



## A Guide to Wavecrest Reports

## Preface

Welcome. This guide is written for you and other professionals interested in learning to interpret and use the reporting capabilities of Wavecrest products. Without using technical jargon, the guide emphasizes interpretation and use of the information provided by these capabilities. In keeping with this emphasis, it does not discuss product setup and administration or Web filtering—subjects that are covered in detail in other Wavecrest documents.

The guide has four sections:

- **Introductory Overview** - What Wavecrest reports are all about.
- **Concepts and Terms** - Keys to understanding reports and charts.
- **Dashboard** - Quick-look views of Web activity.
- **Reports** - Descriptions of customizable summaries, audit reports, and export capabilities.

Take special note of the Dashboard and Reports sections. They constitute the main body of the guide and discuss the products' two primary information presentation modes. Although interrelated, they are discussed individually to facilitate the learning process.

Wavecrest products feature two other information presentation modes that are more technically oriented and are not covered in detail herein. (1) The Real-Time Web Monitor enables product administrators to “see into” the Web logs in real time and observe traffic as it unfolds. (2) The Real-Time Protocol Monitor enables product administrators to view non-HTTP traffic, i.e., IM, P2P, e-mail, etc. in real time.

**Note:** As indicated, this guide's primary purpose is to help you interpret and use the reports and charts. Report creation is covered in the user guides. However, a brief discussion of the concepts that underlie the process may help achieve the guide's primary purpose; you will find that discussion in the Concepts and Terms section.

Sources of Additional Information:

- User Guide (found in your product under **Help - User Guide**)
- White Papers (found at [www.wavecrest.net/editorial/](http://www.wavecrest.net/editorial/))

## Introductory Overview

In Wavecrest products, the two primary modes for delivering Web-use information are:

- Dashboard Charts
- Reports

Dashboard charts are most useful for high-level, quick-look assessments of Web activity, while reports are ideally suited for more in-depth, multi-perspective analyses.

Both modes provide accurate, actionable Web-use information that is *people-centric*. That is, primarily, they emphasize the *human* rather than technological aspects of Web-use management. Why do they do that?

The reason is simple.

*While technology is essential to the Web-use management process, human activity alone determines whether or not the benefits of Web usage outweigh the risks.*

Based on this understanding, the majority of Wavecrest reports and charts provide functional rather than technical information. In doing so, they provide accurate, usable answers to a variety of user-centric, Web-use questions such as:

- Which of our users visited which sites, when, and how often?
- What type of content were they seeking?
- Are their visits “acceptable” in relation to our usage policy?
- How much bandwidth did they consume?
- What kinds of usage trends are we experiencing?
- Are some departments or users more abusive than others?
- What kinds of threats or risks is the activity generating?
- Is there reason for immediate concern or action? If so, what kinds of actions can the information support, e.g., retraining, disciplinary action, process modification, and policy changes?
- Can I easily copy and distribute the reports and charts?

We trust that this guide will show you how to get the answers to these questions.

