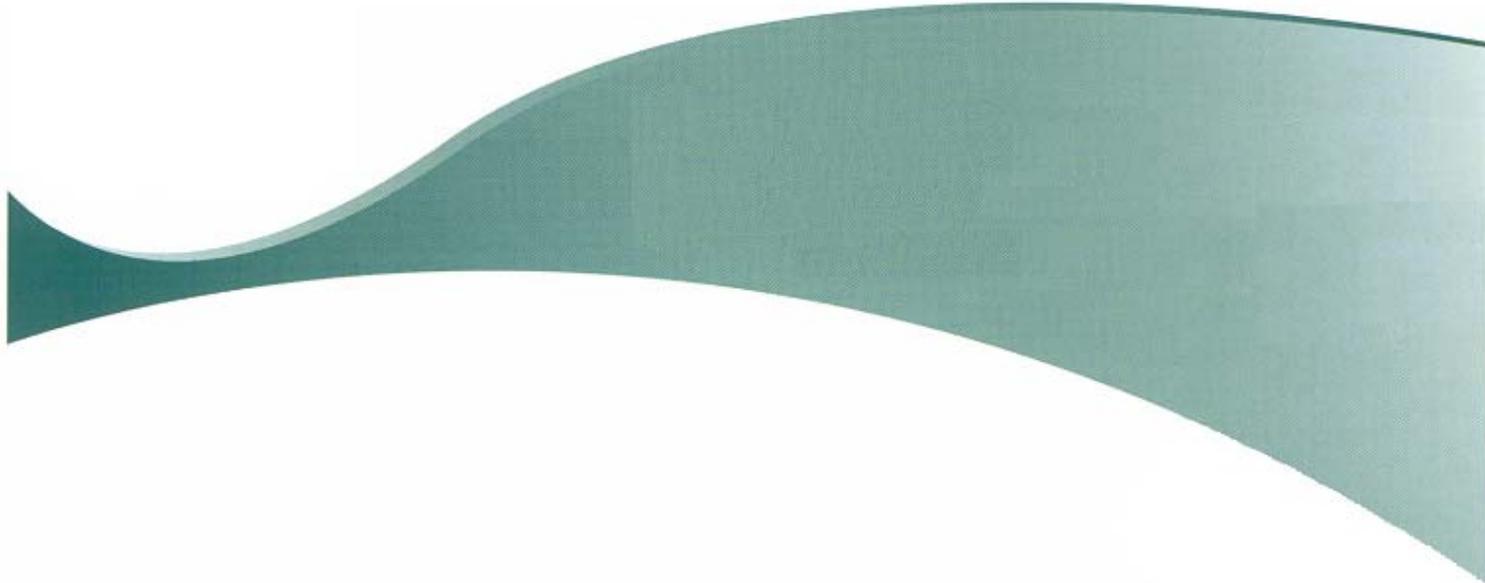




Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

Internet Content Filter Standard



Version 2.0

Please check the HSE intranet for the most up to date version of this standard
[http://hsenet.hse.ie/HSE_Central/Commercial and Support Services/ICT/Policies and Procedures/Policies/](http://hsenet.hse.ie/HSE_Central/Commercial_and_Support_Services/ICT/Policies_and_Procedures/Policies/)

1.0 Purpose

The purpose of this Internet Content Filter Standard is to define the acceptable use of the HSE's internet services and describe which categories of internet content are accessible to HSE employees and which are filtered (blocked).

The standard was formulated and developed by the HSE Information Security Project Board (ISPB) and sanctioned by the Senior Management of the HSE.

This standard is mandatory and by accessing internet content from any Information Technology (IT) resources which are owned or leased by the HSE, users are agreeing to abide by the terms of this standard.

2.0 Scope

This standard represents the HSE's national position and takes precedence over all other relevant standards which are developed at a local level.

The standard applies to:

- All internet services provided by the HSE;
- All Information Technology (I.T.) resources provided by the HSE;
- All HSE employees, clients and third parties that use HSE's I.T. resources.

3.0 Standard

For the purpose of managing internet access, internet sites are grouped together into a number of categories and subcategories depending on the content that each site offers. *Appendix A* contains the list of categories and subcategories used and a description of each.

3.1 Filtered Internet Content

The HSE reserves the right to filter and block selected categories of internet content that it considers inappropriate or where access to such categories could lead to legal, security or operational issues.

