TECHNICAL REFERENCE

Guidelines on remote alarm monitoring and response for service providers

Singapore Standards Council

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Guidelines on remote alarm monitoring and response for service providers

The content of this Technical Reference was approved on 15 December 2020 by the Information Technology Standards Committee (ITSC) under the purview of the Singapore Standards Council.

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ITSC set up the Technical Committee on IT for Older Adults to oversee the preparation of this standard. The Technical Committee consists of the following members:

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The Technical Committee set up the Working Group on Remote Alarm Monitoring and Response for Service Providers to prepare this standard. The Working Group consists of the following experts who contribute in their *individual capacity*:

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The organisations in which the experts of the Working Group are involved are:

Ademco (Far East) Pte Ltd
AETOS Holdings Pte Ltd
Certis CISCO Security Pte Ltd
Changi General Hospital
CoNEX Healthcare Pte Ltd
Government Technology Agency
Housing & Development Board
Ministry of Health, Ageing Planning Office
Presbyterian Community Services
Tata Consultancy Services Asia Pacific Pte Ltd

Acknowledgement is also made to the members of the following committees for contributing their time and expertise to guide and shape this Technical Reference:

Coordinating Committee for Silver Industry
Resource Group on Technology for the Elderly

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Foreword

This Technical Reference was prepared by the Working Group on Remote Alarm Monitoring and Response for Service Providers set up by the Technical Committee on IT for Older Adults under the purview of ITSC.

The usage of remote monitoring systems for vulnerable persons primarily the elderly or physically challenged in Singapore, although still in its nascency, is gaining traction through public-funded programmes and strong advocacy by public agencies. Companies including startups, encouraged by a growing silver industry and emphasis on ageing in place, are also offering a variety of remote monitoring systems.

Remote monitoring systems were first used to monitor infants and children and were subsequently adopted for use in the growing silver industry. As technology evolved, so did options in remote monitoring systems. Examples of such systems include distress buttons that would trigger an alarm notification to a call centre when activated.

Regardless of the type of remote monitoring system used, one fact remains the same: a triggered alarm notification needs to be verified, where possible, and be attended to in a timely manner. These two factors – verification and prompt response – have great implications. The ability to verify the alarm event will ensure that resources can be better managed by reducing activation in the event of a false alarm. Prompt response to an alarm event is straightforward – lives can then be saved. These two factors are closely related and needs to be carefully balanced as they have other implications such as cost and sustainability.

This TR is a provisional standard made available for application over a period of three years. The aim is to use the experience gained to update the TR so that it can be adopted as a Singapore Standard. Users of the TR are invited to provide feedback on its technical content, clarity and ease of use. Feedback can be submitted using the form provided in the TR. At the end of the three years, the TR will be reviewed, taking into account any feedback or other considerations, to further its development into a Singapore Standard if found suitable.

In preparing this TR, reference was made to the following publications:

1. ISO 22301:2019 Security and resilience – Business continuity management systems – Requirements

2. ISO/IEC 27001:2013 Information technology – Security techniques – Information security management systems – Requirements

3. DECAMS Annex A Terms and conditions for approval as fire alarm monitoring station

4. Licensing conditions for licenses granted to security service providers for provision of central alarm monitoring station services (CAMS operators) under the Private Security Industry Act (CAP 250A) Sections 21 and 22

Acknowledgement is made for the use of information from the above publications.

Attention is drawn to the possibility that some of the elements of this TR may be the subject of patent rights. Enterprise Singapore shall not be held responsible for identifying any or all of such patent rights.

NOTE

1. *Singapore Standards (SSs) and Technical References (TRs) are reviewed periodically to keep abreast of technical changes, technological developments and industry practices. The changes are documented through the issue of either amendments or revisions. Where SSs are deemed to be stable, i.e. no foreseeable changes in them, they will be classified as "Mature Standards". Mature Standards will not be subject to further review, unless there are requests to review such standards.*

2. *An SS or TR is voluntary in nature except when it is made mandatory by a regulatory authority. It can also be cited in contracts making its application a business necessity. Users are advised to assess and determine whether the SS or TR is suitable for their intended use or purpose. If required, they should refer to the relevant professionals or experts for advice on the use of the document. Enterprise Singapore and the Singapore Standards Council shall not be liable for any damages whether directly or indirectly suffered by anyone or any organisation as a result of the use of any SS or TR. Although care has been taken to draft this standard, users are also advised to ensure that they apply the information after due diligence.*

3. *Compliance with a SS or TR does not exempt users from any legal obligations.*

Guidelines on remote alarm monitoring and response for service providers

1   Scope

This TR aims to guide service providers that are providing remote monitoring services and/or responding to alarm notifications. It also helps the user understand what to expect when engaging a service provider which adopts this TR.

This TR is applicable to:

−   users of remote monitoring services;
−   next-of-kin/volunteers/befrienders;
−   service providers and their agents;
−   first responders; and/or
−   relevant government agencies.

The following are not covered in this TR but may be considered in future revisions/standards:

a)   technical specifications of remote monitoring systems;

b)   types and triage of emergencies; and

c)   emergency response procedures of the regulatory authorities.

2   Normative references

There are no normative references in this standard.