CRISP PROJECT (EVALUATION AND CERTIFICATION SCHEMES FOR SECURITY PRODUCTS)

ENHACING END USERS CONFIDENCE IN AN INNOVATIVE AND UNIQUE EU CERTIFICATION SCHEME

Harmonising the European security market calls for a holistic, pan-European certification scheme. FP7-funded project CRISP (Evaluation and Certification Schemes for Security Products) aims to develop a novel *evaluation* and *certification* methodology for security systems that also integrates social dimensions (Security, Trust, Efficiency and Freedom Infringement) as assessment criteria. In particular, Trust and Freedom Infringement play a crucial part in the methodology and you are invited to share your expertise to refine CRISP methodology and contribute towards adoption of a CEN Workshop Agreement (CWA), a best practices document for further standardisation efforts and implementation by an interested organisation as future scheme owner.

> ### CRISP MISSION
>
> An innovative approach
>
> - Facilitate a more harmonised playing field for the European security industry by providing pan-European certification for security systems;
>
> - Increase citizens' trust and confidence in security technologies through the evaluation of social and legal impacts of security systems and certification systems;
>
> - Support the goal to provide protection in an efficient manner.

1 INTRODUCTION

Over the past decade, certification schemes have grown in popularity as a mechanism for encouraging and enforcing the protection of security systems. Initiated by civil society (specially consumers associations) and business leaders nearly two decades ago, certification schemes have expanded to include a range of products, services and systems.

Nowadays, end users have become more discerning as they demand more accountability and quality checks throughout their supply chain. In fact, it is gradually extending to other relevant stakeholders involved in the whole production, supply and consumption chain who are also requiring a high level of compliance with standards and EU legislation.

Certification schemes have acquired popularity among end users associations for establishing market preference for security systems. Certification helps to improve the service to clients. It is highly appreciated as they feel much better treated, as equal individuals, and better understand their obligations. In the end, certification allows end users to use a security system "even better".

2 BACKGROUND

CRISP (Evaluation and Certification Schemes for Security Products) is a project of 3 years duration started in April 2014 and funded by the European Union's 7th Framework Program for research, technological development. A consortium of seven members including the Netherlands Standardization Institute (project coordinator) is developing the project: Trilateral Research Ltd. (UK), Technische Universität Berlin (Germany), the Vienna Centre for Societal Security (Austria), Vrije Universiteit Brussel (Belgium), the Information Commissioner of the Republic of Slovenia and Universitat Jaume I of Castellón (Spain).

The project consortium is now developing Work Package (WP) 7 titled: "Enhancing confidence in the new certification measures" which will last until the end of CRISP project and will be key in the development of the final outcome. WP7 is focused to take into account the different roles of the diverse community of stakeholders

(manufacturers, regulatory and certification agencies, data protection authorities and end users) committing itself a) to enhance confidence in the new certification measures among the key stakeholders, b) to accelerate interest among key stakeholders in formation or emergence of the CRISP organisation that will continue the work of the CRISP project, i.e. the development and operation of the CRISP certification scheme and c) to gain interest of the stakeholders to join the process of the CEN Workshop Agreement (CWA), with which the CRISP project will end.

Your contribution at this stage will be extremely useful to cover a specific and concrete area in our project taking advantage of your extensive experience and great knowledge in the security sector.

3 INNOVATIVE APPROACH

The mission of this EU project is to develop an innovative evaluation and certification methodology for the CRISP certification scheme for security systems. It aims to the following purposes:

- Facilitate a more harmonised playing field for the European security industry by providing pan-European certification for security systems. The scheme will be accepted across Europe, which will enhance competitiveness by reducing commercialisation costs for the industry;

- Increase citizen trust and confidence in security technologies through the evaluation of social and legal impacts of security systems and certification of systems;

- Support the goal to provide protection in an efficient manner.

The pioneering part of the CRISP methodology for evaluation of security systems is the assurance that a security system has been evaluated on the basis of the four different dimensions: Security, Trust, Efficiency and Freedom infringement (known as S-T-E-Fi) but also the compliance with the applicable assessment criteria.

