Contents

1 Introduction

1.1 Purpose

This document details the business needs of the envisioned CRM solution. The purpose of the Functional Requirements Document (FRD) can be summarized as follows:

- It identifies and documents RSSB's requirements
- It forms the basis of the system configuration
- It forms the basis of user acceptance tests

1.2 RSSB Overview

RSSB's primary objective is to support its Members. RSSB's Members are Network Rail and other companies in the categories: passenger Train Operators, non-passenger Train Operators, rolling stock owners, infrastructure contractors and suppliers (manufacturers, for example). There are currently some 70 Members. In undertaking its primary objective, RSSB works directly with many individuals in all the companies that are its Members. It also works directly with many individuals in other bodies, including companies, government, professional and trade organisations, in Great Britain, Europe and globally. Individuals within RSSB are usually referred to as 'internal stakeholders' and all other bodies and individuals are 'external stakeholders'. Individual stakeholders may have involvement in multiple areas of business and thus fulfil different roles of 'engagement' at the same time and in the course of time.'

RSSB desires the ability to see a complete picture of all their stakeholder interactions at both company and individual level across all Directorates allowing greater transparency for all staff. Each directorate has a specific focus and operating process, however there is a great deal of value to be gained by joining up all the information currently held in many unconnected systems.

RSSB has a primary group that they serve which consists of about 70 members. It is very important that the organisation has an understanding of the level of engagement with its members and external stakeholders. There is likely a lot of additional help and services that can be provided to members so a clear understanding of what they are utilizing is essential to ensure RSSB can be proactive.

In the results from the last RSSB member survey, stakeholders said they would like RSSB to:

- Focus more strongly on industry objectives
- Improve the way it engages with the industry and publicise its work
- Do more to communicate the breadth and depth of its role to stakeholders
- Do more tailored communications to ensure relevance
- Be more open about the projects it is currently working on

To do this effectively RSSB needs the right tools to support its engagement.

Building on its customer centric culture RSSB will look to align their activity more effectively with customer intent. By getting further insight into members through CRM and understanding their intention for engaging, they will be able to understand where it is possible to bring together the best of cross-group expertise to bring value-add propositions to their members.

Through effective BI/metrics RSSB will gain better and up to date insight, making marketing, data mining and operational support easier and quicker.

Building a single view of member activity will result in RSSB being both more operationally efficient and able to serve members more effectively, providing a seamless experience through tailored communications and solutions.

In time, they can build upon this (facilitating the sharing of knowledge across RSSB) by making key documents and knowledge captured easily searchable across the organisation through integrating their KM content with the CRM system.

A key factor in successful CRM implementations is to ensure the initial roll out of the tool is focussed in areas where there will be wide acceptance by the users of the activities with a clearly visible and positive outcome on marketing, sales and operational processes.

CIRAS sits within RSSB but operates independently with its own governing committee, membership and product set. CIRAS is currently based within the RSSB premises.CIRAS has over 1,700 members across all transport sectors, including some in common with RSSB. It is expected that CIRAS will become a separate organisational entity within the next year.

1.3 Scope of Solution

The CRM will focus on core member/stakeholder engagement and CIRAS case management functions. The business does not have a large requirement for sales automation at the outset.

This will include the business processes surrounding:

- Contact Management
- Account Management
- Case Management
- Marketing Lists
- Campaign Management

There is a full list of the systems analysed in Appendix 1

1.4 Assumptions and Constraints

It is expected that the initial implementation will only accommodate the core systems that are required to provide standard CRM functionality. Where complex integrations are required, these will be done as separate projects that can be packaged up independently in future phases.

It is assumed that any solution will work alongside RSSB's ongoing plan to migrate all users to Office 365, Project Online and the Microsoft online productivity suite.

2 Non-Functional Requirements

The following requirements are applicable to the entire solution.

2.1 System Access and Security

- Requirement Statement: The solution **must** allow appropriate security so that certain records can be restricted to certain Directorates and/or business units
- Explanation: The nature of some of the work inside the organization is of a very sensitive nature (e.g. CIRAS)
- Requirement Statement: The solution **must** support Azure Active Directory two-factor authentication

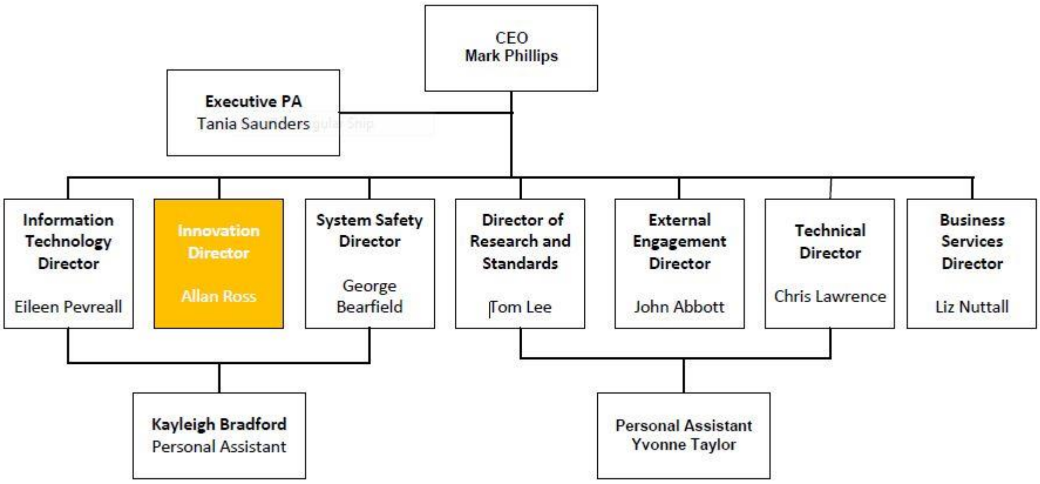
- Explanation: To ensure a consistent experience for staff and to ensure high levels of security
- Requirement: The solution **must** support data encryption at rest
- Explanation: The nature of some of the work inside the organization is of a very sensitive nature

2.2 System Availability

- Requirement Statement: The solution must provide 99.7% uptime
- Explanation: Due to the fully integrated nature of the CRM it needs to have a high level of availability

2.3 Organizational Structures

- Requirement Statement: The solution must be able to support RSSB's hierarchical organization structure including Directorates and Departments.
- Explanation: The CRM needs the concept of Departments and/or teams which supports the hierarchical structure required.



2.4 System Development

- Requirement: The solution **must** be able to evolve with the organisation to support RSSB's continued development
- Explanation: Due to the external environment, there may be regular changes to the way the business operates. For instance, RSSB is currently two years into a five year fixed funding period, at the end of this it may mean that additional models and information is required to be stored in CRM to define fees payable by members

2.5 Organisational Transparency

- Requirement: The solution **must** have the ability to graphically visualise the interactions that are going on between all Directorates and to provide greater insight to internal team members along with the ability to be more pro-active with all stakeholders
- Explanation: Currently RSSB staff only have visibility on the interactions that they are having in their own group or Directorate. Data generally doesn't provide the ability to forward plan as it is stored in disparate systems or spreadsheets

2.6 Existing Systems

- Requirement: The solution **must** have the ability to seamlessly integrate into Office 365
- Explanation: RSSB are engaged in a project to move their Exchange, Lync and SharePoint intranet over to Office 365
- Requirement: The solution **must** have the ability to consolidate systems
- Explanation: There are systems that RSSB have that are old and have very specific functionality for particular departments. The new CRM system will be able to provide very similar capabilities and where possible systems should be consolidated to reduce operational complexity

2.7 Training

- RSSB Will expect sufficient training to be provided to meet the requirements below.
    - To achieve a satisfactory level of competency in use of the system for the initial minimum level of licenced users as specified in the attached pricing schedule
    - To leave in place a system of "Super" users for each of the major system functional modules
    - To leave trained to a level of competence, IT staff that are able to administer the system and achieve basic customisations and configurations changes.

3 Functional Requirements

The following outlines the general CRM system requirements, there are subsequent sections which detail what each departments usage of CRM is expected to be, along with specific data that needs to be captured and reported upon.

This section focuses on RSSB's requirements. CIRAS' engagement activity is similar and so the general requirements are similar. The details of how these are configured locally for CIRAS (e.g. groups, fields, reports etc.) will differ. See section 3.2.8.

3.1 General RSSB requirements

3.1.1 Company and Contact

3.1.1.1 Overview

The CRM will be required to capture the standard information around companies and contacts such as:

- Name
- Address
- Email
- Phone Numbers
- Sub-Companies/Divisions
- What organisation contacts belong too

In addition, the following information would be very useful:

- If they have worked for any other organisations in the rail industry
- The scope of their interaction - It is likely that when someone is communicating with RSSB that the communication will need to be scoped:
    - "on behalf of company worked for"
    - "on behalf of a group they belong to"
    - "on behalf of them personally"

3.1.1.2 Requirements

1. The CRM **should** be able to scope communication to both contact and companies
2. The CRM **must** be customisable to accommodate RSSB specific information (user defined fields)
3. The CRM **must** support storing companies and contacts in a hierarchical parent and child structure
4. The CRM **should** be able to simply display the hierarchical relationship between records

3.1.2 Groups

3.1.2.1 Overview

There are many logical groups of companies and contacts that RSSB interacts with. Some of these groups may be based around special interests but that isn't always the case. It is estimated there are over 100 groups and contacts and companies can belong to one or many. The main list of groups is held on the RSSB corporate website (www.rssb.co.uk/groups-and-committees). It is expected in the future that the groups and other information relating to them will be taken from CRM to ensure the website and CRM are always up to date and to reduce double entering of information in two separate systems.

A group can be a very formal entity such as the RSSB main board and Industry Standards Coordination Committee or can be a loose association based around interest. Groups can have sub groups and sub committees.

3.1.2.2 Requirements

1. The CRM system **must** be able to accommodate an entity along with the associated user defined fields to cover RSSB groups
2. The CRM system **must** be able to create an entity relationship allowing groups to have multiple contacts associated with them. The relationships also need to have a type

3.1.2.3 User Defined Fields

The more formal groups will have the following properties:

Chairman	(contact lookup)
RSSB Main Representative	(user lookup)
Meeting Frequency	Weekly Monthly Bi-Monthly Quarterly Half-Annually Annually
Meeting Manager (this is an administrative role)	(user lookup)
Multiple Subgroups	(group lookup)
Group formation date	Date
Ability to upload terms of reference documents	
Group Type	Internal – Co Sec Internal – RDDS Internal – Other External

Contacts are associated to a group and can be one of the following:

- Chairman
- Member
- Alternate
- Observer

Until integration is done between CRM and the RSSB website, when information is changed in CRM an automated notification should be sent to the webmaster of the site informing them of the changes.

