

## **SUMMARY OF TOPICS**

***The following topics for the Standard for Central-Station Alarm Services, UL 827, are being recirculated:***

### ***1. Virtual Workplace Requirements***

**COMMENTS DUE: October 19, 2020**

For your convenience in review, proposed additions to the previously proposed requirements dated 2020-07-31 are shown underlined and proposed deletions are shown ~~lined-out~~.

### **1. Virtual Workplace Requirements**

## **RATIONALE**

Responses to comments have been posted within the UL 827 Recirculation Work Area dated 2020-07-31.

Please note that the changes made to this proposal are based on comments that were submitted through the ANSI/UL 827, CAN/ULC S301 and CAN/ULC S561 Recirculation Work Areas on CSDS opened on July 31, 2020. The Virtual Workplace Requirements proposal was submitted to STP 205, TC S300A and TC S500H for review and approval into the corresponding Standards as the proposal impacted all three Standards equally. To ensure that stakeholder concerns and needs regarding this proposal were identified and considered, the Task Group consolidated the comments that were submitted for each Standard during the Ballot, Public Review first Recirculation period and incorporated any new revisions to the proposal across all three Standards. The responses to the comments submitted can be found under the “Supporting Documentation” of this Recirculation Work Area opened September 18, 2020 and the Recirculation Work Areas for ANSI/UL 827, CAN/ULC S301 and CAN/ULC S561 that were opened on July 31, 2020.

The proposal shown in this document highlights the proposed revisions that are being Recirculated **for a second and final time** ONLY for ANSI/UL 827, Standard for Central Station Alarm Services. Should you wish to review the proposed revisions being Recirculated for CAN/ULC S301 or CAN/ULC S561, please contact Project Manager, Wathma Jayathilake, [Wathma.Jayathilake@ul.org](mailto:Wathma.Jayathilake@ul.org).

The rapid transformation of COVID-19 into a public health crisis was not anticipated by society or its institutions, including UL and the alarm monitoring industry. By early March-2020, it became clear that governments were likely to impose health risk

mitigation techniques that would inhibit normal operation of traditional Central-Stations and Signal Receiving Centres. The monitoring industry identified at-home alarm system monitoring as the most feasible, short-notice approach to maintaining monitored protection to its customers.

By early April, it was clear that governmental health mitigation techniques were likely to be in place for much longer than originally anticipated. The monitoring industry, their customers, and stakeholders that rely on alarm protection services needed more certainty about operating expectations. The work of this Task Group delivers requirements that meet this need.

## **PROPOSAL**

Proposal submitted by: UL/ULC Joint Virtual Workplace Task Group, TG 827-301

### **5 Glossary**

#### **5.2 Definitions common to burglar and fire alarm systems**

[5.2.1A AUTHORIZED PROVIDER - A business which has developed or is provided to provide licensed computer or software-based services or sales to customers.](#)

5.2.46A REGIONAL/NATIONAL BUSINESS DISRUPTION -- A national, state, or regional declaration, which creates a business disruption event that inhibits the operation of a Central-Station.

#### **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).

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.

### **51.3 Operation within the central-station**

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

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

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.

### **51.4 Operators Working Remotely (From Home)**

#### **51.4.1 Bandwidth and Connectivity**

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 (e.g. virtual private network (VPN), virtual desktop infrastructure (VDI) and remote desktop protocol (RPD)) 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.

51.4.1.2 The remote access technology 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.

51.4.1.3 Communication between a remote operator workstation and the central-station shall comply with one of the following:

- a There shall be primary and backup communication connections between the remote operator workstation and the Central-Station; or,
- b 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.

## 51.4.2 Remote Operator Workstation

51.4.2.1 Remote operator workstation equipment 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 51.4.2.1.5.

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

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

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.

51.4.2.1.4 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.

### 51.4.3 Workplace Environment

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.

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

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

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

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.

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