3.1 WHAT DOES S-T-E-FI DIMENSIONS COVER?

CRISP project innovation is based on a two-part evaluation and certification methodology that integrates four social dimensions which cover the following:

- **Security**: describes the functionality of a security system in countering threats and reducing risks;

- **Trust**: encompasses the experiences and perceptions of the users of security systems, both employees and persons subject to scrutiny (related to transparency, openness, fairness and accountability);

- **Efficiency**: includes the economical dimension of the technology in a broad sense (the product life cycle costs, such as the purchasing costs, the implementation costs, operating costs…);

- **Freedom infringement**: examines the impact of security systems on the freedoms and rights of persons (enhanced personal data collection, processing, sharing and retention).

These dimensions are referred to as the so-called S-T- E-Fi dimensions and the CRISP methodology integrates these in its evaluation stage. This is a highly innovative approach, as certification has, to date, primarily focused on the evaluation of technical requirements for security systems (the security dimension).

3.2 PHASES OF THE CRISP METHODOLOGY

The CRISP methodology is built on two different and closely related and interconnected phases.

1) The evaluation comprising two main stages (configuration and S-T-E-Fi assessment), and

2) The certification as third-party attestation related to products, processes, systems or persons, consisting of three stages (audit, attestation and surveillance).
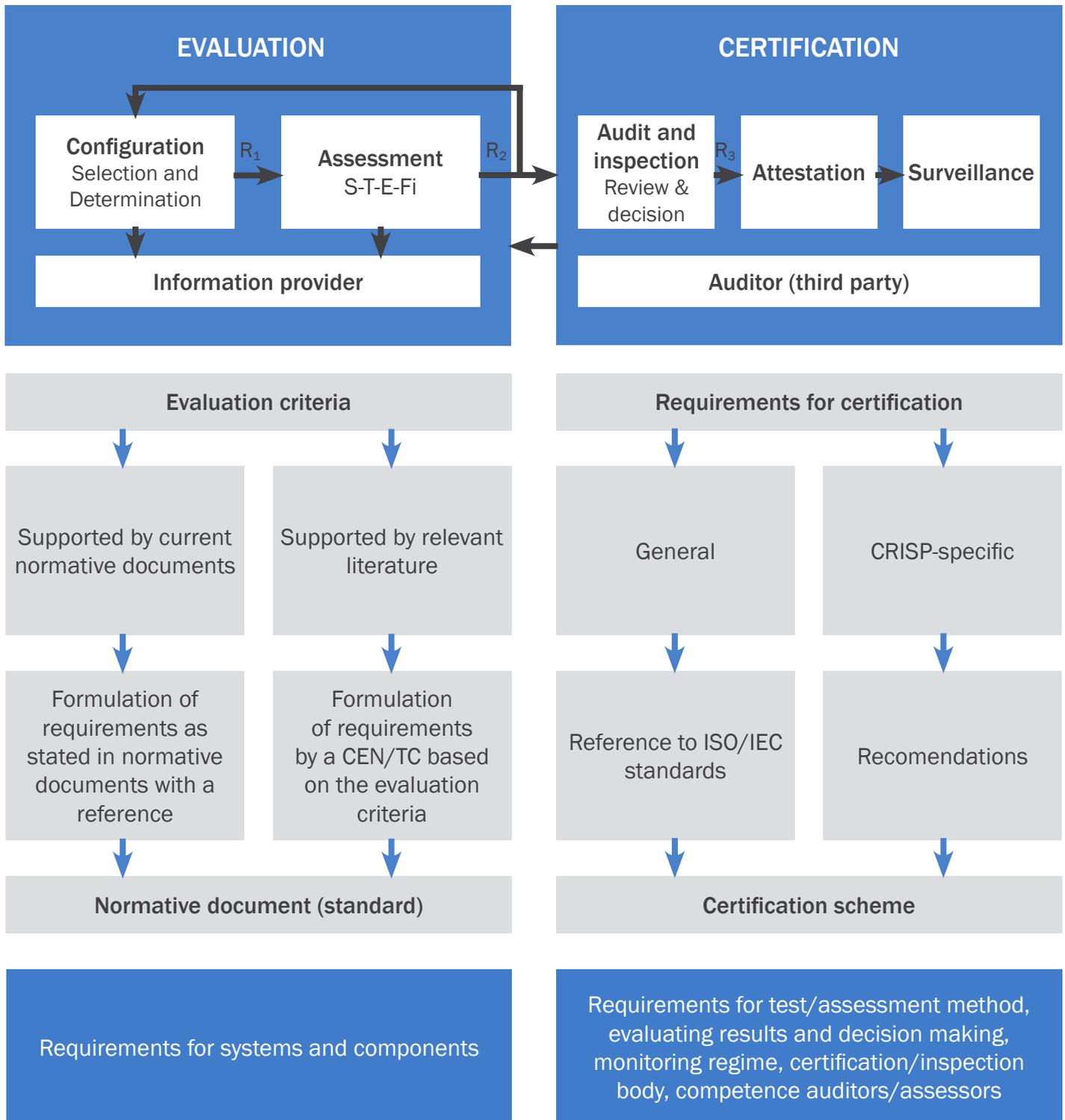
CRISP
Evaluation and Certification Schemes for Security Products

