



The
Monitoring
Association®

2020 July 27 TMA Virtual Town Hall

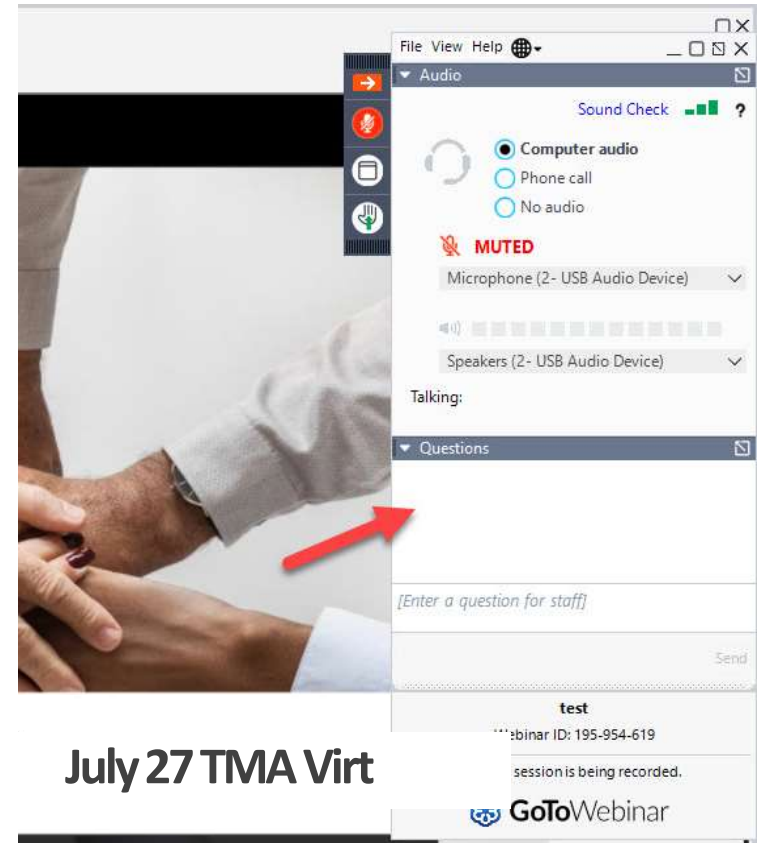
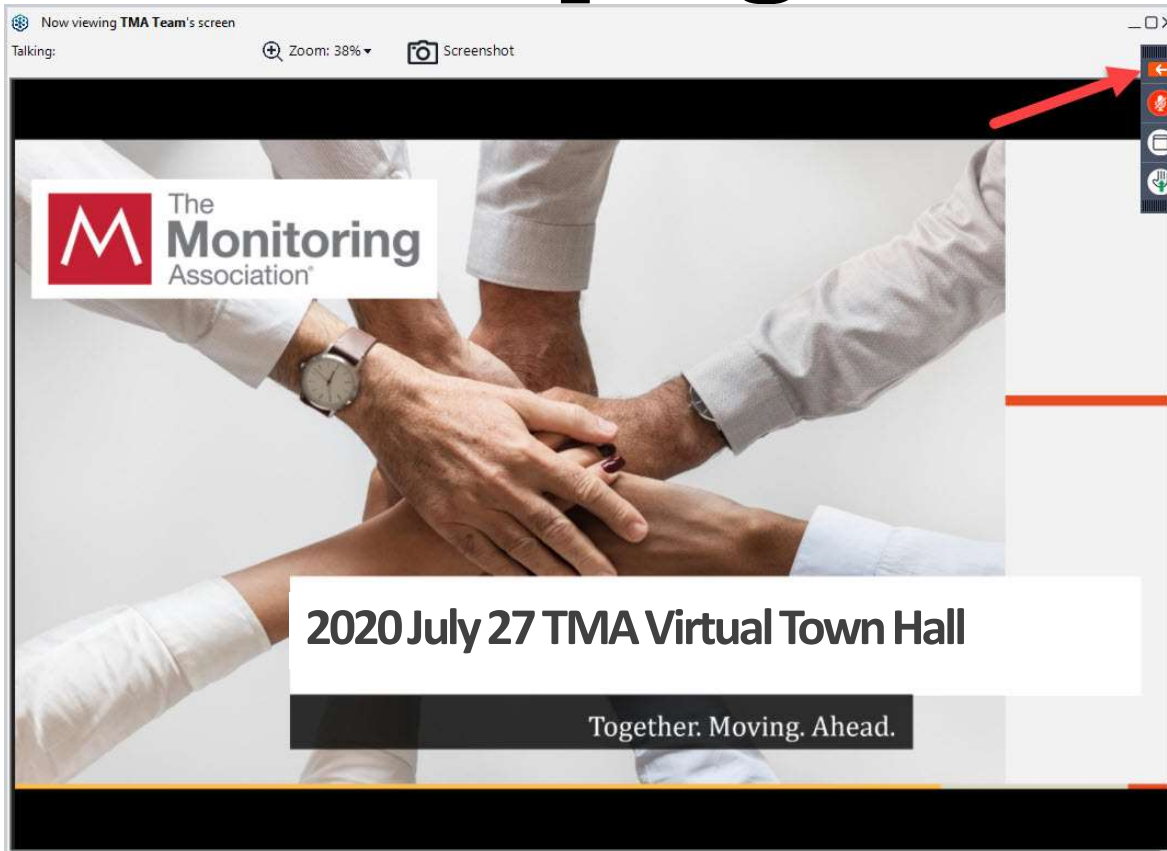
Together. Moving. Ahead.