The following categories / sub-categories of internet content are currently filtered and blocked by the HSE:

- Adult Material
 - Sex
 - Nudity
 - Adult Content
- Bandwidth PG
 - Internet radio & TV
 - Streaming Media

- Peer-To-Peer File Sharing
- Personal Network Storage & Backup
- MP3 & Audio Download Services
- Gambling
- Games
- Illegal or Questionable
- Hacking
- Proxy Avoidance
- URL Translation
- Web Hosting
- Web and Email Spam
- Internet Communications
 - General Email
 - Organisational Email
 - Web Chat
- Military & Extremist
- Miscellaneous
- Productivity PG
- Racism & Hate
- Security PG
- Social Networking
- Blogs and Personal Sites
- Personals & Dating
- Tasteless
- Violence
- Weapons
- User Defined

3.2 Internet User Access Groups

Each HSE employee who has been granted internet access will be assigned to one or more HSE internet user access groups, depending on their role or function within the HSE. The current HSE internet user access groups are:

- 1) Basic.
- 2) Custom.
- 3) Technical.

3.2.1 Basic User Access Group

Each HSE employee who has been granted internet access will by default be assigned to the basic user access group. This group will be allowed to access all unfiltered internet content. The table in **Appendix B** outlines the categories of internet content that are accessible by the basic user access group.

3.2.2 Custom User Access Group

A number of 'special interest' custom user access groups will be created to manage the business requirement for access to internet content that is otherwise filtered by the HSE.

Each custom user access group will allow access to an additional specific category or subcategory of internet content that is currently filtered. The table in *Appendix B* outlines the categories of internet content that are accessible by the custom user access groups.

3.2.3 Technical User Access Group

A number of additional 'special interest' technical user access groups will be created to manage the business requirement for access to technical information and software that is otherwise filtered by the HSE for legal or security reasons.

Each Technical user access group will allow access to an additional specific category or subcategory of internet content that is currently not available to members of the basic and custom user access groups. The table in *Appendix B* outlines the categories of internet content that is accessible by the privilege user access groups.

Access to the HSE technical user access groups will be restricted to the **relevant HSE ICT personnel only.**

3.3 Access to Filtered Internet Content

Where an individual employee has a valid HSE worked related reason, they may with the signed approval of their line manager (at General Manager level (or equivalent) or above) request membership of one or more of the 'special interest' custom user access groups. All requests must be made in writing using the *HSE Internet Content Filter Exemption Request Form* (http://hsenet.hse.ie/HSE_Central/Commercial_and_Support_Services/ICT/Policies_and_Procedures/Forms/). Completed request forms must be faxed or posted to the employee's local ICT helpdesk / call centre.

For security reasons open access to third party email servers (i.e. General & Organisational email) is prohibited and as such these internet sites are permanently blocked for all HSE users. However employees with a valid HSE business requirement and the signed approval of their line manager (at General Manager level (or equivalent) or above) may apply for access to specific external Health and/or Governmental email server(s). All requests must be made in writing using the *HSE Internet Content Filter Exemption Request Form* (http://hsenet.hse.ie/HSE_Central/Commercial_and_Support_Services/ICT/Policies_and_Procedures/Forms/). Completed request forms must be faxed or posted to the employee's local ICT helpdesk / call centre.

HSE line managers (at General Manager level (or equivalent) or above) approving internet access requests of behalf of HSE employees, have a responsibility to ensure they only approve and sign access requests for

employees, once they are satisfied that all categories and subcategories of internet content requested by the employee are appropriate, necessary and relevant to the employees current role within the HSE.

Each 'special interest' user access group will operate independent of the others, and hence, a user's membership of one of the 'special interest' user access groups will not automatically confer membership of the other 'special interest user access groups. (For example a user, who is a member of the gambling custom user access group, will not be automatically granted membership of the adult material, military or extremist custom user access groups).

3.4 Internet Content Evaluation Group

The HSE Internet Content Evaluation Group (ICEG) will be created to

- 1) Evaluate all other internet access requests which are not covered by the HSE Internet Filter Standard or existing HSE policies
- 2) Carry out sample audit of approved internet access requests on a quarterly basis to ensure that internet access is granted in accordance with this standard.
- 3) Report the results of the sample audits to the ISPB.

3.5 Monitoring

The HSE reserves the right to monitor, record and report on any or all uses of its internet services, in order to:

- 1) Help trace and resolve technical faults.
- 2) Protect and maintain network and system security.
- 3) Maintain system performance and availability.
- 4) Investigate actual and suspected security incidents.
- 5) Prevent, detect or minimize inappropriate use.
- 6) Ensure compliance with HSE policies, current legislation and applicable regulations.

