does not impact the functionality of the system or impact service to End Users.
-

P4 - Service Request	<2 Bus Hours	<5 Bus Days	Examples include: • Minor change to customer environment • Questions or How to's • Password Resets • Change Requests (AD Groups, Distribution Groups)
----------------------	--------------	-------------	---

Root Cause Analysis	<2 Bus Hours	<5 to 10 Bus Days	Examples include: • Root cause of P1 issue - Major Incident Report • Root cause of Major incident • High Level Synopsis of the cases from start to finish • Support, Engineers and Product details case management
---------------------	--------------	-------------------	--

Problem Tickets	<2 Bus Hours	No SLA	Examples include: • Bugs - Common system issues • Security - Release • Patch - Release • Major Release • Emergency Change • Major Incidents
-----------------	--------------	--------	---

Product Support

Product Support relates to support for our branded Products or Services.

The objective of Product Support is to maintain the Products and Services and to deal with escalated issues and problems.

Product Support is provided by us.

Product Support consists of:

- Ascertaining if a problem is caused by an error in the code or some other component or in system design;
- Applying bug fixes to the code and releasing code revisions containing bug fixes together with appropriate release documentation;
- Investigating problems in Third Party products and identifying any known problems;
- Releasing patches to Technical Support teams for implementation.

Terms of service can be found on the Smoothwall website under 'legal' 'terms of service'

After sales support

As part of the onboarding journey with Smoothwall, as outlined above, the customer will move into the expert care of our Customer Success Team who will be responsible for working with the customer throughout the lifetime of their contract. The Customer Success Manager will act as an escalation manager for any questions or queries, will ensure that the customer has access to all of the latest information in relation to product updates and best practice usage and will be responsible for working with the customer on getting the most from their product. They will be your Smoothwall Champion and collate a team of professionals within the business to best support your personal needs. The Customer Success Manager will also be responsible for supporting you with your renewal journey.

Security, hosting options and locations, access to data on exit and security can all be found referred to in the main response.

Further Information

Further information is available on request and we would welcome the opportunity to discuss with you in detail.