EVALUATION

Configuration Selection and Determination	R₁ →	**Assessment** S-T-E-Fi	R₂

Information provider

CERTIFICATION

Audit and inspection Review & decision	R₃	**Attestation**	**Surveillance**

Auditor (third party)

Evaluation criteria

Supported by current normative documents	Supported by relevant literature
Formulation of requirements as stated in normative documents with a reference	Formulation of requirements by a CEN/TC based on the evaluation criteria

Normative document (standard)

Requirements for certification

General	CRISP-specific
Reference to ISO/IEC standards	Recomendations

Certification scheme

Requirements for systems and components

Requirements for test/assessment method, evaluating results and decision making, monitoring regime, certification/inspection body, competence auditors/assessors

Figure: CRISP methodology with evaluation criteria and requirements

Note: R1|2|3: outputs from one activity, which work as input to another activity

4 EXPECTED RESULTS

The CRISP methodology will serve as the foundation of the CRISP certification scheme, which will, upon the completion of the CRISP project, be further developed by an interested organisation. The CRISP scheme will not redefine the technical requirements that are already in place (e.g. in European standards or existing certification schemes). Instead, the S-T-E-Fi dimensions will offer the inclusion of social, legal and economic assessment criteria in the certification of security systems; the scheme will contribute to the protection of fundamental rights and promote compliance with relevant EU laws, with a particular focus on the relevant General Data Protection Regulation (GDPR) 679/2016 in the field of data protection.

This novel approach to the inclusion of social, legal and economic aspects in evaluation and certification methodology will first be conducted for video surveillance systems, to test and refine the approach. In addition, it is foreseen that the CRISP scheme can be extended to include other types of security systems after the first pilot phase. More specifically, video surveillance systems have been chosen as CRISP's trial application area and social alarm systems, access control systems as well as alarm transmission systems as additional short-term priorities.

The CRISP consortium has researched the treatment of the abovementioned dimensions in the standards applicable to systems in the field of security. The consortium was able to conclude that there are no requirements for Trust and Freedom Infringement. From our perspective, CRISP aims to close the existing gap on social criteria in a security system as the main priority has been given to technical requirements during the last decade. In addition, Freedom Infringement is not just limited to privacy and data protection issues since it also relates to other fundamental rights and freedoms of individuals such as equal treatment, non-discrimination and presumption of innocence.

Therefore, CRISP scheme aims to give an integral solution to end users of security systems as it will provide not only the most up to date and relevant standards from a Security or Efficiency perspective but also binding legal provisions at a EU level integrated in Trust or Freedom Infringement dimensions.

5 IMPORTANCE OF END-USERS' ENGAGEMENT

Throughout the whole life of this project, the consortium has been aware of the importance of the end users and their engagement; direct consultation and participation in CRISP activities have been a top priority for the consortium.

End users have been identified as one of the key stakeholders in the light of the CRISP scheme but also taken into account other stakeholders relevant in the implementation of the CRISP scope thereby to bring greater cohesion to our development work. This is evidenced by the numerous workshops in which security experts and end users have participated (i.e. we have also counted with the contribution of the Data Protection expert from the European Consumer voice in standardisation), which therefore demonstrates the great interest of CRISP Project in this group.

In this regard, the presence of end users' representatives in the development of CRISP scheme is deemed under a very positive light, as it will contribute to bring the four perspectives at the forefront of evaluation and certification of security systems. In this regard, CRISP project aims to engage end users in all Member States in the EU and will seek to maintain close relations with this important group of stakeholders.

