

Hendry, Angela

From: [REDACTED]
Sent: 24 November 2017 13:18
Subject: Most popular websites Fol

Follow Up Flag: Follow up
Flag Status: Flagged

Dear Freedom of Information Officer,

I am writing to request information under the Freedom of Information Act.

I am looking for information about internet webpages accessed by staff. Please could you provide me with the following:

1. A list of the 500 most accessed websites – in terms of pages views (or however you record this) – on computers over the past 12 months (December 2016 to December 2017)
2. Please could you provide the URL of the website and number of times it has been accessed by computers on the network.

I would be grateful if you could confirm in writing that you have received this request, and I look forward to hearing from you in the near future.

Yours faithfully,

[REDACTED]

Hendry, Angela

From: Hendry, Angela
Sent: 19 December 2017 13:09
To: [REDACTED]
Subject: Response to Freedom of Information Request
Attachments: FOI 32319 correspondence.pdf

Dear [REDACTED]

FOI Ref: 32319/17

Thank you for your request under the Freedom of Information Act 2000 which we received on 24/11/2017.

You requested:

- A list of the 500 most accessed websites – in terms of pages views (or however you record this) – on computers over the past 12 months (December 2016 to December 2017)**

LGBCE does not hold the information requested. We raised calls with both our IT supplier and the manufacturer of our firewall in order to try and obtain the requested information. I have attached a redacted email conversation between our IT support supplier and the firewall manufacturer which explains why we were unable to fulfil your request

Further to the email correspondence is a screenshot of the report tool. This was unable to be exported as there are no results – the firewall does not allow you to export blank data.

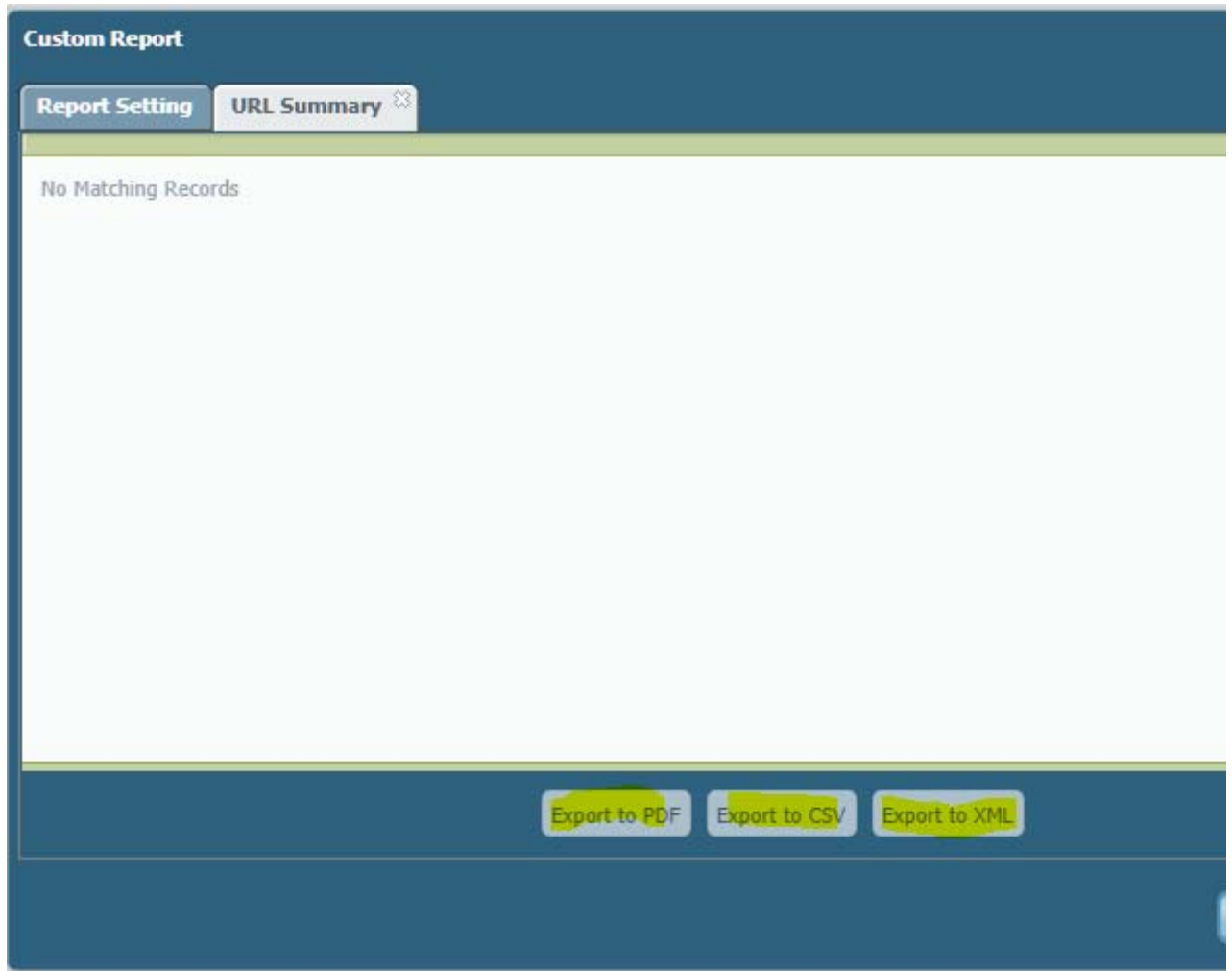
The screenshot shows a 'Custom Report' tool interface. At the top, there are tabs for 'Report Setting' and 'URL Summary'. Below the tabs are buttons for 'Load Template' and 'Run Now'. The main configuration area includes:

