

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

Version	Approved by	Date of approval
2.0	RNE General Assembly	December 2024



**Annex 5: Detailed instructions on how to use the 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.

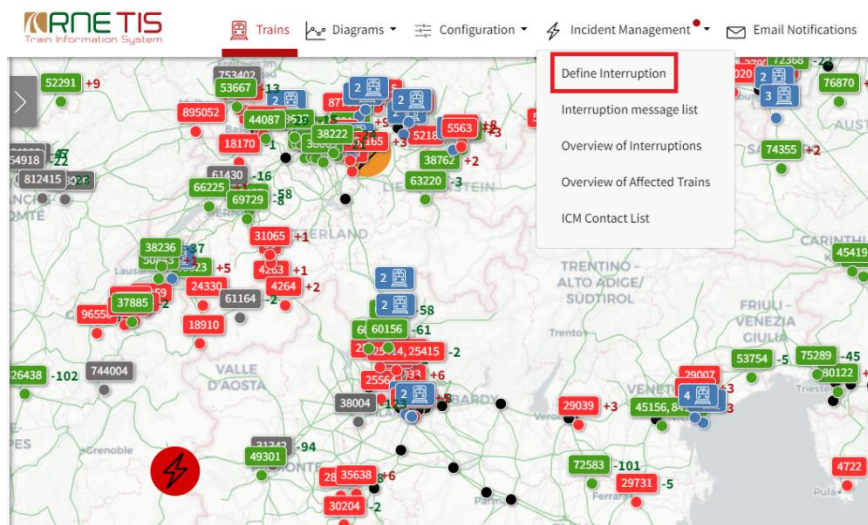
The purpose of this document is to explain just the basic functions of the Incident Management tool to be used in case of international disruption within the scope of ICM Handbook.

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](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 Coordinating Rail Freight Corridor – RFC to be selected from the drop-down menu. In addition, the user can specify also Other affected RFCs.

The screenshot shows the 'Interruption Definition' form. It contains the following fields and options:

- Status of Interruption \***: Radio buttons for 'open' (selected), 'solved', 'closed', and 'closed automatically'.
- Estimated Duration \***: 'From' date/time (13.08.2024 09:53) and 'To' date/time.
- Affected Train Types \***: Checkboxes for 'Passenger', 'Freight', 'Others' (all checked), 'Engineering', and 'Locomotive'.
- International Contingency Management case declared \***: A 'Yes' checkbox (checked), a dropdown menu for 'Coordinating Rail Freight Corridor (RFC)', a text input for 'Other affected Rail Freight Corridors (RFCs)', and a text area for 'RFC Remarks'.

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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Interruption Preview 0080 München-Pasing | 13.08.2024 10:05 | 13.08.2024 16:00 | Freight, Passenger, Others

Number of affected Trains: 301

**Affected IMs**

Add

Name	Notification ...
Swiss Federal Railways - Infrastructure	<input checked="" type="checkbox"/> (All)
DB InfraGO Aktiengesellschaft	<input checked="" type="checkbox"/>
OBB-Holding AG	<input checked="" type="checkbox"/>

**Affected RUs**

Add

Name	Notification ...
RBH Logistics GmbH	<input checked="" type="checkbox"/> (All)
0080 Unknown Railway Undertaking	<input checked="" type="checkbox"/>
TX Logistik AG	<input checked="" type="checkbox"/>
LTE Germany GmbH	<input checked="" type="checkbox"/>
Schweizerische Bundesbahnen Personenverkehr	<input checked="" type="checkbox"/>
DB Fernverkehr AG	<input checked="" type="checkbox"/>
DB Bahnbau Gruppe GmbH	<input checked="" type="checkbox"/>

**Leading RFC**

3767 Rail Freight Corridor Scandinavian-Mediterranean

**Affected RFCs**

No Data Found

**Affected Trains**

<input type="checkbox"/>	OTN	Origin	Destination	Scheduled at Interru...	Arrival at Interruption	Delay	Notification status
<input type="checkbox"/>	6863	Herrsching	München Flughafen Terminal	13.08.2024 13:05:42	13.08.2024 13:05:42	0	Pending

Cancel Publish Notify

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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Overview of Interruptions