There are also groups that have legal requirements such as:

- RSSB Main Board
- Audit – Committee
- Remuneration – Committee
- Appointments – Committee
- Industry Standard

3.1.3 Interests

3.1.3.1 Overview

Contacts are generally members of groups due to their organisation and their role. It would be useful to capture all contacts interests in topics relating to the rail industry whether they are a member of a group or not.

It is expected that the interests may be hierarchical in nature so contacts will be assigned an interest at the most specific category but allow for the fact that higher level groupings may be required.

It may be difficult to agree on a universal taxonomy for the entire organisation.

3.1.3.2 Requirements

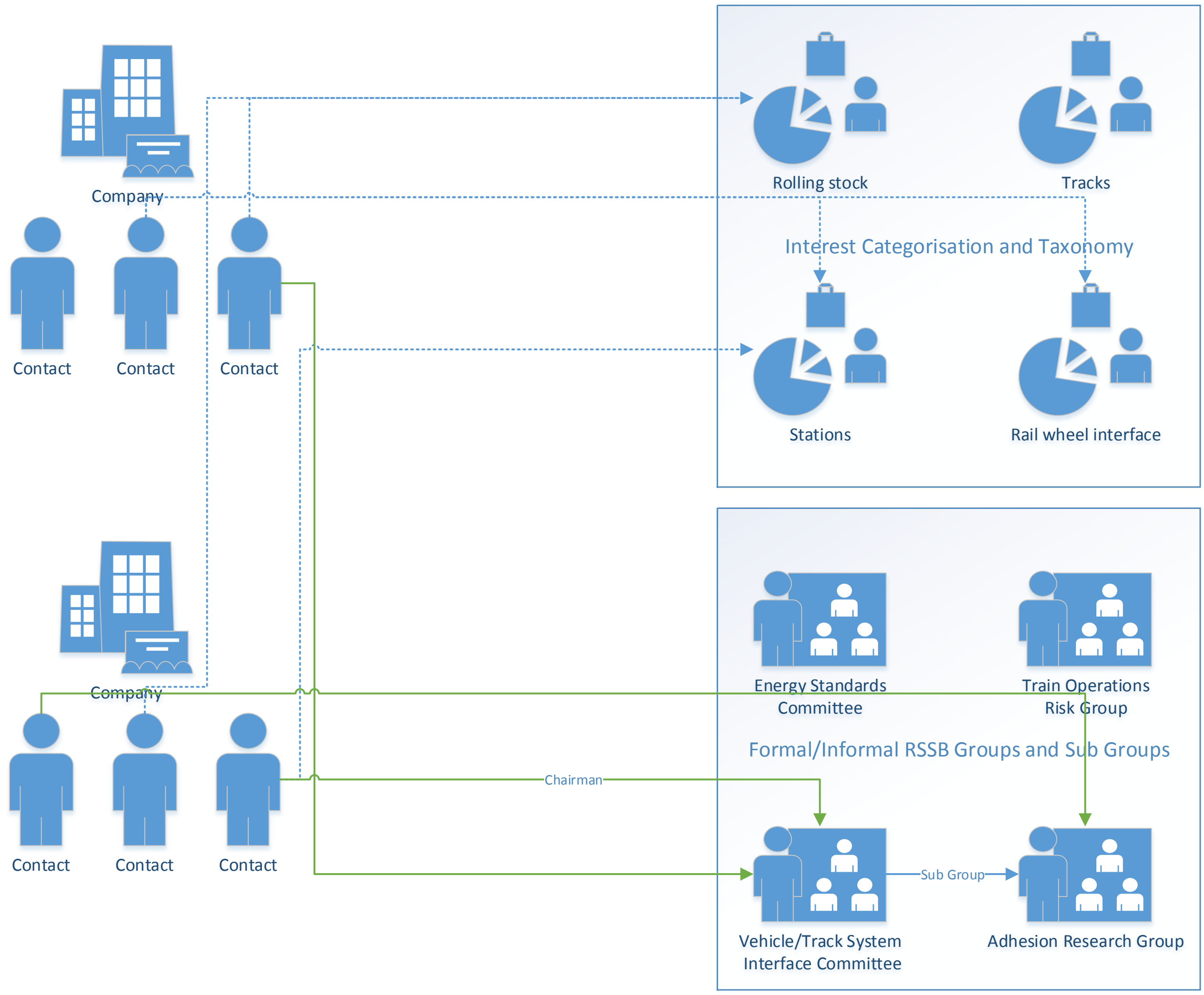
1. The CRM **could** allow different entities to connect to interests:
    a. Accounts
    b. Contacts
    c. Groups
2. The CRM system **could** have the ability to link a contact to one or more interests that will later allow marketing lists to be generated.
3. The CRM **could** allow the interest to be hierarchical

3.1.4 Connections between records

3.1.4.1 Overview

Due to the number of contacts that are likely to belong to each of the companies that RSSB interact with (100's), it would be desirable to be able to classify how that contact is defined from an organisation perspective. Whilst this could be achieved by having the "main" contacts defined on the company record such as "main billing contact" in practice this is likely to result in a large number of these.

The representation of these connections within the CRM needs to be multi-dimensional to allow the complex tapestry of interactions to be correctly represented.



3.1.4.2 Requirements

1. The CRM **should** allow connections contexts to be added
2. The CRM **should** provide a report that gives a high level view of connections between entities

3.1.5 Ongoing Contact and Company Management

3.1.5.1 Overview

Due to the size of the stakeholder community and expectation that once in “rail” that people will generally stay in the industry, people tend to move between companies. Also there can be wholesale changes to a group of contacts due to franchises being won by a new Train Operating Company (TOC) and the staff being TUPE’d between companies.

It will be important to make sure that the emails a person has sent on behalf of an organisation are kept with the organisation they were with at the time. It would therefore make sense for a new contact record to be created for the contact at the new company. There should be a way to create a relationship between the two contacts so that this is documented as some of the information on the old record may be useful to RSSB.

3.1.5.2 Requirements

1. The CRM **should** allow contacts to be linked together to allow relationships to be defined between contact records

3.1.6 Data Deduplication

1. The CRM **must** be able to manage deduplication of data and to highlight where duplicates exist upon record creation
2. The rules identifying duplicates **must** be configurable. The mechanism to resolve and merge the duplication needs to be user friendly

3.1.7 Activity Tracking/Engagement

3.1.7.1 Overview

The CRM needs to be able to track the type and level of engagement with companies.

The external engagement team have identified that there are 87 "products and services" that RSSB provides to its members. Each one of these could potentially be classed as an engagement. These services are still being identified at the time of requirement gathering but some consideration needs to be given to this.

3.1.7.2 Requirements

1. The CRM **must** be able to easily track the engagements
2. The CRM **must** be able to show a Red, Amber & Green rating system for companies that are members of RSSB. [This can then be monitored and action taken as appropriate. This will help RSSB to monitor long term health of a relationship and to make sure that resources are deployed in an appropriate manner to ensure a high level of satisfaction is achieved for all members.]
3. The CRM **must** have a dashboard that shows the RAG and highlight companies needing urgent attention

3.1.8 Exchange Online/Outlook Integration

3.1.8.1 Overview

RSSB are very heavy users of Microsoft Outlook and Skype for Business. The ability to view email in CRM will provide transparency allowing all stakeholders to see what recent email communication has happened. Requirements

1. The CRM system **must** provide Exchange Online/Outlook integration:
    a. Automated email tracking
    b. Automated synchronisation of:
        i. Contacts
        ii. Appointments
        iii. Tasks
2. The CRM system **could** provide integration with Outlook Web App
3. The CRM system email tracking **should** to be granular enough to block recipients from having their email tracked.

3.1.9 Email broadcast

3.1.9.1 Overview

Communication between RSSB and external stakeholders is a key part of their day to day jobs.

3.1.9.2 Requirements

1. The CRM system **must** to be able to broadcast email and track interactions
2. The CRM system **must** be able to base the recipient list around groups and interests
3. This requirement **could** be delivered by a 3rd party integration
4. Open/click analysis **must** be stored directly against the contact record

3.1.10 Field Level Security

The CRM **must** have field level security for all user defined fields and built-in fields in the system. The following settings **must** be possible:

1. Visibility to users
2. Updatable by users
3. Ability to set when record is created

3.1.11 Integration to ERP

A parallel project is running to implement an ERP system.

1. The CRM system **must** integrate into the ERP
2. The CRM system **must** be able to create a sales order from data stored on an account record to allow an invoice in the ERP to be generated

CRM Entity	ERP Entity	Features
Account	Customer	In the ERP:
		Create a customer in the ERP based on an account in the CRM. Or, create an account in the CRM based on a customer in the ERP. The records in the ERP and the CRM are coupled and can be synchronized as changes are made in either system.
		Access a coupled account in the CRM from a customer in the ERP.
		View and access opportunities, cases, and quotes that are associated with a corresponding account in the CRM.
		Manual and scheduled data synchronization from the ERP to the CRM and from the CRM to the ERP.
		In the CRM:
		Access a customer in the ERP from an account.
		View customer statistics from the ERP in a quick view form.
		Posts are automatically added on accounts in the CRM when sales orders are posted for a customer in the ERP.
Contact	Contact	In the ERP:
		Create a contact in the ERP based on a contact in the CRM. Or, create a contact in the CRM based on a contact in the ERP. The records in the ERP and the CRM are coupled and can be synchronized as changes are made in either system.
		Access a coupled CRM contact from the ERP contact.
		Manual and scheduled data synchronization from the ERP to the CRM and from the CRM to the ERP.
		In the CRM:
		Access a coupled ERP contact from the CRM contact.
User	Salesperson/Purchaser	In the ERP:
		Access a coupled user in the CRM from a salesperson in the ERP.
		Manual and scheduled data synchronization from the CRM to the ERP.
		In the CRM:
		Access a coupled salesperson in the ERP from a user in the CRM.
Product	Item and Resource	In the ERP:
		Create and couple a new product in the CRM from an item or resource in the ERP.
		Access a coupled product in the CRM from an item or resource in the ERP.
		Manual and scheduled data synchronization from the ERP to the CRM.
		In the CRM:
		Access an item or resource in the ERP from a product in the CRM.
Sales Order	Sales Order	In the ERP:
		Create and couple a sales order in the ERP based on a submitted sales order in the CRM.

		Access a coupled sales order in the CRM from the sales order in the ERP.
		In the CRM:
		Access a sales order in the ERP from a sales order in the CRM.
		When a sales order is posted in the ERP, the status of the coupled the CRM sales order changes to invoice.

