

## How safe is your e-learning environment?

Ranger Guardian and DeviceShield provide a secure ICT environment for all users. This enables the prison service to rehabilitate and educate prisoners and give them the life skills they need.

**Ranger Guardian** enables you to monitor, control and report on what users are doing on your network. It enables you to guard against cyber-bullying and inappropriate behaviour, thereby helping protect staff, prisoners and reputation.

- ✓ Monitor text entered in every application, including Microsoft® Office Word, e-mail, chat rooms and MSN Messenger
- ✓ Monitor all web access
- ✓ Provide screen-shot evidence of any violations and report back to administrator for immediate action
- ✓ Store all violation details on a secure, tamperproof server

Ranger Guardian acts as a powerful deterrent and encourages prisoners to behave in a more responsible way. Unlike traditional blocking and filtering systems, Ranger Guardian scans all applications. Whether online or offline, every word and image that appears on the screen is monitored. A web log allows administrators to instantly check new Internet sites accessed, so that unsuitable sites can be blocked as necessary. All visited websites are logged, providing evidence of off-task activities.

### DeviceShield

As portable storage devices, such as USB sticks, MP3 players and CDs/DVDs make it increasingly easy for staff and prisoners to transport data, the issue of data protection is receiving more and more scrutiny. There is also the challenge of network protection – ensuring that staff and prisoners are not inadvertently transferring files or data that could transmit viruses or otherwise compromise network performance.

DeviceShield gives you total visibility of all portable devices connected to your network and automatically encrypts data that is being transferred, so you can:

- ✓ Guard against data protection violations
- ✓ Control which devices may be used on your network
- ✓ Restrict the file types that can be copied on or off the network
- ✓ Reduce the risk of viruses
- ✓ Prevent staff and prisoners from downloading music and games



Call your Account Manager today on **0115 846 4331** for further details or a quote on Ranger software. Or visit [www.rangersuite.com/rg](http://www.rangersuite.com/rg)



XMA's secure web-based learning tool expands the IT offering in prisons to provide offenders with an IT-based educational environment that helps reduce re-offending.

XMA has been supplying IT solutions, services and products to the education and other public sectors for over 20 years. We hold accreditations from many national and regional frameworks, including Becta Infrastructure Services Framework and Catalyst.

XMA also works closely with leading manufacturers. Our accreditations include the HP Gold Partner, Microsoft® Gold Partner and Citrix Silver Partner.



### Why choose XMA?

XMA specialises in providing ICT solutions and managed support to the educational sector. We hold national contracts with the prison service, as well as leading education and training providers.

Our direct supply agreements with the UK's largest IT manufacturers, along with extensive warehouse capabilities, allow us to quickly supply you with all hardware items and speedily assist with any specialist requirements.

For further information please contact our dedicated prisons sales specialists on **0115 846 4331**, or e-mail [offender.learning@xma.co.uk](mailto:offender.learning@xma.co.uk)

To find out more about our work within the prison service and education sectors, see [www.xma4govt.co.uk](http://www.xma4govt.co.uk) and [www.xma4education.co.uk](http://www.xma4education.co.uk)



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## Reducing re-offending through e-learning

Providing web-based services & ICT solutions in secure establishments and the community



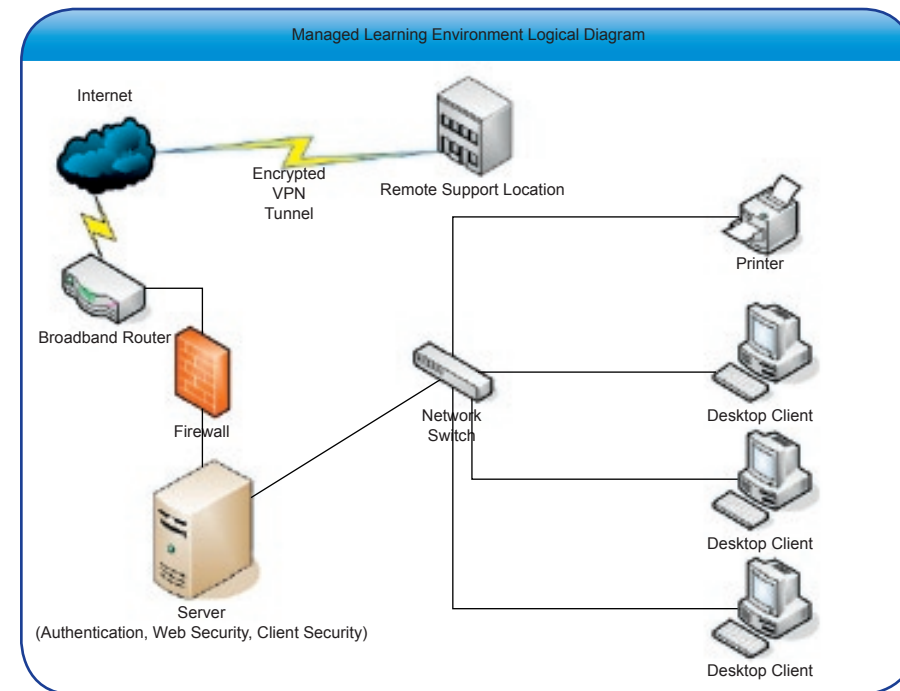
**“To date, there have been no reported security breaches associated with the XMA solution.”**

Andy Moss, IT Security Manager, Her Majesty's Prison Service





## Secure Learning Solution



- ✓ Secure server solution
- ✓ 10 PC Suite\*
- ✓ Software bundle\*\*
- ✓ Printer
- ✓ Network infrastructure
- ✓ Installation services
- ✓ 1-year remote support

As part of the OLASS (Offender Learning and Skills Service) IT refresh within every prison in England, XMA is providing a standardised IT platform for education departments in Derby College and A4e. Funded by the LSC, this will cover 35 prisons in total.

