



Bizo Web Filter

Service Description



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1. What is Bizo Web Filter?

Bizo Web Filter is an Internet-access management solution designed to promote responsible web use while providing protection from viruses, confidentiality breaches, and the downloading of nonbusiness material. It complements, and is compatible with, traditional Internet firewalls and proxy servers.

The Internet is an essential tool for any business. However, used inappropriately it can limit productivity and increase security risk. Studies have shown that many employees often use the Internet for personal activities while in the office, including shopping, checking personal email accounts, surfing for the latest sports or entertainment news, or viewing inappropriate material.

While a productivity drain, these activities can introduce additional security risks if sites are visited that insert harmful code onto the viewer's computer. While many organizations use written Acceptable Use Policies (AUPs) to govern use of the Internet, many lack the capacity for policy enforcement.

Bizo Web Filter provides a business with the tools to easily, automatically, enforce Web Browsing access. Bizo Web Filter offers industry-leading web filtering technology and flexible access control, providing both monitoring and enforcement of your policies.

Acting as a gateway between the Internet and your business network, Bizo Web Filter allows or denies access to Internet browsing based on pre-defined company policies or guidelines. Bizo Web Filter features URL blacklists, whitelists and Real-time Content Analysis (RCA) to categorise and allow or deny access to web sites with exceptional performance.

In addition, via the online Bizo Control Panel, administrators can generate meaningful reports depicting web browsing activities and security concerns.

Some of the unique features of Bizo Web Filter include:

- Low cost subscription based pricing – no onsite equipment or technical expertise required.
- Improved staff productivity provides rapid business benefits with flexible time and bandwidth quotas assigned according to user, workstation or group.
- Reduce network downtime and performance degradation typically caused by virus infections or non-business bandwidth consumption and protect company assets and corporate reputation by preventing data loss.
- Prevents viruses from entering the network by controlling web-based email accounts and files downloaded from the web and protects confidential information



by ensuring private data is not intentionally or accidentally uploaded to public web sites.

- Bizo Technical support monitors the services all day, every day.
- Bizo Control Panel provides easy configuration and policy management through web-based front end.
- Bizo Control Panel provides enhanced security infringement and usage reporting.
- Stay in control! You choose, and manage, the Internet access policy for your business.

2. What are the benefits of Bizo Web Filter?

Even the most diligent employees are tempted to browse the Internet for personal reasons during work time. Enforcing Acceptable Use Policy in personal can be awkward and controversial. An subscription to Bizo Web Filter provides your business with a non-confrontational, automated solution to manage Acceptable Use Policy and Internet browsing security.

Bizo Web Filter improves productivity by preventing employees from wasting time and computing resources. The service restores employee productivity lost through non-business browsing with flexible time and bandwidth quotas assigned according to user, workstation or group.

Bizo Web Filter also controls the type and size of the file downloads and uploads while optionally scanning for viruses. Using Real-time Content Analysis, this product automatically categorises unknown web sites into blacklists or whitelists.

Bizo Web Filter reduces legal and security risk by controlling web access. It protects against the risk of legal liability by preventing employees from browsing offensive content or downloading copyrighted material such as music or pirated software.

Bizo Web Filter also prevents viruses from entering the network by controlling web-based e-mail accounts and files downloaded from the web and protects confidential information by ensuring private data is not intentionally or accidentally uploaded to public web sites.

The benefits of using Bizo Web Filter for protecting your business include:

- No capital investment or expensive hardware needed.
- Low-cost pre-defined monthly charge with no hidden or unexpected support, maintenance or upgrade costs.
- Proactive protection from the latest web-based worms, and viruses.
- Non-confrontational Web Access policy management and enforcement.
- Service maintained by specialists around the clock.
- Stay leading-edge with updates and technology at no extra cost or effort.
- Release expert resources from routine tasks.
- Bizo Control Panel provides online configuration of your security policy and includes easy access to online reports showing usage detail and security infringements.