The ICT Directorate will produce monthly reports on internet usage for each HSE region and distribute these to the relevant RDO's and the HSE management team.

While the HSE will not routinely monitor an individual user's use of its internet services, it reserves the right to do so when a breach of its policies or illegal activity is suspected. This monitoring may include, but is not limited to, internet sites visited, total time spent on the internet, and attempts to access filtered (blocked) internet content.

The monitoring of an individual user's internet activity must be authorised by the HR Directorate and the individuals line manager (General Manager level or above). The results of all monitoring will be stored securely and will only be shared with those authorised to have access to such information.

3.6 Withdrawal of Internet Services

HSE employees who are found to have abused their internet access rights may have their internet access withdrawn by the HSE and, depending on the nature of the abuse, could be subject to disciplinary action, including suspension and dismissal as provided for in the HSE disciplinary procedures.

The ICT Directorate reserves the right (without prior notification) to restrict or block access to certain categories or subcategories of internet content, which are identified as having a negative impact on the performance of HSE network, information systems and/or equipment.

Appendix A

HSE Internet Categories & Subcategories

Abortion: Sites with neutral or balanced presentation of abortion.

Pro-Choice: Sites that provide information about or are sponsored by organizations that support legal abortion or that offer support or encouragement to those seeking the procedure.

Pro-Life: Sites that provide information about or are sponsored by organizations that oppose legal abortion or that seek increased restriction of abortion.

Adult Material: Sites which provide adult material.

Adult Content - Sites that display full or partial nudity in a sexual context, but not sexual activity; erotica; sexual paraphernalia; sex-oriented businesses as clubs, nightclubs, escort services; and sites supporting the online purchase of such goods and services.

Lingerie and Swimsuit - Sites that offer images of models in suggestive but not lewd costume, with semi nudity permitted. Includes classic 'cheese-cake,' calendar, and pinup art and photography (Includes site's offering lingerie or swimwear for sale).

Nudity - Sites that offer depictions of nude or semi-nude human forms, singly or in groups, not overtly sexual in intent or effect.

Sex - Sites that depict or graphically describe sexual acts or activity, including exhibitionism; also, sites offering direct links to such sites.

Sex Education - Sites that offer information about sex and sexuality, with no pornographic intent.

Advocacy Groups: Sites that promote change or reform in public policy, public opinion, social practice, economic activities, and relationships.

Business and Economy: Sites sponsored by or devoted to business firms, business associations, industry groups, or business in general.

Financial Data and Services: Sites that offer news and quotations on stocks, bonds, and other investment vehicles, investment advice, but not online trading (Includes banks, credit unions, credit cards, and insurance).

Hosted Business Applications: Sites that provide access to business-oriented web applications and allow storage of sensitive data, excluding those for web collaboration.

Bandwidth PG: Sites providing bandwidth intensive services

Internet Radio and TV - Sites whose primary purpose is to provide radio or TV programming on the Internet.

Internet Telephony - Sites that enable users to make telephone calls via the Internet or to obtain information or software for that purpose.

Peer-to-Peer File Sharing - Sites that provide client software to enable peer-to-peer file sharing and transfer. (*Accessible to the relevant ICT Personnel Only*)

Personal Network Storage and Backup - Sites that store personal files on Internet servers for backup or exchange. (*Accessible to the relevant ICT Personnel Only*)

Streaming Media - Sites that primarily provide streaming media content, such as movie trailers (Including Youtube.com)

Drugs: Sites that provide information about regulated and unregulated drugs

Abused Drugs - Sites that promote or provide information about the use of prohibited drugs, except marijuana, or the abuse or unsanctioned use of controlled or regulated drugs; also, paraphernalia associated with such use or abuse.

Marijuana - Sites that provide information about or promote the cultivation, preparation, or use of marijuana.

Prescribed Medications - Sites that provide information about approved drugs and their medical use.

Supplements and Unregulated Compounds - Sites that provide information about or promote the sale or use of chemicals not regulated by the FDA (such as naturally occurring compounds).

Education: Sites that provide educational information

Cultural Institutions - Sites sponsored by museums, galleries, theatres (but not movie theatres), libraries, and similar institutions; also, sites whose purpose is the display of artworks.

Educational Institutions - Sites sponsored by schools and other educational facilities, by non-academic research institutions, or that relate to educational events and activities.

