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Public transport - Interoperable fare management system - Part 1: Architecture (ISO/DIS 24014-1:2020)

Öffentlicher Verkehr - Interoperables Fahrgeldmanagement System - Teil 1: Architektur (ISO/DIS 24014-1:2020)

Transport public -- Système de gestion tarifaire interopérable -- Partie 1: Architecture (ISO/DIS 24014-1:2020)

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Public transport — Interoperable fare management system —

Part 1: Architecture

Transport public — Système de gestion tarifaire interopérable — Partie 1: Architecture

ICS: 35.240.60; 03.220.01

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Contents

Foreword						
Introd	uction			v		
1	Scope			1		
2	Terms and definitions					
2						
3	Abbreviated terms			č		
4	Requirements			5		
5	System	n enviro	onment for IFMS	6		
	5.1	Mobilit	y platforms			
6	Conceptual framework for IFMS					
	6.1 Description of IFM-roles and external roles					
	6.2	Basic fr	amework of the generic IFM functional model	12		
7	Use case description for the IFM functional model					
	7.1	Define	set of rules	14		
		7.1.1	Define set of rules for customer accounts	14		
		7.1.2	Define set of rules for media.	14		
		7.1.3	Define set of rules for ID Services	14		
		7.1.4	Define set of rules for payment services	15		
	7.2	Certific	ation	15		
		7.2.1	Certification of organizations war us	15		
		7.2.2	Certification of components	16		
		7.2.3	Certification of media	16		
		7.2.4 7.2.5	Certification of ID services	1t		
		7.2.5	Certification of application specifications and templates) 1 1 1		
		7.2.0	Certification of product specifications and templates	/ 1 1 5		
	73	/.2./ Interac	tion with external objects 24014-1-2021	/1 15		
	iteh ai	7.3.1	/Interaction with external media 352, 8120, 662100355656 foist on iso, 24014	1.18		
		7.3.2	Interaction with external applications	19		
		7.3.3	Interaction with external ID services	19		
		7.3.4	Interaction with external payment services	2(
	7.4	Registr	ation	21		
		7.4.1	Registration of organizations	21		
		7.4.2	Registration of components	22		
		7.4.3	Registration of ID services	22		
		7.4.4	Registration of customer accounts	22		
		7.4.5	Registration of payment services			
		7.4.6	Registration of media.			
		7.4.7 710	Registration of customer media	۲۷ رو		
		7.4.0	Registration of applications	24 27		
		7.4.9	Registration of product templates	2- 2/		
		7411	Registration of products			
	75	Managing ID services		2		
	/10	7.5.1	Enrolment and update of Customer ID data via application form			
		7.5.2	Enrolment and update of Customer ID data via an external ID service			
		7.5.3	Update of Customer ID data via an online account	26		
		7.5.4	Re-use of incumbent Customer ID data	27		
		7.5.5	Management and maintenance of Customer ID data	27		
		7.5.6	Providing the ID service to IFMS-internal and external organizations	28		
	7.6	Manage	ement of customer accounts			
		7.6.1	Secure login to Customer online accounts	29		
		7.6.2	Connect/disconnect customer media to/from the customer online account	29		

		7.6.3 Transfer of products between connected customer media				
		7.6.4 Connect system generated account with a customer account				
		7.6.5 Termination of customer accounts				
	7.7	Management of customer media				
		7.7.1 Provisioning of media				
		7.7.2 Termination of customer media				
	7.8	Management of applications				
		7.8.1 Dissemination of application templates				
		7.8.2 Acquisition of applications				
		7.8.3 Termination of application templates				
	7.0	7.8.4 Iermination of applications				
	7.9	Management of products				
		7.9.1 Dissemination of product templates				
		7.9.2 Termination of product templates				
		7.9.5 Management of action lists				
		7.9.4 Acquisition of products				
		7.9.5 Mounication of products				
		7.9.0 Termination of products	20			
		7.9.7 Ose and inspection of products				
		7.9.0 Forwarding data				
		7.9.10 Generation and distribution of clearing reports	41			
	710	Security management	42			
	7.10	7.10.1 Monitoring of IFM processes and IFM data life cycle	42			
		7.10.2 Management of IFM security keys	43			
		7.10.3 Management of security lists	43			
	7.11	Customer Service management (optional)				
8	Syste	n interface identification				
0	Idont	Identification Document Preview				
9		Conoral	40			
	9.1	Numbering scheme	46			
	9.2	Prerequisites <u>SIST EN ISO 24014-1:2021</u>				
	tandard	s.iteh.a/catalog/standards/sist/ea365949-e59c-43b2-8120-6f21003b565f/sist-en-	iso-24014-1-202			
10	Security in IFMSs					
	10.1	Protection of the interests of the public				
	10.2	Assets to be protected				
	10.3	General IFM security requirements				
Anne	x A (inf	ormative) Mobility Platform – German example				
Anne	x B (inf	ormative) Pay-As-You-Go (PAYG) roles and relationships in an IFMS	55			
Anne	x C (inf	ormative) Mobility ID service example	60			
Annex D (informative) Examples of IFMS implementations						
Anne	x E (inf	ormative) Media centric management and back-office centric management	76			
Biblic	ograph	Γ				

Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work. In the field of information technology, ISO and IEC have established a joint technical committee, ISO/IEC JTC 1.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the WTO principles in the Technical Barriers to Trade (TBT) see the following URL: Foreword - Supplementary information

The committee responsible for this document is ISO/TC 204, *Intelligent transport systems*.

ISO 24014-1 was prepared by ISO/TC 204, Intelligent transport systems.

This third edition cancels and replaces the second edition (ISO 24014-1:2015), which has been enhanced in order to reflect recent trends in Public Transportation and needs for collaboration with systems and applications from other market sectors.

ISO 24014 consists of the following parts, under the general title *Public transport* — *Interoperable fare management system*:

- Part 1: Architecture
- Part 2: Business practices
- Part 3: Complementary concepts to Part 1 for multi-application media

Introduction

Fare management (FM) encompasses all the processes designed to manage the distribution and use of fare products in a public transport environment.

Fare management is called interoperable (IFM) when it enables the customer to use a portable electronic medium (e.g. a contact/contactless smart card or a NFC mobile device) with compatible equipment (e.g. at stops, with retail systems, at platform entry points, or on board vehicles). IFM concepts can also be applied to fare management systems not using electronic media.

Potential benefits for the customer include reductions in queuing, special and combined fares, one medium for multiple applications, loyalty programmes, and seamless journeys.

With the introduction of so-called mobility platforms, which can integrate various IFM systems and additional modes of transportation and deliver the travel information across these integrated domains, the customer can benefit from seamless and well-guided multi- or inter-modal travel.

Interoperability of fare management systems also provides benefits to operators and the other parties involved. However, it requires an overall system architecture that defines the system functionalities, the actors involved and their roles, the relationships, and the interfaces between them.

Interoperability also requires the definition of a security scheme to protect privacy, integrity, and confidentiality between the actors to ensure fair and secure data flow within the IFM system (IFMS). The overall architecture is the subject of this part of ISO 24014 which recognizes the need for legal and commercial agreements between members of an IFM, but does not specify their form. The Technical Specifications of the component parts and, particularly, the standards for customer media (e.g. smart cards) are not included.

Note that there is not one single IFM. Individual operators, consortia of operators, public authorities, and private companies can manage and/or participate in IFMSs. An IFM can span country boundaries and can be combined with other IFMSs. Implementations of IFMSs require security and registration functionalities. This part of ISO 24014 allows for the distribution of these functions to enable the coordination/convergence of existing IFMSs to work together.

This part of ISO 24014 intends to provide the following benefits.

- a) It defines a common definition of terms and roles that shall constitute the basis for the other parts of ISO 24014 and technical specifications and technical reports from ISO TC204 which address mobility platforms, fare management and interoperability between IFM and other systems.
- b) It provides a framework for an interoperable fare management implementation with minimum complexity.
- c) It provides guidance on how IFM Managers can benefit from external devices and services and how interoperability and appropriate security level can be established in cooperation with system from other markets.
- d) It aims to shorten the time and lower the cost of IFM procurement as both suppliers and purchasers understand what is being purchased. Procurement against an open standard reduces cost as it avoids the need for expensive bespoke system development and provides for second sourcing.
- e) It aims to simplify interoperability between IFMSs to the benefit of all stakeholders.
- In its informative annex, this part of ISO 24014 provides a framework for mobility platforms that integrate fare management and travel information for inter- and multimodal travel.

Public transport — Interoperable fare management system —

Part 1: Architecture

1 Scope

This part of ISO 24014 provides the basis for the development of multi-operator/multi-service interoperable public surface (including subways) transport Fare Management Systems (IFMSs) on a national and international level.

This part of ISO 24014 is applicable to bodies in public transport and related services which agree that their systems need to interoperate.

This part of ISO 24014 covers the definition of a conceptual framework which is independent of organizational and physical implementation. Any reference within this part of ISO 24014 to organizational or physical implementation is purely informative.

The objective of this part of ISO 24014 is to define a reference functional architecture for IFMSs and to identify the requirements that are relevant to ensure interoperability between several actors in the context of the use of electronic tickets.

