



e-safe ICT Monitoring Service

“the great advantage of having an external Monitoring Service is that it’s extremely cost effective and doesn’t take up hours of time. It means that we can focus on resolving issues rather than identifying them: our system is much safer and so are our students.”

Charlotte Marten, Headteacher, Rugby Girls High School

Overview

The e-safe Forensic Monitoring Service delivers guidance and support to children and young people to help develop their on-line and off-line technology skills in a controlled and safe way.

e-safe manages the risk of exposure to inappropriate material and provides early warning to schools and colleges of inappropriate behaviour via sophisticated threat detection technology and a unique specialist incident monitoring and review service.

Devised and delivered by e-safe Systems, e-safe provides a simple and effective way to help schools and colleges to follow Ofsted’s directives and confidently move away from locked down, restricted ICT systems while at the same time ensuring a safe environment that meets Acceptable Use Policy.

Benefits

The e-safe Forensic Monitoring Service offers schools and colleges a blend of forensic ICT monitoring, user interaction, incident escalation and analysis to:

- allow students and young people to exploit the benefits of on-line and off-line technology in a **safe environment**, while promoting the skills necessary for responsible and safe behaviour
- improve **attainment levels** and support student **progress** by giving greater access to online resources and applications, including social media
- deliver **early warning indicators** of inappropriate and harmful behaviour, such as bullying, gang culture, grooming, self harm and possible suicide risk etc to enable a school or college to intervene in a proactive manner
- detect and identify **inappropriate and illegal material** at the point the content is accessed, whether streaming video, video files or static images and including material stored on USB devices

Components & Deliverables:

- **Forensic Monitoring Managed Service**

A unique Service to eliminate the operational burden and legal risk for schools and colleges involved in monitoring IT use, which utilises e-safe's forensic experts and child protection specialists to free up time for teachers to focus on intervention, comprising:

- Review of all incidents detected in context by safeguarding specialists
- Serious incident notification against a pre-agreed escalation aligned to safeguarding team procedure
- A comprehensive Service Level Agreement covering incident and general misuse reporting to an agreed cycle
- Fully hosted technical environment and day to day operational systems management and administration by e-safe technical staff
- School specific configuration, designed to ensure that e-safe reflects an individual school or college's preferences, local demographic and cultural ethos.

- **Virtual Teaching Assistant**

Guidance for the user in responsible online and offline use delivered via screen messages to identify possible risks and instances of inappropriate behaviour.

- **Inappropriate Image & Word/Phrase Detection**

Sophisticated image (moving and static) and word/phrase detection to allow schools to confidently open up application and Internet resources, including social media; secure in the knowledge that inappropriate material and behaviour will be detected both online and offline.

- **Confidential Incident Escalation**

All incidents are reviewed by the e-safe specialist Forensic staff and those requiring intervention are escalated to the nominated contact(s) within the school or college against a pre-agreed protocol.

"Most importantly, I would suggest that anyone considering monitoring ICT really question whether they want an unmanaged system, as having an outsourced monitored managed service reduces your overheads, enhances the whole process of safeguarding and reduces risk".

Jonathan Curtis, Deputy Head, Blessed Hugh Farringdon School

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