



| NAME | AVG FAMILY SAFETY |
|-----------------------|---|
| Company | AVG |
| Version | 10.2.0 |
| Type of product | Client |
| Devices supported | Computer |
| Operating systems | Microsoft Windows 98, Me, NT, 2000, XP, Vista, 7 (32 and 64 bit) |
| Price * | 1 year, 3 licences: 14,95 € |
| Language of interface | English, Czech, French, Italian, Spanish |
| GLOBAL RANKING | ≤ 12 years old users: 8/21 (1,81 points out of 4) ≥ 13 years old users: 15/21 (1,72 points out of 4) |

*Prices might change according to the latest company offers

User's voice

Comprehensibility:



Look and Feel:



Time to install and configure:



85 minutes

"There were enough possibilities for personalisation."

Test user placed in: Italy

Test user's degree of Internet literacy:

0  100

2 Test users





FUNCTIONALITY

The Internet Parental Control is able both to customize the webpage filtering and to manage the use of some applications. The parent can indicate specific URLs to be blocked (creation of a black list) or allowed (creation of a white list) by the filter despite the selected categories to be blocked/allowed. The tool does not provide keywords filtering. It is possible to block MSN but not Skype. Social Networks can be blocked. The report is detailed and can be accessed also through remote logging.

FUNCTIONALITY SCORE: 2,5 OUT OF 4 POINTS

EFFECTIVENESS

The overall effectiveness score is weak on adult content and very very weak on other harmful content.
There is no major difference in effectiveness between teenagers and children.
There is no major difference in effectiveness between web and web 2.0.
There is no major difference in effectiveness among the different languages.

Effectiveness score with adult content filtering for ≤ 12 years old user: 2,8
Effectiveness score with other harmful content filtering for ≤ 12 years old user: 0,0
Effectiveness score with adult content filtering for ≥ 13 years old user: 2,6
Effectiveness score with other harmful content filtering for ≥ 13 years old user: 0,0

OVERALL SCORE FOR EFFECTIVENESS FOR ≤ 12 YEARS OLD USER: 1,4 OUT OF 4 POINTS

OVERALL SCORE FOR EFFECTIVENESS FOR ≥ 13 YEARS OLD USER: 1,3 OUT OF 4 POINTS





USABILITY

Installation of the tool: The installation process is very short and well comprehensible. The installer does not provide advanced options and cannot be influenced with regard to kind or amount of information, except for the language. The process is generally consistent, but it does not fully meet users' expectations as, for example, the installation button is not labelled adequately.

Configuration of the tool: The configuration process is generally comprehensible and easy to learn. The process can be individualised with regard to several filter tasks, but it cannot be influenced with regard to kind or amount of information. The process is consistent and generally meets users' expectations, except for temporarily long loading times. The overall look and feel is appealing.

Usage of the tool: The alert message is addressed to parents only and cannot be customised. The tool provides a few options to react, when a website has been blocked, but these are addressed to parents and not to children. The reporting is well comprehensible.

Usability of the installation process: 2,75

Usability of the configuration process: 2,96

Usability of the usage of the product: 2,65

OVERALL SCORE FOR USABILITY: 2,83 OUT OF 4 POINTS

SECURITY

It was possible to open a blacklisted website by using a proxy and through the Google Cache.

OVERALL SCORE FOR SECURITY: 1 OUT OF 4 POINTS



DETAILED FUNCTIONALITY FICHE



| AREA OF NEED | FUNCTIONALITY | SPECIFIC ISSUE | ASSESSMENT |
|-------------------------|-----------------------------|---|-------------------------------------|
| MGMNT | Management of users profile | Create several profiles | YES |
| | Monitoring | Remote access | YES |
| FILTERING CUSTOMIZATION | Topics | Customisation of filtering topics | YES |
| | Urls White lists | Restrict browsing to a white list | YES |
| | | Default white list | NO |
| | | Modification OR Creation | Modification - NO Creation - YES |
| | Urls Black lists | Creation of user's own black list | YES |
| KEYWORDS | Keywords | Default black list | NO |
| | | Default white list | NO |
| | | Creation of a user's black list | NO |
| | | Creation of a user's white list | NO |
| TIME | Time limit settings | Set a specific timeframe or web access duration | YES |
| BLOCKING MESSAGE | Type | Ask for unblocking | YES |
| | | Redirect to safe resources | NO |
| USAGE RESTRICTION | Web | Block access | YES |
| | | Monitor access | YES |
| | Safe Search | Availability | YES |
| | Social Networks | Block access | YES |
| | | Monitor usage duration | NO |
| | Personal data provision | Block | NO |
| | Streaming | Block the access | Application - YES Web - YES |
| | | Monitor the access to the application | YES |
| | | Block the application | YES |
| | P2P application | Monitor downloads | NO |
| | | Block (chat, VoIP, Video-chat) | YES |
| | Skype application | Monitor the access | NO |
| | | Prevent from new contact | NO |
| | | Block the application | YES |
| | Windows Live Messenger | Monitor the access | YES |
| | | Prevent from new contact | NO |
| | | Block email Client and/or web | YES |





DETAILED SECURITY FINDINGS

| The Tool prevents the user from by-passing the filter by: | YES/NO |
|--|--------|
| Using the IP address instead of the URL | YES |
| Using an alternative browser | YES |
| Changing time and date settings* | YES |
| Disabling or uninstalling the software without a password* | YES |
| Closing the filtering tool through the Task Manager | YES |
| Using a proxy instead of a direct connection to the Internet | YES |
| Accessing the web-pages through the Google Cache | YES |
| Reaching a website through translation sites | NO |
| Renaming a blocked application | YES |
| Using Safe Mode | YES |
| Changing the port of Peer-to-Peer application | YES |

*As managed directly by the tool and not by the device.

DETAILED USABILITY FINDINGS

| | YES/NO |
|--|--------|
| I: installation in 3 steps or less | YES |
| I: choice of installation for beginners or advanced users | NO |
| | |
| C: different degrees of strength for the filtering | YES |
| C: different content criteria for the filtering | YES |
| C: option to transfer filter configurations between target users | NO |
| C: option to transfer filter configurations between devices | YES |
| C: altogether comprehensible configuration | YES |
| C: altogether in conformity with user expectations | YES |
| C: altogether easy to learn | YES |
| | |
| U: alert message in a child friendly language | NO |
| U: option to customise the reaction in case of blocking | NO |
| U: altogether easily operable and comprehensible reporting | YES |