3.1.12 Workflow and process management

3.1.12.1 Overview

One of the key drivers for this project is creating efficiencies meaning that the system will be expected to automate simple and time consuming processes wherever possible. It is expected that these will also evolve over time.

3.1.12.2 Requirements

1. The CRM system **must** have the ability to implement workflows and processes to allow automation of the CRM. Examples could be:
    - Email the RSSB webmaster when group membership of the groups change
    - Notify external engagement team if a member has had a Red satisfaction status for more the 30 days
    - Clicking on a link on a broadcast email would set an interest on the contact
2. The CRM system workflow **must** be configurable and be able to be updated by the internal administrator.

3.1.13 Analytics and reporting

1. The CRM system **must** provide simple dashboards to provide a snapshot of current data to users, allowing them to see important information relevant to their role.

A few examples of key reports would be:

3. Engagement report for a company
4. Relationship visualisations
5. Case summary for a company

3.1.14 Literature and collateral management

RSSB produce a lot of information that is relevant to stakeholders, most is contained on the RSSB corporate website. The system **could** act as a central repository to track the sending of literature and collateral to external users.

3.1.15 Campaign planning and execution

RSSB **should** be able to plan and track the external engagement campaigns that are done along with the ability to analyse the success and return on investment.

3.1.16 Territory and management

RSSB Engagement managers are account managers that look after members. The CRM **should** be able to provide basic territory management.

3.1.17 Data extraction and cleansing

3.1.17.1 Requirements

1. The CRM **must** provide mechanisms so that data can be extracted and analysed. One example of this would be to allow the membership dues to be calculated for RSSB as a whole and for CIRAS.

2. The CRM **must** have the ability to reimport data back to their original records, again an example of this would be to allow the current levy to be added back onto an account record for RSSB and CIRAS.
3. The CRM **could** have the ability to compare information in external databases/systems that are likely to contain similar information. Examples could be:
    a. Spark (SharePoint 2013)
    b. RSSB Corporate website (SharePoint 2013)

There is a full list of systems contained in Appendix A.

3.1.18 Data Import

3.1.18.1 Overview

It is expected that the initial data import will mostly be from Excel spreadsheets and Outlook contacts.

It is expected that annual membership dues will need to be invoiced from CRM via an integration to the ERP system.

Expected process:

1. Information required to calculate the levy will be exported from CRM to an excel spreadsheet
2. Calculations performed on the spreadsheet data
3. Spreadsheet re-imported with along with the newly calculated Levy
4. A workflow will be run that will auto create a sales order based on the Levy field
5. Sales order will be synchronised over to the ERP allowing a bulk creation of invoices

3.1.18.2 Requirements

1. The CRM **must** have the ability to import data via a standard interface by non-administrators

3.1.19 Information and Knowledge Management

3.1.19.1 Overview

RSSB systems contain a lot of information so this section of CRM is not intended to replace these. This part of the CRM should contain stakeholder user guides that are able to be used by the various teams to provide a "templated" response to common queries and to sign post users to the relevant data source.

3.1.19.2 Requirements

1. The CRM **could** provide a system to assist with information and knowledge management

3.1.20 Offline and mobile device access

All RSSB staff are issued with laptops with the expectation that are the primary access method.

3.1.20.1 Requirements

The CRM **should** provide access to data via tablets and mobile devices via a native application. It is expected this will have a high level of functionality with a minimum being:

1. View contacts
2. View accounts
3. View associated records for a contact or an accounts (Notes, Emails, Contacts)
4. Updating contacts on an account
5. Updating details of an account
6. Creating new contacts
7. Add activities to an account or contact

8. View any user defined fields

Devices requiring CRM access are:

1. Windows 10 Mobile devices (**must**)
2. IOS (**must**)
3. Android (**must**)

Offline access won't be needed

3.1.21 Case management

All inbound external engagement needs to be monitored and then be able to be reported on. A case management system is required.

The case management system is expected to be used by:

- CIRAS
- Enquiries Desk

These would be used as the case type as the cases are likely to be very different.

The CRM **must** have a case management system.

More details of the requirements for each area is contained in their specific section.

3.1.22 Incident routing and queuing

3.1.22.1 Requirements

1. The CRM **must** to be able to route cases to specific departmental queues.
2. Emails sent to certain shared mailboxes on Exchange Online **must** automatically appear in a specified queue.

3.1.23 Product and contract management

There may be a requirement in the future to be able to create products and contracts. RSSB is introducing a new level of "customer" that will likely not have full access to all services. It therefore may be advantageous to be able to link companies to the services they have paid for.

1. The CRM **could** have product and contract management

3.2 Team Specific Requirements

All information here is only as it pertains to the interaction with CRM, excluding the general requirements that have already been listed. This information was gathered during the scoping and requirements meetings help.

3.2.1 Company Secretariat

3.2.1.1 Overview

The company secretariat is responsible for the following:

1. Maintaining the membership database
2. Looking after the existing members
    a. Managing and documenting governance

b. Setting annual levies

There is a cross over between company secretariat and external engagement.

A. The Company Secretariat focus on the governance/legal side and membership levy setting for each member and has a single point of contact for each member for this purpose
B. The External Engagement team focuses on membership enquiries, maintaining and proactively engaging with existing members and sourcing potential new members.

The Company Secretariat is responsible for the management of several senior level meetings of the Company including the Members General Meetings, the RSSB Board meeting, RSSB board Sub-Committees and the Senior and Wider Leadership Team meetings. The management of this includes managing meeting minutes, actions, paper development process, forward agendas and list of attendees. When the company secretariat isn't involved then the group/meeting manager is responsible for governance of a group.

A new meeting/documentation management system is being investigated at the moment to provide online support for the entire meeting process. Further details in section 5.2.

Levy calculations are determined by a methodology set out in Schedule 6 of RSSB's Constitution Agreement and these are currently fixed as part of a five-year funding arrangement through until 2019. An RPI adjustment is made to these each year based on a baseline Annual Turnover figure from 2014.

For new member's levies are calculated using a separate formula set out in Schedule 6.

3.2.1.2 Requirements

As part of Company Secretariat's responsibilities there are the following requirements from CRM:

1. The CRM **must** have the ability to email governance notifications to the relevant groups with the emails being stored against the relevant contact
2. The CRM **must** have the ability to email relevant members about the AGM
3. The CRM **must** have the ability to update contact details of members and contacts within those organisations
4. The CRM **must** have the ability to integrate to the ERP system to generate membership invoices
5. The CRM **must** have the ability to check the audit trail to see who amended details for contacts and accounts (to see who changed the record, when and from what)
6. The CRM **must** have automated notifications:
    a. When a group membership is updated, there is a formal process for this
    b. When a new member is added to the CRM
    c. When a RSSB member (68 of them) changes their name
7. The CRM **should** have the ability to see historic Levy (for the last three years, only 210 records)
8. The CRM **should** have the ability to see outstanding invoices
9. The CRM **should** have the ability to create a meeting object that will contain attendees to allow historic meeting attendance information

3.2.1.3 User Defined Fields

Accounts need to have the following information stored for a member:

Account type	Member Supplier Sub-Company

	Prospective member Stakeholder Government General Public
Governance Contact	(contact lookup)
Accounts Payable Contact	(contact lookup)
MD Contact	(contact lookup)
Notes from the engagement manager	
Historical Levy Information	N:N Relationship
Name changes/Franchise Changes (previous names)	
Turnover	(Money)
Owning Group (Parent Account)	
License Condition	Yes No
Web Address	
Membership Certificate Number	
Company Number	
Date of Admission	
Member Category	A – TOC B – FOC C – Infrastructure Manager D – ROSCOs E – Infrastructure Contractor F – Supplier G – Associate
R2 Member	Yes No
R2 Charge	(Money)
R2 Licenses	
RDDS Approved company	Yes No

There is a requirement to either create a new entity or modify an existing entity to store information about the meetings that groups have.

Meetings need to have the following additional information stored:

Meeting type	Standard Group/Board Event
Organiser	(user lookup)
Group	(group lookup)
Event	(if there is external site)

3.2.2 Procurement

3.2.2.1 Overview

Procurement are responsible managing the procurement process for RSSB and as such spend a reasonable amount of time interacting with external organisations.

3.2.2.2 Requirements

Procurements main requirement from CRM is the recording of communication between the parties involved in a tender process.

It is expected that procurement will have no specialised requirements for CRM and that all requirements will be delivered in the ERP solution.

Procurement are looking for an e-procurement solution, it is expected that this is better handled in the ERP rather than CRM.

3.2.2.3 User Defined Fields

None

3.2.3 Finance

3.2.3.1 Overview

The finance team have very limited involvement in CRM and therefore they are detailed in the ERP documents.

3.2.3.2 Requirements

Finance's requirement from CRM is that records updated in CRM or the ERP are reflected as changes in the other system.

3.2.3.3 User Defined Fields

None

3.2.4 External Engagement – Ongoing Engagement

3.2.4.1 Overview

There are several key teams within the External Engagement Directorate that have different requirements from the CRM. All have the basic requirement to track interactions. This team is currently developing and as such the requirements will evolve.

The External Engagement team have dedicated engagement managers that look after particular types of members. There are four engagement managers. There is an engagement manager for each member category.

There are currently 87 products and services, nearly all services are included in membership currently. A new category of associates has been created who will not have access to all services by default. Individual services or groups of services will be able to be purchased separately by associates.

Lots of members are not making best use of what they are entitled to so a way of tracking usage of these services would be required.

All members have access to all services except for:

- CIRAS
- R2
- RDDS

3.2.4.2 Requirements

1. The CRM **must** be able to store RSSB specific data about members
2. The CRM **must** be able to auto-increment the next available membership number
3. The CRM **must** provide a dashboard
   a. Current member total
   b. Upcoming engagements
   c. Potential new members (opportunities)
4. The CRM **must** provide reporting
   a. Last 30 days' engagement
   b. Last 6 months' engagement
   c. Last year's engagements
   d. All engagements
   e. All potential members
   f. Next 30 days engagements
5. The CRM **must** archive/deactivate rather than delete, to stop accidental deletion
6. The CRM **must** have a calendar view to be able to see engagements
7. The CRM **must** be able to report the level of current and past engagement across different areas of the business
8. The CRM **must** have the ability to see which products and services of RSSB are being used by the member
   a. Possibility to have a product matrix

3.2.4.3 User Defined Fields

Account:

Sector	(option set)
Membership number	
Franchise Length	Number
Levy Band	
Date membership started	Date
Engagement Manager	(user lookup)
Member happiness	Red Amber Green

3.2.5 External Engagement – New member acquisition

3.2.5.1 Overview

The external engagement team are involved in growing the membership to increase the scope of organisations that RSSB serves.

