

VÄRMLAND'S LOCAL AUTHORITIES

CUSTOMER CASE STUDY

INDUSTRY:

Government - Local Authority

"The greatest surprise when we acquired Websense was probably the bandwidth that was freed up. We expected some private use of the internet, but not that it would take up as much as half of the bandwidth, which it did. One of the villains of the piece was streaming radio"

Peter Lannge, IT Manager

Torsby Local Authority



WebSense provides Varmland's local authorities with a Web Filtering Solution

1,300 people work in Torsby Local Authority in North Värmland. The business is divided into seven different areas of responsibility, each of which is organised under its own board: children and education, leisure, culture, environment and building, social work, emergency services and the election committee.

In 2004, the local authority carried out an analysis of internet traffic in the organisation and was able to establish that a large part of this was not work-related. Torsby then contacted other local authorities in Värmland and 10 of these decided to get together and obtain some form of web filtering product.

Security is, of course, an important reason for obtaining a web filtering product. There are considerably more viruses and spyware programs on the internet than most people are aware of, "but probably the most important consideration was to filter out websites that are not suitable for a local authority's business", explains Peter Lannge, IT Manager of Torsby Local Authority.

"Local authority business is subject to a great deal of scrutiny, particularly from the media. There had already been some unsuitable internet use in schools and we wanted to prevent further problems instead of simply waiting for them to arise and then taking action when the damage had already been done."

The choice of Websense

After looking at various web filtering solutions on the market, the choice made was Websense. According to Peter Lannge, the choice was determined by, among other things, the flexible solution that can be easily integrated with existing catalogue systems and provides particular groups with specific access to the internet. A school could, for example, opt to give upper secondary pupils access to sites that primary and lower secondary pupils could not access. Another reason that swung things in Websense's favour was the daily updating of the database of undesirable websites.

The Websense database is the world's biggest, with 15 million websites in more than 90 categories. In addition to the most common internet protocol (http), Websense has over 80 other protocols, such as streaming media, peer-to-peer and instant messaging. Many of these protocols have recently achieved wide circulation and are very demanding on system resources. In the IT department, for example, they were not prepared for how extensive the use of streaming media was.

"The greatest surprise when we acquired Websense was probably the bandwidth that was freed up. We expected some private use of the internet, but not that it would take up as much as half of the bandwidth, which it did. One of the villains of the piece was streaming radio", says Peter Lannge.

A connected school

The internet is used in the local authority's business for everything from the gathering of information to purchasing. Despite most people working within care and social work – only a fifth of employees use the internet in their day-to-day work – at times Torsby Local Authority has 900 computers connected at the same time. The reason for this is that the internet has become an important educational tool in schools.

Schools have a distinct social responsibility; extremism, offensive information and encouraging acts of violence on the internet are not acceptable in our business. For this reason, we have a duty to ensure that pupils are not exposed to this type of website.

The schools' problem is that there is both useful and unsuitable information on the internet. When pupils are allowed to use the internet for schoolwork, they also get access to porn, racism and the illegal spreading of copyright-protected material.

Websense web filtering software works better than expected, with a good balance between free information and a clear setting of boundaries. Previously, there was clearly a tendency towards problems, which has now disappeared. "We tried to block undesirable websites ourselves during that period, but new ones sprang up so quickly that we had no chance of keeping up", we are told by Lars Olsson, Rector at Stjerneskolan.

About Websense

Websense, Inc. (NASDAQ: WBSN) is the worldwide leader of web filtering, and premier provider of web security and desktop security software. Websense software is preferred by leading Fortune 500 and FTSE customers, as well as government agencies and educational institutions. Websense software increases employee internet productivity and secures organisations from emerging internet threats by providing a proactive web security component that complements traditional security solutions. Only Websense delivers flexible, integrated policy enforcement at the internet gateway, network, desktop and remotely with over 22 million seats under subscription, ranging in size from 100-person firms to many of the world's largest corporations.

Websense, Inc.
San Diego, CA USA
tel 800 723 1166
tel 858 320 8000
www.websense.com

Australia
websense.com.au
Brazil
portugues.websense.com

Colombia
websense.com.es

France
websense.fr

Germany
websense.de

Hong Kong
websense.cn

India
websense.com

Ireland
websense.ie

Websense UK Ltd.
Chertsey, Surrey UK
tel +44 (0)1932 796300
fax +44 (0)1932 796601
www.websense.co.uk

Italy
websense.it

Japan
websense.jp

Mexico
websense.com.es

PRC
prc.websense.com

Spain
websense.com.es

Sweden
websense.com

Taiwan
websense.cn

Download a free 30-day evaluation today www.websense.com/downloads