Educational Materials - Sites that provide information about or that sell or provide curriculum materials or direct instruction; also, learned journals and similar publications.

Reference Materials - Sites that offer reference-shelf content such as atlases, dictionaries, encyclopaedias, formularies, white and yellow pages, and public statistical data.

Entertainment: Sites that provide information about or promote motion pictures, non-news radio and television, books, humor, and magazines.

MP3 and Audio Download Services - Sites that support downloading of MP3 or other sound files or that serve as directories of such sites.

Gambling: Sites that provide information about or promote gambling or support online gambling, involving a risk of losing money.

Games: Sites that provide information about or promote electronic games, video games, computer games, role-playing games, or online games (Includes sweepstakes and giveaways).

Government: Sites sponsored by branches, bureaus, or agencies of any level of government, except for the armed forces.

Military - Sites sponsored by branches or agencies of the armed services.

Political Organizations - Sites sponsored by or providing information about political parties and interest groups focused on elections or legislation.

Health: Sites that provide information or advice on personal health or medical services, procedures, or devices, but not drugs (Includes self-help groups).

Illegal or Questionable: Sites that provide instruction in or promote non-violent crime or unethical or dishonest behavior or the avoidance of prosecution.

Information Technology: Sites sponsored by or providing information about computers, software, the Internet, and related business firms, including sites supporting the sale of hardware, software, peripherals, and services. (*Accessible to the relevant ICT Personnel Only*)

Computer Security - Sites that provide information about or free downloadable tools for computer security.

Hacking - Sites that provide information about or promote illegal or questionable access to or use of computer or communication equipment, software, or databases. (*Accessible to the relevant ICT Personnel Only*)

Proxy Avoidance - Sites that provide information about how to bypass proxy server features or to gain access to URLs in any way that bypasses the proxy server. (*Accessible to the relevant ICT Personnel Only*)

Search Engines and Portals - Sites that support searching the Web, news groups, or indices or directories thereof.

URL Translation Sites - Sites that offer online translation of URLs. These sites access the URL to be translated in a way that bypasses the proxy server, potentially allowing unauthorized access. *(Accessible to the relevant ICT Personnel Only)*

Web & Email Spam - Sites whose links are sent in unsolicited commercial email, either as part of campaigns to promote products or services, or to entice readers to click through to surveys or similar sites. Also included are sites that display comment spam. *(Accessible to the relevant ICT Personnel Only)*

Web Collaboration - Sites that provide virtual workspace for purposes of collaboration and conferencing, which may include sites that enable authorized access to a computer or network from a remote location

Web Hosting - Sites of organizations that provide hosting services, or top-level domain pages of Web communities. *(Accessible to the relevant ICT Personnel Only)*

Internet Communication: Sites that support or provide information about internet communication. *(Permanently blocked for all HSE user groups)*

Web Chat - Sites that host web chat services or that support or provide information about chat via HTTP or IRC.

General Email - Sites that provide email services open to general use. *(Permanently blocked for all HSE user groups)*

Organizational Email - Login sites for corporate or institutional email systems. *(Permanently blocked for all HSE user groups)*

Text and Media Messaging - Sites that enable the sending of messages and other content via SMS, EMS, MMS, or similar protocols.

Job Search: Sites that offer information about or support the seeking of employment or employees.

Militancy and Extremist: Sites that offer information about or promote or are sponsored by groups advocating antigovernment beliefs or action.

Miscellaneous:

Content Delivery Networks - Commercial hosts that deliver content to subscribing Web sites.

Dynamic Content - URLs that are generated dynamically by a Web server.

File Download Servers - Web servers whose primary function is to deliver files for download. (*Accessible to the relevant ICT Personnel Only*)

Image Servers - Web servers whose primary function is to deliver images.

Images (Media) - URLs ending with image filenames.

Network Errors - URLs with hosts that do not resolve to IP addresses. (*Accessible to the relevant ICT Personnel Only*)

Private IP Addresses - IP addresses defined in RFC 1918, 'Address Allocation for Private Intranets. (*Accessible to the relevant ICT Personnel Only*)

Uncategorized- Sites not categorized in the Websense Master Database.

News and Media: Sites that offer current news and opinion, including those sponsored by newspapers, general-circulation magazines, or other media.

Alternative Journals - Online equivalents to supermarket tabloids and other fringe publications.

Productivity PG: Sites that offer access to advertising and internet forums

Advertisements - Sites that provide advertising graphics or other ad content files.