The IFMS includes all the functions involved in the fare management process such as

- management of media,
- management of applications, <u>SIST EN ISO 24014-1:2021</u>

ps://standards.iteh.ai/catalog/standards/sist/ea365949-e59c-43b2-8120-6f21003b565f/sist-en-iso-24014-1-2021 — management of products,

- security management, and
- certification, registration, and identification.

This part of ISO 24014 defines the following main elements:

- identification of the different set of functions in relation to the overall fare management system and services and media from non-transport systems which interact with fare management systems;
- a generic model of IFMS describing the logical and functional architecture and the interfaces within the system, with other IFMSs and with services and media from non-transport systems;
- use cases describing the interactions and data flows between the different set of functions;
- security requirements.

This part of ISO 24014 excludes consideration of the following:

- the technical aspects of the interface between the medium and the medium access device;
- the data exchanges between the medium and the medium access device;

NOTE The data exchanges between the Medium and the Medium Access Device are proposed by other standardization committees.

— the financial aspects of fare management systems (e.g. customer payments, method of payment, settlement, apportionment, reconciliation).

2 Terms and definitions

The following terms and definitions apply.

2.1

account-based ticketing (ABT)

Architectural approach that stores products in the IFM system's back office (i.e. the customer's personal account or a temporary account) and not in the customer medium. The customer medium carries authentication credentials and an application that contains references to the account-based products in the back office.

2.2

action list

list of items related to IFM applications or *products* (2.28) downloaded to *medium access devices* (2.22) (MADs) processed by the MAD if and when a specific IFM application or product referenced in the list is encountered by that MAD

2.3

actor

person, an *organization* (2.19), or another (sub)system playing a coherent set of functions when interacting with the IFM system within a particular *use case* (2.30)

2.4

application rules

application owner requirements ttps://standards.iteh.ai)

2.5

application specification

specification of functions, data elements, and security scheme according to the *application rules* (2.4)

2.6

the standards itely ai/catalog/standards/sist/ea365949-e59c-43b2-8120-6f21003b565f/sist-en-iso-24014-1-2021 application template

executable technical pattern of the *application specification* (2.5)

2.7

application

implemented and initialised *application template* (2.6)

Note 1 to entry: The application may host one or more products and may support functions which identify and protect the access to these products. For ABT- and ID-based architectures, the application may reside partly in the customer medium (identification and access control function) and partly in the IFM-back office (products).

Note 2 to entry: The application is identified by a unique identifier.

Note 3 to entry: The application may house *products* (2.28) and other optional customer information (customer details, customer preferences).

Note 4 to entry: The application can be fully installed on a customer media or distributed on the customer media and the IFM back offices.

2.8

commercial rules

rules defining the settlement and commission within the IFMS

2.9

component

any piece of hardware and/or software that performs one or more functions in the IFMS

2.10

component provider

anyone who wants to bring a *component* (2.9) to the IFMS

2.11

customer account

Data space hosted by the IFMS (typically the product retailer) that contains all information which is relevant for the business relationship between the Customer and the IFMS.

Note 1 to entry: Accounts are maintained and managed by the responsible stakeholder in the IFMS. Accounts which are accessible online can be established and managed by the customer as well.

2.12

customer medium

medium (2.22) initialised with an *application* (2.7) through an application contract

2.13

derived identity (derived ID)

Electronic identifier that was generated from another ID (primary ID).

Note 1 to entry: Typically, the derived ID is generated by an Identity Provider in a way that the authenticity of the derived ID can be proven but there is no way to conclude from the derived ID back to the primary ID. The concept of derived ID is typically used when primary ID with high security demand (like driver licence or governmental eID) shall not be exposed to an environment that doesn't support high assurance levels.

2.14

external



The adjective "external" indicates that the named object does not follow the rules of the IFMS and that special activities are necessary to implement interoperability and security with the IFMS.

2.15

identity (ID)

Information that describes a specific person or object in a unique and unambiguous way.

Note 1 to entry: A person can, for instance, be described by the attributes name, birth date, sex, address, etc. Unambiguous identification of a person typically needs in addition a unique identifier which is issued by the Identity Provider. An object, e.g. a ticketing machine, can be described by owner, type, and software version. A unique serial number could serve as identifier.

2.16

IFM functional model

model to define functions of *IFM-roles* (2.18) and how they interact

2.17

IFM policies

commercial, technical, security, and privacy objectives of IFM

2.18

IFM-role

abstract object performing a set of functions in an *IFM functional model* (2.16)

2.19

interoperable fare management

IFM

all the functions involved in the fare management process such as management of application, *products* (2.30), security and certification, registration, and identification to enable Customers to travel with participating Service Operators using a single portable electronic medium

2.20

interoperable fare management system

IFMS

all technical, commercial, security, and legal elements which enable an *interoperable fare* management (2.19)

2.21

level of assurance

Level of resilience of IFMS components and processes against a defined attack potential. Typically defined by the Security Manager for all components of the IFMS and specified in the set of rules for security certification.