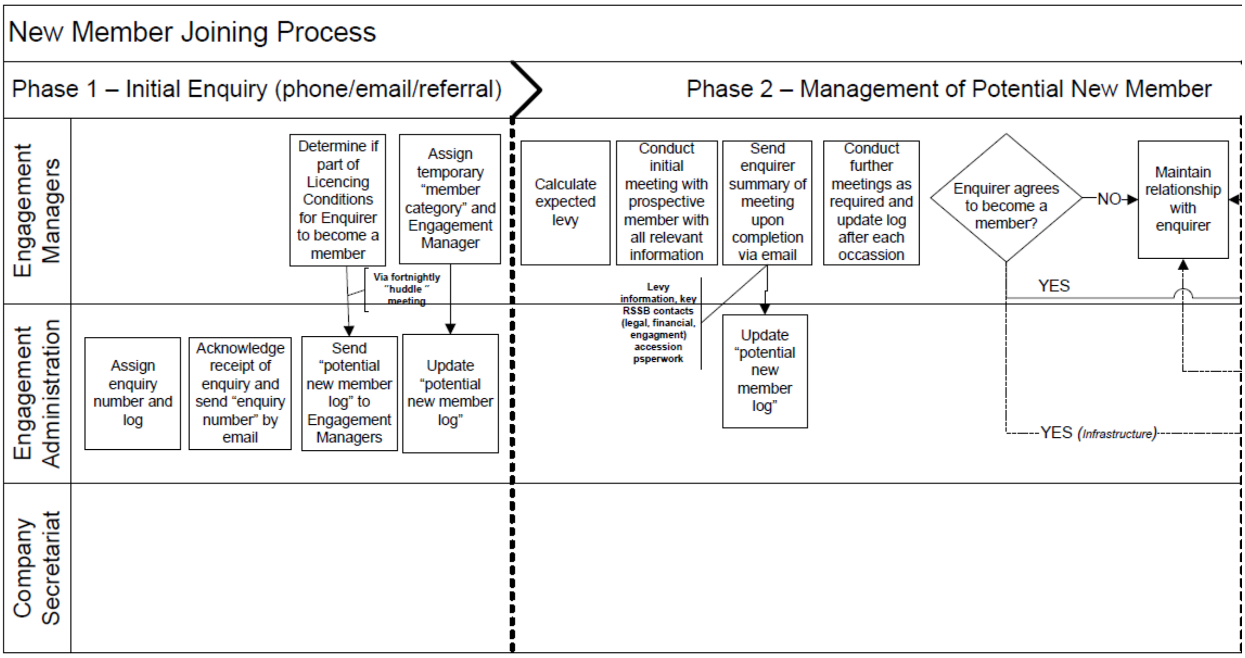
There are regulatory requirements that need to be met for a company to become a member or associate.

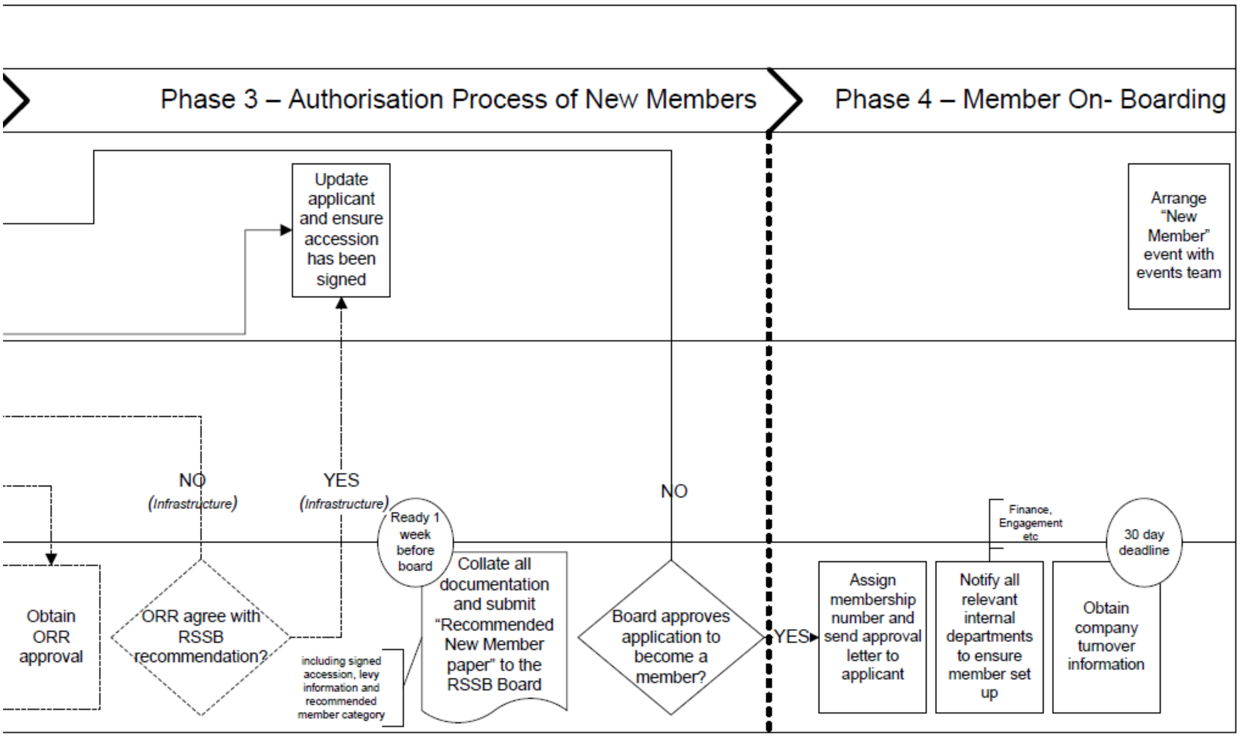
3.2.5.2 Requirements

1. The CRM **must** be able to track the new member enquiries
2. The CRM **must** provide reporting:

    a. Potential new members (opportunities)
    b. Number of new member enquiries
3. The CRM **must** provide a dashboard
    a. Potential new members (opportunities)
    b. Stage that new member opportunities are at
4. The CRM **must** provide an export to excel function for opportunity data including potential levy
5. The CRM **must** provide a search function by:
    a. Membership number
    b. Contact name
    c. Company name
6. The CRM **must** be able to capture data for a webform that is integrated into the RSSB corporate website
7. The CRM **must** match a web request to an existing records
8. The CRM **must** be able to specify which products and services have been discussed with an opportunity

3.2.5.3 Process





3.2.5.4 User Defined Fields

Opportunity:

Phase	Phase 1 – Initial Enquiry Phase 2 – Management of Potential member Phase 3 – Authorisation Process of New Members Phase 4 – Member On-Boarding
Membership Agreed?	Yes No
Part of Licensing conditions?	Yes No
Recommended Member Category	A – TOC B – FOC C – Infrastructure Manager D – ROSCOs E – Infrastructure Contractor F – Supplier G – Associate
Notes	

3.2.6 External Engagement – Events

3.2.6.1 Overview

About 30 events are run a year, with approximately 1000 attendees over all the events.

The comms team use Cvent to manage events, it is not used as a contact database but is used for:

- Online registration
- Payment

- As a microsite for the event
    - Agenda
    - Venue
    - Speakers
- Delegate management

3.2.6.1.1 Cvent Full integration

A complete integration between cvent and the CRM will be implemented so that contacts can be directly pulled through to cvent based on either marketing lists or information stored on the contacts or their roles within the organisation they are in.

Any event registrations and/or event participations will then be synced back the other direction to CRM so that actual and planned event attendance can be viewed directly in CRM.

Cvent integration is via SOAP and XML.

3.2.6.1.2 Cvent Lesser integration

RSSB want to use the CRM to upload the people that require engagement into cvent, then use cvent to manage interactions. This data would then need to be synced back onto the contact records.

Events are also for the general public, for example the 'Future rail' event

3.2.6.2 Requirements

1. The CRM **must** track communication with members. e.g. last time we had contact was someone in standards, allows people to be more informed when they then meet
2. The CRM **must** have the ability to show what products and services a member company uses
3. The CRM **must** show what contacts are in a member organisation
4. The CRM **should** show what interests contacts have
5. The CRM **must** show which events contacts have been to
6. The CRM **should** be able to highlight people that belong to industry wide groups (not just RSSB ones)
7. The CRM **must** have advanced filtering to allow contacts and accounts to be analysed and segmented
    a. User
    b. Event attendance
    c. Date range for last communication
    d. Group membership
    e. Interest
8. The CRM **must** have the ability to put this into a marketing list either as a static list or dynamic based on the criteria used
9. The CRM data **must** be easily exportable for cvent (if no integration) and for analysis
10. The CRM **must** have an integrated email broadcast/distribution and management
11. The CRM **should** have Click/read analytics surfaced back in the CRM from the email broadcast system
12. The CRM **must** have the ability to allocate a company to an engagement manager
13. The CRM **must** have a case management system to help deal with member enquiries
14. The CRM **must** show historical interactions/contact
15. The CRM **must** show planned interactions e.g. event booked or confirmed meeting
16. The CRM **must** provide reporting:
    a. Email campaign reports

b. Event engagement
c. Number of emails to member companies
d. Contact engagement type e.g. a Pie chart that says how many one on one meetings, emails, events etc.

17. The CRM **must** have the ability to upload a large number of delegates onto an event
18. The CRM **must** be able to gather event feedback from delegates

It is possible that external access could be provided to a 3rd party company to do outbound calling based around lists of existing contacts. External lists are used and this data would ideally be saved on the database so that there is a record if the contact and interaction.

3.2.6.3 User Defined Fields

Account:

Account Type	Member Supplier Sub-Company Prospective member Stakeholder Government General Public
Member Category	A – TOC B – FOC C – Infrastructure Manager D – ROSCOs E – Infrastructure Contractor F – Supplier G – Associate
RSSB Board	(group lookup)
RSSB SPOC (single point of contact)	(user lookup)
Stakeholder category	

Contact:

Contact Frequency	Daily Weekly Fortnightly Monthly Quarterly 6 monthly Annually

Event:

This will be dependent on the Cvent integration.

3.2.7 External Engagement – Enquiries Desk

3.2.7.1 Overview

The enquiries desk requires a case management system that will allow them to manage the inbound queries they receive. The enquiries team are contacted via email (90%), phone (9%), letter (1%) and via twitter.