Layout: 1296 Items

Interruption ID	Location	Estimated Start	Estimated End	ICM case declared	Status	View	Affected Tr...	Trains pen...	Trains may...	Trains to be p...	Trains parked
23241	0080 Orschweier	19.07.2023 06:00:00	20.07.2023 12:00:59		open		220	213	1	2	1
23221	0080 Orschweier	18.07.2023 16:00:00	20.07.2023 23:59:59	19.07.2023 14:51:23	closed		344	0	330	0	0
23201	0080 Orschweier	18.07.2023 16:00:00	20.07.2023 23:59:59	19.07.2023 14:38:24	closed		348	0	348	0	0
23181	0081 Steinach in Tirol	19.07.2023 05:20:24	19.07.2023 09:00:59	19.07.2023 09:07:20	solved		27				
23161	0079 Borovnica	18.07.2023 20:53:52	19.07.2023 06:00:59	18.07.2023 23:15:57	closed		54				
23141	0081 Staatsgrenze n...	18.07.2023 18:51:19	19.07.2023 06:00:59	18.07.2023 20:40:05	solved		19	19	0	0	0
23121	0081 Staatsgrenze n...	18.07.2023 18:47:03	19.07.2023 23:00:59	18.07.2023 18:49:38	solved		50	50	0	0	0
23101	0080 Orschweier	17.07.2023 16:00:00	19.07.2023 23:59:59	18.07.2023 15:25:52	closed		320	0	320	0	0
23061	0084 Almelo	18.07.2023 04:22:35	18.07.2023 23:59:59	18.07.2023 07:54:56	closed		21				
23042	0088 LOKEREN	17.07.2023 20:39:51	17.07.2023 22:59:59	17.07.2023 21:03:29	closed		24				
23041	0088 TIENEN	17.07.2023 20:38:41	17.07.2023 23:59:59	18.07.2023 14:13:03	closed		20				

### 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.

Overview of Affected Trains

Layout: 25 (25) Filtered Items Custom Filters Company layout: Load

<input type="checkbox"/>	View	Reference Train...	Train Types	Location of Origin De...	Time of Origin ...	Location of Final Dest...	Time of Final d...	Location of current p...	Time
<input type="checkbox"/>		<a href="#">47225</a>	Freight	0081 Schwechat (in ...	19.07.2023 15:...	0081 Staatsgrenze ...	20.07.2023 02:...	0081 Kaiserebersdo...	19.0...
<input type="checkbox"/>		<a href="#">2351</a>	Passenger	0054 Břeclav os.n.	19.07.2023 15:...	0081 Wiener Neusta...	19.07.2023 17:...	0081 Wien Matzlein...	19.0...
<input type="checkbox"/>		<a href="#">49416</a>	Freight	0079 Koper tovorna	19.07.2023 06:...	0081 Staatsgrenze ...	19.07.2023 21:...		
<input type="checkbox"/>		<a href="#">48084</a>	Freight	0081 Villach Hbf-Os...	19.07.2023 11:...	0054 Břeclav předn...	19.07.2023 20:...	0081 Semmering (i...	19.0...
<input type="checkbox"/>		<a href="#">48137</a>	Freight	0056 Trnava náklad...	19.07.2023 15:...	0081 Staatsgrenze ...	20.07.2023 03:...	0056 Bratislava-Pet...	19.0...
<input type="checkbox"/>		<a href="#">7151</a>	Passenger	0081 Wiener Neusta...	19.07.2023 18:...	0043 Sopron	19.07.2023 18:...		
<input type="checkbox"/>		<a href="#">48113</a>	Freight	0056 Trnava náklad...	19.07.2023 11:...	0081 Staatsgrenze ...	20.07.2023 02:...	0081 Abzww Ebenf...	19.0...
<input type="checkbox"/>		<a href="#">2355</a>	Passenger	0054 Břeclav os.n.	19.07.2023 16:...	0081 Wiener Neusta...	19.07.2023 18:...	0081 Dürnkrot	19.0...
<input type="checkbox"/>		<a href="#">2352</a>	Passenger	0081 Wiener Neusta...	19.07.2023 17:...	0054 Břeclav os.n.	19.07.2023 19:...		

