



Connectivity

# Support Newsletter

Issue 6 / February 2017

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**RM.com**

# Welcome to the sixth issue of the RM connectivity support newsletter.

Here we will keep you up to date with information, developments and breaking news on RM Internet services, as well as information on our online safety services.

We hope you find our newsletter a useful resource in keeping you informed. We value your feedback so please do give constructive comments on the content. We're happy to include any topics that are of interest to you so please let us know what you would like us to cover in future editions.

Please email [supportnewsletter@rm.com](mailto:supportnewsletter@rm.com).

**24/7  
support**

**We wanted to remind you that our technical Service Desk is now open 24 hours a day for connectivity emergencies.**

Since launching the 24 hour service in September we have been able to help a small number of customers in their hour of need.

The other great benefit is the improved proactive work the engineers are able to complete, fixing issues throughout the night preventing them affecting the school day.

## Connectivity stats for 2016

**We wanted to provide some interesting stats around DDoS and our Service Desk to demonstrate our dedication to responding and mitigating any issues throughout the year.**

Despite our growing volume of connectivity customers, our network investment and process improvements led to a 25% reduction in support incidents that needed to be raised when compared to the previous year.

Maximum DDoS attack size

**18Gbps**

Number of DDoS attacks mitigated in 2016

**195**

Average time for manual DDoS mitigation to take effect

**Less than 5 minutes**

Service desk calls answered within 60 seconds

**92%**

Average call waiting time for a service desk call

**55 seconds**

**Visit the Internet portal on the RM Support website to keep up to date with the latest help and technical articles.**



## Support Hot Topics

Click the topics below to find out more.

DWN5306849

**RM Broadband SSL Connect**

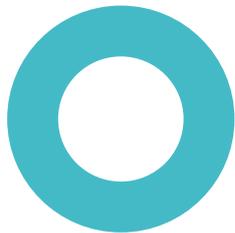
TEC5431676

**RM SafetyNet filter page does not appear when browsing to blocked HTTPS websites**

TEC2602419

**RM SafetyNet common URL requests for unfiltering**

**Say hello to  
the new face  
of online safety**



# Our new cloud-based filtering software

You can't always watch what your students are doing online. But watching over them, you can be sure they're **always protected.**

Get a free 8 week RM Buzz trial by quoting **RMBuzz17.**

Find out more at

**RM.com/buzz**

## Safer Internet Day 2017

**This year, on 7th February, thousands of people around the world will unite for a better Internet and consider what they can do to help 'Be the change'.**

RM Education is a long-standing proud supporter and will be promoting Safer Internet Day 2017, and helping the UK Safer Internet Centre in showcasing the power of image in digital youth culture today.

### Images and videos

Image and video sharing are powerful tools of communication, self-expression and creativity, but there can be pressures, risks and potential negative consequences. We must ensure children have the skills, knowledge, confidence and resilience to communicate with images and videos safely and creatively.

This year, we have put together helpful resources to help schools to talk about the subject of online safety in the classroom. This includes free posters and lesson plans, all will be available soon.

**Find out more at**  
**[rm.com/onlinesafety](http://rm.com/onlinesafety)**

## RM SafetyNet - Important upgrade due

**You will very likely have seen an email or letter regarding some changes that we need to make to our SSL interception certificates.**

### Why?

At the start of 2015, we introduced 'SSL interception' functionality to RM SafetyNet. This gave us the ability to successfully intercept and filter inappropriate search results, following Google's decision to implement HTTP encryption for Google searches. Since then, Google and other major web and cloud service providers have announced plans to stop allowing access to sites using security certificates signed using the older SHA-1 hash algorithm.

### What will be changing?

In order to future-proof RM SafetyNet and support future changes to browser security requirements, RM is issuing a new trusted root certificate which uses a stronger SHA-384 hash algorithm. This stronger algorithm will reduce the need to issue further root certificate updates in the future.

A new certificate to all computers and devices that browse via an RM SafetyNet filtered connection by the **28th February 2017**.

Clear instructions on how to do this, can be found at [rm.com/updategooglessl](http://rm.com/updategooglessl)

**To speak to a support representative about this issue call 01235 826263**

## RM Cloud wireless: Wireless as a service

**RM Cloud wireless, our wireless as a service solution powered by Fortinet, offers high-density, cost-effective wireless that will enable teachers to create a reliable learning experience for every student.**

Instead of a large capital outlay, you simply pay a fixed monthly fee per access point. At a fraction of the cost of other fully-managed wireless solutions it enables you to budget in a cost effective and predictable way. This frees up capital for other matters and allows you to grow the service as you need.

With RM Cloud wireless, the only hardware that you require in your school are the wireless access points. The actual wireless service is securely hosted and managed remotely by us, so that you don't need to worry about managing it yourself or having to get in any technical expertise.

Just leave it to our dedicated team of experts to provide you with a continuous, reliable service that will support teaching and learning across the school.

**To discuss your wireless options, call 0800 046 9798 or email [networks@rm.com](mailto:networks@rm.com)**

## Logging and tracking behaviour within your MIS

**We have written three blogs looking at the benefits of setting up your Management Information System to effectively store, track and report on both positive and negative behaviour incidences.**

The blogs include some useful hints and tips along with some examples of what other schools are doing.

Written by our resident online safety and MIS expert Kat Howard.

Read our most recent blogs:



**Using your MIS to support your Behaviour and Online Safety Strategy just makes sense**



**How schools are tracking and monitoring behaviour within their MIS**



**Are you getting the full picture around your pupils' behaviour?**

## Meet the team

### Craig Stevens

Craig has now been part of the Service Desk team for over two and half years and has gained a great deal of experience in that time. Currently Craig specialises in supporting the applications, such as RM SafetyNet, which are provided alongside our Internet connections.

Outside of work Craig is a keen gamer - his favourite game is Final Fantasy XV. Craig also enjoys watching the England rugby team often making trips to Twickenham to see the team play. Craig has a busy year planned with his first child due in June.



# Join us.

**Join us in spring 2017 for more free technical CPD and help us celebrate 25 years of RM Seminars.**

Following a fantastic autumn round of events, bookings are now being taken for free places at the spring RM Seminars.

**Why not book yours?**

**[rm.com/seminars](http://rm.com/seminars)**

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