

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
1.0	RNE General Assembly	May 2021



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

RailNetEurope
Oelzeltgasse 3/9
AT-1030 Vienna

Phone: +43 1 907 62 72 00

mailbox@rne.eu
www.rne.eu

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1 Introduction

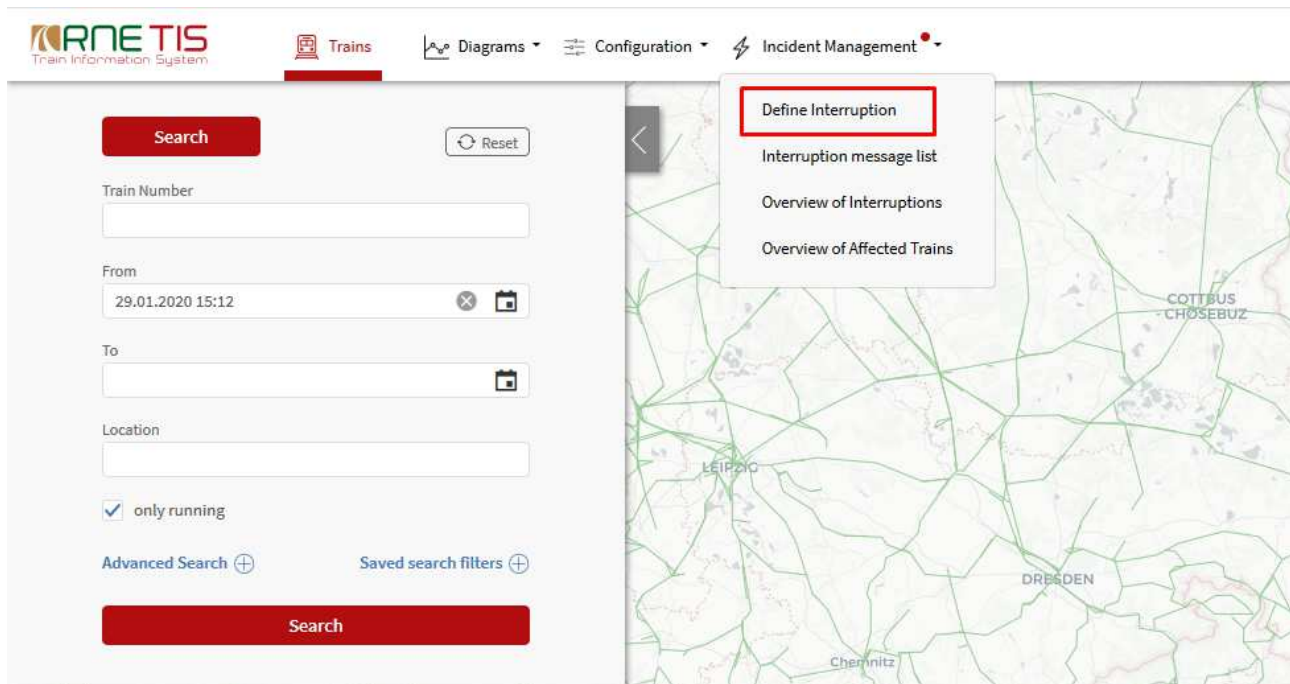
The Incident Management tool was developed to support the communication between IM dispatching centres in case of interruptions.

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
- 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

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

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To declare the interruption as ICM case, user should provide the information in Remark field: **“ICM case declared.”**

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
- List of affected trains as identified by TIS

Interruption Preview 0085 | Brig 13.03.2020 13:46 | 13.03.2020 23:59 | Freight, Passenger, Others

Number of affected Trains: 73

Affected IMs

Name	Notification ...
RFI	(All) ✓
Infrabel	✓
SBB INFRA	✓
SNCF Réseau	✓
ProRail	✓
DBNetz	✓

Affected RUs

Name	Notification ...
Laeger & Wostenhöfer GmbH & Co.KG	✓
Teutoburger Wald-Eisenbahn, Gutersloh	✓
LTE Netherlands B.V.	✓
SIBELIT - SNCF	✓
Captrain Netherlands B.V.	✓

1 2

Affected Trains

<input type="checkbox"/>	OTN	Origin	Destination	Scheduled at interu...	Arrival at interruption	Delay	Notification status
<input type="checkbox"/>	27919	Brig	Iselle di Trasquera	13.03.2020 17:30:06	13.03.2020 17:30:06	0	pending
<input type="checkbox"/>	43635	Freiburg (Breisgau) Gbf	NOVARA BOSCHETTO	13.03.2020 23:59:00	13.03.2020 23:59:00	0	pending
<input type="checkbox"/>	4282	DOMODOSSOLA	Spiez	13.03.2020 18:36:06	13.03.2020 18:36:06	0	pending
<input type="checkbox"/>	4278	DOMODOSSOLA	Spiez	13.03.2020 16:33:00	13.03.2020 16:33:00	0	pending
<input type="checkbox"/>	4277	Spiez	DOMODOSSOLA	13.03.2020 17:20:00	13.03.2020 17:20:00	0	pending
<input type="checkbox"/>	4281	Spiez	DOMODOSSOLA	13.03.2020 19:20:00	13.03.2020 19:20:00	0	pending
<input type="checkbox"/>	36	MIL & M/ CENTRALE	Gandiv	13.03.2020 10:18:30	13.03.2020 10:18:30	0	pending

To inform RFC/RFCs about the Interruption and declaration of ICM case, user should add the relevant RFC manually to the list of affected IMs (pressing ADD button next to affected IMs, writing “RFC” and choosing the relevant RFC from the drop-down list).