2.22

medium

physical carrier of *applications* (2.7)

2.23

message

set of data elements transferred between two *IFM-roles* (2.18)

2.24

medium access device

MAD

device with the necessary facilities (hardware and software) to communicate with a *customer* medium (2.12)

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2.25

organization

legal entity covering the functions and implied responsibilities of one or more of the following operational *IFM-roles* (2.18): Application Owner, Application Retailer, Product Owner, Product Retailer, Service Operator, Collection and Forwarding etc.

2.26

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rules defining the price and payment/billing relationships to the Customer 1003b565f/sist-en-iso-24014-1-2021

2.27

product rules

pricing rules

set of usage, pricing, and *commercial rules* (2.8) defined by the Product Owner

2.28

product specification

complete specification of functions, data elements, and security scheme according to the *product rules* (2.27)

2.29

product template

technical pattern of the *product specification* (2.28)

Note 1 to entry: The product template is identified by a unique identifier.

2.30

product

instance of a product template (2.29) stored in an application (2.7)

Note 1 to entry: A product defines a commercial offer to the Customer. By purchasing a product, the Customer is entitled to obtain specific services which are defined by the Product Owner.

Note 2 to entry: It is identified by a unique identifier and enables the Customer to benefit from a service provided by a Service Operator.

2.31

role

abstract object performing a set of functions

2.32

security policy

objectives of the IFM to secure the public interests and the assets within the IFM

2.33

set of rules

regulations for achieving *IFM policies* (2.17) expressed as technical, commercial, security, and legal requirements and standards relevant only to the IFMS

2.34

trigger

event that causes the execution of a use case (2.36)

2.35

usage rules

rules defining the usage time, the usage area, the personal status, and the type of service

2.36

use case

description of a process by defining a sequence of actions performed by one or more *actors* (2.3) and by the system itself

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3 Abbreviated terms

ID	Identity

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IFM Interoperable Fare Management

IFMS Interoperable Fare Management system 1014-1:2021

/standards.itel.ai/catalog/standards/sist/ea365949-e59c-43b2-8120-6f21003b565f/sist-en-iso-24014-1-2021 MAD Medium Access Device

- LoA Level of Assurance
- PP Protection Profile
- PT Public Transport
- SSS Security Sub System

TOE Target Of Evaluation

4 Requirements

The purpose of ISO 24014 is to achieve interoperability throughout fare management systems while making sure that participating companies in public transport remain as commercially free as possible to design their own implementation in pursuing their own business strategies.

In addition, interoperability between individual IFMS, with external systems and services and also the integration of IFMS by so-called mobility platforms shall be specified.

Specific requirements of the IFMS model are as follows.

A customer shall be able to travel with all participating service operators (the seamless journey) using a single medium.

- There shall be a capability to extract data appropriate to the revenue-sharing and statistical requirements of the service operators.
- The same medium may carry additional applications in addition to the IFM application. Conversely, external media may carry the IFM application.
- The methods associated with the application shall offer the opportunity to reduce the current time taken to enter/exit the public transport system and may reduce payment handling costs significantly.
- The IFMS model shall comply with data protection and financial services laws/regulations (e.g. privacy).
- The IFMS model shall provide the capability to accommodate new product specifications as required regardless of those already in existence.
- The IFMS model shall recognize and prevent internal or external fraud attacks.
- The IFMS model shall facilitate a balance between measures for security and fraud avoidance against the need to offer Customer convenience and performance.
- The IFMS model shall have the capability to identify the Customer while protecting their privacy as appropriate.
- The IFMS model shall ensure the integrity of exchanged data.
- The IFMS model shall enable the implementation of additional services: loyalty programmes, car sharing, park and ride, bike and ride, etc.
- The IFMS model shall provide interface definitions between identified functions within public transport or other modes of transportation to enable different operator networks to interoperate.
- The IFMS model shall describe interfaces which are essential to enable data-forwarding functions between different operator networks allowing revenue-sharing agreements to be met.
- The IFMS model shall provide a framework from which commercial agreements may be developed.
- The IFMS model shall be neutral with regard to different technologies which can be deployed [e.g. contact medium, contactless medium (short range, wide range), external devices, independent of access technologies, account-, cloud- or ID-based concepts].
 - The IFMS model shall be functionally neutral regarding specific transport organization structures.
 - The IFMS model shall support the introduction and migration to new technologies and architecture concepts and interoperability with media, applications and systems from other market sectors.

5 System environment for IFMS

ISO 24014-1 focused so far on interoperability between fare management systems. However, recent trends and market developments require enhancements of the IFMS architecture, interoperability with other PT systems and also interoperability with systems, customer media and applications from other market sectors.