# Concepts and Terms

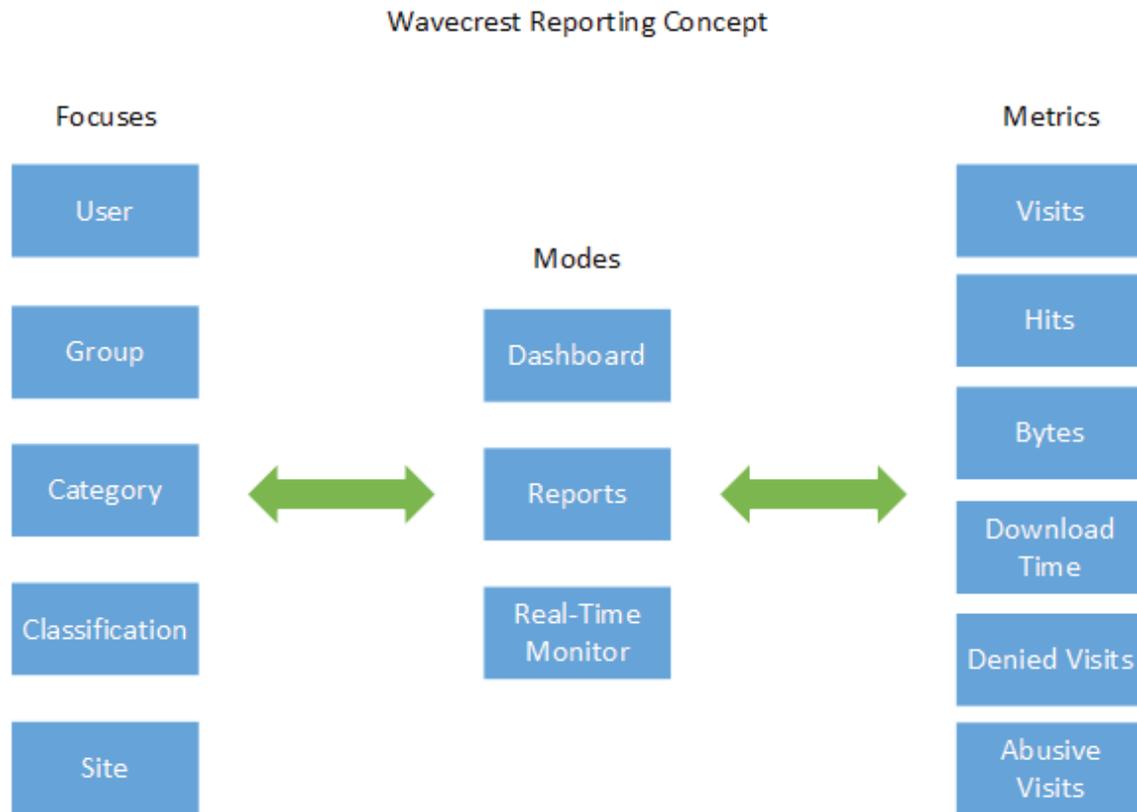
## Introduction

This section introduces you to key concepts and specialized terms that are relevant to the structure of the reports and Dashboard charts. A clear understanding of this structure will be helpful as you learn to interpret and use Wavecrest reports and charts.

Since the reports and charts must be created before they can be interpreted, we begin on that note.

## Report Creation Concepts

Wavecrest products enable you to create and customize numerous reports and charts by combining the focuses, modes, and metrics shown in the following diagram.



By combining focuses, modes, and metrics, Wavecrest products enable you to view and assess Web usage from multiple perspectives.

Viewing the data from several angles can be very important in complex Web-use management situations. As you will see, the number of perspectives is great, and each perspective can have several dimensions or aspects. However, creating the associated reports and/or charts is not complex. It employs a relatively simple concept—one that only involves a few basic step-by-step choices. The first is “focus.”

## Focus

When analyzing reports, none of us want to see all the data that is available. That would be overwhelming as well as counterproductive. We only want to see a particular subset. In other words, we want to focus. At times we want the focus to be relatively broad, e.g., “all users,” and in other cases, we want it to be narrow, e.g., “JohnDoe.” Wavecrest products let you do this quite easily. In our terminology, focus is a particular area of Web activity that you want to look into. You can think of focus as your starting point for creating a report or displaying a chart. Choices of focus include user, group, category, classification, and site. Once you choose your focus, the next step is to modify it to make it more specific, e.g., which user, which category, and which site? Next, if desired, you can apply a secondary focus (sub-focus) and modifier. For example, if the primary/modified focus is “User/mary,” you could choose a sub-focus and modifier such as “Category/shopping.” This would let you see Mary’s activity in the Shopping category.

## Users and Groups

During initial product setup, if you choose to do so, the Groups and IDs function in the product lets you organize the monitored users’ IDs into groups to enable selective, targeted reporting. At customer discretion, the IDs can be user names, IP addresses, or “Anonymous.” The Groups and IDs function also has a permissions feature that lets you control the distribution of reports to protect confidentiality and privacy.

*When you create reports, you can pick and choose the specific users—or groups of users, e.g., a particular department—whose Web activity you want to assess.*

## Categorization

Categorization is the process of:

- Determining the types of content provided by Web sites.
- Grouping (sorting) those sites into content-labeled categories.

Typical Web categories are Shopping, Sports, Pornography, Entertainment, Financial, etc. The Wavecrest reporting process (which has 70+ categories) assigns “content labels” to individual Web sites for use in the report-generation process. For example, the label assigned to www.espn.com is “Sports.”

*When you create reports, you can choose the specific category (or categories) whose Web activity you want to assess.*

## Classification

Classification is the process of rating categories for “acceptability.” During initial product setup, customers can rate individual categories as Acceptable, Unacceptable, and Neutral. (The concept is similar to the one used in the television and movie industry.)

*When you create reports, you can view Web activity for one or all classifications.*

## Sites

In Wavecrest terminology, a Web site (and all its pages) is denoted by its domain name only, e.g., www.amazon.com.

*When you create reports that list the sites that your users visited, you can choose the sites you want to see.*

**Note:** The above paragraphs discussed focus, sub-focus, and modified focus. Though very important, these elements by themselves do not quantify Web activity. For that, we need metrics, as discussed next.