Agenda



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|---------------------|--|
| • Housekeeping | Celia Besore |
| • Welcome | Don Young |
| • 3G Sunset | |
| • UL 827 WFH Update | Anita Ostrowski, Chair TMA UL Subcommittee
Steve Schmit, UL
Mike Tupy, UL Workgroup Member |
| • FCC Update | Mary Sisak, Blooston et. al.
John Prendergast, Blooston et. al. |
| • Open Forum | |
| • Wrap-up | Don Young/Celia Besore |

Housekeeping



Today's VTH is off the record and it is NOT being recorded



Welcome

Don Young, TMA President

UL Update

Anita Ostrowski, Chair TMA UL Subcommittee

Steve Schmit, UL

Mike Tupy, UL Workgroup Member

Proposal Sections

- **Definition**
- **Operation During a Regional/National Disruption** (*Triggering clauses*)
- **Operations within the central-station**
- **Operators Working Remotely (From Home)**
 - Bandwidth and Connectivity
 - Remote Operator Workstation
 - Workplace Environment

Definition & Triggering



51 Operation During a Regional/National Disruption

51.1 When the following conditions are met, a distributed, off-site Central-Station monitoring operation shall be permitted during a regional/national disruption event:

- a. The declaration of situation that creates a regional/national disruption event must be issued publicly by a national, state or regional official in which the Central-Station operates.
- b. The declaration precludes the operation of a Redundant Site as described in Section 17.6.4 or Temporary Operating Center as defined by Section 49.
- c. The Central-Station must document its intent to enact this provision in writing stating the facts as to why the operation cannot be maintained at the existing site(s).
- ~~d. The Central-Station shall resume normal operations within 14 days after any such declaration and/or any associated health and/or safety guidelines expires.~~

51.2 The Central-Station shall resume normal operations as soon as possible but in no case more than 30 days after any such declaration and/or any associated health and/or safety guidelines covering the area in which the Central-Station is located expires.

Station Operations



~~51.2~~ 51.3 Operation within the central-station

~~51.2.1~~ 51.3.1 Efforts shall be made and documented to maintain an operationally minimum/safe number of employees within the Central-Station.

~~51.2.2~~ 51.3.2 Unless otherwise prohibited by governmental health or safety directives, the Central-Station shall not be unstaffed at any time.

~~51.2.2.1~~ 51.3.2.1 Staffing shall be by Central-Station employees trained to perform on-premises tasks in the manner and timeframes required by this Standard.

Remote Location

~~51.3~~ 51.4 Operators Working Remotely (From Home)

~~51.3.1~~ 51.4.1 Bandwidth and Connectivity

~~51.3.1.1~~ 51.4.1.1 The data and voice communication technology connections required for remote operators to perform their job functions shall be made to the Central-Station network through a secure, remote access technology (~~such as e.g.~~ virtual private network (VPN), virtual desktop infrastructure (VDI) and remote desktop protocol (RPD) ~~and the like~~) that uses a minimum of 256 bit AES encryption to connect directly from the remote workstation to the network at the monitoring station or automation system host.

~~51.3.1.2~~ 51.4.1.2 The remote access technology (~~VPN~~) specified in 51.4.1.1 shall be deployed in a manner such that the remote employee is required to use some form of multi-factor authentication (MFA) in order to gain access to the Central-Station's network and or automation systems.

Remote Location

~~51.3.1.3~~ 51.4.1.3 Communication between a remote operator workstation and the central-station shall comply with one of the following: ~~50.3.1.3.1 or 50.3.1.3.2, and 51.3.1.3.3.~~

~~51.3.1.3.1~~ a. There shall be primary and backup communication connections between the remote operator workstation and the ~~central-station~~ Central-Station;
or.

~~51.3.1.3.2~~ b. ~~A Central Station shall employ an automation system, and have sufficient operators on duty and logged into the automation system,~~ There shall be sufficient operators on-duty and logged into the automation system, so that loss of communication between a remote operator workstation and the Central-Station will not result in the loss of any signals or failure to process signals in the manner and timeframes required by this Standard.

