

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

EESTI STANDARDI EESSÕNA

NATIONAL FOREWORD

See Eesti standard EVS-EN 50710:2021 sisaldab Euroopa standardi EN 50710:2021 ingliskeelset teksti.	This Estonian standard EVS-EN 50710:2021 consists of the English text of the European standard EN 50710:2021.
Standard on jõustunud sellekohase teate avaldamisega EVS Teatajas.	This standard has been endorsed with a notification published in the official bulletin of the Estonian Centre for Standardisation and Accreditation.
Euroopa standardimisorganisatsioonid on teinud Euroopa standardi rahvuslikele liikmetele kättesaadavaks 24.09.2021.	Date of Availability of the European standard is 24.09.2021.
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ICS 13.220.20, 13.320, 33.200

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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

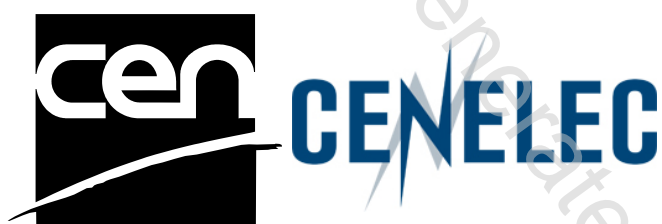
Anforderungen an die Bereitstellung von sicheren Ferndiensten für Brandsicherheitsanlagen und Sicherheitsanlagen

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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.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN and CENELEC member into its own language and notified to the CEN-CENELEC Management Centre has the same status as the official versions.

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European Committee for Electrotechnical Standardization
Comité Européen de Normalisation Electrotechnique
Europäisches Komitee für Elektrotechnische Normung

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have to be withdrawn

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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.

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.”.

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

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