## Metrics

Metrics are the variable parameters to be measured within a chosen focus or sub-focus. As defined below, these are:

- **Visits** - A “human-performed click action” for the purpose of visiting a Web site. One click equals one visit. See **Accuracy** below.
- **Hits** - The various elements of a Web page that are loaded in a browser as a result of a visit. Examples include ads, graphics, audio, video, and text. See **Accuracy** below.
- **Bytes** - The smallest measurable unit of digitized information (text, numbers, audio, video, graphics, etc.). Bytes are used as a measure of bandwidth consumption, memory capacity, disk space, etc., e.g., *kilobytes*, *megabytes*, and *gigabytes*.
- **Download Time** - The approximate or average time for a Web page to load in the browser, i.e., the period between the time a user clicks a hyperlink and the time the page loads in the browser. As used in Wavecrest reports, *Download Time* is derived by multiplying the smallest average amount of time required to download a typical Web page by the number of visits.
- **Denied Visits** - This term refers to a failed attempt to access a Web site. For the most part, this occurs because the user is not authorized to access the site, i.e., his access has been “blocked.” However, it can also be caused by technical anomalies, e.g., “page not found by server.”  
**Note:** This metric is currently viewable in the Denied Visits and Denied Detail reports.
- **Time Online** - As used in Dashboard charts, *Time Online* is an approximation of the time that a user spends on the Internet, based on the time stamps from Internet requests made as the user browses Web sites, the average number of minutes for reading a specific Web site, and the time spent reading the last Web site before the end of the browse session.  
**Note:** This metric is currently viewable in the Top Users and Trend Users Dashboard charts.

## Accuracy

Accuracy is a very important concept in the field of Web-use management. To support sound management decisions, *the accuracy of Web-use calculations is absolutely crucial*. To provide it, Wavecrest reports distinguish actual “visits” from ancillary or extraneous “hits” that result from each visit. As discussed earlier, in Wavecrest terminology, a “visit” is a single, deliberate human action (e.g., clicking a URL link). Most importantly, visits constitute the primary measure of *human* Web usage, while hits and bytes are the primary measure of usage from a technical perspective.

## Dashboard

### General

The Dashboard provides high-level line graphs and bar charts that present “big picture” views of your organization’s Web activity. A number of these quick-look views depict trends over time, while others compare activity between users, groups, content categories, and sites. Easy to set up and easy to interpret, Dashboard charts provide a quick and efficient way to:

- Determine the amount and characteristics of the many aspects of Web activity.
- Identify potential or actual problems.

### Dashboard Concepts and Terminology

The general concepts and terms discussed earlier are applicable to Dashboard charts as well as reports. Others discussed below are applicable to the Dashboard only.

- **Top Charts** - A top chart is a listing of the most active users, categories, or sites with selected metrics summed as appropriate (metrics can be visits, hits, bytes, time online, etc.). **Benefit** - *Top charts help you quickly identify potentially troublesome users, overused categories, and sites that may need to be blocked.*
- **Trend Charts** - A trend chart shows the levels (volume) of various aspects of Web activity over a specified time frame and can compare trends of activity by date range. **Benefit** - *Trend charts help you quickly determine whether a particular type of activity or performance is improving or deteriorating and allow you to detect any anomalies.*

## Dashboard Charts

Some examples of Dashboard charts and what they can do for you are presented below.

