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SLOVENSKI STANDARD
SIST EN 50710:2021

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Zahteve za zagotavljanje varnih oddaljenih storitev za sisteme požarne varnosti in zaščite

Requirements for the provision of secure remote services for fire safety systems and security systems

Anforderungen an die Bereitstellung von sicheren Ferndiensten für Brandsicherheitsanlagen und Sicherheitsanlagen

Lignes directrices et exigences relatives aux services à distance pour les systèmes de protection incendie et les systèmes de sûreté

Ta slovenski standard je istoveten z: **EN 50710:2021**

<u>**ICS:**</u>

13.220.20	Požarna zaščita	Fire protection
13.320	Alarmni in opozorilni sistemi	Alarm and warning systems
33.200	Daljinsko krmiljenje, daljinske meritve (telemetrija)	Telecontrol. Telemetering

SIST EN 50710:2021 **en**

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EUROPEAN STANDARD

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EN 50710

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ICS 13.220.20; 13.320; 33.200

English Version

Requirements for the provision of secure remote services for fire safety systems and security systems

Lignes directrices et exigences relatives aux services à distance sécurisés pour les systèmes de protection incendie et les systèmes de sûreté

Anforderungen an die Bereitstellung von sicheren Ferndiensten für Brandsicherheitsanlagen und Sicherheitsanlagen

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Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the CEN-CENELEC Management Centre or to any CEN and CENELEC member.

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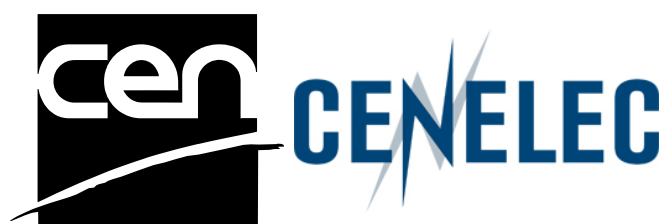
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European foreword

This document (EN 50710:2021) has been prepared by Technical Committee CEN/CLC/JTC 4 "Remote Services for fire safety systems and security systems", the secretariat of which is held by DIN.

The following dates are fixed:

• latest date by which this document has to be implemented at national level by publication of an identical national standard or by endorsement	(dop)	2022-07-26
• latest date by which the national standards conflicting with this document have to be withdrawn	(dow)	2024-07-26

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CENELEC shall not be held responsible for identifying any or all such patent rights.

Any feedback and questions on this document should be directed to the users' national committee. A complete listing of these bodies can be found on the CENELEC website.

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Introduction

It has been common practice for many years to monitor the alarm and fault status of fire safety and security systems installed in premises from remote locations.

Technological developments within fire safety systems and/or security systems (FSSS) as well as the telecommunication paths now permit remote access to those FSSS with a wide variety of available functions up to and including full operation and programming / parameters setting as if an authorized person was at site.

Remote service supplements the at site visits of competent person and enables new possibilities for customers (end-users). In short, the overall service quality offered by the various types of professional services providers at time of installation, maintenance or operation increases significantly. On one hand, end-users experience faster response times leading to higher system reliability and availability. On the other hand, service providers can provide new services such as predictive maintenance, which improves also staff utilization.

Not all countries have industry standards for the use of remote access, which are crucial for end-users and service providers. Specifically, design requirements and strict operational procedures are fundamental in avoiding actions such as unintended deactivating parts of FSSS.

This document is intended to support the implementation of the European Service Directive (2006/123/EC) and EN 16763, *Services for fire safety systems and security systems*. This document is intended to be applied in conjunction with installation guidelines, either European (if any) or national, as well as with national laws and regulations in the field of the systems.

This document does not replace the work of other CEN/CENELEC committees such as CEN/TC72, CLC/TC79, CEN/TC191 and CLC/BTTF 133-1. It should be read in conjunction with their standards and application guidelines for the use of their products and systems. Only services for the systems within the scopes of CEN/TC72, CLC/TC79, CEN/TC191 and CLC/BTTF 133-1 are covered in this document with the exceptions defined in the scope.

Service providers offering remote services for FSSS may consider the following:

— how the use of remote checks instead of or as an addition to predictive maintenance can reduce the number of journeys to site;

— how the prior use of remote diagnostic and test capabilities can be used to ensure that all necessary equipment and spares are carried to site for corrective maintenance purposes, and thus have the ambition of first time fixes;

— how retaining data rather than keeping site/provider hard copies can reduce waste thus effecting a reduction in their "carbon footprint.".

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1 Scope

This document specifies the minimum requirements for the provision of secure remote services via a remote access infrastructure (RAI) carried out either at site or off-site (e.g. via IP connections) to the following systems:

a) fire safety systems including, but not limited to, fire detection and fire alarm systems, fixed firefighting systems, smoke and heat control systems;

b) security systems including, but not limited to, intruder and hold-up alarm systems, electronic access control systems, external perimeter security systems and video surveillance systems;

c) social alarm systems;

d) emergency sound systems;

e) a combination of such systems;

f) management systems connected to systems a) – e).

