

IM PROTOCOL 049 – EGS WEB SITE FILTERING

Purpose

1. This document is one of a series of protocols published by DGInfo to help you improve the way you manage and use information, and to promote good information practices across Defence. This protocol:
 - outlines MOD's policy for which web sites on the World Wide Web should be available via the Enterprise Gateway Service, and which will be blocked;
 - defines what you should do if you are unable to access a site that you need for your work.

Enterprise Gateway Service

2. The Enterprise Gateway Service (EGS) provides a link between MOD networks and the internet, for access to web sites and transmission of emails. The service, provided under contract by BT, allows external access to over 100,000 MOD account holders across a range of networks including DII(F), DII(C), Chots Open, and NavyNet.
3. The service includes web filtering software, which groups websites according to category. MOD decides which categories of web sites should be accessible to users, and which should be blocked. This protocol explains why some sites are blocked, and what procedures are to be followed if you find sites which are blocked, when they should be allowed.

MOD Web Site Filtering Policy

4. MOD's policy is that access to the internet should be fairly open. We aim to allow access to all website categories, and individual web sites, except where such access is likely to:
 - a. contravene the MOD Acceptable Use Policy (JSP 740). We therefore block:
 - categories such as gambling and pornography;
 - individual sites such as commercial auction sites;
 - b. pose a risk to the technical security of the network, or to broader information security. We therefore block:
 - categories such as web-based mail systems and translation sites;
 - individual sites such as those using mobile code, such as Java or Active X;
 - c. result in excessive consumption of bandwidth or other technical resource, or of staff time. We therefore block:
 - categories such as streaming media and social networking sites.

Implications of filtering

5. MOD does not allow individual sites within a blocked category.
6. If you find that a particular web site that you need is blocked it is unlikely that it will be made available, but you can contact the BT CASC (Customer Assured Service Centre) who should be able to explain why it is blocked.
7. Requests for a blocked site or category to be made available must go up the chain of command to your TLB (for attention of the Information Working Group representative). The TLB can then submit the request to MOD CIO (contact the Chairman of the Information Working Group, currently [CIO-ISP-Head](#)).
8. However, the quickest way to access a site blocked by EGS will almost invariably be to use a standalone computer, with direct access to the internet.
9. Although MOD invests heavily in filtering software (and protection against spam), it will never be possible to filter out all inappropriate sites and block all spam. This is a risk that must be accepted if you have an EGS account (or access the internet in any other way). If you find a website that you believe should have been blocked, but hasn't, contact the BT CASC.

Contacts

10. BT CASC <http://www.igs.r.mil.uk/> (email via Queries tab)
Tel: 0800 389 2272

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References

11. Also see:

JSP 740 [Acceptable Use Policy](#)
EGS Intranet Site [Link](#) to User Guide, SyOps and Contact Details
IM Protocol 041 [Dealing with Spam](#)

About Information Management Protocols

The IM Protocols are published by DGInfo to help you improve the way you manage and use information, and to promote good information practices across Defence.

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