RM™
Education

Connectivity Support Newsletter

Issue 14 / November 2019

Included in this issue...

- New Fortimail security platform
- New voice services
- RM SafetyNet update
- Autumn RM Seminars
- Bett 2020

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Welcome to the fourteenth issue of the Connectivity Support newsletter.

Here we will keep you up to date with information, developments and news on RM Internet and online safety services. We hope you find our newsletter useful and we value your feedback. If you have any topics you'd like to see us cover in future editions then please email supportnewsletter@rm.com.

You can view previous versions of the Connectivity newsletter in the archive.

Did you know?

Last year we saw 371 'severe' DDoS attacks in our network. We fully mitigated them all within 15 minutes and the vast majority within 5.

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New Fortimail security platform

We've rolled out a new Fortimail security platform which includes an anti-spam mail system (spam accounts for c. 90% of emails), greater capacity to deal with spam outbreaks and includes anti-virus and sophisticated anti-malware. This comes as default on RM's SMTP email product and can be bought as a bolt on to provide extra protection for Microsoft Office 365 and Google G Suite email services. Contact your account manager today or email rmconnectivity@rm.com to discuss using this platform.

Coming soon… RM voice services

We'll shortly be announcing our new voice services for schools through Voice over Internet Protocol (VoIP) giving you high quality, secure phone connections and a host of features as standard including free handsets (and replacements), unlimited phone calls, a fully managed service, whole school alerting to improve safeguarding, a dedicated anonymous anti-bullying phone line and more.

Email rmconnectivity@rm.com to be the first to find out more and open a conversation about your options.

RM SafetyNet

We have been busy working hard to update and improve RM SafetyNet. Here are a few of the things that we have been working on:

RADIUS authentication for Transparent User Based Filtering

We are currently at pilot stage for Transparent User Based Filtering using RADIUS authentication. This is an ideal solution if you have an Enterprise Grade wireless solution and allow BYOD in your school, as it negates the need for the captive portal that is currently used in this scenario. If you are interested in being part of the pilot then please let Steve Forbes know **sforbes@rm.com**

Additional mandatory block lists

Two new mandatory block lists are now in place. The first is a list taken from the Internet Watch Foundation that identifies sites hosting non-photographic child abuse images – non-photographic images of this nature are illegal in the UK and clearly never appropriate for a young person to access.

The second list is taken from the City Of London Police that lists sites that are hosting pirated software – this is called the PIPCU list and again is mandatory due to the illegal nature of the sites included.

Safeguarding alerts now generally available

Safeguarding alerts are now generally available for all customers that subscribe to User Based Filtering. We have also been updating the word triggers to cover a broader range of safeguarding alerts in conjunction with the UK Safer Internet Centre. It is also now possible to alert on the PREVENT list to help identify when pupils may be attempting to access content related to terrorism or radicalisation.

Policy checker

Our new policy checker feature allows a user to check a website to see on which policies it would be filtered and for whom. This allows you to check for configuration issues, as well as checking classroom resources in advance to ensure they are not blocked for a lesson. More information can be found here: **http://rmsafetynet.helpdocsonline.com/policychecker**

RM Buzz

We are continuing to work on RM Buzz (filtering for chromebooks) to ensure that it is working as efficiently as possible. We are aware that there were some performance issues at the start of the term and we apologise for any inconvenience this may have caused. We have made some changes to improve this performance and we are continuing to review the extension to see if we can make further improvements.

RM SafetyNet takes DoH changes in its stride

You may recently have read about changes being made to how Internet browsers work – the headline is that depending on how you manage your school web traffic and filtering, you may no longer be able to block potentially harmful content.

Until now when you search for a website you type in a domain name, like www.myschool.com, and information systems within the Internet translate that into an IP address, which allows them to connect you to the website you're looking for. That DNS request is currently unencrypted, which means if someone has hijacked the service which translates your domain name request, they can potentially redirect you to the IP address of a harmful website. The new system being implemented, called DNS over HTTPS or DoH, encrypts that request. This reduces the security risks, particularly of fraudsters trying to divert you to a risky site.

The challenge for schools is that this encryption can make it impossible for some filtering and monitoring solutions to work. If you can't monitor and filter web traffic, how can you identify risks of online harm? The good news is that RM SafetyNet is not affected by these changes – your filtering and monitoring services will continue to be effective regardless of whether your browser is using standard DNS or DoH.

New RM SafetyNet support site

Just a reminder that our new support pages are now live: **http://rmsafetynet.helpdocsonline.com/rm-support**. We would love you feedback as to whether they solve your problem or not.