- Easy to Use - intuitive, user-friendly interface; administrator access to timely, live technical support.
- Stay in Charge – Your staff administrators can control every aspect of managing your security policy and reporting.
- No Technical Expertise Required – Bizo provides security services for many businesses. We have built an enterprise-level infrastructure that most companies cannot afford to invest in. Bizo Web Filter is delivered with a quality of service that few organisations can enjoy:
 - Our services are monitored 24 hours a day, every day.
 - We keep spare parts on hand for rapid replacement in case of hardware issues.
 - All software updates and security patches are thoroughly tested in our testing environment before production deployment.
 - Automated Intrusion Detection systems are active day and night to ease your worries.
 - The Bizo Control Panel offers a sophisticated web-based interface to ease administration, without risk.

3. How does Bizo Web Filter work?

Bizo Web Filter is based on the integration of NetIQ WebMarshal™ and Anti-Virus software with the Cortex™ automated provisioning and reporting platform.

Bizo Web Filter is designed to be very simple to install and unobtrusive for users. From a standard Web Browser a customer can subscribe to the service and select the Internet-browsing access policy that you want to assign for your business.

Bizo Web Filter enforces organizational Web access policy based on such factors as URL, file type and size, time of day, virus check, and file contents. Web usage can be limited by browsing time and volume quotas. Bizo Web Filter logs Web access requests and uses the information to produce detailed reports.

Bizo Web Filter helps to eliminate non-business and potentially objectionable browsing and file uploading—trimming bandwidth needs, reducing time-wasting, shielding your business from exposure to legal liability threats, and reducing the Total Cost of Ownership for web connectivity for your business.

Customer-nominated administrators are also able to add, delete and manage their users and accounts at any time. They can also view online reports that provide useful historical information on inbound and outbound traffic. This information can be used to better help administrators understand how their internet connections are being used as well as being a source of valuable audit information in the case of a security violation.

3.1 Service Description

When a Web request is received, Bizo Web Filter records the user name or workstation, time of day, and requested URL. Bizo Web Filter then retrieves basic information about the requested resource from the remote server.

Bizo Web Filter next evaluates the request using your business's Web access policy. At any stage of the evaluation, the request can be permitted, denied, or permitted with a warning.

First, time and volume quotas are applied. Next, the URL of the requested resource is checked. After full data has been returned to Bizo Web Filter from the Web, it can be evaluated by file type and size, checked for viruses, stripped of cookies, and checked for specific text content before being returned to the user.

Text content is checked by the TextCensor rules. These rules allow the textual content of an HTML or text file to be checked against a TextCensor script. Based on the result of this evaluation the request can be blocked and/or the URL can be added to a URL Category, potentially denying future access to the entire site.

When a file or form submission is submitted for upload, it is evaluated against all criteria before being sent. Both successful and denied requests will be logged (unless they are explicitly excluded from logging). Data logged includes user account, workstation, site accessed, time, permission or denial, quota usage, and one or more custom classifications according to your business's rules. This information is available for later reporting.

3.2 What's Included

Bizo Web Filter includes:

- Service Activation
- Technical Support
- 24 x 7 system monitoring, maintenance and upgrades
- Administration Guide
- Bizo Control Panel Access to Security Policy Administration and Online Reports

3.3 Policy Overview

Bizo Web Filter can support any number of policies, including combinations of rules and rule exceptions. Policies can be applied based on the URL of the site being accessed, the type of file, and the file contents including viruses and specific text.

When you first login to the Bizo Web Filter configuration page you have the option to install a default set of rules and rule Elements. The default set is recommended as a useful start.

These default rules constitute a "basic rule configuration" and are recommended as the minimum for a useful Bizo Web Filter configuration. It is entirely up to the customer administrator to choose to implement these rules. We encourage the administrator to make any desired adjustments, customisations or additions in order to gain the maximum benefit.

3.4 Users and Groups

Since Bizo Web Filter is based around an authenticating proxy service, each of your user's browser sessions must supply a logon credential before any browsing is permitted. Account information for each permitted user must be entered in Bizo Web Filter so that requests can be authenticated.