Currently they are using a combination of SharePoint lists and a shared mailbox.

Any queries relating to standards (RGS, RIS, GN and NOPs) **must** be submitted through the form (Section 8.2 page 74) which will be placed on RSSB website
Standard queries will be dealt with by a separate group to enquiries as it is managed by the Standards Directorate.
The main enquiries desk **must** be able to see any cases/requests submitted via this form that standards are dealing with.
Responses **must** be dealt with by the Standards Directorate either by direct response to the enquirer or via a response added as a note to the case to allow the enquiry desk to respond on RSSB's behalf.

3.2.7.2 Requirements

The key aims of engagement with the new CRM are to:

1. The CRM **must** use information gathered from the enquiries to make informed decisions on improvements needed to the website to reduce the number of enquiries
2. The CRM **must** allow the enquiries desk to move away from being a middleman for enquiries allowing them to facilitate and monitor but not to hold up the process
3. The CRM **must** reduce the amount of time inputting and dealing with the administration of the enquiries
4. The CRM **must** integrate a case creation form onto the RSSB corporate website (appendix 8.2 page 74)
5. The CRM **must** provide reporting on the following:
    a. Contact method
    b. Destination team/department
    c. Number of cases by Interest/Keyword area
    d. SLA Compliance
    e. Company Name
    f. Type of the enquirer (Member/Non-Member/Government
    g. If member, membership number
    h. Possibly, how many different customers within a member organisation have contacted us
6. The CRM **must allow** cases to be searched based on the following criteria:
    a. User
    b. Contact
    c. Interest
    d. CaseID/Number
    e. Account
    f. Time Range
    g. Company Name
    h. Membership Number
7. The solution **should** provide a mechanism to import previous cases that are currently stored in a SharePoint list, emails are stored as separate items in the same list
8. The CRM **must** allow emails to enquirydesk@rssb.co.uk to go into a specific queue
9. The CRM **must** allow emails to be easily converted into cases

10. The CRM **must** send the enquirer a notification when a case has been created (including pertinent info such as a case ID)
11. The CRM **must** send the case assignee an automated email when a case is assigned them
12. The CRM **must** have the ability to set the SLA level for a particular case (certain organisations will have a better SLA depending on their account type)
13. The CRM **must** have an 'Open cases management tool/screen'
14. The CRM **must** be able to take input from a form on the RSSB website to allow a case to be created and assigned to a specific team
15. The CRM **must** be able to track a case all the way through the process ensuring all email can be tracked on the case

3.2.7.3 User Defined Fields

Cases need to have the following additional information:

Enquirer Type	Government Legal Industry Member Public
Enquiry Type	TBC
Priority	Low Normal High
Interest Areas	(lookup)

Please note the interests here are not necessarily the same as the general interests defined in the interests section 3.1.3

3.2.8 CIRAS

3.2.8.1 Overview

CIRAS is a confidential reporting service for the whole transport industry (Confidential Incident Reporting and Analysis System), it is primarily safety focussed and is for when people are worried at the consequences of reporting to their own company and the personal repercussions.

CIRAS operate from "The Cube" in the main RSSB offices but it is a separate confidential part of the business. It is possible the CIRAS area could be spun out from RSSB as a completely separate organisation so any customisation/configuration **must** to be packaged so as to allow it to be applied to a separate instance of the CRM in the future.

All members of Sentinel are required to be members of CIRAS

The internal team identify all members based around the CIRAS membership number. The reports are referenced by a unique sequential number to maintain anonymity.

Engagement requirements

The CIRAS membership team comprises four staff members – one team manager and three stakeholder managers who manage member relations in three regions – north, midlands and wales, and south.

CIRAS' 1,700 members are categorised into three bands (Gold, Silver Bronze) and the way in which support delivers varies by band. CIRAS' core product and portfolio of services differ from RSSB's, but external engagement methods and techniques are likely to be similar.

The CRM must be configurable for a multi company environment where requirements (e.g. security, fields, groups, products, reports, workflows, dashboards, website interface) can be configured per company (i.e. for RSSB and for CIRAS) but within the same database.

3.2.8.2 Process

There are two key functional areas that CIRAS want to use the CRM to underpin their processes:

1. Managing CIRAS members
    a. On-boarding a new member
    b. Maintaining the member contact information
    c. Track engagement between CIRAS and member organisations
    d. Automatically update the CIRAS website with membership list
2. Case management (Confidential reporting)
   This is the main bulk of the work undertaken by CIRAS
    a. Reporting an incident on the website goes into a holding system then anonymised before it goes into the CRM
    b. Taking the initial contact
    c. Undertaking the interview
    d. Managing the internal review mechanism
    e. Initiating contact with member to move case forward
    f. Dealing with high risk reports

Key forms and documents have been included here: **Section 7 (Page Number 41)**

3.2.8.2.1 Confidentiality

Very careful consideration needs to be given to where CIRAS data is stored and who has access to what records. This process needs to ensure that confidentiality is guaranteed for the reporter to ensure that there is no risk of data leakage otherwise it will undermine the credibility of the service. Due to the nature of email tracking inside CRM systems it is worth considering having a completely separate email address that isn't tracked at all.

3.2.8.2.2 Case Management Requirements

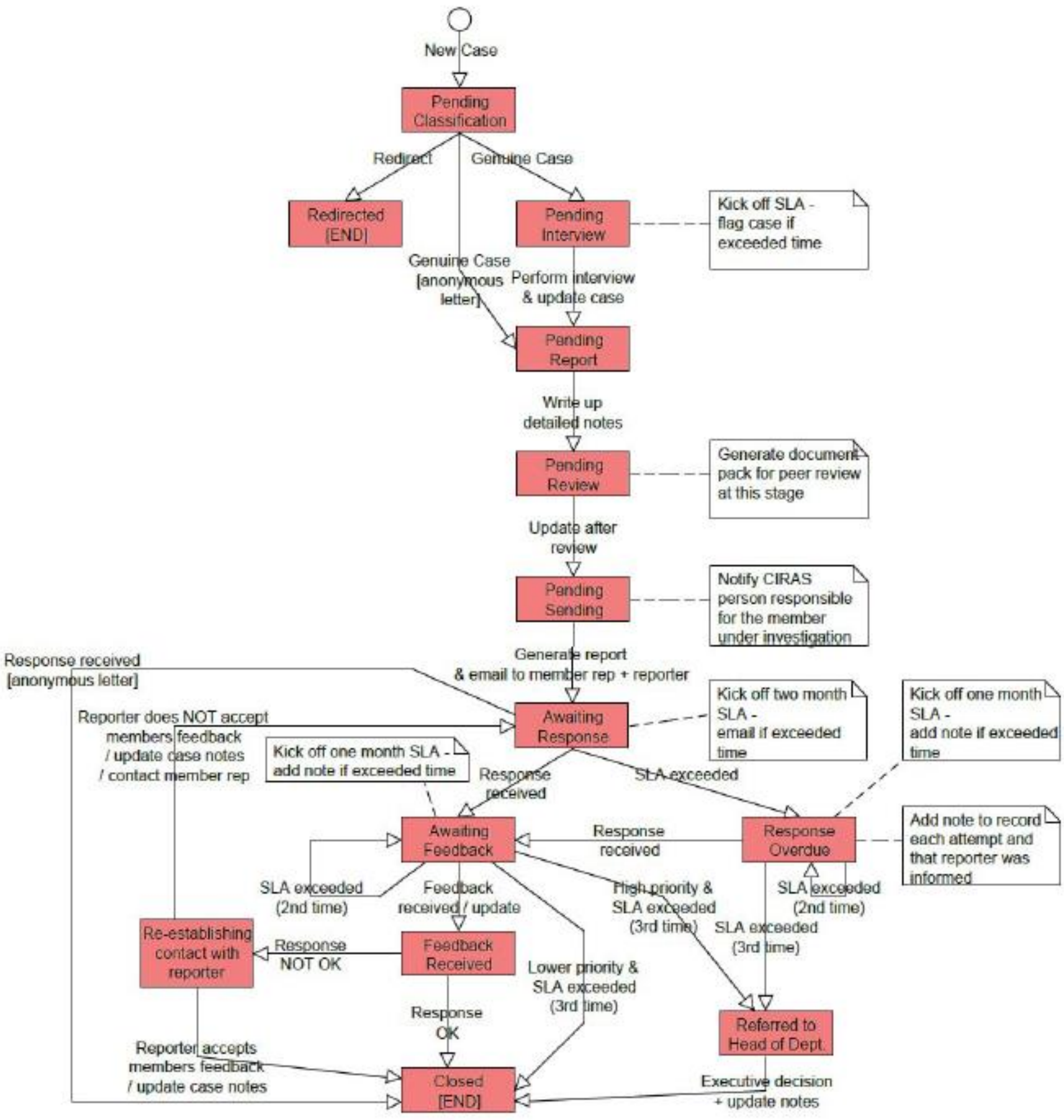
1. The system **must** be able to accommodate a large number of user defined fields (in excess of 100)
2. The CRM **should** be able to export a CIRAS member list to allow membership to be compared to the Sentinel list
3. The CRM **must** accommodate all data during the process except for contact details (this will be held physically in a safe allowing it to be easily destroyed once the process is complete)
4. The CRM **could** send out automated questionnaires when a new member is identified
5. The CRM **could** generate the certificate of membership
6. The CRM **must** support the case being against multiple companies
7. The CRM **should** have an SLA system to allow reporting against performance
8. The CRM **must** be able to generate alerts to chase people to take some action
9. The CRM **must** be able to generate word documents from information contained to reduce time spent by CIRAS staff

10. The CRM **should** be able to automatically send out the questionnaires to prospective and new members (templates in Appendix 7.1& 7.2)
11. The CRM **should** be able to auto generate the membership number. The first part of this denotes the type of company e.g. TOC or Infrastructure contractor etc

Expecting about 250 processed cases for 2015/16, this is going to increase moving forward.

Cases can be against multiple companies at the same time

3.2.8.3 Main Case Process



3.2.8.4 User Defined Fields

Account:

CIRAS Membership Number	CICT0000
Trading Name	
Company Number	
RISQS registration number	
Sentinel registration number	
CIRAS Company Type	IM Duty Holder Primary contractor Sub-contractor / manpower Training business Other
Rail Turnover	Money
CIRAS Band	
Rep questionnaire date sent	Date
Rep questionnaire returned date	Date
Certificate sent date	Date
CIRAS Member status	Active Dormant Unpaid members/Expired
CIRAS Accounts Representative	(contact lookup)
CIRAS Member Representative	(contact lookup)

3.2.9 Innovation

3.2.9.1 Overview

There are three teams in the innovation team:

1. Programme Team (inclusive of RTS Delivery)
2. Strategy Team
3. National Programmes

The innovation teams base their work around key areas outlined as:

6 Original Technical Strategies

6. Infrastructure
7. Rolling Stock
8. Energy
9. Information
10. Command Control and Communication
11. Customer

Non-Technical Strategy Areas

12. Innovation
13. System
14. People

The innovation team are primarily funded through grants from the Department for Transport. There are grants from other sources that occasionally become available to the department.