- Name:** URL Summary
- Database:** URL Log
- Scheduled
- Time Frame:** 2016/12/01 12:00am - 2017/12/31 11:45pm
- Sort By:** Count, Top 25
- Group By:** Category, 25 Groups

On the right side, there is an 'Available Columns' list with a 'Select' column. The list includes: Action, App Category, App Container, App Sub Category, and App Technology. The 'URL' column is currently selected.

Below the configuration is a 'Query Builder' section with a text input containing '(zone.src eq Trust)'. At the bottom, there is a table for building the query:

| Connector | Attribute | Operator | Value |
|-----------|---|----------|-------|
| and | <input type="checkbox"/> Negate Action | | |
| or | Address | | |
| | Application | | |



- 2. Please could you provide the URL of the website and number of times it has been accessed by computers on the network.**

No data available. This is for the same reason detailed in question one.

If you have any further queries, please do not hesitate to contact me, quoting the reference number above in any correspondence.

If you are unhappy with the response or the way in which your request was dealt with and wish to make a complaint or request a review of our decision, you should write to:

Lynn Ingram
Finance Director
Local Boundary Commission for England
14th Floor, Millbank Tower
Millbank
London
SW1P 4QP

Regards

Angela

Angela Hendry
Office Manager and HR Lead
LGBCE
14th Floor Millbank Tower
London SW1P 4QP
0330 500 1264

The
Local Government
Boundary Commission
for England



How are we doing? Click [here](#) to give us your views.

Dawson, Luke

From: [REDACTED]
Sent: 15 December 2017 16:48
To: Dawson, Luke
Cc: Ingram, Lynn
Subject: FW: A new comment has been added on a case [Case#: 00800265] - New Phone Case - [ref:_00D708611._5000g1oFGH2:ref]

Hi both,

Please see the below from Palo Alto (the manufacturer of your firewall) who has had a remote session with me to confirm the information I have previously provided.

To re-explain Sayan's update..

- URL filtering (which would be what carries the information required) has to be set up specifically on a group within the firewall. This is currently not set up in the way the request requires so it is producing 0 results in the report.

Please let me know if you require anything else.

Thanks,

[REDACTED]

[REDACTED]



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to support Great Ormond Street Hospital's
Christmas Stocking Appeal



<https://www.justgiving.com/fundraising/wavex-technology-charityfestiveweek>

[REDACTED]

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From: Palo Alto Networks Customer Support [REDACTED]
Sent: 15 December 2017 16:42
To: [REDACTED]

Subject: A new comment has been added on a case [Case#: 00800265] - New Phone Case - [ref:_00D708611._5000g1oFGH2:ref]

This notification is automatically generated.

A new comment was created on a case (Case#: 00800265), related to Account : Global Switch (France).

Comment:

Hi [REDACTED],

Greetings for the day.

Thank you for calling Palo Alto Networks.

Issue: Generation of detailed URL-filtering report

Recap:

1. We went on a remote session.
2. We tried to generate a detailed URL filtering report for the users residing on the Trust zone of the firewall for a period of a year. We noticed that the firewall generated a blank report.
3. Upon further troubleshooting we noticed that the security policies that were configured to allow access to certain services and internet for users coming from the Trust zone were not configured with URL filtering profiles. The firewall will only generate URL filtering logs only when the related security policy (from the perspective of an user) is configured with an URL filtering profile. The logs will be further generated for those URL categories for which the action is set to alert or drop. No logs will be generated for the categories for which the action is set to allow. This is the default behavior of the firewall.

As agreed on the call, I am proceeding with the closure of the case.

Have a great day.

Regards,

[REDACTED]

Palo Alto Networks Support Team

[ref:_00D7086I1._5000g1oFGH2:ref]