The default Bizo Web Filter rules grant a basic set of permissions to every user who can be authenticated. Permissions can be adjusted by adding some users to additional Bizo Email Filter user groups.

3.5 Basic Rule Configuration

Bizo Web Filter is typically deployed to support an organisation's policy on acceptable use of Web access. A recommended basic policy has a number of goals:

- To maintain appropriate usage (subject matter of browsing and language of uploads).
- To protect the organization's systems against virus infection.
- To ensure the efficient use of network resources (bandwidth and file storage).
- To allow reporting on Web usage and policy breaches.

This basic policy can be implemented by enabling several of the rules provided with Bizo Web Filter. Bizo Web Filter rules are created and enabled using the online Bizo Control Panel. Most of the elements can simply be enabled, although some require slight customisation. Policy compliance can be monitored using the Bizo Control Panel Reports to report on triggered rules.

3.6 Ensuring Appropriate Usage

For the purposes of this document, "appropriate usage" is defined in terms of the content of web pages and files.

Appropriate textual content of pages can be checked with the Scan and Block Pornographic Content and Scan for Offensive Language Content Download rules, and the Block Upload of Offensive Text Content Upload rule. These rules invoke TextCensor scripts to check the content of text files (including HTML documents) and form submissions.

Blocking of files by size and by type (executable and/or audiovisual files) can also contribute to this goal. Most organizations will choose to limit user access to these types of content. The rules Block Dangerous File Extensions, Block Dangerous Files, Block Multimedia, and Block Documents are included in Bizo Web Filter's default rules and are enabled by default. These rules check the file extension (part of the file name) and the structure of files.

3.7 Trigger Actions

When a rule is triggered, several actions may be taken:

- The file can be blocked, and an appropriate information web page presented to the user.
- A notification message can be sent to your customer administrator.
- A log record will be written with the appropriate rule and classification information.

3.8 Exceptions to Rules

Because some users are commonly allowed to download executable files (or other blocked types), Bizo Web Filter's default rules include an exception clause. For instance, members of the User Groups "Can Download Anything" and "Can Download Dangerous Files" are allowed to download executable files.

3.9 Protecting against Viruses

Protection against virus infection for all downloads and uploads is provided in two ways: by passing messages to a traditional virus scanner, and by file name and file type rules.

Traditional virus scanning is implemented using Block Virus rules. Bizo Web Filter has third-party anti-virus scanning software integrated.

Download of viruses and other malicious code can be further limited by the Content Download rules Block Dangerous File Extensions and Block Dangerous Files. Again, trigger actions can be enabled as above:

- The file is blocked and an appropriate information web page is presented to the user.
- A notification message is sent to your nominated customer administrator.
- A log record is written with the appropriate rule and classification information.

3.10 Conserving Network Resources

The goal of conserving network resources is addressed by quota rules and Content rules.

3.10.1 Quota Rules

Each user can be limited to a quota of browsing time and/or bandwidth. Sample quotas are provided in two quota rules which are provided. If quota rules are enabled, the Site rule Warn all users about quota limits should also be enabled.

Quotas can be applied to specific users, specific file types, and/or specific times of day.

3.10.2 Content Rules

- Download of oversized files is stopped by a Content Download rule. The rule Block large downloads stops large files (over 5 MB) from being accessed.
- Upload of oversized files is stopped by a Content Upload rule. The rule Block large uploads stops large files (over 512 KB) from being uploaded.

These rules are enabled by default and apply to all users. When triggered these rules take similar actions to those explained previously, namely, they notify the user with a web page, send email to the administrator, and make the appropriate logging entries for future reporting.

To allow certain users to perform these actions, modify the appropriate rule by adding Users or Groups to an exception group.

Blocking of multimedia files also helps save network resources.

3.11 Real-time Content Analysis

Real-time Content Analysis intelligently identifies and catalogues web sites as they are requested by users.