RM SafetyNet feedback

We would love your ideas and feedback as to how we might improve RM SafetyNet; you can submit your ideas in our User Voice Forum here: **https://rmdp.uservoice.com/forums/923089-rm-safetynet**

Other online safety news:

•   The UK Safer Internet Centre is holding a number of free online safety events across the country. You can sign up to one near you here: **https://www.saferinternet.org.uk/training-events/online-safety-live-free-online-safety-events**

•   RM are on the funding council of the Internet Watch Foundation and we are supporting their call to end the use of the term 'child pornography'. We fully support their campaign #Nosuchthing.
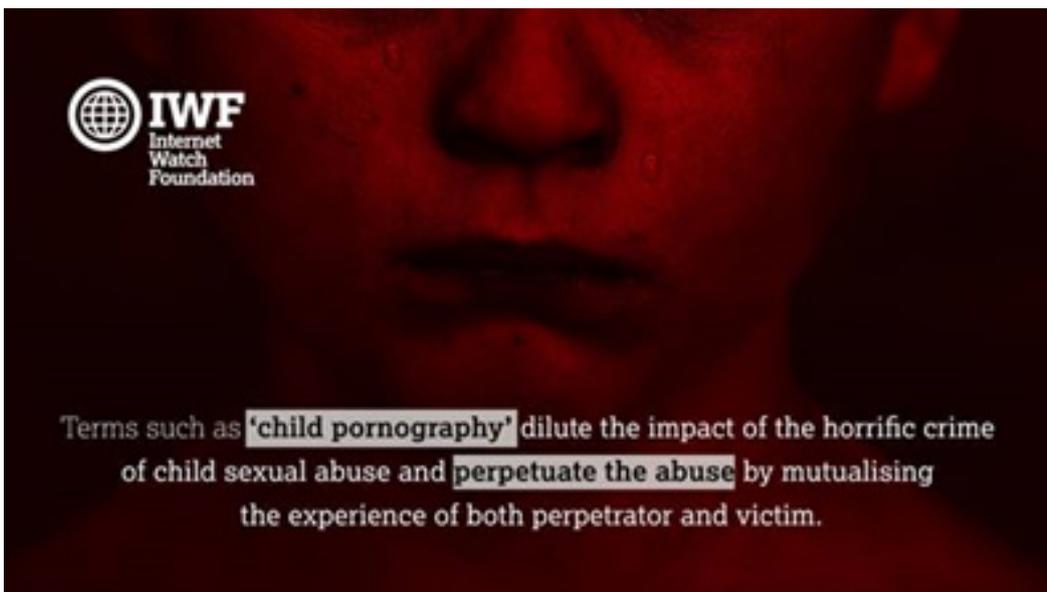
RM Seminars - join us for an exciting day of free CPD this autumn

The RM Seminars return this autumn, bringing key industry experts and insightful content to a location near you. Join us for a day of free technical CPD designed to help you make the most out of technology in your school and keep ahead of industry trends.

Dates and venues

•   Monday 11th November – Radisson Blu Hotel, Stansted

•   Wednesday 13th November – The Park Royal Hotel, Warrington

•   Friday 15th November – Exeter Racecourse, Exeter

•   Wednesday 20th November – The Grand Hotel Gosforth Park, Newcastle

•   Tuesday 26th November – Jaguar Experience, Birmingham

•   Thursday 28th November – Google Offices, London

The RM Seminars will hold topical sessions with a cloud technology theme. The day will give you both practical and theoretical examples of the latest and most innovative technologies in education today.

If you haven't already done so, book your free place now at: **rm.com/seminars**

We're returning to Bett in January, will we see you there?

RM Education will be returning to the UK's largest education technology show 22nd – 25th January 2020 at stand NL56. We'll look forward to welcoming you onto our stand. More details of our plans at Bett 2020 will be released as the show approaches, however you can keep up to date with our plans on **www.rm.com/events** and **www.bettshow.com**.

Keep up to date with the status of your Internet service

To save you time phoning the Service Desk, you can get up to the minute information on our Internet services by visiting **status.rm.com**.

Here we will communicate the operational status of our wide area network (WAN) connectivity and hosted services. You can check for incidents, planned maintenance and change freezes which impact your services. If there is an issue, you will get regular updates on progress and notification of when the service is restored.

You can subscribe to receive updates via SMS, email or webhook.

Look out for the next issue!

Email any suggestions to supportnewsletter@rm.com

RM Education