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

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Handbook for International Contingency Management

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1   Introduction

The Incident Management tool was developed to support the communication between IM dispatching centres in case of interruptions.
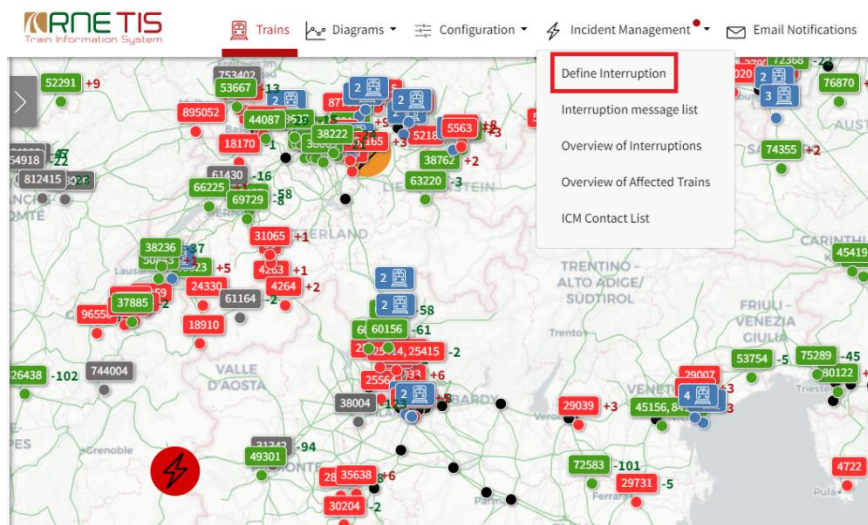
The purpose of this document is to explain just the basic functions of the Incident Management tool to be used in case of international disruption within the scope of ICM Handbook.

The detailed description of all the functions of the Incident Management tool can be found here: https://rne.eu/wp-content/uploads/2022/10/imt_functional_handbook_v_1.5.3_0.docx
In addition, an educational video about the general usage of the TIS Incident Management tool can be found here: https://vimeo.com/941106661/62d71e04d0

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, closed, closed automatically
- Estimated Duration:* From-To
- Affected Train Types:* Freight, Passenger, Others, Engineering, Locomotive
- ICM case declared: (Yes/No)
    - Coordinating RFC (mandatory in case of ICM declaration)
    - Other affected RFCs
    - RFC Remarks
- Location of Interruption: * Single point or Whole network
- Description of Interruption:* Reason, Consequence
- Additional Information: Line section, Exact location, Affected border stations

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- Remarks

Fields marked with * are mandatory. Detailed instructions concerning each field can be found in "The Functional Handbook Incident Management in TIS 2020".

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

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

2.2 Preview function

The following information is provided in the Interruption Preview page:
- Number of affected trains identified by the system
- List of Affected IMs as identified by TIS
- List of Affected RUs as identified by TIS
- Leading RFC
- Affected RFCs
- List of affected trains as identified by TIS

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Leading 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 receive the e-mail notification about publish interruption and ICM case declaration.

2.3   Finalisation of Interruption definition

When the user completes the data insertion, then the user finalises the interruption definition by pressing the *PUBLISH* button. Pressing this button triggers internal TIS processes:
   » Interruption is given an ID and is recorded into Overview of Interruptions
   » TIS and E-mail notifications are sent to all affected IMs, RFCs, and RUs

2.4   Overview of Interruptions

Overview of Interruptions provides the basic overview of already recorded interruptions as well as their impact on the traffic. The amount of affected trains and amount of trains for the different statuses (blue numbers) are showing, how many trains are affected by interruption in total and which statuses they have.

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2.5   Overview of Affected trains

The list of affected trains can be found in the Overview of affected trains within the Incident Management menu.

The list of affected trains can be exported from this page with the Export all data button on the top right.