A significant activity is the collaborative innovation programme RSSB leads and manages in collaboration with Network Rail and known as the FutureRailway programme. The innovation programme is supported by funding arrangements and agreements and this funding is used to deliver a number of activities including strategy development, specific competitions and changes in industry innovation culture. Over a five-year period, this funding is expected to be at least in the order of £125m, matched by industry and co-funding.

3.2.9.1.1 Programme Team

The programme and delivery team are responsible for running grant funded competitions for innovators to develop new technology for the railway.

The programme team engage through common stakeholder groups, either the existing ones that are used by standards or some of their own specific ones that they have setup.

As part of their activities they undertake one to one engagements with senior people at RSSB stakeholders companies. This also comes in the form of stakeholder mapping for a particular theme or piece of work and use to develop engagement plan

The programme team use an external company called IXC which performs “hedge beating” to engage with external sectors to generate interest in the competitions that are being run.

Innovation directorate run innovation competitions:

1. Develop scope of competition (engage with groups to define)
2. Launch
3. Get responses from supply chain
4. Grant are then awarded
5. Contracts then managed (in IMS)

Competition applications **could** be an activity type so that it can be tracked who is successful, or why they weren’t successful. Grants are normally awarded to a lead company but as a consortium (e.g. Hitachi, SME and Academia).

3.2.9.1.2 Strategy Team

The Strategy team work on long term strategies for the use of technology on the railway, and planning for skills development on the railway.

3.2.9.1.3 Skills Team

The remit of the strategy skills team is to engage with the rail supply chain and groups that represent. Look at skills gaps in the centre, training, certifications. Etc.

3.2.9.2 Requirements

1. The CRM **could** provide the ability to track grant competitions
2. The CRM **could** provide the ability to be a competition management system
    a. Send out invitations to relevant stakeholders
    b. Get submissions and questionnaires completed
    c. Provide email updates to relevant stakeholders
    d. Provide a dashboard on the status of active competitions
3.

3.2.9.3 User Defined Fields

Undecided

3.2.10 Standards

3.2.10.1 Overview

The Standards team within RSSB are membership funded, that have a number of functions within the organisation which cover Standards in the Railway Industry.

The team are responsible for running six standards committees that represent the standards for the Rail industry and work with the RSSB documentation, maintain membership lists and document circulation.

The committees are chaired by RSSB Stakeholders but the committee members themselves are external to RSSB. These may be representatives from Transport for London, Network Rail etc.

The team also act as a Secretariat for European working groups and the British Standards Institute.

The Standards team also maintains a deviations register which stores a record of where a company may request to deviate from the advised standards on a temporary or permanent basis.

3.2.10.2 Consultations

Another function of the team is to create proposals for standards recommendations that are made internally or from external sources. When standards are written or amended, these are presented back to the relevant committees.

Standards use a system called Consultation and Stakeholder Register (CSR) to allow people to set their area of interest such as infrastructure or rolling stock. A quarterly email is then sent with the changes that have happened in the last three months. The automated email generates a lot of non-delivery reports (NDR's). The database is currently about 700 people but emails only go out to about 200 people.

The CSR system is supported by Lucid (external company) the web address is http://consultation.rssb.co.uk

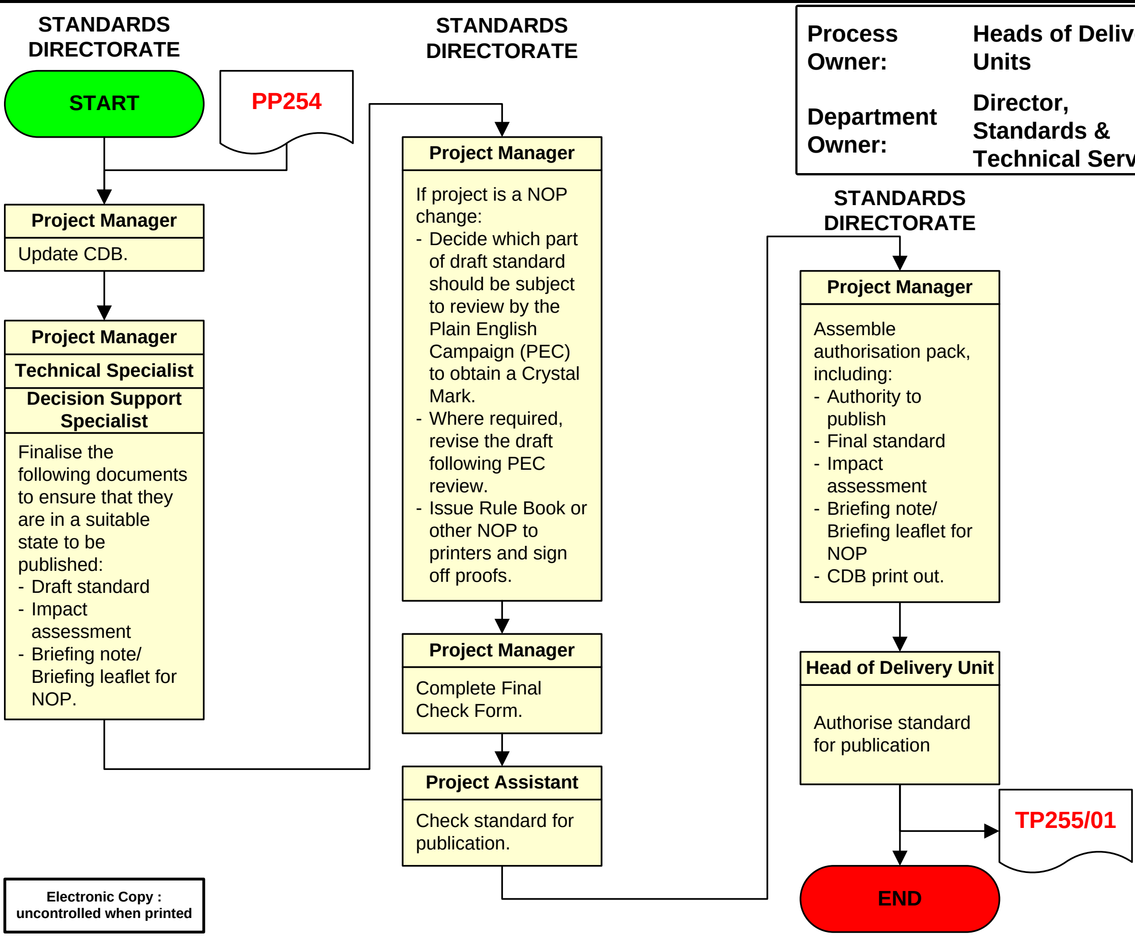
The process is:

1. Proposal submitted to standards committee for approval
2. Committee approve the proposal
3. Proposal forwarded onto project manager (starts revising document)
4. Manager works with Risk, Personnel, Technical specialist, Decision support specialist to prepare amended standard. Impact assessment is then done
5. Goes to standards committee to confirm they are happy for it to be sent out
6. New consultation sent out (published on CSR)
    a. Email is automatically generated through CSR to people

RSSB PROCESS PROCEDURE No: PP255 Title: Standard change 5 - Handover	Page: 1 of 1 Issue: 02 Date 02-Sep-14 Approved By:

Objective: To finalise the proposed standard and prepare documentation for authority to publish.

Process Owner:	Heads of Delivery Units
Department Owner:	Director, Standards & Technical Services



Records to be Maintained

Record Type	Retention Period	Record Type	Retention Period
Briefing Note	**Until standard superseded plus 25 years**	**Final Check Form**	**Until superseded plus 25 years**
Controls Database	**Maintained Record**	**Final standard**	**Until superseded plus 25 years**
Draft standard	**Until superseded plus 25 years**	**Impact Assessment**	**Until standard superseded plus 25 years**
Document approval and authority to publish	**Until standard superseded plus 25 years**		

Links to related documents

PP255_F1 Document approval and authority to publish	TP255/01 Publication and close out

A consultation pack will be sent to people who are interested in a specific area so that they can comment. A form is downloaded from CSR.

CSR will likely be redeveloped/integrated into the main RSSB site, this could be integrated/replaced by CRM and SharePoint.

Standards use the Extranet to upload meeting packs for standards committees, system interface committees, sub groups and elections (60+ groups), they would then like to be able to email stakeholders to let them know it is available

3.2.10.3 Standard Deviations

Members contact the standards team to request permission to deviate from current published standards. Applications are emailed into a shared mailbox (proposals and deviations), this is then entered into and managed by RMDB.

Year	Deviations
2015	139
2014	175
2013	242

Deviation process

1. Word template for deviation gets completed
2. Information translated into XML
3. Saved by Joel
4. Linked to specific requirement to be deviated
5. Goes through a review and approval loop
6. Once complete – Release process
    a. Goes to release
    b. Certificate generated

There are already reports that extra data into CSV

Membership of external institutions that people belong to

3.2.10.4 Requirements

The key aims of standards with the new CRM are to:

1. The CRM **must** have a centralised, up to date list of people and groups to be able to communicate with
2. The CRM **should** have the ability to record how many times a contact or company have engaged in the consultation process
3. The CRM **could** have the ability to view what responses there have been to the consultation process
4. The CRM **should** have contact preferences
5. The CRM **must** have the ability to add and remove people from communication groups
6. The CRM **should** have the ability to assign interests to internal staff as well as external contacts
7. The CRM **should** help deal with enquiries from the enquiries desk

3.2.10.5 User Defined Fields

3.2.11 Research and Development

3.2.11.1 Overview

The Research and Development (R&D) team manage approximately £9m that industry invests in a variety of projects deemed to be beneficial to the rail industry.

The RSSB-managed research programme supports industry in:

- Decision-making and learning
- Identifying and sharing good practice
- Reducing costs and carbon output
- Increasing safety, capacity, performance, and customer satisfaction
- Enhancing the industry's environmental credentials
- Engaging with UK universities and worldwide research bodies
- Making outputs from research available

The R&D team support a broad range of short- and long-term engineering, operations, and management activities that no one company or sector can solve on its own. It is primarily funded by the Department for Transport (DfT), with additional contributions from RSSB members and the European Union. Research partnerships and co-funding schemes bring added value to the programme.