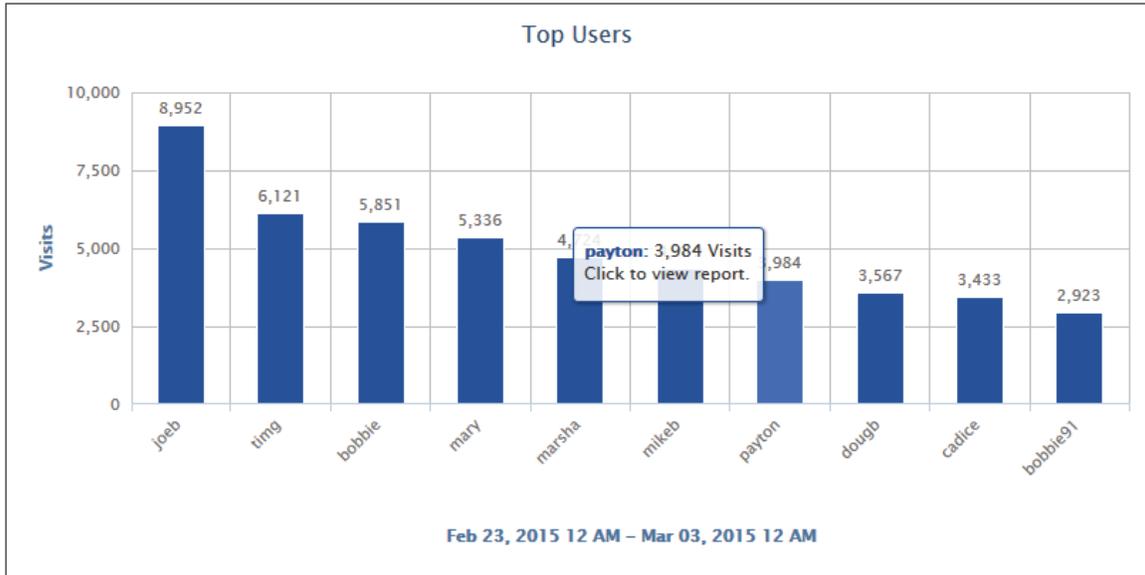
### Dashboard Home

Get a quick overview of your entire organization's Web activity. Spot spikes in visits and bandwidth. Identify the top users and most visited categories.



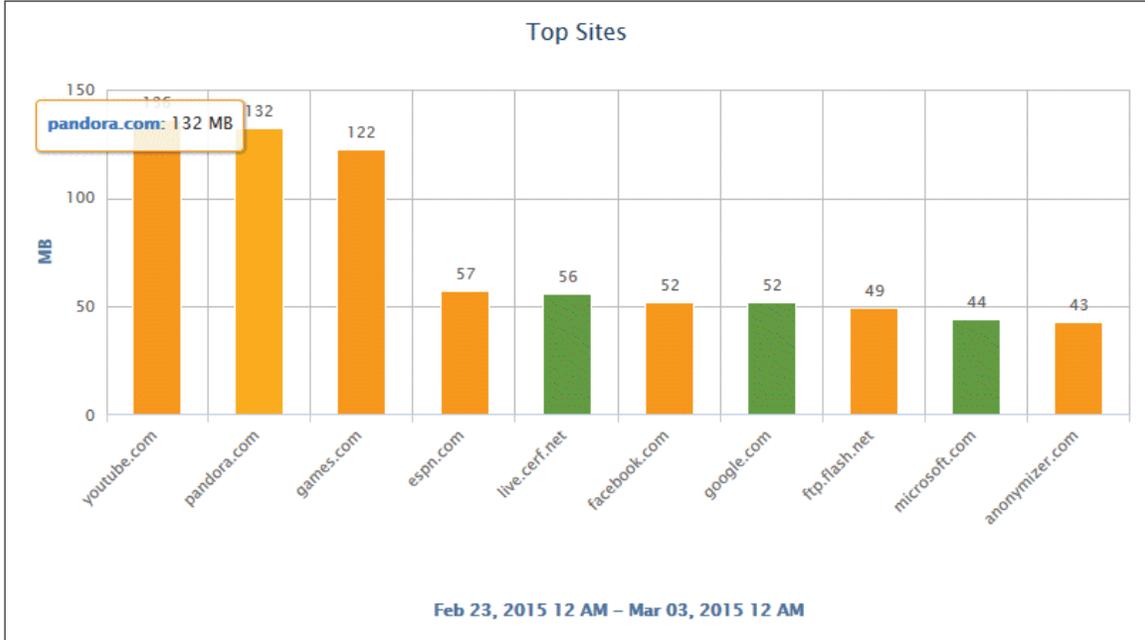
### Top Users Visit Chart

Quickly find out which users had the most visits, hits, or time spent online, or used the most bandwidth for the time period you specify.