2.6   ICM Contact List

The contact lists for IM's Incident and Communication managers and to RFC's Coordinators can be found in the Incident Management menu as well. The access to this page, the TIS company administrator of the user to assign the "View Contacts" user rights to the user profile. In addition, the general Incident Management tool access is also required to view the list.
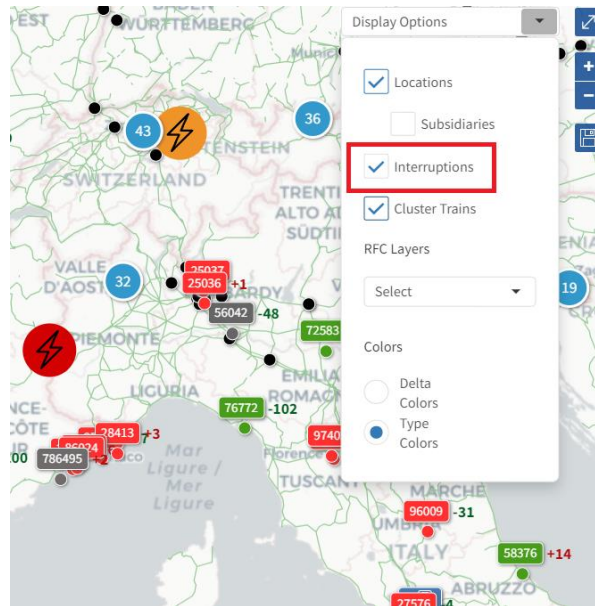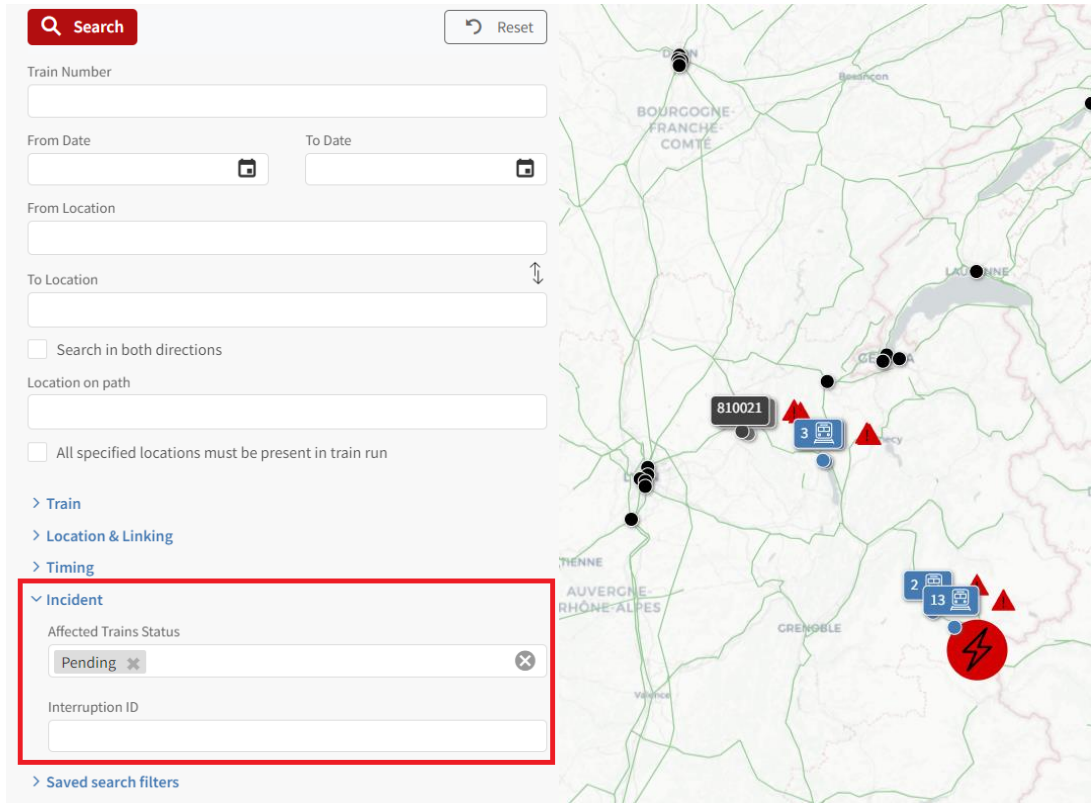
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Contact List Management

Layout: 105 Items

Role	Company	Country	Name	Position	Email	Phone	Contact Hours
Incident Manager	BLS Netz AG Infrastrukturmanager	CH		TCC Spiez	betriebszentrale.spiez@bls.ch	+41 58 327 20 93	
Communication Manager	BLS Netz AG Infrastrukturmanager	CH		BLS Media ...	media@bls.ch	+41 58 327 29 55	(Mo-Fr 8-17h)
Incident Manager	DB InfraGO Aktiengesellschaft	DE		Netzkoordin...	Ffm.nlz-nk@deutschebahn.com ...	+49 69 265 19759	
Communication Manager	Societé Nationale des Chemins de Fer ...	LU		Betriebskoo...	EI.SupervisionTrafic@cfl.lu	+352 49 90 33 73; +352 49 90 33 3...	
Backup Organisation	National Railway Infrastructure Comp...	BG		RFC10 Backup	st_disp@rail-infra.bg	+359 887 449 110	
Backup Organisation	ProRail	NL		RFC2 backu...	OvD-S@prorail.nl	+31 84 084 98 60	
Backup Organisation	Infrabel	BE		RFC2 backu...	52241.tcinspbeweging.inspmouv...	+32 252 52 602	

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3 Additional 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 (e.g. 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, the specific search for affected trains and for specific statuses can be made:

A 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 the Train Info page:

Within the Incidents section, the following information is displayed:

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

Information about Interrupted location is also visible on the train information Details page:

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