



NAME	NET-INTELLIGENCE
Company	Netintelligence Limited
Version	3.0.0.6
Type of product	Client
Devices supported	Computer
Operating systems	Windows XP Windows Vista Windows 2000
Price*	1 year - 3 licenses: 37,43 €
Language of interface	English
GLOBAL RANKING	≤ 12 years old users: 21/25 (points 1,28 out of 4) ≥ 13 years old users: 21/25 (points 1,30 out of 4)

*Prices might change according to the latest company offers

User's voice

Comprehensibility:



Look and Feel:



Time to install and configure:



45 minutes

"The workflow[s] for configuration [are] completely unclear"

Test user placed in: Italy

Test user's degree of Internet literacy:





FUNCTIONALITY

The customization offers the parent the possibility to choose among different types of configuration (managed and safe). The filtering can be customised, by checking "content" category to be blocked, or indicating specific URLs to be blocked (creation of a black list) or allowed (creation of a white list) by the filter regardless the content categories. It is possible to prevent the user from accessing the Internet or the computer selectively. The tool is able to block the access to Social Networking. The access to MSN can be blocked and monitored. The tool was not able to block BitTorrent or a P2P application. It is possible to block the social networks choosing to block this category of content. The possibility to search with potentially harmful keywords is prevented by the tool directly (keywords black list) and it does not rely on the main search engines safe search. The keywords black list is not customizable by the user and does not apply to the child/teenager instant messaging activity.

FUNCTIONALITY SCORE: 1,9 OUT OF 4 POINTS

EFFECTIVENESS

The tool has a fair effectiveness on adult content and 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: 2,2

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: 2,4

Effectiveness score with other harmful content filtering for ≥ 13 years old user: 0,0

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

OVERALL SCORE FOR EFFECTIVENESS FOR ≥ 13 YEARS OLD USER: 1,2 OUT OF 4 POINTS





USABILITY

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

Configuration of the tool: The configuration process is often incomprehensible, partly difficult to keep in mind and context sensitive explanations are missing at a few points. The process contains several inconsistencies and does not fully satisfy users' expectations. There are barely any options to influence or individualise the process. The design could be improved with regards to the common standard.

Usage of the tool: The tool provides a few options to react, when a website has been blocked, but these are mainly addressed to parents and not to children. The alert message cannot be customised and is not worded with respect to children's capability of understanding. The reporting is partly not comprehensible.

Usability of the installation process: 2,32

Usability of the configuration process: 1,91

Usability of the usage of the product: 2,32

OVERALL SCORE FOR USABILITY: 2,12 OUT OF 4 POINTS

SECURITY

It is possible to un-install the tool without a password or temporarily disable it through the task manager.

OVERALL SCORE FOR SECURITY: 0 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	NO
		Redirect to safe resources	NO
USAGE RESTRICTION	Web	Block access	YES
		Monitor usage	YES
	Safe Search	Availability	YES
	Social Networks	Block access	YES
		Monitor usage	NO
	Personal data provision	Block	NO
	Streaming	Block the access	Application - NO Web - NO
		Monitor the access to the application	YES
	P2P application	Block the application	NO
		Monitor downloads	NO
	Skype application	Block (chat, VoIP, Video-chat)	NO
		Monitor the access	YES
		Prevent from new contact	NO
	MSN	Block the application	NO
		Monitor the access	YES
Prevent from new contact		NO	
E-mail	Block email Client and/or web	NO	





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*	NO
Closing the filtering tool through the Task Manager	NO
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	YES
Renaming a blocked application	N/A
Using Safe Mode	NO
Changing the port of Peer-to-Peer application	N/A

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

DETAILED USABILITY FINDINGS

	YES/NO
I: installation in 3 steps or less	NO
I: choice of installation for beginners or advanced users	NO
C: different degrees of strength for the filtering	NO
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	NO
C: altogether in conformity with user expectations	NO
C: altogether easy to learn	NO
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	NO