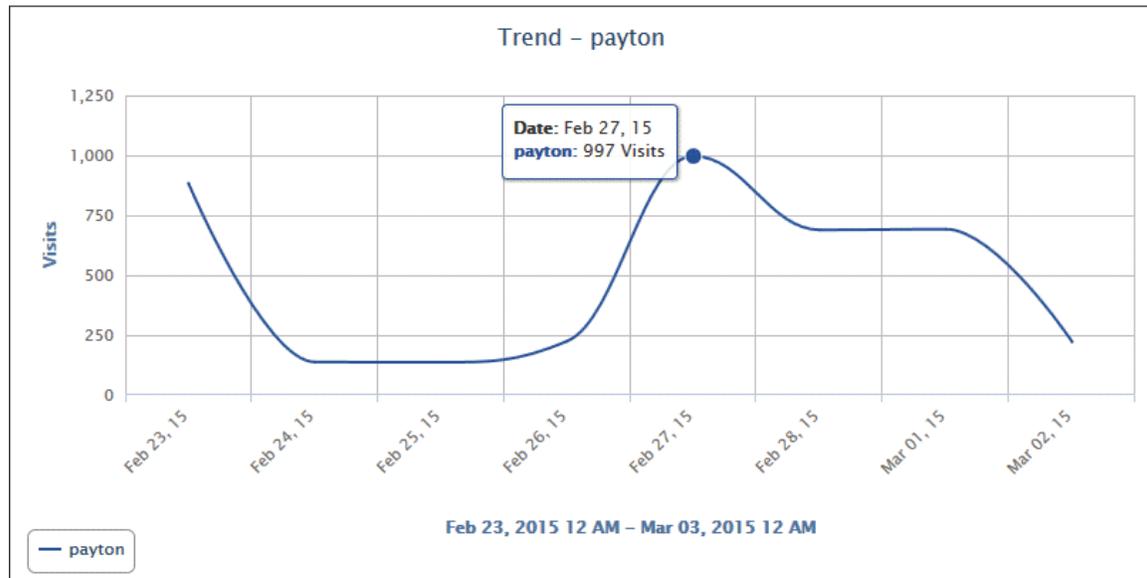
### Top Sites Bandwidth Chart

Find out which ten sites are consuming the most bandwidth or had the most visits or hits for the time period you specify.



## User Trend Chart

Detect unexpected spikes in bandwidth that could indicate Web use. Quickly determine if these trends are desirable or undesirable. View visits, hits, bytes, or time spent online (as applicable) over time for users, groups, categories, and acceptability classifications. Compare trends by date range to detect any anomalies in Web activity. This example shows visits by user “payton.”



## Reports

### General

Wavecrest products provide several templates that enable customers to create and customize reports that address typical Web-use management issues. Some of the reports are high-level summaries while others are highly detailed. They can display Web activity generated by—or related to—a single user, a user group, an entire organization, content categories, Web sites, acceptability classifications, and bandwidth consumption. In addition, they can be customized as to specific categories to display, number of users to display, “all hits” or “visits only,” time frame covered, and groups or users to be covered. Customers also specify metrics to be applied, e.g., visits, hits, bytes, and denied visits. Template-based reports can be browser-viewed, printed, saved, and sent via e-mail. They can be generated as manual, one-time reports or scheduled for later automatic generation with new time frames. Recipients of the reports can use them to assess their users’ Web activity from various perspectives within specified time frames.

### Concepts and Terminology

The general concepts and terms discussed previously are applicable to reports as well as Dashboard charts. Several others discussed below are applicable to reports only.

- **Thresholding and Automatic Abuse Detection** - This is an optional process that can automatically identify the misuse and abuse of Web access. With this feature enabled, selected Wavecrest reports can be configured to detect abuse automatically using your own organization’s abuse-threshold criteria. Thresholds can be set by category on the basis of the number of “acceptable” visits per user in a 24-hour period.
- **Policy Settings** - This term is applied to a group of modifiable usage policy settings that Wavecrest products apply to users or groups of users. Typically, these settings are based on and correlate with the customer’s AUP, and they affect how some of the information in reports is displayed. An example

of this setting is Abuse Thresholds. Another example of a policy setting is the Control Web Categories setting in our filtering products.

- **Drilldown (Interactive Functionality)** - “Drilldown” is the ability to access a more detailed report on a user, category, or classification by clicking that user, category, or classification in a report.

## Types of Reports

In general, Wavecrest products provide the following types of reports: high-level summaries, audit detail (low-level) reports, IT reports, and cloud services reports. The descriptions below are grouped this way. Each description summarizes the information that the report provides and how it can be used.

### High-Level Summary Reports

High-level reports provide managers and administrators with a variety of quick-look views of Web activity. They are very useful for: (a) general assessments of activity, (b) identification of positive as well as potential problem areas, and (c) screening the activity for “usage spikes” and other indications that may indicate a need for drilldown and deeper analysis. All high-level reports provide hyperlinks for drill-down purposes. For example, a recipient can click an ID or category in a high-level report and get a low-level User Audit Detail report or a Category Audit Detail report (see descriptions of these reports below).

#### 1. Acceptable Visits Report

**Features.** This report depicts Web-use activity only within categories classified or rated as “Acceptable.” By category, it shows total number of visits made by individual users. Users are identified, but individual sites are not.

**Benefits.** Management can quickly determine the amount of acceptable activity. This can be done by individual category or on a summary basis for all acceptable categories.

#### 2. All User Summary Report

**Features.** This is a tabular report that depicts each user’s activity from a high-level acceptability perspective. For each user, this report shows the download time and total number of visits that have been classified as “Acceptable,” “Unacceptable,” and “Neutral.” Extraneous hits (banners, ads, etc.) are not counted. All users are listed, not just the top 25. Individual sites visited are not shown.