5.1 Benefits

Stakeholders perceive certification of security systems as a 'seal of quality' or assurance to end users. In this sense, unlike other certification schemes, the CRISP scheme has a wide range of benefits for end users, among which the following are noteworthy

a) It provides integral protection for end users and society through the use of the innovative S-T-E-Fi dimensions. CRISP scheme goes beyond the current certification based on technical requirements as it includes socio-legal assessment criteria in the certification of security systems. Ultimately, CRISP scheme will contribute to and promote compliance with relevant EU legislation.

b) It increases citizens' trust and confidence in security technologies through the evaluation of social and legal impacts of security systems and certification of systems. Inclusion of socio-legal requirements into certification of security systems is another advantage of CRISP approach and is seen as a way forward to establishing firm trust of citizens in the security systems, in this case in video surveillance systems.

c) It makes greater and better use of the security system which will bring about cost and quality gains.

d) It provides effective safeguards which help to mitigate the negative impact and ease citizen's and end users concerns. Specifically, it creates a more harmonised playing field for Europe's security industry by promoting compliance with EU legislation.

Such a new, trustworthy harmonised approach to certification of video surveillance systems which includes social, legal and economic aspects is intended to serve the end users of such systems who will be able to demonstrate their compliance with relevant rules and standards.

5.2 Main purpose of end users participation:

The consortium aims to approach end users and consumer organisations in all EU Member States to enhace and promote overall confidence in a security technologies and certification measures, to facilitate a more harmonised playing field for the European security industry by providing pan-European certification for security systems and to support the goal to provide protection in an efficient manner.

In this regard, it is essential to include end users' contributions and suggestions for the development and editing of the CRISP scheme and criteria as this will provide important insight in the practical requirements and the feasibility of the CRISP certification.

CRISP SCHEME

Benefits for end users

- Integral protection for end users and society through the use of the innovative S-T-E-Fi dimensions;

- Increased trust and confidence;

- Real gains in efficiency and cost-effectiveness;

- Additional safeguards exclusively designed for users;

- Prevention of breaches.

5.3 Future steps

Your participation in the CWA is essential for gaining trust and acceptance of the CRISP methodology for the evaluation of security systems as the main outcome of the Workshop. The kick-off meeting will be organized on 17 October 2016, at the premises of NEN in Delft, the Netherlands, see http://www.cencenelec.eu/news/workshops/Pages/WS-2016-001.aspx.

We hope you find the CRISP project interesting and we would be very pleased if we can count on your presence during the CWA. Thank you for your attention and looking forward to hearing from you.

CRISP Reports

This briefing note builds upon research conducted by the CRISP project, reported, inter alia, in the following earlier publications:

WP1: Categorising security equipment, systems and services
    D1.1 Glossary of security products and systems (revised version February 2016)
    D1.2 Taxonomy of security products, systems and services (revised version February 2016)

WP2: Review of standards, certification and accreditation for security products
    D2.1. Report on security standards and certification in Europe – A historical/ evolutionary perspective (August 2014)
    D2.2. Consolidated report on security standards, certification and accreditation-best practice and lessons learnt. (June 2015)

WP3: Security certification stakeholder analysis
    D3.1. Stakeholder analysis report (February 2016)

WP4: Analysis of core dimensions-security, trust, efficiency, freedom infringements
    D4.1 Legal analysis of existing schemes (April 2015)
    D4.2 Ethical expert report on freedom infringement evaluation (April 2015)
    D4.3 S-T-E-Fi based SWOT analysis of existing schemes (revised version February 2016)

WP5: Development and testing of the certification methodology
    D5.1 Validated certification methodology (October 2015)
    D5.2 Report on the scenario workshops (February 2016)

WP6: Developing a roadmap
    D6.1 Final roadmap and implementation plan (June 2016)
    D6.2 Final certification manual (July 2016)

WP7: Enhancing confidence in the new certification measures
    D7.1 Consolidated report on enhancing confidence and acceptability of new certification measures (due February 2017)
    D7.2 CEN workshop agreement (due February 2017)
    D7.3 Interim exploitation plan (June 2016)
    D7.4 Final, consolidated exploitation plan (due March 2017)

WP8: Dissemination
    D8.1 Project website (June 2014)
    D8.2 Dissemination Plan (February 2014)
    D8.3 Briefing papers on the proposed certification scheme and roadmap (due February 2017)

WP9: Project management
    D9.1 Progress report (January 2015)
    D9.2 Progress report 2 (August 2016)
    D9.3 Ethical Approval Documents (February 2016)
    D9.4 Report on the ethical aspects of the project (due March 2017)

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