NetSupport DNA

Supporting School Safeguarding/Online Safety Requirements

NetSupport DNA's safeguarding/online safety toolkit helps schools maintain a safe learning environment and meet the latest requirements.

Inappropriate online content

Content being viewed	Does your current solution support this?	How will this be monitored?
Illegal - Content that is illegal, for example child abuse images and unlawful terrorist content.	Y/N?	Using NetSupport DNA, inappropriate online content can be monitored by school staff to ensure students are safe and are not accessing harmful or innappropriate material.
Bullying - Involves the repeated use of force, threat or coercion to abuse, intimidate or aggresively dominate others.	Y/N?	
Child Sexual Exploitation - Encouraging the child into a coercive/manipulative sexual relationship- includes encouraging to meet.	Y/N?	NetSupport DNA's Keyword and Phrase monitoring feature tracks what students type, copy and search for. An alert is then sent to pre-selected staff members so they can review what the student has been discussing, viewing or searching and follow up on it if there is a need to do so.
Discrimination - Promotes prejudicial treatment of people (race, religion, age, sex, disability or gender identity).	Y/N?	
Drugs/substance abuse - Displays or promotes the illegal use of drugs or substances.	Y/N?	
Extremism - Promotes terrorism and terrorist ideologies, violence or intolerance.	Y/N?	Additionally, the Internet Metering feature allows staff to manage the internet access of students. Lists of approved and restricted URLs can be applied centrally. Once applied NetSupport DNA can allow unrestricted access to all websites, restrict access to certain websites or restrict internet access altogether.
Pornography - Displays sexual or explicit images.	Y/N?	
Self-harm - Promotes or displays deliberate self-harm.	Y/N?	
Suicide - Suggests the user is considering suicide.	Y/N?	
Violence - Displays or promotes the use of physical force intended to hurt or kill.	Y/N?	

Monitoring system features

Principle	Does your current solution support this?	How does NetSupport DNA meet the requirements?
Restrictions - Not over block access, leading to unreasonable restrictions.	Y/N?	Restrictions can be customised so students have a safe online environment that won't restrict their learning experience.
Age appropriate - Ability to implement variable monitoring appropriare to age. This will define which alerts are prioritised and responded to.	Y/N?	Using Profiles, schools can implement age appropriate internet metering so students can only access websites approved for their year group.
BYOD (Bring Your Own Device) - If the system can monitor personal mobile and app technologies, how is this deployed and supported?	Y/N?	Personal devices can be connected to the schools network which will then allow them to be found and monitored by the DNA console.
Data retention - What is stored, where and for how long?	Y/N?	NetSupport DNA's GDPR/Data Protection tools allow staff to discover and understand the information they hold and how to protect it.
Flexibility - Schools' ability to amend (add or remove) keywords easily.	Y/N?	Keyword libraries are updated regularly and staff are able to add (and share) keywords relevent to their school/community.
Monitoring policy - How are all users made aware that their online access is being monitored? is any advice or guidance provided to support schools?	Y/N?	When a DNA agent is installed an icon is shown on desktops so the user knows they're being monitored. Acceptable Use Policies (AUP) can be created and displayed for students and staff so they understand that they will be monitored.
Multiple language support - The ability for the system to manage relevant languages?	Y/N?	Language packs are included as standard to support schools with students learning English as an additional language (EAL).
Prioritisation - How alerts generated / prioritised to enable rapid response to immediate issues? What measures are in place to facilitate that process?	Y/N?	Keywords can have individual severity levels which control the outcome of the alert, from a simple recording to a screenshot or video.
Reporting - How are alerts recorded within the system?	Y/N?	The review feature allows staff to review each triggered word or phrase. Reviews can be saved, printed or shared between staff so important events can be followed up on.
The bigger picture - Using contextual intelligence to gain a better understanding of triggered events.	Y/N?	The contextual intelligence-based Risk Index automatically flags high-risk events and vulnerable students, based on sophisticated contextual AI risk analysis.