

## Education

## Dumfries and Galloway Council—MailDefender Case Study

**“We can now be confident that each pupil is safeguarded from malicious and inappropriate email content,”**

**John Tait,  
Dumfries and Galloway  
Council Education Officer for  
the NGfL**

### Customer

Dumfries and Galloway Council  
- Education

### Problem

- Large amounts of spam in primary schools across the region
- Threat of children being exposed to inappropriate content
- Using up teachers valuable time to check through all emails for spam

### Solution

intY MailDefender hosted email scanning service

- Anti-Spam
- Anti-Virus

### Benefits

- Stops spam and viruses before they reach the schools network
- Children protected from malicious email
- Teachers no longer have to check through spam

### Dumfries and Galloway Council Protects its Primary School Children from Offensive Spam

#### Overview

Dumfries and Galloway Council, Scotland's third largest local authority, provides a diverse range of services such as education, waste disposal and transport to around 147,000 people in South West Scotland. The council is divided into six directorates which include Education and Community Services. This division provides education to local children among many other services.

#### Primary school children exposed to inappropriate spam

A national government initiative, the National Grid for Learning (NGfL), has helped to promote the use of information and communications technologies (ICT) in primary schools across the country. However, a recent surge in spam emails in primary schools across the Dumfries and Galloway region led to a concern among teachers that children could potentially be exposed to inappropriate content.

“While some spam can be completely harmless, there is a lot of spam out there which shouldn't be seen by young eyes,” explained John Tait, Dumfries and Galloway Council Education Officer for the NGfL. “About a year ago we were worried about the massive growth in spam and were keen to avoid parental concern about what was being done to ensure children weren't seeing unsuitable emails. The sheer volume of spam also meant that time was being wasted by teachers who had to trawl through hundreds of emails deleting spam to get to the emails that were genuine.”

#### Rolling out a solution

The council works with Viglen, a Becta approved IT solution supplier, and has an IT contract with the company including the supply of PCs and servers. Part of this contract includes the use of intY's MailDefender, a managed email security service designed to control spam and viruses. To combat the spam problem at Dumfries and Galloway's schools, the council decided to carry out a trial implementation of MailDefender. The trial was very successful and MailDefender was initially rolled out at one of the schools where spam levels were very high.

MailDefender was gradually implemented at the other schools where spam was a growing problem. It is now used at all 110 primary schools in the region, where there are around 12,000 pupils and teachers who use the internet on 1,800 PCs. The schools also use intY for their email service and each member of staff and each pupil has their own email account.

#### Protecting school children from spam

MailDefender works at the internet level which means spam is stopped before it reaches the schools' network. All email is redirected through intY and filtered for spam, so that only legitimate emails are received. Although mail is routed via intY's servers, there is no delay in retrieving or sending emails. The administrators and headteachers have found the tool intuitive and very easy to use.

“With spam becoming an increasing issue for all the primary schools in our area, we knew that we had to take positive action to prevent it. We can now be confident that each pupil is safeguarded from malicious and inappropriate email content, and can assure parents that their children won't come into contact with such emails.

“Spam today is unfortunately a fact of life and it is going to get worse. My advice to other schools who are suffering from a spam overload would be to definitely get a spam filter. It is every school's responsibility to ensure that children don't come across any offensive and potentially harmful emails,” Tait continued.

**About intY:** intY provides secure Internet and e-mail communications. It was the first UK entrant into the managed Internet server market in early 1997 and is driven by the desire to deliver secure communications systems for all its customers - on their terms and without hassle. Due to the continuing heavy investment in R&D, intY Ltd is now a global leader in the managed Internet services market with products and services such as intY ExoServer, intY managed services and intY MailDefender. intY's growth is reflected by the fact that it is a Deloitte and Touche Fast 50 and Times Tech Track 500 company.