**Benefits.** This report presents management with a quick-look view of the number of acceptable and unacceptable visits made by each user.

#### 3. Custom Categories Report

**Features.** This report depicts Web use in custom categories only (if configured). That is, it shows which users visited which custom categories and the number of visits to each. It does not identify individual sites.

**Benefits.** This report provides very concise, very reliable Web-use information focused strictly on subjects of specific interest to the enterprise, specified by the enterprise itself. For example, management can use this information to determine if users are properly using particular intranet sites, Human Resources sites, supplier sites, or customer sites. This report can also be used to monitor traffic to inappropriate or unauthorized local sites that may not be popular enough nationwide to be included in the Wavecrest URL List.

#### 4. Denied Visits Report

**Features.** By category, this report shows which users were denied access to Web sites or a page on a Web site. Individual users are identified, but specific URLs are not. Each attempt is displayed in the category attempted. “Denied” attempts for a Web page can signify the user may not be authorized to receive the page, the page may not have been found by the Web server, or the page may have been blocked for access.

**Benefits.** If you have Web filtering enabled, this report can verify that it is working. It can also be used to identify users who may be engaging in excessive attempts to visit inappropriate or unauthorized sites. This report is also a useful supplementary tool for individual user audits.

#### 5. Legal Liability Report

**Features.** This report shows Web activity that could lead to legal liability. It indicates by user the number of visits to sites in the Anonymous/Public Proxy, Cults/Occults, Fantasy Sports, Gambling, Hate/Crime, Illegal Drugs, Malware, and Pornography categories. Information is presented by category and by individual user. Individual sites are not separately identified.

**Benefits.** This tightly focused report facilitates analyses, investigations, and audits related to actual or potential legal liability issues. Results can be used to prompt further investigation or trigger immediate corrective action.

#### 6. Neutral Visits Report

**Features.** This report provides Web-use activity only for categories classified as “Neutral.” By category, it shows the total number of visits made by individual users. Users are identified, but individual sites are not.

**Benefits.** Management can quickly evaluate and see patterns of neutral activity. In doing so, they can focus on categories one at a time, or they can review the consolidated total. The results may prompt management to change the rating of one or more categories to Acceptable or Unacceptable.

#### 7. Site Analysis Report

**Features.** This report depicts a specified set of Web site visits by user, group, or Enterprise from the following different perspectives:

- Total visits by classification (Acceptable, Unacceptable, Neutral)
  - Total visits by category (Shopping, Pornography, etc.)
  - Total visits by user, per category
- Note:** Individual sites are not identified in this report.
- Hourly visits
  - Hourly kilobytes read

**Benefits.** The Site Analysis report looks at the same visits from the different perspectives, i.e., “acceptability,” “category volume,” and “user visits within categories.” It can be used by all levels of management and by network administrators to perform audits and analyses of activity in either broad or focused areas.

## 8. Top Users Report

**Features.** This report lists the most active users in terms of visits, hits, and bytes read. If Abuse Thresholding is enabled, it will also show the user names that go over the threshold settings.

**Benefits.** This report can be used by administrators to get a quick, summarized look at Internet activity on the network. It lists the users with the highest volume of activity, be it acceptable or otherwise. This report is an excellent screening tool and can be used to prompt drilldown and further investigation.

## 9. Top Web Sites Report

**Features.** This report shows, by Web site, the number of visits made during the reporting period. Each site's category is shown alongside the number of visits made. The list is sorted in descending order by the number of visits; this enables quick determination of site "popularity." Individual user IDs are not shown on this report, but hyperlinks to all visited Web sites are provided to facilitate further analysis.

**Benefits.** This report highlights the Web sites that were most visited during the reporting period. If these visits are inappropriate, you can use this information to prompt deeper investigation. You may also consider including the offending sites in your blocking regimen if you have one of our Web security products.

## 10. Unacceptable Visits Report

**Features.** This report depicts Web-use activity only within categories classified as "Unacceptable." By category, it shows total number of visits made by individual users. Users are identified, but individual sites are not.

**Benefits.** Managers and administrators can quickly evaluate and see patterns of unacceptable activity by user and category. The latter can be done by individual category or at a higher level by a consolidation of all unacceptable categories. If excessive unacceptable activity is indicated, the reviewer can quickly drill down to other reports for further detail.

## Audit Detail Reports

Audit reports—some detailed and some summary level—enable managers and administrators to analyze, assess, and investigate the Web activity of users at a deeper level and from multiple perspectives. They can be created, accessed, scheduled, and used as stand-alone reports, and two of them can be quickly accessed by drilling down from high-level reports. The two used for drilldown are the Category Audit Detail and User Audit Detail reports.

