

**Annex 5: Detailed instructions how to use TIS Incident management tool**  
**Update to be approved by High Level Group: RNE TM**

Version	Approved by	Date of approval
1.1	RNE Traffic management HLG	28 September 2021



**Annex 5: Detailed instructions how to use TIS  
Incident Management tool**

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### 1 Introduction

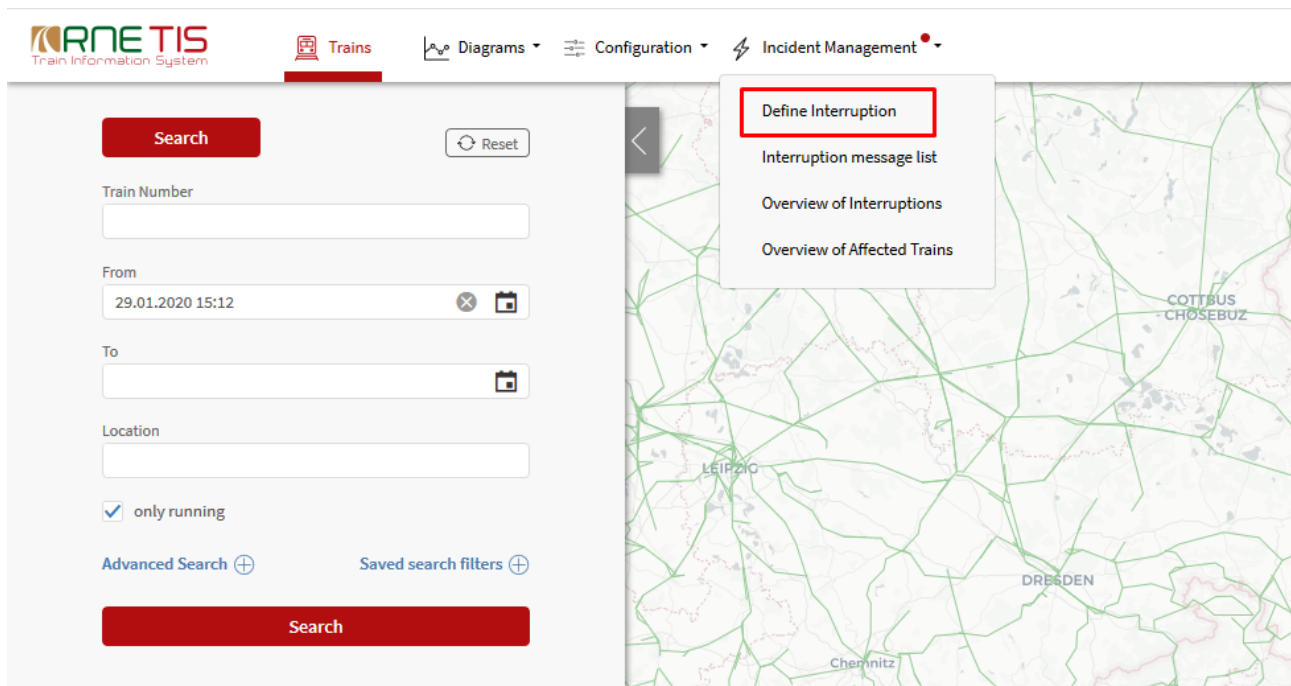
The Incident Management tool was developed to support the communication between IM dispatching centres in case of interruptions.

The purpose of this document is to explain just basic functions of the Incident Management tool to be used in case of international disruption within the scope of ICM Handbook.

The detailed description of all the functions of Incident Management tool can be found here: <https://cms.rne.eu/tis/tis-downloads>

### 2 Usage of the tool for ICM Purposes

#### 2.1 Interruption definition



An interruption is defined by the following fields:

- Status of interruption: \* Open, Solved (available only for published interruptions), Closed
- Estimated Duration of Interruption: From-To\*
- Affected Train types: \* Freight, Passenger, Other
- ICM case declaration: (Yes/No)
- Location of Interruption: \* Single point or Whole network
- Description of Interruption: \* predefined list of possible causes
- Consequence of Interruption: \* from No impact to Total closure
- Additional Information: Line section, Exact location, Affected border stations

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Fields marked with \* are mandatory. Detailed instruction concerning each field can be found in Incident management handbook.

To declare the interruption as ICM case, user shall activate the International Contingency Management case declaration check box. When the check box is activated, user is asked to specify the Coordinating Rail Freight Corridor – RFC to be selected from the drop-down menu. In addition, user can specify also Other affected RFCs.

