

TMA AVS-01 – Alarm Validation Scoring Listing Evaluation

Listing Evaluation:

To ensure compliance with TMA AVS-01, it is vital that the recipient of the audit has a clear understanding of the procedures and processes employed by the monitoring center.

Monitoring centers can vary in size and complexity, so it is crucial for the auditor to have access to all the various elements, including alarm signal handling processes, alarm record creation, alarm scoring determination, escalation/de-escalation decisions, record retention, self-assessment processes, and corrective actions.

Standards:

TMA AVS-01 – Alarm Validation Scoring - <https://tma.us/standards/tma-avs-01-alarm-validation-standard/>

Evaluation Details:

There are three phases of the UL audit: The Discovery Process, The Self-Assessment Compliance Review Process, and Event Sampling for Compliance Confirmation. Phase 1, The Discovery Process is about understanding the monitoring center's AVS-01 process. Phase 2, The Station Monitoring Center Compliance Management Review, is about the monitoring center's own compliance conclusions, based on your self-assessment practices. In Phase 3, Event Sampling and Compliance Validation, an auditor will select individual alarm events and examine associated records. Event sampling and validation are important to determine compliance with AVS-01 requirements, for accuracy of Alarm Level assignment, and to further validate the monitoring center's self-assessment report.

On the day of the evaluation please have a representative available who has knowledge and access to all AVS-01 elements including alarm signal handling processes, alarm record creation, alarm scoring determination, escalation/de-escalation decisions, record retention, self-assessment processes, and corrective actions.

Please complete the attached questionnaire which will serve as Phase 1 of the Listing evaluation (Discovery Process). The questionnaire will be discussed in a general manner, documented, and used as contextual background during Phases 2 and 3, where specific compliance requirements are evaluated in detail.



PRE-EVALUATION QUESTIONNAIRE

Completed forms must be returned to UL prior to the Evaluation

Monitoring Center Name: _____
Address: _____

Service Center Number: _____
Name of Contact: _____ Phone: _____
E-mail: _____

How are alarm event records associated with AVS built?

How are alarm event records associated with AVS maintained for auditing purposes?

Is the Alarm Level scoring done manually or automated?

Is the Call for Service to the ECC done manually or automated?

How is Alarm Level Scoring noted and documented in the alarm record?

How is CS-V-01 Enhanced Call Confirmation executed and documented in alarm record?



**How is Emergency Communication Call for Service executed and documented in the alarm record?
(Record of events maintained that use verbal Request for Service processes must use the form script in TMA AVS-01, 3.1.2, which in an automated station, might typically be presented on an operator's workstation monitor)**

What method does the monitoring center use to know/judge that individual escalate/deescalate decisions are made in compliance with AVS-01?

How does the monitoring center conduct its own compliance self-assessment at least once every 90 days?

How does the monitoring center calculate its compliance ratio numbers?

How does the monitoring center choose a statistically diverse relevant sampling size?

How does the monitoring center categorize Alarm Levels for audit retrieval purposes?

How does the monitoring center manage corrective action plans that are necessary when self-assessment shows less than 80% compliance in the event sample population?

Will the monitoring center be the Custodian of Record for video clips, audio clips, or other data stream captured in real time during the intrusion event?



When the Custodian of Record for data is not the monitoring center:

- **Is there a Contract or Agreement that Identifies the Custodian of Record?**
- **Commits the Custodian of Record to retaining the data for a minimum of 12 months?**

Does the station's system assure that the Custodian of Record is identified in alarm event records?