Freeware and Software Download - Sites whose primary function is to provide freeware and software downloads. (*Accessible to the relevant ICT Personnel Only*)

Instant Messaging - Sites that enable instant messaging.

Message Boards and Forums - Sites that host message boards, bulletin boards, and other unaffiliated discussion forums.

Online Brokerage and Trading - Sites that support active trading of securities and management of investments.

Pay-to-Surf - Sites that reward users for Internet activity such as viewing Web Sites, advertisements, or email. (*Accessible to the relevant ICT Personnel Only*)

Racism and Hate: Sites that promote the identification of racial groups, the denigration or subjection of groups, or the superiority of any group.

Religion: Sites that promote or offer views on religion

Non-Traditional Religions and Occult and Folklore - Sites that provide information about or promote religions not specified in Traditional Religions or other unconventional, cultic, or folkloric beliefs and practices.

Traditional Religions - Sites that provide information about or promote Bahai, Buddhism, Christian Science, Christianity, Hinduism, Islam, Judaism, Mormonism, Shinto, and Sikhism, as well as atheism.

Security PG: Sites that contain potentially harmful content

Botnets - sites that host the command-and-control centers for networks of bots that have been infiltrated into users' computers. Excludes Web crawlers. *(Accessible to the relevant ICT Personnel Only)*

Keyloggers - Sites or pages that download programs that run in the background recording all keystrokes, and which may also send those keystrokes (potentially including passwords or confidential information) to an external party. *(Accessible to the relevant ICT Personnel Only)*

Malicious Embedded Link - Sites that are infected with a malicious link. *(Accessible to the relevant ICT Personnel Only)*

Malicious Embedded iFrame - Sites that are infected with a malicious iframe. *(Accessible to the relevant ICT Personnel Only)*

Malicious Web sites - Sites that contain code that may intentionally modify end-user systems without their consent and cause harm. *(Accessible to the relevant ICT Personnel Only)*

Phishing and Other Frauds - Sites that counterfeit legitimate business sites for the purpose of eliciting financial or other private information from users. *(Accessible to the relevant ICT Personnel Only)*

Potentially Unwanted Software - Sites that use technologies that alter the operation of the user's hardware, software, or network in ways that diminish control over the user experience, privacy, or the collection and distribution of personal information. *(Accessible to the relevant ICT Personnel Only)*

Spyware - Sites or pages that download software that, without the user's knowledge, generate HTTP traffic (other than simple user identification and validation). *(Accessible to the relevant ICT Personnel Only)*

Suspicious Embedded Link - Sites suspected of being infected with a malicious link. *(Accessible to the relevant ICT Personnel Only)*

Shopping: Sites that support the online purchase of consumer goods and services except: sexual materials, lingerie, swimwear, investments, medications, educational

materials, computer software or hardware, alcohol, tobacco, travel, vehicles and parts, weapons.

Internet Auctions - Sites that support the offering and purchasing of goods between individuals.

Real Estate - Sites that provide information about renting, buying, selling, or financing residential real estate.

Society and Lifestyles: Sites that provide information about matters of daily life, excluding entertainment, health, hobbies, jobs, sex, and sports.

Alcohol and Tobacco - Sites that provide information about, promote, or support the sale of alcoholic beverages or tobacco products or associated paraphernalia.

Blogs and Personal Sites - Sites that host blogs and personal sites.

Gay or Lesbian or Bisexual Interest - Sites that provide information about or cater to gay, lesbian, or bisexual lifestyles, but excluding those that are sexually or issue-oriented.

Hobbies - Sites that provide information about or promote private and largely sedentary pastimes, but not electronic, video, or online games.

Personals and Dating - Sites that assist users in establishing interpersonal relationships, excluding those intended to arrange for sexual encounters.

Restaurants and Dining - Sites that list, review, advertise, or promote food, dining, or catering services.

Social Networking - Sites of web communities that provide users with means for expression and interaction (For example Facebook.com etc).

Special Events: Sites devoted to a current event that requires separate categorization.

Sports: Sites that provide information about or promote sports, active games, and recreation.

Sport Hunting and Gun Clubs - Sites that provide information about or directories of gun clubs and similar groups, including war-game and paintball facilities.

Tasteless: Sites with content that is gratuitously offensive or shocking, but not violent or frightening. Includes sites devoted in part or whole to scatology and similar topics or to improper language, humor, or behavior.

Travel: Sites that provide information about or promote travel-related services and destinations.