Remote Location

~~51.3.2~~ 51.4.2 Remote Operator Workstation

~~51.3.2.1~~ 51.4.2.1 Remote operator workstation equipment ~~shall be owned, configured, and controlled by the Central Station and~~ shall comply with the requirements of the Standard applicable to the type of equipment and shall be configured and controlled by the Central-Station in compliance with 51.4.2.1.1 through to 51.4.2.1.3, or 51.4.2.1.4 through to 51.3.2.1.5.

51.4.2.1.1 The workstation equipment shall be owned by the Central-Station and shall be configured and maintained by enrollment in the Central-Station's processes.

~~51.3.2.2~~ 51.4.2.1.2 Remote operator workstations shall not be utilized for personal use.

Remote Location

~~51.3.2.2.1 Remote operators shall not use privately owned equipment (bring your own device - BYOD) to connect to or operate within the Central Station's Automation Software.~~

~~51.3.2.3~~ 51.4.2.1.3 If the automation system operation stores data on the remote operator workstation, then the workstation shall be protected with whole disk encryption, with provision for a system administrator level master password to minimize risk of complete lockout.

Remote Location



51.3.2.1.4 Where the workstation equipment is not owned by the Central-Station during the connection to the Central-Station Automation System, the following conditions shall be met:

- A The non-owned equipment shall have antivirus/antimalware installed, enabled and functioning;
- B A firewall shall be enabled and configured;
- C Windows or other operating system security patches and updates shall be applied;
- D The user shall be prevented from Copy, Cut, Paste and screenshot functions from the virtual desktop to the local operating system;
- E The user shall be prevented access to local resources such as hard disk drives, removable storage of any kind, USB devices, and any printers from the virtual desktop.

51.4.2.1.5 Software to achieve the above requirements shall be provided by the authorized provider.

Remote Location



~~51.3.3~~ 51.4.3 Workplace Environment

~~51.3.3.1~~ 51.4.3.1 Remote operators shall maintain a work area that:

- a. Prevents unauthorized viewing of monitoring screen;
- b. Prevents unauthorized eavesdropping of voice communications; and,
- c. Provides a distraction-free environment.

~~51.3.3.2~~ 51.4.3.2 Remote operators shall perform job duties from a location approved and documented by central-station management.

~~51.3.3.3~~ 51.4.3.3 The Central-Station shall employ a means by which the Central-Station managers ~~have continuous communication~~ can communicate with and ~~supervision~~ supervise (audio, visual or otherwise) of the remote ~~employee~~ employees as required to fulfill monitoring responsibilities.

Remote Location

~~51.3.3.4~~ 51.4.3.4 The Central-Station shall document the security architecture of the implemented remote operator solution.

~~51.3.3.4.1~~ 51.4.3.4.1 The security architecture documentation shall be made part of the central-station's business continuity plans described in Table 17.6 item v, Sections 19.2, 28.2 and/or 43.2.

Topic



- **Revised proposal published (recirculated) to voting members of Standards Technical Panel UL827) and Technical Committee (ULC S301, S561)**
 - 7/31 – 30 day balloting & public review period opens
 - 8/31 – Balloting & comment period closes
- **If consensus maintained**
 - Revisions officially adapted
 - Revised Standards published
- **Auditing to new requirements**
 - Phase 1 Remote Central Station pilot in process
 - Phase 2- UL envisions collaborative development of effective & efficient audit process for new requirements

Open Forum / Q & A – Part 1

- This Town Hall is **off** the record and it **is NOT being recorded.**
- Please write your questions in the question box or raise your hand so we can unmute you.
- Make sure you have entered the audio pin number if you are using your phone or if using your computer audio that your computer microphone is working.

FCC Update

Mary Sisak, Blooston et. al.

John Prendergast, Blooston et. al.



- Robocall Update
- Call Blocking issue
- Potential interference from the FCC's ongoing "TV Repacking" process
- Potential interference to GPS functions due to Ligado's satellite frequencies
- Legislative and technology developments affecting Next Generation 911 and the alarm industry.

Open Forum / Q & A – Part 2

- This Town Hall is **off** the record and it **is NOT being recorded.**
- Please write your questions in the question box or raise your hand so we can unmute you.
- Make sure you have entered the audio pin number if you are using your phone or if using your computer audio that your computer microphone is working.

Don't forget!



We are moving to an every three-weeks format!

Our next two meetings will take place on

- Monday, August 17th at 11:00am ET
- Monday, September 14th at 11:00am ET

They should be in your calendar already, BUT we will remind you closer to the date.



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Thanks for Attending!

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