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Alarm systems - Alarm transmission systems and equipment - Part 10: Requirements for remote access

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European foreword

This document (CLC/TS 50136-10:2022) has been prepared by CLC/TC 79, “Alarm systems”.

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.

The CLC/TS 50136 series consists of the following parts, under the general title *Alarm systems – Alarm transmission systems*:

— Part 1 General requirements for alarm transmission systems;

— Part 2 Requirements for Supervised Premises Transceiver (SPT);

— Part 3 Requirements for Receiving Centre Transceiver (RCT);

— Part 4 Annunciation equipment used in alarm receiving centres;

— Part 7 Application guidelines;

— Part 9 Requirements for common protocol for alarm transmission using the internet protocol (IP).

— Part 10 Requirements for remote access

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 alarm systems installed in premises from remote locations.

Technological developments within alarm systems as well as the telecommunication paths now permit remote access to those alarm systems 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 access complements the at site visits of competent person(s) and also enables remote access 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. End-users experience faster response times leading to higher system reliability and availability. Service providers can provide new services such as remote system interrogation, which improves also staff utilization.

This document uses the term alarm system to describe any safety and security system.

1 Scope

This document specifies minimum requirements for secure connection and session for remote access to one or more alarm systems, for example fire safety systems, intruder and hold-up alarm systems, electronic access control systems, external perimeter security systems, video surveillance systems, and social alarm systems.

This document specifies the requirements for the performance, reliability, integrity, and security characteristics of a Remote Access Infrastructure.

This document specifies the requirements for a Remote Access Infrastructure between a Remote Access Client and an alarm system at the supervised premises and may be either integrated as part of the ATS or a separate infrastructure. In either case, the requirements of this European technical specification should apply.

This document does not cover the provision of functions and features on the alarm system.

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 50136-1:2012,[1] *Alarm systems – Alarm transmission systems and equipment – Part 1: General requirements for alarm transmission systems*

[1] As impacted by EN 50136-1:2012/A1:2018.