### Problem

By its very definition, a prison's primary purpose is to restrict the freedom of individuals. Security is seen as a huge barrier to the provision of IT within prisons.

However, if correctly designed, installed and monitored, IT systems for use by offenders can be both secure and educational, while providing immediate feedback for use by staff.

### Solution

In partnership with Ufi learndirect, XMA has pioneered a remotely managed ICT system that provides secure web-based access to a specially selected portfolio of over 400 learndirect courses within prisons. The standalone learning suite is situated on a secure local area network (LAN), and consists of a server and a number of desktop computers to provide:

- ✓ Restricted Web access to the approved sites only
- ✓ Prevention of interference with the system
- ✓ Recording and monitoring of system activity including offender access
- ✓ Support from XMA's Remote Network Operation Centre

Security features are part of the standard system build including firewall, web and desktop security software and key logging software.

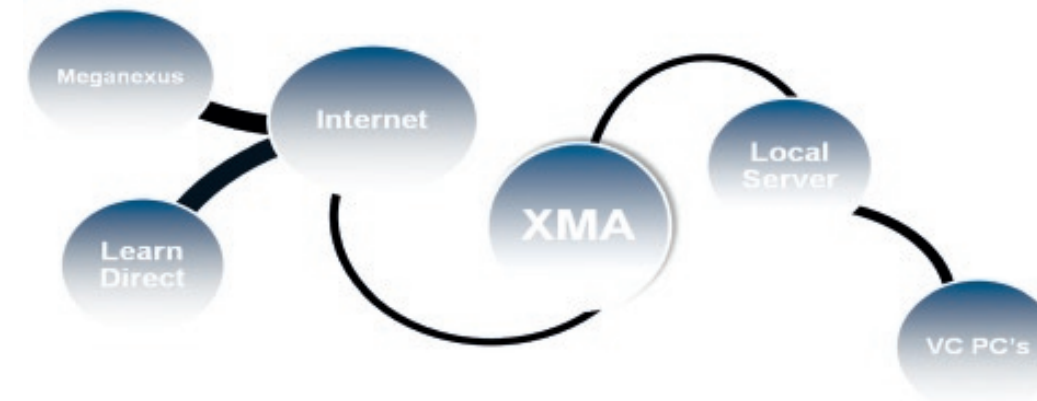
Learners can take tests in literacy and numeracy, such as the ECDL online through the Oxford, Cambridge and RSA exam board (OCR) and the British Computer Society (BCS). They also have access to immediate results.

Subjected to rigorous testing by the Prison Service prior to approval and launch, the challenge represents the first fully tested, comprehensive solution for online offender learning.

## Flexible access to skills and employment support

XMA worked in partnership with the LSC, Meganexus, Ufi and Open University to jointly develop and pilot the virtual campus. Based on an IT platform that XMA already provides to support learndirect (see diagram below), we created an integrated learning and information environment that offers resettlement and education opportunities to offenders.

The campus includes interactive educational content, such as a CV builder and mentoring toolkit, as well as informative content based on the seven pathways.



The Virtual Campus is being rolled out in the West Midlands and East of England and will be available in over ten prisons prior to March 2009. It will be rolled out nationally thereafter, with the view of offering a consistent delivery to offenders upon release and upon movement between facilities and probation.

**Offenders** should not be denied a basic right: access to education. This particularly vulnerable social group is far more likely to have truanted, been excluded from school, or left school with no qualifications.

Many offenders are willing to use their time meaningfully, yet lack access to the right resources, or cannot engage positively with a classroom environment. Both the Prison Service and XMA understand the need to ensure offenders have access to web learning to develop the confidence and skills to gain meaningful employment upon release.

Online they can learn at their own pace, boosting skills and confidence, while immune to the bullying or taunting they may associate with classroom environments.

XMA provides full site surveys for digital signage and audio visual installations.

### Security feature

XMA works closely with software manufacturers to bring to you bespoke security solutions. We can also offer hardware security facilities, including fingerprint and single log-in.



## Case study

## Delivering safe, reliable educational services at HMP Chelmsford

Can online learning operate in a prison environment? Can prisoners really have secure, controlled access to the web? With the help of XMA's robust, reliable and secure IT system, the Every Step learndirect centre provided just that.

Reliability and security are key requirements for most IT systems but more essential than ever at HMP Chelmsford. Our specialists faced the challenge of proving that online courses in prison environments can be utterly secure, reliable and robust.

### Locking down a secure solution

Learning centre manager Stephen Orbell explains: "We have been working at HMP Chelmsford since 2005. Thanks to XMA, we have 12 PCs and a printer along with a server and a broadband connection that links into the outside world. XMA provides all the software so that we only have a secure connection to the learndirect website and nowhere else. XMA got it up and running and then locked it all down so we can only go into the parts we are supposed to go to."

### Total reliability

Ensuring the learndirect centre could operate reliably was a major issue. Orbell explains: "We absolutely need to know it is working because once you've got a class of 12 prisoners you can't leave them. We've got to keep them for two hours until 11.30 am, come what may. So if the online course doesn't work, we can't just send them away."

### A great success

Last year, the centre was awarded two accolades including "Innovative Learning Centre for the Eastern Region" and "Outstanding Learner for the Eastern Region". Prisoners have also achieved 100 national test passes in English and Maths qualifications, which are the equivalent of GCSEs.

"We've had no problem whatsoever with XMA's solution, right from the beginning, and now have a contract on a yearly basis with the prison. So, we fully intend to be here as long as the prison wants learndirect," adds Orbell.

