



NAME	CA INTERNET SECURITY SUITE 2010
Company	CA
Version	6.0
Type of product	Client
Devices supported	Computer
Operating systems	Windows 7 Windows Vista Windows XP Windows Home Server Windows 2000 Professional SP4 + Update Rollup 1
Price *	1 year, up to 3 licences: \$69.99
Language of interface	English
GLOBAL RANKING	≤ 10 years old users: 5/26 (points 1,984 out of 4) ≥ 11 years old users: 6/26 (points 2,204 out of 4)

*Prices might change according to the latest company offers





FUNCTIONALITY

The tool consists in an all-in-one security suite: protection against viruses, spyware, and other internet threats that can harm users' PC. The tool provides an Internet Parental Control tool. The Internet Parental Control is able both to customize the webpage filtering and to manage the use of some applications/protocols.

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 parent can create a list of "blocked keywords". This will block the page containing the listed keywords.

It is possible to block IRC protocol, MSN application and some P2P clients

The parent is reported about each user's navigation activity on the Internet and on MSN usage.

The software offers the possibility to display to the users the "warning" through the alert manager module and the verification values for every web page visited. The parent can set the Single Instant Messaging conversation length time limit and Total IM conversations length time limit. The users can also be enabled to send request for exceptions referred to filtering activities.

FUNCTIONALITY SCORE: 2,4 OUT OF 4 POINTS

EFFECTIVENESS

The overall effectiveness score is weak, almost fair concerning adult content but very weak for other harmful content. The tool has a fair underblocking on adult content and drug-related content even if the overblocking is high.

There is no major difference in effectiveness between teenagers and children.

The tool performs better on web than web 2.0 .

The tool performs better on English than on other languages.

Effectiveness score with adult content filtering for ≤ 10 years old user: 1,8

Effectiveness score with other harmful content filtering for ≤ 10 years old user: 1,2

Effectiveness score with adult content filtering for ≥ 11 years old user: 1,6

Effectiveness score with other harmful content filtering for ≥ 11 years old user: 1,4

OVERALL SCORE FOR EFFECTIVENESS FOR ≤ 10 YEARS OLD USER: 1,5 OUT OF 4 POINTS

OVERALL SCORE FOR EFFECTIVENESS FOR ≥ 11 YEARS OLD USER: 1,5 OUT OF 4 POINTS





USABILITY

Installation of the tool: The installation process is short, well comprehensible and supported by a help function. The installer provides optional steps for advanced users. It cannot be influenced with regard to kind or amount of information, but informs about the status of the process. The process is consistent, but it behaves unexpectedly at some points, e.g. cancellation of the process does not cause a warning message. The process is designed appealingly.

Configuration of the tool: The configuration process is partly difficult to understand and context sensitive explanations are missing. The process is consistent, but it behaves unexpectedly at some points, especially mouse clicks or 'drag and drop' often do not have the expected effect. It is possible to influence kind and amount of information presented on the screen, but generally the options to individualise the process are low. The design is appealing.

Usage of the tool: In case of blocking the user can choose between an alert message or and URL redirection. The message per default is not worded with respect to children's capability of understanding. The reporting is well comprehensible.

Usability of the installation process: 2,92

Usability of the configuration process: 2,78

Usability of the usage of the product: 1,96

OVERALL SCORE FOR USABILITY: 2,56 OUT OF 4 POINTS

SECURITY

The tool has a very good security performance.

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	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	YES
		Creation of a user's white list	NO
TIME	Time limit settings	Set a specific timeframe or web access duration	YES
USAGE RESTRICTION	Web	block access	YES
		monitor usage	YES
	Streaming	block the access to streaming	Application - NO Web - YES
		monitor the streaming activity	NO
	FTP	block the protocol	NO
	P2P	block the application	YES
		monitor	NO
USAGE RESTRICTION RELATED TO COMMUNICATION ACTIVITIES	IRC protocol	block the protocol	YES
		monitor the usage	NO
		prevent from <i>new</i> contact	NO
	Skype application	block (chat, VoIP, Video-chat)	NO
		monitor the usage	NO
		prevent from <i>new</i> contact	NO
	MSN	block the application	YES
		monitor the application usage	YES
		prevent from <i>new</i> contact	YES
	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*	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	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	YES
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	YES
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	NO
U: alert message in a child friendly language	NO
U: option to customize the reaction in case of blocking	YES (url redirection)
U: overall easily operable and comprehensible reporting	YES