R&D use a system called Research Management System (RMS) it is used to manage the projects. RMS deals with financial data and tracks spend against cost of work done for proper governance and to report back to stakeholders. There are approximately 680 historic projects and there are approximately 100 live projects currently.

R&D produce a newsletter called the knowledge and are part of cross industry groups.

Research areas are brought to RSSB by industry, these are then evaluated and can be anything from knowledge search through to a long term development project.

Knowing who is in which client group can be a problem. There is an administrator for each client group and they can change.

3.2.11.2 Requirements

1. The CRM **could** provide synchronisation to spark or Identitiy Server to keep the people in the client groups up to date
2. The CRM **could** provide a comms planner between departments to help with macro alignment of communication, probably shouldn't send stuff to contacts from different departments on the same day.
3. The CRM **could** have a survey system

3.2.11.3 User Defined Fields

?

4 Integrations

4.1 Overview

RSSB require integration with a range of systems that they run or have commissioned and are run by 3rd parties. Many of the systems are being brought in house and are available as sub sites off the main RSSB corporate home. The systems are generally provided to members as tools or information repositories and are classed as “services” that RSSB provide as a benefit of membership. Over the suite of applications RSSB would like to better understand member engagement.

4.2 Catalyst

This is the RSSB intranet system. It is currently an internal SharePoint 2013 site. It is expected that this will be migrated to SharePoint Online. It is unclear at the moment if integration will be required.

4.3 Identity Server

Identity Server is an identity management application and is intended to be the main external contact SSO platform. There is expected to be 30,000 users that are on Identity Server , the user profiles should synchronise from Identity Server to CRM allowing contacts to effectively keep their own details up to date in CRM by updating Identity Server .

The Identity Server system will be the SSO for:

- Spark
- RSSB Corporate website

4.4 Spark/SharePoint

Spark is an external engagement site developed in SharePoint 2013 that enables the rail industry to find and share knowledge. It consists of a library of over 20,000 research projects, papers and publications from organisations and individuals throughout the industry and academia. SPARK gives users the opportunity to contribute their own knowledge or browse contributions from the international rail community. SPARK now incorporates the RSSB Human Factors Library.

Integration:

- Track (against contact) site usage/logins
- Track (against account) number of users that have access
- Track document downloads

4.5 Corporate Home/SharePoint

The RSSB corporate home (www.rssb.co.uk) is the main public facing website, it is developed in SharePoint 2013. It contains a large amount of information and is the central resource and entry point for everything RSSB to their stakeholders. The site contains a list of all the groups and committees that RSSB manage

Integration:

- RSSB groups and committees are displayed based on CRM information on groups and committees, including chairman and other groups information stored
- Track (against contact) site usage/logins
- Track (against account) number of users that have access
- Track document downloads

4.6 Tool Sites

There are three tools sites that are provided to members to support them. They are .Net based and have a SQL backend. It should be possible to create a server that has access to all the databases and then access web services of the CRM to provide integration.

Integration:

- Track (against contact) site usage/logins
- Track (against account) number of users that have access/licenses

4.7 RMDB

RMDB Stores and manages XML files it is a component content management system. RSSB use it to manage the versions and process control of all the standards documents. It is a web based system provided by easyDita. The authoring interface is accessed via Firefox. The system outputs into PDF or web based using XLT. RMDB has a REST API.

Integration:

- Track (against account) number of deviation reports historically and currently active

4.8 Trackoff

The Trackoff website provides free educational resources to organisations that can spread the message: schools, colleges, youth centres and community groups.

The rail industry remains grateful for the support received from these organisations.

Integration:

- Use tracking tokens is possible to track site usage

4.9 PTI

This system is .Net based and has a SQL backend. It should be possible to create a server that has access to all the databases and then access web services of the CRM to provide integration.

Integration:

- Track (against contact) site usage/logins
- Track (against account) number of users that have access/licenses

4.10SMIS/NIR

A new version of this system is being developed and some integration is likely to be required.

Integration:

- Track (against contact) site usage/logins

4.11R2

This is an externally developed and hosted application.

Integration:

- Track (against contact) site usage/logins
- Track (against account) number of users that have access/licenses

4.12 RISQS/RISAS

This is an externally developed and hosted application.

Integration:

- Track (against contact) site usage/logins
- Track (against account) number of users that have access/licenses

4.13 Carbon Tool

This is an externally developed and hosted application.

Integration:

- Track (against contact) site usage/logins
- Track (against account) number of users that have access/licenses

4.14 Digital Rule Book

This system hasn't been built yet.

Integration:

- Track (against contact) site usage/logins
- Track (against account) number of users that have access/licenses

5 Replacement/New Systems

5.1 CSR

The current Consultation and Stakeholder Register (CSR)

This system will not be integrated but will be replaced by integrating a new SharePoint site with the CRM. It is also possible that RMDB will be able to be integrated with the "New CSR".

Integration:

- It is expected that this entire system can be moved into SharePoint with integration between CRM and RMDB
- All questionnaire responses will be added as a record against the contact
- A report will be required to generate the questionnaire responses to be reviewed by the committee

Notes:

The Consultation Stakeholder Register contains details of all Railway Group standards (and associated documents) consultations managed by RSSB that are currently underway or recently completed. CSR is currently a .Net site with a SQL backend.

It is an online stakeholder register, there is a cross over with the groups on the main RSSB website

Quite a lot of data in a simple relational structure

Stakeholder is flagged Yes or No for standards documents

If it is a new standard, then a new "standard document" entry is created. Then all the committees and support groups are assigned to the document. A document will have sub clauses. (This could be integrated with RMDB if/once it goes to subclause level)

When consultation pack is created you setup basic details and then you link to the relevant document.

Each consultation is unique, if a document is up issued (new version) then this will create a new consultation number.

Each consultation is linked to an internal project manager and leading committee.

Comments received and are collated, these are then dealt with and any amendments uploaded to the system.

Once documents are approved they then are uploaded to the catalogue.

Questionnaire is currently via a system generated word document template, it is desirable to make this electronic. Responses need to be assigned to document sub clause because the report to the committee is done in clause order.

5.2 Meeting management/Board Pack

It has been discussed that an online meeting management system would provide significant benefit to company secretariat and potentially standards.

This needs to be separately scoped and is outside the spec for the main implementation.

It is likely that this could be handled in SharePoint with integration into CRM to handle all the sending of emails and monitor attendance. It is possible however that a dedicated third party system will be implemented that ideally will integrate with the CRM.

6 Appendix 1

Existing Application	System Type	In Scope	Integrated	Work Stream
Project server 2010	Project	Upgrade	NAV	
Catalyst	SharePoint	Upgrade (Office 365)	CRM	Phase 2
RMS	R & D	Yes		ERP
Lync persistent chat	Lync	Upgrade (Office 365)		
Oak Reporting Server	Phone	No		
Office Web App server	SharePoint	Upgrade (Office 365)		
eReqs Demo	Sage	Yes		ERP
Sage1000 Demo	Sage	Yes		ERP
Exchange Unified Messaging Server	Exchange	Upgrade (Office 365)		
ADFS Server	Identity	No		
Azure AD Connect	Identity	No		
SIC	Safety Search Tool	No		
PINSafe Administration	Identity	No		
Codis	Finance	Yes		ERP
CrystalReport viewer	Finance	Yes		ERP
NLJournal	Finance	Yes		ERP
Bottomline	Finance	Yes		ERP
IBM Doors	Standards??	No		
Isograph reliability Workbench	Safety	No		
RiskVu 3	Safety	No		
Papperless	Finance	Yes		ERP
TimeTell	Timesheeting	Yes		ERP
Ciras Database	CIRAS	Yes	CRM	Phase 1
VersionOne iManager	??	No		
HR Pro (old version)	Open HR	Yes		ERP
ISOgraph License Server	Safety	No		
Blackberry Enterprise Admin	Exchange	Upgrade (Office 365)		
OpenHR	Open HR	Yes		ERP
CDB (Old)	Retired			
Screams	Retired?			
SIDB	Oracle	No		
CDB (New)	Retired	No		
Mimecast Synchronisation Engine	Exchange	Upgrade (Office 365)		
Infor BI Application Studio	Finance	Yes		
Infor Performance Management	Finance	Yes		

Infor BI Application Studio	Finance	Yes		
e-Reqs	Finance	Yes		ERP
Sage1000 Live	Finance	Yes		ERP
Papperless	Finance	Yes		ERP
Team Foundation Server	Development	No		
Infosense work flow	Safety	No		
BACS Client Server		Yes		ERP
SSO Server		Yes		
Identity Server	Identity	Yes	CRM	CRM
Corp Website	SharePoint	Yes	CRM	CRM
SPARK	SharePoint	Yes	CRM	CRM
Tool Sites	.Net Website	Yes	CRM	CRM
Trackoff	.Net Website	Yes	CRM	CRM
PTI		Yes	CRM	CRM
CSR	.Net Website	Yes	CRM	CRM
SMIS/NIR		Yes	CRM	CRM
RISQS/RISAS		Yes	CRM	CRM
Carbon Tool		Yes	CRM	CRM
Digital Rule Book		Yes	CRM	CRM
RMDB	Standards	Yes	CRM	CRM

7 Appendix 2 – CIRAS

7.1 S1 – Initial Survey

New member details

Background

Thank you for your recent enquiry to join CIRAS.

All Sentinel (trackside/on or near the line) sponsors are required to become direct subscribers to the CIRAS scheme from 1st April 2015. Network Rail and Transport for London have taken this decision to provide an outlet for any individual who is working in the rail industry to confidentially report a safety or health concern if they feel unable to use company internal reporting routes or if they have done so and felt that their concern was not adequately addressed. For member organisations the scheme offers a protective safety net in that such issues are captured before they potentially manifest themselves in an incident which results in an injury, fatality, financial loss and/or reputational damage.

The advantages for both Network Rail and London Underground in applying this to their supply chain is that ultimately it can and has been shown to prevent accidents. The safety data collected by CIRAS can be used to identify system vulnerabilities and gain a better understanding of the root causes of potential incidents.

CIRAS is a scheme wholly funded not only by Transport for London and Network Rail, but all passenger train operating companies, freight operators, ROSCOs and supply chain contractors. The scheme is not for profit and is overseen by an independent governance Committee who are responsible for ensuring charging is fair and transparent. We use rail turnover as the fairest basis for determining each member company's levy. Listed below are the 4 turnover ranges, with the corresponding levy:

- Small companies are those with a rail turnover of less than £10m: levy is £350

- Medium companies are those with a rail turnover of £10m - £100m: levy is £2,625

- Large companies are those with a rail turnover of £100m - £1bn: levy is £9,775

- Extra-large companies are those with a rail turnover of over £1bn: levy is £20,000

Your contact information

In order for us to process your application, we would appreciate if you could complete the following information about your company.