Site Rules control browsing requests by URL categories and may be conditioned by the time of day allowing allocation of approved times for personal web browsing

3.12 File Downloads and Uploads

Control file downloads and uploads by size and type with optional Antivirus Scanning

3.13 Soft Blocking

Soft Blocking support displays warning messages before allowing “click-to-confirm” access to remind users of organizational policy

3.14 Flexible Quota Management

Flexible Quota management wizards control access by time and/or bandwidth User Quota Management

Create quotas to limit user browsing time and/or volume.

Quotas can be applied by user, group, or globally, and by the time of day, or type of content.

Includes quota management tools to allow managers to centrally track quota usage.

Customer Administrators can grant user access to check their available personal quota at any time via the Bizo Control Panel. Bizo Control Panel also provides reporting to monitor quota usage.

3.15 Scanning for Embedded Viruses

Bizo Web Filter can detect viruses embedded in downloaded text files, such as HTML code. You can configure Bizo Web Filter to scan all downloaded text files before the files load on the client computer.

3.16 Reporting

Bizo Web Filter provides a number of reporting options via the online Bizo Control Panel, including bandwidth, category, and exception reports. Reports can be exported in a variety of formats. Customizations can be saved so that an often-used report can be generated with a simple double-click.

Reports include:

- Quota Usage by User Group. This report produces a summary of quota usage for users in each Bizo Web Filter user group.
- Quota Usage by User. This report produces a summary of quota usage for each Bizo Web Filter user.
- Quota Usage by Quota. This report produces a summary of quota usage for each quota configured in Bizo Web Filter.
- Quota Triggered by User Group. This report produces a summary of quotas exceeded for users in each Bizo Web Filter user group.
- Quota Triggered by User. This report produces a summary of quotas exceeded for each Bizo Web Filter user.
- Quota Triggered by Quota. This report produces a summary of users exceeding each quota configured in Bizo Web Filter.
- Graph of Usage by top 10 users. This report produces a bar graph showing usage by the top 10 users for the period selected.
- Filtering List Categorization Summary. This report returns a pie graph showing a breakdown of usage by filtering list category.
- Filtering List Categorization by Category. The default view shows a list of all users who have requested sites which triggered each Filtering List category.
- Filtering List Categorization by User. The default view shows a list of all users who have made requests which resulted in a Filtering List categorization.

3.17 Keep Control of Your Security Policy

Although Bizo Web Filter is an out-sourced security solution you retain control over the selection and configuration of the security enforcement policy the suits your business, and you can modify and replace policy for your staff within seconds.

3.18 Integration with other Bizo services

Bizo Web Filter is one of a number of Bizo services. For a total access security solution Bizo Web Filter integrates tightly with the other Bizo security services.

Once securely connected, you can enjoy the easy, secure and integrated gateway to a range of other Bizo services.

Bizo offers a variety of pre-packaged managed services from single subscription-based hosted services such as Business Messaging, to comprehensive and ready-to-deploy solutions for a wide range of business needs. Adding or deleting any additional services is an easy and template-driven process.

A significant value of Bizo Web Filter is the capability to seamlessly integrate with the other Bizo services.

The available Bizo service suites are described as follows. “Get Connected” is the Bizo network connectivity suite; “Get Secure” is the Bizo security suite, and the final section summarises the Bizo “Get Working” suite of business services.

A service description for each service is available for download from the Bizo website (www.bizoservices.com).

3.18.1 Get Connected

- Bizo Internet

3.18.2 Get Secure

- Bizo Defend Perimeter
- Bizo Defend End-Point
- Bizo Email Filter
- Bizo Web Filter
- Bizo Backup
- Bizo Systems Monitor

3.18.3 Get Working

- Bizo Business Messaging
- Bizo Virtual Receptionist
- Bizo Payroll

3.19 Quality Assurance and Change Management

Bizo operates a strict QA system to ensure compliance with the future objective of ISO quality accreditation. All policies and procedures are fully documented, recorded and controlled.

Quality is taken as individual responsibility throughout the organisation, from CEO downwards. Service changes are managed through strict adherence to the Bizo ITIL-based Change Management process.

