

## UNITED CHURCH SCHOOLS TRUST

## CUSTOMER CASE STUDY

### INDUSTRY:

Educational Charity

### WEBSENSE INTEGRATION:

Microsoft ISA Server

*"Websense allows us to promote safer use of e-mail in our schools and academies, protecting us from unknown security threats. We were looking to enforce a flexible security policy that each school or academy could adapt according to their needs, and this is what Websense has enabled us to do."*

Nathan Mitchell,  
Systems Manager,  
United Church Schools Trust



**United Church Schools Trust**  
The best in everyone™

## United Church Schools Trust enforces flexible security policy with Websense

### Background

United Church Schools Trust (UCST) was founded as an educational charity in 1883 with the principal objective of creating schools, particularly for girls, which offer a good academic education based on Christian principles of service and tolerance. UCST currently owns and manages a number of independent schools across the country, including Guildford High School and Hampshire Collegiate School. Of the senior schools, five are co-educational. UCST employs in the region of 3000 people of whom 1500 are teachers.

UCST has invested almost £80 million in new and improved buildings and modern educational technology during the last twelve years. This bold investment policy has given clear signals to parents, pupils and staff that the Trust intends to create the best possible environment for all the pupils. Consequently pupil numbers have grown to over 7000 today.

UCST's subsidiary, the United Learning Trust (ULT) was created to manage a number of academies in areas of high economic and social deprivation spread across the country, and shares UCST's objective of managing schools which offer students a high quality education.

ULT currently manages 13 academies, some of which are located in Lambeth, Manchester and Northampton. The Trust took on four new academies in September 2007.

### The Challenge

United Church Schools Trust and United Learning Trust now provide a total of around 8500 desktop computers across all its schools and academies. Nathan Mitchell, Systems Manager at UCST, explains that the Internet is now a vital educational tool, but points out that the Trust has long been aware of the pitfalls:

"We understand that we have a duty of care in providing this service in our schools and academies," he says. "Although the sites have slightly varying requirements, we essentially wanted to control access to instant messaging and block inappropriate Web sites including non educational, chat rooms and adult content, as well as preventing harmful malware such as spyware being inadvertently downloaded to school computers. We were looking to enforce a flexible security policy that schools and academies could adapt according to their needs, and this is what Websense has enabled us to do."

UCST first heard about Websense through reseller du Pré plc.

### Powerful reporting

Nathan Mitchell describes the need at a number of sites to control access to instant messaging and Webmail for security reasons:

"Some of our sites have chosen to block access to Web-based e-mail, meaning that school e-mail, with its own controls, filters and security settings in place, has been established as the only option for e-mail communication. So we also regard Websense as a management tool - it has enabled us to guide user behaviour in such a way that we can enforce safer and more easily regulated Internet use."

One of the reasons UCST selected Websense was because of its powerful reporting tools which allow the network managers to easily identify security threats.

“Not only are we blocking harmful malware, but we know who exactly is accessing the sites that it originated from,” says Nathan Mitchell. “Websense reporting allows us to go beyond standard Web usage statistics.”

Websense support staff and Nathan Mitchell are currently working together to produce a standard set of three reports that can be used to collate useful and integral data from all of UCST’s schools and ULT academies. Nathan Mitchell states, “The information from these reports will allow the organisation as a whole to continue to provide an excellent level of security and protection by analysing and reacting to emerging trends. Of course, mistakes happen, and a user may unwittingly try to access a blocked site. This is another area where Websense has helped us. If a user should attempt to access blocked Web sites a number of times in succession, then an alert will be despatched to management and appropriate action can then be taken.”

### Guaranteeing network performance

Nathan Mitchell confirms that bandwidth-intensive content was another target for the ICT administrators at each school. “MP3s, streaming video, and online chats require a great deal of bandwidth and can seriously affect a network’s speed and performance. There is no question that Websense has helped us to guarantee a certain level of network performance,” he says.

“Websense is also easily configured, offering us the facility to simply point and click in order to make the desired settings. It has enabled us to promote secure, responsible Web use in a smooth and trouble-free implementation. What could have been a long and frustrating project was made simple with Websense.’

Nathan Mitchell adds that Websense permits school IT administrators to customise Internet usage policies by completely interacting with Microsoft Active Directory to allow easy manipulation based on users, groups, workstations, and network. Thus, it is easy to configure several individual policies to allow different rules between different groups of people including staff and students.

### Management flexibility at each local site

Lisa Bushby is an IT Technician at Hampshire Collegiate School, one of UCST’s schools that has been using Websense to manage Internet access on site for the school’s 800 pupils and 150 staff. She explains, “Websense has given us the flexibility we need to manage Internet use for our school at a local level, safe in the knowledge that we have full support from UCST’s Central office and Websense if required. Websense software allows us to tailor policies to the needs of our students and staff – it is crucial to get this right to optimise the learning experience at all ages. We also utilise the integral reporting tools to maintain efficient usage and maximise our current Internet bandwidth.”

### About Websense

Websense, Inc. (NASDAQ: WBSN) protects more than 42 million employees from external and internal computer security threats. Using a combination of pre-emptive ThreatSeeker™ malicious content identification and categorisation technology and information leak prevention technology, Websense helps make computing safe and productive. Distributed through its global network of channel partners, Websense software helps organisations block malicious code, prevent the loss of confidential information and manage Internet and wireless access.

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