**Note:** Audit detail reports are characterized by the inclusion of individual URLs to precisely identify the exact sites and pages visited; all URLs in audit reports are hyperlinked for even further drilldown.

## 11. Category Audit Detail Report

**Features.** This report provides a detailed analysis of users' Web activity in a particular category that you select, e.g., Pornography. For each visitor to that category, all URLs, including sub-pages as well as home pages (sites), are listed separately. The report also provides a summary total of visits to the category.

**Benefits.** This report is very useful for identifying the most active users and the most heavily visited sites and pages in a selected category. This makes it an excellent tool for conducting detailed audits and investigations of possible misuse of Web-access resources.

## 12. Category Audit Summary Report

**Features.** This report provides a synopsis of users' Web activity in a single category that you select. It lists all visited URLs and the number of visits to each, but does not list individual users. A hyperlink to each domain is provided.

**Benefits.** This report is very useful for a quick-look determination of whether or not Web-access abuse is taking place in a particular category, e.g., Pornography.

## 13. Denied Detail Report

**Features.** This report shows the specific URLs to which users were denied access by user. Each attempt is displayed in the category attempted. "Denied" attempts for a Web page can signify the user may not be authorized to receive the page, the page may not have been found by the Web server, or the page may have been blocked for access.

**Benefits.** If you have Web filtering enabled, this report can verify that it is working. It also indicates the number and type of blocked attempts (i.e., Denied, Failed, and Unknown) and is a very useful supplementary tool for individual user audits.

## 14. Legal Liability Detail Report

**Features.** This report shows the specific URLs of legal liability Web activity by user, that is, visits to only the Anonymous/Public Proxy, Cults/Occults, Fantasy Sports, Gambling, Hate/Crime, Illegal Drugs, Malware, and Pornography categories that pose a legal liability risk.

**Benefits.** The report provides only Legal Liability Web use. This means that smaller, more focused reports are available to facilitate analyses, investigations, and audits related to legal liability issues.

## 15. Search Terms Audit Detail Report

**Features.** This report shows search terms that users entered on popular search sites such as Google. It includes an option to show "prefetched" search results that were performed as the user was typing. These results are referred to as keystroke searches.

**Benefits.** This report can be used as a tool to aid in forensic investigations. It also indicates the number of search terms entered and can give the details of a user's keystrokes.

## 16. Site Audit Detail Report

**Features.** This report focuses on Web activity associated with one or more Web sites. Every hit or visit made to the specified URLs is listed separately by user. Hits or visits are listed chronologically, and information included for each hit or visit consists of the user, category, and full URL.

**Benefits.** Management has a complete yet concise view of all users that visited the specified Web sites and the resultant activity (hits or visits). This information can be used for personnel appraisal purposes, usage audits, etc.

## 17. Site Audit Summary Report

**Features.** This report lists the top users who visited a particular site. The report can be run for more than one site and shows the total number of visits made by the user, hourly total visits, and hourly total kilobytes read.

**Benefits.** This report can be used by administrators to get a quick, summarized look at Internet activity by Web site. It lists the users with the highest volume of activity.

## 18. User Audit Detail Report

**Features.** This very detailed report focuses on a single user. Every visit made by the user is listed separately in chronological order. Information for each visit consists of the site's category and full URL. Each URL is hyperlinked so the site or page can be quickly accessed for review if desired. A summary total of visits by category is also provided.

**Benefits.** Management has a concise but complete view of every URL the user has clicked. This information can be used for personnel appraisal purposes, incident investigations, usage audits, etc.

## 19. User Audit Summary Report

**Features.** This report lists all the Web sites visited by a single user during the reporting period. The report indicates each listed site's category and the number of visits made to it. A hyperlink to each site is provided to facilitate further review by management.

**Benefits.** Management is provided with reliable information to use in analyzing, evaluating, or investigating an individual user's Web activity.

## IT Reports

These reports provide highly useful information that cannot be neatly classified as high-level summaries or audit reports.

## 20. Network Information Report

**Features.** This report depicts total visits per classification, total visits per category, hourly total visits, and total kilobytes read. It also shows download times (see definition in the report appendix). No individual IDs or sites are identified in this report.

**Benefits.** This report is a powerful tool for network administrators. It serves as a valuable aid for managing and controlling bandwidth usage. By not showing users, it keeps the focus on bandwidth usage (via visits, hits, and bytes), making it easier for administrators to quickly identify potential network performance problems.