3.20 Ongoing System Supervision and Performance Monitoring

The Bizo Web Filter delivery environment is constantly monitored with custom designed software both internally and externally. All unusual data and performance statistics are subject of event-driven immediate human review.

4. Is Bizo Web Filter for you?

Bizo Web Filter is an essential protection service for any business that has staff who browse the Internet. It is especially important for a business with any of the following criteria:

- You have staff who access Internet web sites frequently during business hours.
- A virus attack via Internet browser would disrupt your business.
- You don't want the embarrassment and possible legal ramifications of staff accessing or downloading objectionable web sites.
- You want a non-confrontational way to control staff Internet web browsing.

4.1 Could you do it yourself?

The advanced technology behind Bizo Web Filter is now protecting some millions of Internet browsers. While you could build and manage a similar infrastructure for your own business the effort and costs would be prohibitive. When evaluating DIY alternatives for managing security policy for your staff consider the following:

- Can you justify the upfront and ongoing capital cost for servers, and every two or three years, more servers, more memory?
- Can you justify the resource required to maintain, support, and upgrade a system such as this?
- Are you better to put the money, effort and staff resource in growing your business?

5. What are Your Responsibilities?

To make the most of Bizo Web Filter it is important that you familiarise yourself with the specific service requirements and the Bizo support and service policy and processes. The key customer responsibilities are described below.

5.1 Bizo Service Offer and Terms

This document is the contract between Bizo and our customers for the provisioning and supply of Bizo services. Please read this carefully and discuss any questions with Bizo sales staff.



5.2 Download the Client

All we need from you so that we can technically implement Bizo Web Filter is for you to download the Client software and configure your security policy according to the easy-to-follow instructions.

5.3 Acceptable Use Policy

The Internet is a very large community of computer users. As with any community it is important that we work together and avoid harm to each other. Bizo has a standard Acceptable Use Policy which is published on our website (www.bizoservices.com). This policy details the ways in which the Bizo services must and must not be used. This policy helps safeguard Bizo customers and other Internet and network users.

5.4 Privacy Policy

Bizo takes responsibility for looking after your information very seriously. The Bizo Privacy Policy is also published on our website (www.bizoservices.com) and describes our commitment to the privacy and security of your information.

5.5 Support

Please report any service faults as soon as you can. In every likelihood our 24 x 7 monitoring service has already identified the fault and staff are working to remedy. You can contact the Bizo Support Desk by emailing or by phone, please see the website for access details.

Remember that if you don't let us know it is harder for us to help you.

You can subscribe to new Bizo services or additional features to existing services via the Bizo Control panel online interface.

5.6 Feedback

Please let us know if we can improve our services, or if there are any new functions, features or services that would help your business.

6. Installing Bizo Web Filter

Once you have subscribed to one or more Bizo services they will be provisioned centrally by our support team. Following the completion of the provisioning process you will be contacted with details of login to the Bizo Control Panel.



The Bizo Control Panel offers access to Installation, Configuration, and Reporting information for all Bizo services.

All installation and configuration instructions are online, available from the Bizo Control Panel on our website (www.bizoservices.com).

7. Online Configuration of Bizo Web Filter

The Bizo Control Panel service configuration screens take you through the establishment and management of your security enforcement policy with simple step-by-step selection choices. The Bizo Control Panel allows you to complete a wide range of Service administration tasks for your staff.

Further configuration instructions are available as online help from the Bizo Control Panel on our website (www.bizoservices.com).

8. On-line Reporting

The Bizo Control Panel also offers access to Reporting information for all Bizo services. Simple step-through screens allow a range of simple reports to be viewed online.

9. Copyright Information

Both downloadable and on-screen documentation are free to view in electronic form via your World Wide Web browser, however Bizo maintains their copyrights. You are entitled to make one copy for research purposes, however you may not further copy or republish them or store them in your computer or elsewhere except as required by your browser for the sole purpose of viewing them while using the browser.