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UL 827B

Outline of Investigation for Managed Video Services

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Summary of Topics

This First issue of the Outline of Investigation for Managed Video Services, UL 827B, covers requirements for security services where video cameras and related equipment are installed to form all or part of an electronic security system at protected properties.

The effective date for UL LLC will be announced through Industry File Review – Announcement Letter.

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1 Scope

A managed video service provider delivers security services that incorporate video cameras and related equipment installed at protected properties to form all or part of an electronic security system. The managed video service provider employs staff located at a Managed Video Monitoring Station to view video streams, make situation-awareness informed decisions, interact with people or systems at a protected property, notify identified parties of events, or other services as detailed in a written agreement between the managed video service provider and its subscriber.

Facilities housing a managed video monitoring station are designed to provide services in both normal and some abnormal conditions. The equipment installed at the protected properties may or may not be maintained by the managed video service provider.

2 Technical Requirements

Technical requirements for managed video monitoring stations are contained in UL 827, The Standard for Central Station Services, Eighth Edition, Dated October 29, 2014, Sections. 1 – 17, except as noted or modified below.

3 Types of Managed Video Services

A managed video services company may provide one or more of the following services:

3.1 Live View Monitoring – Service levels are provided without specific requests for service or the input of a specific device or person. While there may be generalized time frames during which the services are provided, there are not detailed, discrete and explicit schedules dictating the specific service provided remotely. Live-View Monitoring is a medium to long-term event, generally measured in increments of 15 minutes or more, with medium to high complexity levels.

3.2 Scheduled Event Monitoring - Services are provided based on schedules. The request for service will therefore originate at the monitoring center either by automated process or manual selection. Scheduled Events are short-term events, generally not exceeding 10 minutes, with low to medium complexity levels.

3.3 Triggered Event Monitoring - Services that are provided on demand. The request for service may originate from a device or person. Requests that originate from a device may be a simple binary signal or more complex series of conditions. Triggered Events are characterized as short-term events, generally not exceeding 10 minutes, with a relatively low complexity level.