When all information about interruption are provided, user press the Preview button.

## 2.2 Preview function

Following information are provided in Preview:

- Number of affected trains identified by the system
- List of Affected IMs as identified by TIS
- List of affected RUs as identified by TIS
- Coordinating RFC
- Affected RFCs
- List of affected trains as identified by TIS

OTN	Origin	Destination	Scheduled at intern...	Arrival at interruption	Delay	Notification status
43575	Lutterade racc. DSM	PDQOVA INTERPORTO	10.09.2021 15:00:00	10.09.2021 15:17:00	17	Pending
43745	Neuss Gbf	DOMO II SBB (fktv)	10.09.2021 13:49:00	10.09.2021 15:35:00	106	Pending
43748	DOMO II SBB (fktv)	Neuss Gbf	10.09.2021 22:29:00	10.09.2021 22:29:00	0	Pending

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**Coordinating RFC and other affected RFCs, as specified on the definition page are listed here and all users of these RFCs with Receive notification right will automatically received the e-mail notification about publish interruption and ICM case declaration.**

### **2.3 Finalisation of Interruption definition**

When the user completes the data insertion, the user finalise the interruption definition by pressing *NOTIFY* button. Pressing this button triggers internal TIS processes:

- » Interruption is given an ID and is recorder into Overview of Interruptions
- » TIS and E-mail notifications are sent to all affected IMs, RFCs and RUs

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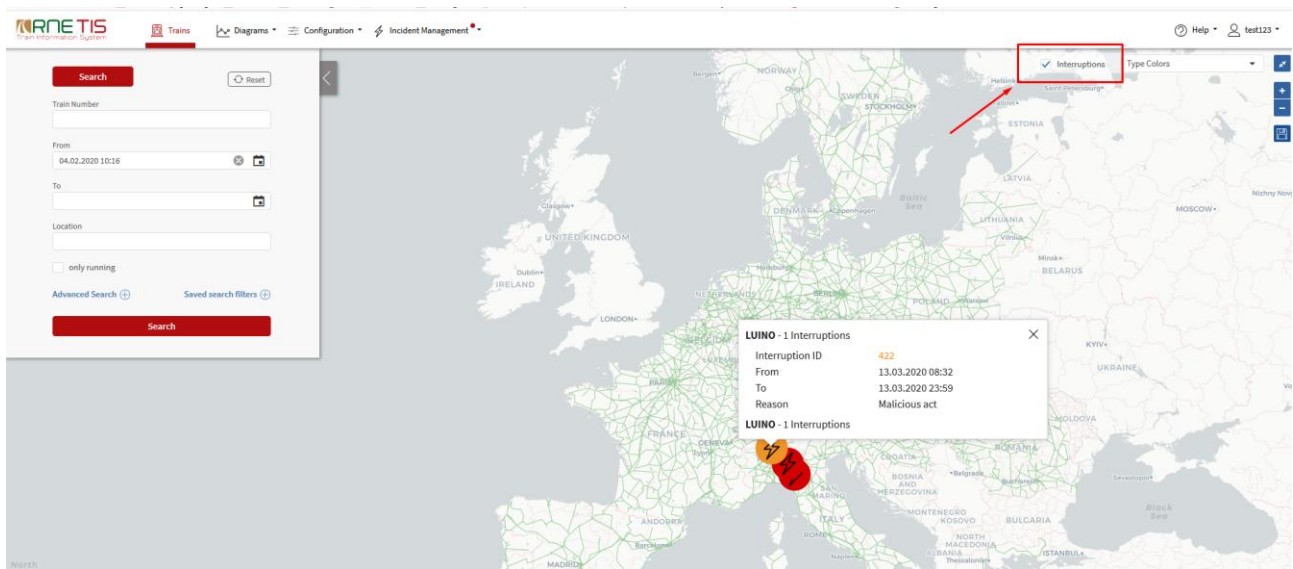
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### 3 Additional functions

Apart from the functions available within Incident Management menu, the information related to incidents (affected trains, etc.) are available also in other TIS 2020 functions.

#### 3.1 TIS 2020 Trains page

Information about interruptions can be also found on the main TIS 2020 Trains page. To display the Interruptions on the main page, the check box “Interruptions” should be chosen:



Interruptions are displayed either in red or orange colour:

- In red color are all “Open” interruptions
- In orange color are all “Solved” interruptions (with some trains still parked or to be parked) and interruptions foreseen to start in the nearest future (e.g. foreseen strike, etc.)