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

Layout: Custom Filters Company layout: Load

Origin ... Location of Final Dest... Time of Final d... Location of current p... Time of current... Service Tra... Location of first Point... Time of fi

### 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	Société Nationale des Chemins de Fer ...	LU		Betriebskoo...	El.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	

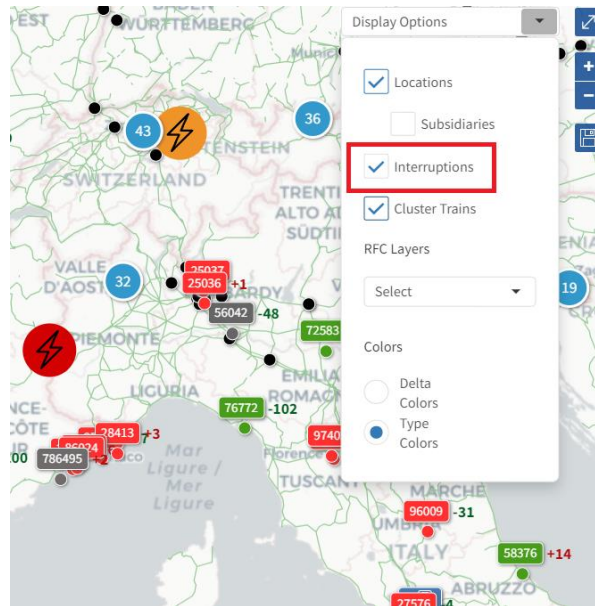
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### 3 Additional functions

#### 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.)

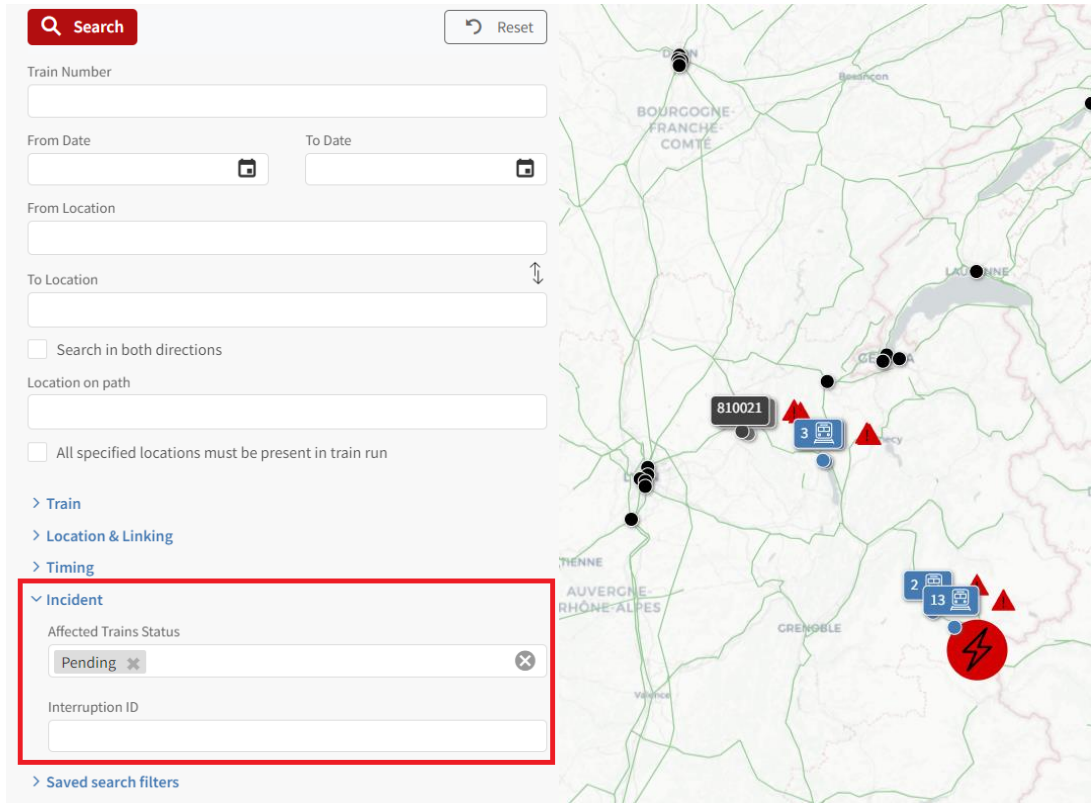


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**3.2 Train search function**

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:

The screenshot shows the TIS Incident Management tool interface. The 'Incidents' tab is highlighted with a red box and an arrow. The interface displays train details, a table of planned and actual stops, and a list of incidents.

