



<b>NAME</b>	<b>ALICE (ISP SERVICE) *</b>
<b>Company</b>	Alice (Telecom Italia ISP used for testing)
<b>Version</b>	2010 (9.1)
<b>Type of product</b>	Client (distributed by ISP. Available only for ALICE ADSL Internet connection service clients)
<b>Devices supported</b>	Computer
<b>Operating systems</b>	Microsoft Windows 7 Microsoft Windows Vista SP1 or SP2 Business / Home Premium / Ultimate Microsoft Windows, XP SP2 or SP3 Home / Professional
<b>Price **</b>	1 month: 4,0 €
<b>Language of interface</b>	Depending on ISP
<b>GLOBAL RANKING</b>	<p>≤ 10 years old users: <b>18/26</b> (points 1,326 out of 4)</p> <p>≥ 11 years old users: <b>15/26</b> (points 1,951 out of 4)</p>

\* Alice provides some parental control features which are based on Zone Alarm technologies, Therefore the test findings are the same.

\*\*Prices might change according to the latest company offers





## FUNCTIONALITY

The tool has the same functionalities as the Zone Alarm Internet Parental Control. The tool is able to customize the webpage filtering. It is not possible to create and manage different profiles with different rights: everyone accessing the Internet via the PC will share the same rights.

**FUNCTIONALITY SCORE: 0,5 OUT OF 4 POINTS**

## EFFECTIVENESS

The overall effectiveness score is very weak.

The tool has generally a low overblocking but a very high underblocking. Some categories of content like Self-Damage or Violent content are almost not filtered at all.

The tool offers a better effectiveness score for teenagers than for children.

There is no major difference in effectiveness among the different languages.

**Effectiveness score with adult content filtering for  $\leq 10$  years old user: 0,8**

**Effectiveness score with other harmful content filtering for  $\leq 10$  years old user: 0,8**

**Effectiveness score with adult content filtering for  $\geq 11$  years old user: 1,6**

**Effectiveness score with other harmful content filtering for  $\geq 11$  years old user: 1,6**

**OVERALL SCORE FOR EFFECTIVENESS FOR  $\leq 10$  YEARS OLD USER: 0,8 OUT OF 4 POINTS**

**OVERALL SCORE FOR EFFECTIVENESS FOR  $\geq 11$  YEARS OLD USER: 1,6 OUT OF 4 POINTS**





## USABILITY

Installation of the tool: The installation process is very short and easy. The installer does not provide advanced options and cannot be influenced with regard to kind or amount of information. The process is generally consistent and conform to users' expectations, however the user might be confused by the very short number of steps.

Configuration of the tool: The configuration process is partly difficult to understand and context sensitive explanations are missing. The configuration is generally consistent, but behaves unexpectedly at some points, especially with regard to the navigation structure. The product offers very few options to individualise the process. The design is not very appealing.

Usage of the tool: The alert message cannot be customized and is not worded with respect to children's capability of understanding. The product offers no reporting.

**Usability of the installation process:** 2,57

**Usability of the configuration process:** 2,37

**Usability of the usage of the product:** 1,91

**OVERALL SCORE FOR USABILITY: 2,27 OUT OF 4 POINTS**

## SECURITY

The tool resisted to the main hacking attacks tested to by-pass the filter.

**OVERALL SCORE FOR SECURITY: 4 OUT OF 4 POINTS**





## DETAILED FUNCTIONALITY FICHE

AREA OF NEED	FUNCTIONALITY	SPECIFIC ISSUE	ASSESSMENT
MGMNT	Management of users profile	Create several profiles	NO
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 – NO
	Urls Black lists	Creation of user's own black list	NO
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
USAGE RESTRICTION	Web	<b>block</b> access	NO
		<b>monitor</b> usage	NO
	Streaming	<b>block</b> the access to streaming	Application - NO Web - YES
		<b>monitor</b> the streaming activity	NO
		FTP	<b>block</b> the protocol
	P2P	<b>block</b> the application	NO
		<b>monitor</b>	NO
USAGE RESTRICTION RELATED TO COMMUNICATION ACTIVITIES	IRC protocol	<b>block</b> the protocol	NO
		<b>monitor</b> the usage	NO
		<b>prevent</b> from <i>new</i> contact	NO
	Skype application	<b>block</b> (chat, VoIP, Video-chat)	NO
		<b>monitor</b> the usage	NO
		<b>prevent</b> from <i>new</i> contact	NO
	MSN	<b>block</b> the application	NO
		<b>monitor</b> the application usage	NO
		<b>prevent</b> from <i>new</i> contact	NO
	e-mail	<b>block</b> 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*	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	YES
Using a Live CD instead of the default Operating system	NO
Formatting the hard disk	NO

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

## DETAILED USABILITY FINDINGS:

	YES/NO
I: installation in less than 5 steps	YES
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	NO
C: overall comprehensible configuration	NO
C: overall conformity with user expectations	NO
C: overall ease of learning	YES
U: alert message in a child friendly language	NO
U: option to customize the reaction in case of blocking	NO
U: overall easily operable and comprehensible reporting	no reporting