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### 3.2 Train search function

In the main search function, under Advanced search menu, the specific search for affected trains and for specific statuses can be made:

The screenshot displays the 'Advanced Search' interface. On the left, there are several filter sections: 'Via Point' (dropdown), 'Train Type' (Passenger, Freight, Others), 'Infrastructure Manager' (text input), 'Railway Undertaking' (text input), 'Search Direction' (dropdown), 'Linking region' (dropdown), 'Linking status' (dropdown), 'Affected Trains Status' (dropdown, highlighted with a red box and set to 'pending'), and 'Interruption ID' (text input). Below these is a 'Delay (minutes)' section with 'Min' and 'Max' inputs and an 'Exclude' checkbox. A horizontal bar shows a delay scale from -9999 to 9999. The main area is a map of Europe with various train icons (numbered 2, 4, 6, 8, 10, 20, 32, 46, 48, 49, 51, 95, 99) and a detailed popup for train 20 0080.UNKNW. The popup shows the route: From Passau Hbf Voglau (04.02.2020 19:32), Passau Hbf Voglau (04.02.2020 19:32), and To Frankfurt (Main) Hbf (04.02.2020 23:40). The popup also includes a close button (X) and a green circle icon.

The similar functionality is also available in Space-time and Connection diagrams.

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### 3.3 Train Info page

Special Incident information section is also available in Train Info page:

The screenshot shows the TIS Train Information System interface. The 'Incident Information' tab is selected and highlighted with a red box and arrow. The page displays train details for international train number 20, actual location Passau Hbf Voglau, and a delay of +0 min. The incident information section shows a train affected on 03.02.2020 at 15:55:21, with an interruption ID of 321 at Frankfurt (Main) Hbf, scheduled at 04.02.2020 23:40:42. Below this, a table shows the time of change on 04.02.2020 at 19:31:39, with the status of the affected train as 'pending'.

Within Incident information section, the following information are displayed:

- » Header:
  - Date and time when train got affected + Interruption ID
  - (if train is affected by more interruptions, all of them are listed)
  - Location of Interruption (if entire network is relevant only IM is specified)
  - Scheduled at interrupted point (Planned Date & Time in Interrupted point)
- » History – the latest changes displayed on top
  - Time of change
  - IM ID – IM doing the change
  - Description of change (Status, Parking IM, Parking Location, Time of parking)

This screenshot provides a detailed view of the incident information. It shows the train affected on 03.02.2020 at 15:55:21, with an interruption ID of 321 at Frankfurt (Main) Hbf, scheduled at 04.02.2020 23:40:42. Below this, a table shows the time of change on 04.02.2020 at 19:31:39, with the status of the affected train as 'pending'.

Information about Interrupted location is also visible within train information page:



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The screenshot displays the RNE TIS Incident Management tool interface. At the top, there are navigation tabs: Trains, Diagrams, Configuration, and Incident Management. Below this, there are several summary boxes:

- International Train Number:** 42075
- Actual Location:** CALLARATE
- Delta:** +5 min
- From:** Basel SBB RB Cr A
- To:** CALLARATE
- Actual Location Status:** 13.03.2020 17:45
- Train Statistics:** 13.03.2020 16:20
- Incident Information:** 13.03.2020 17:45
- National Train Numbers:** 42075
- Leaf Update:** 13.03.2020 17:45
- Train Type:** Freight

Below these boxes is a table listing train stops and their status:

Location	Actual Location	Delta	From	To	National Train Numbers	Train Type
Ranzo-S. Abbondio	13.03.2020 15:00	+47 min	43075	SBB INFRA	SBB Cargo International (SBBICN)	
Pino-Tronzano	13.03.2020 15:05	+11 min	43075	SBB INFRA	SBB Cargo International (SBBICN)	
Pino-Tronzano	13.03.2020 15:40	+11 min	43075	SBB INFRA	SBB Cargo International (SBBICN)	
Maccagno	13.03.2020 15:48	+7 min	43075	SBB INFRA	SBB Cargo International (SBBICN)	
Colegnna	13.03.2020 15:51	+7 min	43075	SBB INFRA	SBB Cargo International (SBBICN)	
LUINO	13.03.2020 15:56	+9 min	43075	RFI	SBB Cargo International (SBBICN)	13.03.2020 16:01
LUINO	13.03.2020 16:17	+19 min	43075	RFI	SBB Cargo International (SBBICN)	13.03.2020 16:17
PORTO VALTRAVAGLIA	13.03.2020 16:25	+17 min	43075	RFI	SBB Cargo International (SBBICN)	