## 21. Site Analysis Bandwidth Report

**Features.** Similar in structure to the Site Analysis report, this report focuses on bandwidth consumption instead of visits. It breaks down bandwidth usage first by acceptability classification, then by category within each classification, and then by user within each category.

**Benefits.** This report provides IT personnel with a comprehensive, categorized picture of how and when Web access is being used, and it does so while identifying the most active users in each category. This data is very helpful for managing bandwidth usage and advising management on corrective measures.

## 22. Top Bandwidth Sites Report

**Features.** This report shows, by kilobytes, category, and actual URL, the top bandwidth-consuming site visits made during the reporting period by the selected group. Each site's category is shown alongside the kilobyte consumption for the site. The list is sorted in descending order by the highest bandwidth consumption; this enables quick determination of site effect on bandwidth. Individual user IDs are not shown on this report. Hyperlinks to all visited Web sites are provided to facilitate further analysis.

**Benefits.** This report quickly identifies the Web sites that consumed the most bandwidth in your network during the reporting period. If the consumption is unwarranted, you can use this information to prompt deeper investigation, or you can include the offending sites in your blocking regimen if you have one of our Web security products.

## 23. Top Noncategorized Sites Report

**Features.** This report shows all unidentified hit activity, i.e., all URLs that were routed to the Noncategorized/Other category. Therefore, the report reflects all extraneous images, banners, ads, multimedia items, etc., as well as bona fide visits. For each URL listed, the report shows the number of hits and the full domain name. Individual user IDs are not shown. The list is sorted in descending order by number of hits. Hyperlinks to all Web sites are also provided.

**Benefits.** This report can be used by administrators to help identify sites that are relatively unknown but are of particular interest to the organization. These can be reported to Wavecrest for inclusion in the Wavecrest® URL List. It can also help identify any intranet sites that perhaps should be added to a "Company Intranet" custom category. A further benefit can be derived from this report by sending it to sites@wavecrest.net for research by the Wavecrest staff. Upon receipt, the staff will identify, research, and categorize the Noncategorized/Other URLs and incorporate them into the URL List. Inclusion of these URLs in the URL List will greatly improve future reports.

## Cloud Services Reports

These reports provide management with an insight into cloud service usage.

## 24. Cloud Services Detail Report

**Features.** This report shows the specific URLs of cloud services by user, that is, visits to only the Audio Streaming, Cloud Infrastructure, Cloud Storage, Collaboration, CRM, Development, File Sharing, HR, Personal E-Mail, Video Streaming, and VoIP Services categories.

**Benefits.** Management has a complete and concise view of every cloud service URL the user has clicked. This information can be used for cloud usage audits, identifying the most active users and the most heavily visited sites.

## 25. Cloud Services Summary Report

**Features.** This report shows the Web activity of users accessing cloud services. It indicates by user the number of visits to sites in the Audio Streaming, Cloud Infrastructure, Cloud Storage, Collaboration, CRM, Development, File Sharing, HR, Personal E-Mail, Video Streaming, and VoIP Services categories. Information is presented by category and by individual user.

**Benefits.** This report can be used to identify cloud service usage patterns to enable new cloud services, better manage cloud subscriptions, and highlight anomalous activity. It can be used to

reduce the risk posed by both approved and unapproved cloud services, enabling the safe and cost-effective implementation of cloud services.

## Data Export

This export allows management to export the details of users' Web activity.

### 26. Audit Data Export

**Features.** The export is available in CSV file format and provides the details of users' Web activity in one or more categories that you select. Every visit made by a user is listed separately in chronological order. Information for each visit includes the user name, IP address, category, date/time, Web site, and full URL.

**Benefits.** The data can be exported to external applications, e.g., spreadsheets, report generators, and relational databases, for analysis and manipulation by management. This allows management to identify the most heavily visited sites in a selected category for specific users. This information can be used for employee appraisals, incident investigations, usage audits, etc.

## About Wavecrest Computing

Since 1996, Wavecrest Computing has provided business and government clients with reliable, accurate employee Web-access security, employee Web-use monitoring and analytics, and Cloud Access Security Broker (CASB) solutions. IT specialists, HR professionals, and business managers trust Wavecrest's Cyfin® and CyBlock® products to manage employee Internet usage with today's distributed workforce in mind—reducing liability risks, improving productivity, managing cloud services, saving bandwidth, and controlling costs.

Wavecrest has over 3,000 clients worldwide, including Blue Cross Blue Shield, MillerCoors, National Grid, Rolex, Siemens, Superior Court of California, U.S. Dept. of Veterans Affairs, and a growing list of global enterprises and government agencies. For more information on our company, products, and partners, visit [www.wavecrest.net](http://www.wavecrest.net).



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