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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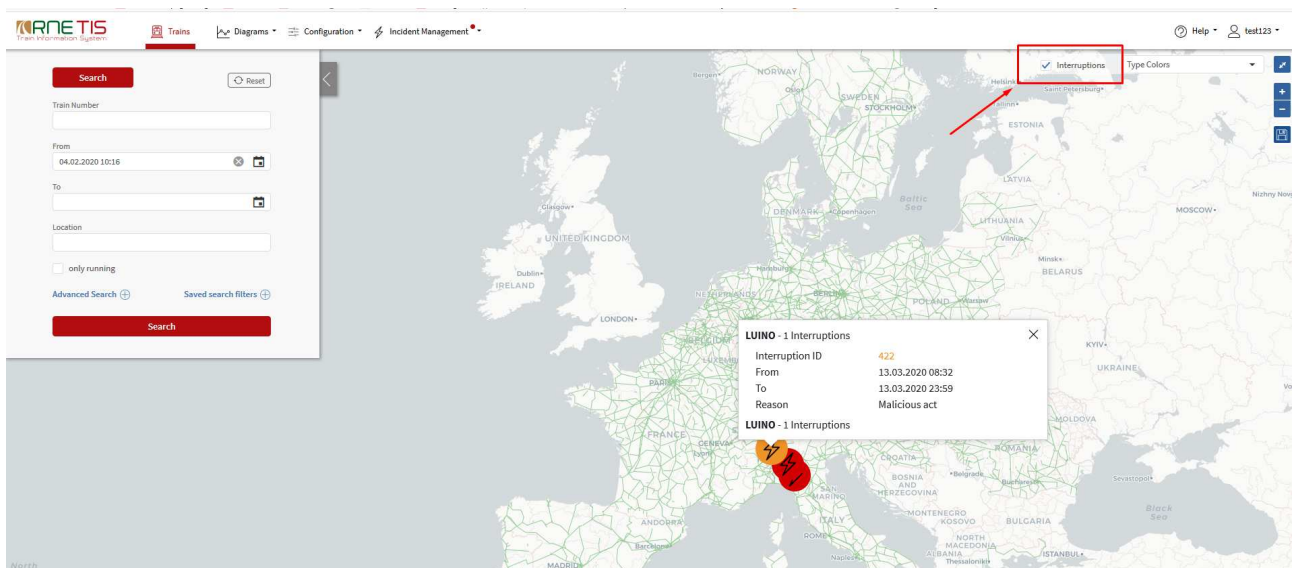
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3 Additional functions

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 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. Below the navigation tabs, there are summary cards for International Train Number (20), Actual Location (Passau Hbf Voglau), Delta Actual Location Status, From (Passau Hbf Voglau) To (Frankfurt (Main) Hbf), and National Train Numbers (20). A table below shows the train's schedule with columns for Location, Status, Date, Time, Delta, Delay Reason, OTN, Infrastructure Manager, Railway/Underlying, and Forecast. The table lists stations from Passau Hbf Voglau to Regensburg Hbf.

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)

The screenshot shows the 'Incident Information' section of the TIS interface. It displays details for an interruption: Train affected (03.02.2020 15:55:21), Interruption ID (321), Location of Interruption (0080 Frankfurt (Main) Hbf), and Scheduled At Interrupted Point (04.02.2020 23:40:42). Below this, a table shows the 'Time of change' (04.02.2020 19:31:39), IM (DBNetz), Status of affected Train (pending), Parking IM, Parking Location, and Parking Time.

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

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The screenshot shows the RNE TIS Incident Management tool interface. At the top, there are navigation tabs: 'Trains', 'Diagrams', 'Configuration', and 'Incident Management'. Below the navigation, there are several summary boxes for the selected train:

- International Train Number:** 43075
- Actual Location:** CALLARATE
- Delta:** +5 min
- From:** Brand SBB RB Gr A
- To:** CALLARATE
- Start:** 13.03.2020 16:20
- End:** 13.03.2020 17:40
- National Train Numbers:** 43075
- Last Update:** 13.03.2020 17:45
- Train Type:** Freight

Below the summary boxes is a table showing the train's schedule. The table has columns for location, arrival time, departure time, delay, and status. The row for LUINO is highlighted in red, indicating an incident. The incident details are shown in a separate column: 13.03.2020 16:01.

Location	Arrival	Departure	Delay	Status	Incident
Ranzo-S. Abbondio	13.03.2020 15:00	13.03.2020 15:47	+47 min	43075 SBB INFRA	
Pino-Tronzano	13.03.2020 15:05	13.03.2020 15:50	+11 min	43075 SBB INFRA	
Pino-Tronzano	13.03.2020 15:40	13.03.2020 15:50	+11 min	43075 SBB INFRA	
Maccagno	13.03.2020 15:48	13.03.2020 15:55	+7 min	43075 SBB INFRA	
Colmegna	13.03.2020 15:51	13.03.2020 15:57	+7 min	43075 SBB INFRA	
LUINO	13.03.2020 15:56	13.03.2020 15:56	+0 min	43075 RFI	13.03.2020 16:01
LUINO	13.03.2020 16:17	13.03.2020 16:36	+19 min	43075 RFI	13.03.2020 16:17
PORTO VALTRAVAGLIA	13.03.2020 16:25	13.03.2020 16:42	+17 min	43075 RFI	