Vehicles: Sites that provide information about or promote vehicles, including those that support online purchase of vehicles or parts.

Violence: Sites that feature or promote violence or bodily harm, including self-inflicted harm; or that gratuitously display images of death, gore, or injury; or that feature images or descriptions that are grotesque or frightening and of no redeeming value.

Weapons: Sites that provide information about, promote, or support the sale of weapons and related items.

User-Defined: User-defined category.

Appendix B

Category	Sub category	Basic	Custom	Technical
Abortion		✓	✓	✓
	Pro-Life	✓	✓	✓
	Pro-Choice	✓	✓	✓
Adult Material		✗	✓	✗
	Sex	✗	✓	✗
	Nudity	✗	✓	✗
	Adult Content	✗	✓	✗
	Lingerie and Swimsuit	✓	✓	✓
	Sex Education	✓	✓	✓
Advocacy Groups		✓	✓	✓
Business and Economy		✓	✓	✓
	Financial Data and Services	✓	✓	✓
	Hosted Business Applications	✓	✓	✓
Bandwidth PG		✗	✓	✗
	Internet Radio and TV	✗	✓	✗
	Streaming Media	✗	✓	✗
	Peer-to-Peer File Sharing	✗	✗	✓
	Personal Network Storage and Backup	✗	✗	✓
	Internet Telephony	✓	✓	✓
Drugs		✓	✓	✓
	Marijuana	✓	✓	✓
	Abused Drugs	✓	✓	✓
	Supplements and Unregulated Compounds	✓	✓	✓
	Prescribed Medications	✓	✓	✓
Education		✓	✓	✓
	Reference Materials	✓	✓	✓
	Cultural Institutions	✓	✓	✓
	Educational Institutions	✓	✓	✓
	Educational Materials	✓	✓	✓
Entertainment		✓	✓	✓
	MP3 and Audio Download Services	✗	✓	✗

Category	Sub category	Basic	Custom	Technical
Miscellaneous		X	✓	X
	Images (Media)	X	✓	X
	Dynamic Content	X	✓	X
	Image Servers	X	✓	X
	Private IP Addresses	X	X	✓
	File Download Servers	X	X	✓
	Network Errors	X	X	✓
	Content Delivery Networks	✓	✓	✓
	Uncategorized	✓	✓	✓
News and Media		✓	✓	✓
	Alternative Journals	✓	✓	✓
Productivity PG		X	✓	X
	Message Boards and Clubs	X	✓	X
	Advertisements	X	✓	X
	Online Brokerage and Trading	X	✓	X
	Instant Messaging	X	✓	X
	Freeware and Software Download	X	X	✓
	Pay-to-Surf	X	X	✓
Racism & Hate		X	✓	X
Religion		✓	✓	✓
	Traditional Religions	✓	✓	✓
	Non-Traditional Religions and Occult and Folklore	✓	✓	✓
Security PG		X	X	✓
	Spyware	X	X	✓
	Malicious Web Sites	X	X	✓
	Keyloggers	X	X	✓
	Phishing and Other Frauds	X	X	✓
	Potentially Unwanted Software	X	X	✓
	Bot Networks	X	X	✓
	Suspicious Embedded Link	X	X	✓
	Malicious Embedded iFrame	X	X	✓
	Malicious Embedded Link	X	X	✓
Shopping		✓	✓	✓
	Internet Auctions	✓	✓	✓
	Real Estate	✓	✓	✓

Category	Sub category	Basic	Custom	Technical
Social Organizations		✓	✓	✓
	Service and Philanthropic Organizations	✓	✓	✓
	Social and Affiliation Organizations	✓	✓	✓
	Professional and Worker Organizations	✓	✓	✓
Society & Lifestyles		✓	✓	✓
	Alcohol and Tobacco	✓	✓	✓
	Hobbies	✓	✓	✓
	Restaurants and Dining	✓	✓	✓
	Gay or Lesbian or Bisexual Interest	✓	✓	✓
	Social Networking	✗	✓	✗
	Blogs and Personal Sites	✗	✓	✗
	Personals and Dating	✗	✓	✗
Special Events		✓	✓	✓
Sports		✓	✓	✓
	Sport Hunting and Gun Clubs	✓	✓	✓
Tasteless		✗	✓	✗
Travel		✓	✓	✓
Vehicles		✓	✓	✓
Violence		✗	✓	✗
Weapons		✗	✓	✗
User Defined		✗	✓	✗

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