This document does not cover:

a) at site services without using remote connection;

b) the monitoring and alarm receiving services by the MARC, which are described in the EN 50518.

2 Normative references

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The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

EN 16763, *Services for fire safety systems and security systems*

EN 50131 (all parts), *Alarm systems — Intrusion and hold-up systems*

EN 50136 (all parts), *Alarm Systems — Alarm transmission systems and equipment*

EN 50518, *Monitoring and Alarm Receiving Centre*

EN 50600 (all parts), *Information technology — Data centre facilities and infrastructures*

3 Terms, definitions and abbreviations

3.1 Terms, definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

— IEC Electropedia: available at https://www.electropedia.org/

— ISO Online browsing platform: available at https://www.iso.org/obp

3.1.1
at site
physically at the FSSS site

3.1.2
authentication
provision of assurance that a claimed characteristic of an entity is correct

[SOURCE: EN ISO/IEC 27000:2018, 3.5]

3.1.3
authorization
permission to gain access to the various functions of a system

3.1.4
check
confirmation that the system meets the specification

Note 1 to entry: In the fire industry the term check means verification.

3.1.5
client
party for which services are provided

[SOURCE: EN 16763:2017, 2.16]

3.1.6
connection
communication link between FSSS and remote location system used for remote access

3.1.7
control function
operations including the transmission of commands, but without write functions

EXAMPLES   test commands, resets

3.1.8
fault
condition detected within a FSSS that prevents the system or part(s) thereof from functioning normally

3.1.9
management system
software system for reception, input, generation, storing, forwarding, processing and indication of messages and data as well as for the control of multiple FSSS

EXAMPLE   Building management system

3.1.10
monitoring and alarm receiving centre
MARC
continuously manned centre where information concerning the status of one or more FSSS is reported, and additionally where the status of one or more alarm transmission system is monitored

Note 1 to entry: In accordance with EN 50518, MARC is equivalent to ARC (Alarm receiving centre).

3.1.11
read function
the transmission of information from the FSSS at site

EXAMPLES   visual, acoustic, fault conditions, event log, software versions, parameters, time series, test results and such.

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3.1.12
remote access
logical access to a FSSS to apply read, control or write functions

3.1.13
remote access client
RAC
software and/or hardware used to gain remote access to functions of one or more FSSS

3.1.14
remote access endpoint
RAE
software and/or hardware endpoint located at site that manages remote access to one or more FSSS

Note 1 to entry: In this document, both RAS and RAE are to be understood as functions, not as devices.

3.1.15
remote access infrastructure
RAI
infrastructure incorporating a RAE, RAS, RAC and IT infrastructure

3.1.16
remote access infrastructure service provider
RAISP
entity responsible for the design, operation and maintenance of the RAI

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3.1.17
remote access server
RAS
software and/or hardware used to manage multiple remote connections of multiple FSSS and users

Note 1 to entry: In this document, both RAS and RAE are to be understood as functions, not as devices.

3.1.18
remote location
location from which remote services are carried out

Note 1 to entry: This may be the same or a different location as the RAS.

3.1.19
remote service
any service for the client of an FSSS, carried out via a remote connection

3.1.20
remote service application
software application connected to the RAI permitting remote access to one or more installed FSSS or remote service functions or both

Note 1 to entry: There may be more than one separate application to carry out all aspects of this functionality.

Note 2 to entry: This application is running on the Remote Access Client.

Note 3 to entry: A web browser is not considered a remote service application. A web browser may be used to enable access to the remote service application.

3.1.21
remote service provider
RSP
entity which is responsible for the provision of the remote service to a client

Note 1 to entry: The RSP can be identical with the RAISP. The RSP may delegate certain responsibility to a RAISP but retains overall responsibility.

3.1.22
response authority
authority with responsibility for attending the FSSS site following an alarm

3.1.23
responsible person
A designated and qualified person who is trained on the use of the installed system

3.1.24
service organization
organization or part of an organization delivering one or more services to a client

3.1.25
session
temporary and interactive information interchange between a user and a FSSS or between an automation system and a FSSS

3.1.26
set
status of an I&HAS or part thereof in which an intruder and/or hold-up alarm condition can be notified

3.1.27
state of the art
developed stage of technical capability at a given time as regards products, processes and services, based on the relevant consolidated findings of science, technology and experience

[SOURCE: EN 45020:2006, 1.4]

3.1.28
supervised premises transceiver
SPT
alarm transmission equipment at the supervised premises including the interface to the FSSS and the interface to one or more transmission networks and being part of one or more alarm transmission paths

3.1.29
write function
re-configuration, maintenance, repair or change of mode of operations

EXAMPLES software updates or bug fixes, upgrades and such

3.2   Abbreviations

For the purposes of this document, the following abbreviations apply.

EACS	Electronic Access Control Systems
EPSS	External Perimeter Security Systems
ESS	Emergency Sound Systems
FDAS	Fire Detection and Fire Alarm System (including voice alarm systems)