Location	Status	Date	Time	Status	Date	Time	Delta	Delay Reason	CTN	Infrastructure Manager	Railway Undertaking
St-Michel-Valloire	↓	14.08.2024	05:18	↓	14.08.2024	05:18	+0 min		810060	SNCF Réseau SA	name_0087.00087
St-Julien-Montricher	↓	14.08.2024	05:24	↓	14.08.2024	05:24	+0 min		810060	SNCF Réseau SA	name_0087.00087
St-Jean-de-Maurienne-Arvan - Poste 1	↓	14.08.2024	05:34	↓	14.08.2024	05:34	+0 min		810060	SNCF Réseau SA	name_0087.00087
St-Jean-de-Maurienne-Arvan - Bât V...	↓	14.08.2024	05:35	↓	14.08.2024	05:35	+0 min		810060	SNCF Réseau SA	name_0087.00087
St-Jean-de-Maurienne-Arvan - Carré ...	↓	14.08.2024	05:37	↓	14.08.2024	05:37	+0 min		810060	SNCF Réseau SA	name_0087.00087
St-Avre-la-Chambre - Aig Km 200,1	↓	14.08.2024	05:42	↓	14.08.2024	05:42	+0 min		810060	SNCF Réseau SA	name_0087.00087
St-Avre-la-Chambre - Aig Km 198,7	↓	14.08.2024	05:43	↓	14.08.2024	05:43	+0 min		810060	SNCF Réseau SA	name_0087.00087
St-Avre-la-Chambre - Bât Voyageurs	↓	14.08.2024	05:44	↓	14.08.2024	05:44	+0 min		810060	SNCF Réseau SA	name_0087.00087
Epiere-St-Léger - Bât Voyageurs	↓	14.08.2024	05:53	↓	14.08.2024	05:53	+0 min		810060	SNCF Réseau SA	name_0087.00087
Alguebelle - Bât Voyageurs	↓	14.08.2024	06:01	↓	14.08.2024	06:01	+0 min		810060	SNCF Réseau SA	name_0087.00087
Chamousset	↓	14.08.2024	06:07	↓	14.08.2024	06:07	+0 min		810060	SNCF Réseau SA	name_0087.00087

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)

Train affected	Interruption ID	Location of Interruption	Scheduled At Interrupted Point
13.08.2024 05:19:00	29041	0087 St-Michel-Valloire	14.08.2024 05:18:00

Time of change	IM	Status of affected Train	Parking IM	Parking Location	Parking Time
13.08.2024 05:19:00	RailNetEurope (RNE)	Pending			

Information about Interrupted location is also visible on the train information Details 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', 'Incident Management', and 'Email Notifications'. The main content area shows details for a specific train:

- International Train Number:** 810060
- Actual Location:** St-Michel-Vallière
- From:** St-Michel-Vallière
- To:** Ambérieu - FSC Réception
- Planned Distance:** 147,26 km
- Actual Distance:** 147,26 km
- Train Type:** National Others
- Last Update:** 13.08.2024 05:16
- Train Identifier:** TR.3178.000404774937.00.2024.20240514

Below this information is a table with two columns: 'Planned' and 'Actual'. The table lists stations and their corresponding times and delays.

Location	Status	Date	Time	Delay	Delay Reason	DR%	Infrastructure Manager	Network
St-Michel-Vallière	▲	14.08.2024	05:18	14.08.2024	05:20	+0 min	810060	SNCF Réseau SA
St-Julien-Montlitcher	↓	14.08.2024	05:24	14.08.2024	05:24	+0 min	810060	SNCF Réseau SA
St-Jean-de-Maurienne-Arvan - Pôde 1	↓	14.08.2024	05:34	14.08.2024	05:34	+0 min	810060	SNCF Réseau SA
St-Jean-de-Maurienne-Arvan - Bâti V...	↓	14.08.2024	05:35	14.08.2024	05:35	+0 min	810060	SNCF Réseau SA
St-Jean-de-Maurienne-Arvan - Carré ...	↓	14.08.2024	05:37	14.08.2024	05:37	+0 min	810060	SNCF Réseau SA
St-Avre-La-Chambre - Alg Km 200,1	↓	14.08.2024	05:42	14.08.2024	05:42	+0 min	810060	SNCF Réseau SA
St-Avre-La-Chambre - Alg Km 198,7	↓	14.08.2024	05:43	14.08.2024	05:43	+0 min	810060	SNCF Réseau SA