

Vizzia - Actively monitored CCTV control room system - Service Definition Document

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Service Definition Document: Actively monitored CCTV control room system

Date: January 2026

Provider: Vizzia

Service: Actively monitored CCTV control room system

1. SERVICE OVERVIEW

What the Service Is

The Vizzia **Actively Monitored CCTV Control Room System** is a cloud-based CCTV monitoring and incident management service that enables local authorities to **remotely monitor public spaces in real time**, detect incidents, and coordinate appropriate responses through a secure digital control room.

The service combines **live CCTV feeds, active human monitoring, and AI-assisted alerting** to support council teams in maintaining public safety, environmental protection, and regulatory compliance. It is designed to operate as an extension of a council's CCTV function, reducing reliance on physical control rooms while maintaining full operational oversight.

The system supports compliant monitoring in line with the **Surveillance Camera Code of Practice**, UK GDPR, and local authority governance requirements.

Core Components:

- **Live CCTV monitoring & control room interface**

Secure access to live and recorded camera feeds via a web-based control room interface, enabling authorised operators to monitor multiple locations, switch views, and manage incidents in real time.

- **Active monitoring & AI-assisted detection**

Continuous monitoring supported by computer vision models that flag predefined events or behaviours (e.g. suspicious activity, fly-tipping, vehicle movements), prioritising footage for operator attention.

- **Incident logging & evidence management**

Integrated tools to log incidents, annotate footage, generate audit trails, and securely store video evidence for follow-up actions, enforcement, or reporting.

Typical Use Case:

1. CCTV cameras are deployed across public spaces or enforcement zones and connected to the Vizzia platform via secure networks.
2. Live video feeds are displayed within the Vizzia control room interface and actively monitored by authorised operators.
3. AI-assisted alerts highlight potential incidents, enabling operators to focus attention where needed.
4. Operators review live or recorded footage, log incidents, and determine appropriate next steps (e.g. evidence retention, referral to enforcement teams, escalation to partners).
5. Footage and incident records are retained and managed in line with council policies and statutory requirements.

2. DATA BACKUP, RESTORE & DISASTER RECOVERY

Backup & Retention

- **Automatic backups:** All video footage backed up daily to AWS
 - **Retention policy:** 31-90 days configurable per council policy (flagged incidents retained up to 12 months for prosecutions)
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4. SERVICE CONSTRAINTS

Technical Requirements

- **4G/5G coverage:** minimum coverage needed
- **Officer devices:** laptop/mobile device

Maintenance Windows

- **Scheduled maintenance:** Monthly platform updates 2am-4am GMT Sundays (minimal disruption, cameras continue recording locally during maintenance)
 - **Notice:** 7 days advance notice for scheduled maintenance via email
 - **Emergency maintenance:** Unscheduled (rare), councils notified within 15 minutes if platform unavailable
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5. SERVICE LEVELS

Support Hours

- **Standard support:** 9am-5pm GMT, Monday-Friday (email: support@vizzia.com)
 - Response time: <4 hours for non-critical queries, <1 hour for system-down issues
 - **Emergency support:** 24/7 for platform outages
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6. AFTER-SALES SUPPORT

Included in Subscription

- **Technical support:** Unlimited email/phone support during support hours (platform issues, user training refreshers, troubleshooting)
 - **Software updates:** Automatic platform updates (new features, bug fixes, security patches) at no additional cost
 - **Compliance updates:** UK GDPR, Surveillance Camera Code changes reflected in platform (DPIA template updates, audit log enhancements)
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7. SECURITY

Platform Security

- **Infrastructure:** AWS EU, Paris (SOC 2 Type II, ISO 27001 certified hosting)
- **Penetration testing:** Annual third-party pen tests (CREST-certified auditors), remediation within 30 days
- **Vulnerability management:** Monthly security patches applied, critical CVEs patched within 72 hours

Data Protection

- **UK GDPR compliance:** Vizzia = data processor, councils = data controllers (Data Processing Agreement provided)
- **DPIA:** Pre-completed Data Protection Impact Assessment template (UK ICO guidance, Surveillance Camera Code references) provided to councils

8. SUPPORT CONTACTS

Technical Support:

- Email: support@vizzia.com

Data Protection Officer (GDPR queries):

- Email: support@vizzia.com
 - Response: <48 hours for GDPR/compliance questions
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