



NAME	OPENDNS HOME
Company	OpenDNS
Version	OpenDNS Home
Type of product	Internet Service
Devices supported	Computer/Computer network/Mobile Phone/Game console (potentially each device where a DNS can be set)
Operating systems	Windows (98/XP/Vista/7) Mac OS Linux Mobile phones (Windows Mobile, Android, Symbian, Mac OS) Games consoles operating systems
Price*	Free, other more customizable plans available from 15 €/year
Language of interface	English
GLOBAL RANKING	≤ 12 years old users: 20/25 (points 1,31 out of 4) ≥ 13 years old users: 22/25 (points 1,27 out of 4)

*Prices might change according to the latest company offers

User's voice

Comprehensibility:



Look and Feel:



Time to install and configure:



31 minutes

3 test users

"Yes simple, works well, no install stuff[.]
[O]nly problem: configuration of [DNS]
server was very tricky for me"

Test user placed in: not specified

Test user's degree of Internet literacy:





FUNCTIONALITY

The tool was tested on MAC OS.

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. It is not possible to block directly the Streaming, Skype, MSN, but it is possible to block the access to specific websites or categories (e.g. video, time waster, chat). Nonetheless, in this case the system failed when blocking skype.com.

As far as P2P is concerned: it blocks a range of websites where a user can download torrent files, blocks also the client that uses a torrent file and prevents it to download from many sources.

FUNCTIONALITY SCORE: 1,6 OUT OF 4 POINTS

EFFECTIVENESS

The tool has a fair effectiveness on adult content but 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: 2,0

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: 2,0

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

OVERALL SCORE FOR EFFECTIVENESS FOR ≤ 12 YEARS OLD USER: 1,0 OUT OF 4 POINTS

OVERALL SCORE FOR EFFECTIVENESS FOR ≥ 13 YEARS OLD USER: 1,0 OUT OF 4 POINTS





USABILITY

Installation of the tool: The installation (client) is very short and easy. Although some rather complicated settings with the DNS address are necessary, everything is well explained and supported. Only the meaning of changing the DNS could be explained better in general. The steps are generally rather unfamiliar and unexpected.

Configuration of the tool: The configuration process is sometimes difficult to understand; especially the idea of filtering with Open DNS could be explained better to the user. The steps are consistent, but do not fully satisfy users' expectations. The process can be influenced a little with regards to the amount of information. The design could be optimised a little.

Usage of the tool: The tool supports a dialogue between children and parents, when a website has been blocked. The alert message can be customised, but the default message is not worded with respect to children's capability of understanding. The reporting is partly not comprehensible.

Usability of the installation process: 2,98

Usability of the configuration process: 2,95

Usability of the usage of the product: 2,17

OVERALL SCORE FOR USABILITY: 2,72 OUT OF 4 POINTS

SECURITY

The filter itself did not block the un-installation without a password. It relies on OS security privileges to set domain name servers.

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	NO
		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	NO
BLOCKING MESSAGE	Type	Ask for unblocking to parents	YES
		Redirect to safe resources	NO
USAGE RESTRICTION	Web	Block access	YES
		Monitor usage	YES
	Safe Search	Availability	NO
	Social Networks	Block access	YES
		Monitor usage	NO
	Personal data provision	Block	NO
	Streaming	Block the access to streaming	Application - NO Web - YES
		Monitor the streaming activity	NO
	P2P	Block the application	NO
		Monitor	NO
	Skype application	Block (chat, VoIP, Video-chat)	NO
		Monitor the usage	NO
		Prevent from new contact	NO
	MSN	Block the application	NO
		Monitor the application usage	NO
		Prevent from new contact	NO
	e-mail	Block email Client and/or web	YES (web-mail)






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*	N/A
Disabling or uninstalling the software without a password*	NO
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	NO
Using Safe Mode	NO
Changing the port of Peer-to-Peer application	NO

*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 user profiles
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	YES
U: altogether easily operable and comprehensible reporting	NO