Ways to pay

Your invoice to cover 2015/16 membership will be issued soon after we receive your contact information. You will also have the option to pay by debit/credit card via our website, BACS electronic transfer or by cheque. Upon receipt of payment, each member will receive a membership number and certificate which will be checked during RISQS scheme audits.

Further information

Please contact us on this number 020 3142 5367 or email ciras.finance@ciras.org.uk if you require further information regarding these changes. CIRAS would also be happy to contact you to help demonstrate first-hand the benefits of being a CIRAS member.

*1. Please state your company name

2. What is your company registration number? (if known)

3. What is your Achilles reference number? (if known)

4. What is the name of your company's intranet? (optional)

*5. What company contact name should we use on the invoice?

*6. What email address(es) should the invoice be sent too?

*7. Is your company a Sentinel Trackside sponsor?

*8. What date did your company become a Sentinel Trackside sponsor?

*9. Company Address

Address

Address 2

City/Town

County

Postcode

Country

*10. What is your company phone number?

11. Please state the purchase order number we should use on the invoice (if required)

*12. What is your annual Rail Financial turnover?

*13. What is your annual Total Financial turnover?

14. Any further comments or queries

7.2 S2 – Post Joining Questionnaire

Thanks again for joining CIRAS.

In order for the CIRAS team to provide your company with the best possible service, we would appreciate if you could provide us with some information about your company. This information will be used by the CIRAS team only, to enable us to respond effectively to any reports raised or other matters such as distributing the CIRAS newsletter.

*1. Please state your company name

2. Please state your CIRAS membership number (if known)

*3. How many employees in your company?

*4. How many locations does your company have?

5. What is the name of your company's internal publication? (optional)

6. If you have an internal publication, how frequently is it published?

7. What is the name of your company's intranet? (optional)

*8. Head Office Address

Address

Address 2

City/Town

County

Postcode

Country

*9. Please state the name of the person who will be your CIRAS rep (refer to the CIRAS website for more information on what is a required of a rep)

*10. Please state the job title of the CIRAS rep

*11. Please provide a contact telephone number for the CIRAS rep

*12. Please provide a contact email address we can use for the CIRAS rep

13. Please provide the name and email address of the Managing Director

14. Please provide the name and email address for HR

15. Please provide the name and email address for the Head of Safety

16. Please provide the name and email address for Communications

17. Please provide name(s) and email address(es) for Regional Manager(s)

18. Please provide name(s) and email address(es) for any other relevant contacts

Thank you for providing us with this information.

Please let us know if any of this information changes by contacing us at enquiries@ciras.org.uk

7.3 F1 – Interview Form

Part One – Key Information

Report Number: ________________________________(Generated via Database)

Date Report Received: ________________________________

Method of contact: Telephone/Text/Web site/Post/Report Form /Other __________

Reporter Contact Information

Name: ________________________________

Employer: ________________________________

Home Tel No.: ________________________________

Mobile Tel No.: ________________________________

Email address ________________________________(Personal email address only)

Address: ________________________________

____

____

____

Postcode: ________________________________

Convenient time to call: ________________________________

Attempts:					
Date:	Date:	Date:	Date:	Date:	Date:
Time:	Time:	Time:	Time:	Time:	Time:

Company responses to be sent to reporter

	From:	Tick if sent:
Once all company responses have been sent, place form in the orange folder in the safe. Keep for specified period.	**Company 1:** ________________________	( )
	Company 2: ________________________	( )
	Company 3: ________________________	( )

Please note: All information is required to be input to the CIRAS Database on completion.

Member of Public concern – Redirected

Brief description of concern

Redirected to

Reference No

MOP advised

Date

Please note that F1 circulation outside of the cube is restricted unless done person to person (eg Team Leader to Operations Manager). Alternatively use the internal cube report tray although such reports must always be sealed in an envelope marked for whose attention and confidential.

Part Two - Interview Details

Report no		Analyst name:	
Date:		Time	
Responsible Company		Method/Location of interview	

Data Protection Notice <u>(read out to all reporters)</u>

CIRAS will use the personal information you supply to process your report and advise you of responses received. We will not disclose your information to your employer, our members, or other companies. **Agreed ☐**

Consent to record ☐ **Confidential ☐** **Anonymous ☐**

1a. Brief description of report

Questions 2 – 7 must be asked in all interviews			
2a Transport Sector			
Passenger rail	☐	Aviation	☐
Network Rail	☐	Marine	☐
Rail freight	☐	Highways	☐
Rail underground	☐	Haulage	☐
Trams	☐	Cycle schemes	☐
Light rail	☐	Construction transport	☐
Bus/Coach	☐		
2b Geographical location			
Not Specified		Wales	
South East		Scotland	
South West		West Midlands	
Central		East Midlands	
North East		East Anglia	
North West			
2c Nature of site:			

Train depot	☐	Rail depot	☐
Bus/Coach depot	☐	Bus depot	☐
Signal box	☐	Road	☐
On board train	☐	Station/Platform	☐
Level crossing	☐	Tram stops	☐
Lineside	☐	On or near the line	☐
Tunnel	☐	Freight yard	☐
Engineering site	☐	Cycle docking station	☐
Pedestrian route	☐	Vehicle route	☐
Loading area	☐	Storage area	☐
Engineering depot	☐	Highways	☐

Other ____

3 Is the situation ongoing? Yes ☐ No ☐

4 What potentially could happen as a result of this situation/concern?

5 Why do you think this has happened/ this problem exists?

6 Who do you think is responsible for this situation?

7 What do you think should be done about this issue?

Questions 8 – Transport involved

8 What type of transport is/ was involved?	Passenger train (DOO) ☐ Passenger train (Guard) ☐ Train ECS ☐ Tram ☐ Light rail ☐ Freight train ☐ Bus ☐ Coach ☐ Cycle ☐ Haulage ☐ Road vehicle ☐ Airplane ☐ Boat ☐ Ferry ☐ Shunt loco ☐ Tug ☐
	Other:

7.4 Biographical information

9 Job title	

10 Time worked in current job (years)	
11 Length of service	
12 Age (years)	
13 Company currently employed by	
14 Company sub-contracted to (if applicable)	
15 Do you have a regular “booking on point”?	Yes ☐ No ☐ State where:

Part Three - Analysis of Perceived Risk

Please note: CIRAS Reporting Analysts are not able to undertake a risk assessment due to the information being provided being third hand and the opinion of a reporter. Analysts are able to question the reporter and by using the information provided and their experience and best judgement complete table 1.

Assessment of confidentiality	
16a Have you reported this concern to anybody?	Yes ☐ No ☐
If yes, go to Q16b - If No, go to Q16f.	
16b If yes, what format was the report?	Verbal ☐ Written ☐ Both ☐
16c To whom was the report made?	Director ☐ Supervisor ☐ Manager ☐ H&S Representative ☐ Union Representative ☐

	Other ________________________________
16d What response has been received?	Adequate (but not implemented) ☐ No response ☐ Inadequate ☐ Other (specify) ________________________
16e When did you report the concern?	In the last week ☐ In the last month ☐ More than a month ago ☐ Other (specify)______________________
16f If not reported to company, why not?	Unaware of channels ☐ Channels ineffective ☐ Sensitive issue ☐ Fear ☐ Culture ☐ Conflict ☐ Trade Union dispute ☐ Other (specify) ________________________
17 Have you told anyone that you are making this report to CIRAS?	Yes ☐ No ☐

18 Would you be easily identified from this report?	Yes ☐ No ☐
(Find out how many people could have made the report) If yes, state how:	
19 Would others be easily identified from this report?	Yes ☐ No ☐
If yes, state how:	
20 Why have you made your report to CIRAS?	
21 Is it ok to put this report in the newsletter?	Yes ☐ No ☐
Saftey culture statements – please read these statements to the reporters and record their answers	
22 If I report a safety issue, I get good feedback?	Yes ☐ No ☐

If no, state why:	
23 I’m clear on what safety issues can be reported?	Yes ☐ No ☐
If no, state why:	
24 I will always report a near miss or close call?	Yes ☐ No ☐
If no, state why:	
25 I'm not afraid of reporting an unsafe act?	Yes ☐ No ☐
If yes, state why:	

26 Safety reporting is encouraged?	Yes ☐ No ☐
If no, state why:	
27 If I raise a health and safety issue, it is taken seriously by Managers?	Yes ☐ No ☐
If no, state why:	
28 Managers praise staff who report safety issues?	Yes ☐ No ☐
If no, record response:	
29 My company promotes the value of reporting systems?	Yes ☐ No ☐
If no, record response:	

Assessment of reporter’s percieved safety risk			
What are the hazards?	**Who might be harmed and how?**	**What is already being done?**	**What type of risk exists?**
For example: Overgrown Vegetation,	*For example: Self, employees, public*	*For example: Is the responsible party (often member organisation) aware and have they initiated any previous action or not*	*For example personal safety, operational safety risk?*

	Confidentiality	Personal Safety	Operational Safety	Public Safety	Reputation member organisation	Reputation of CIRAS/RSSB
Very High						
High						
Medium						
Low						
Very Low						

Table 1 **:** Analyst assessment (Please tick most appropriate box)

The following risk matrix is included to provide guidance only for Analysts when making a judgement on the level of risk.

When making an assessement of reputational risk to RSSB/CIRAS or a member organisation(s) this cannot be carried out via questioning of the reporter but is based upon the level of operational risk (almost every operational risk event leads to some sort of reputational event). Analysts are encouraged to have dialogue with their Team Leader if in doubt to the degree of reputational risk and where it may arise.

Scale	Probability	Impact
Very low	Unlikely to occur	Negligible impact
Low	May occur occasionally	Minor impact on safety, confidentiality or reputation
Medium	Is as likely as not to occur	Notable impact on safety, confidentiality or reputation
High	Is likely to occur	Substantial impact on safety, confidentiality or reputation
Very high	Is almost certain to occur	Threatens the safety, reputation of member/CIRAS/RSSB or confidentailtiy of the individual

		Impact				
		Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Very High 5	5	10	15	20	25
	High 4	4	8	12	16	20
	Medium 3	3	6	9	12	15
	Low 2	2	4	6	8	10
	Very Low 1	1	2	3	4	5

Table 2: Risk matrix

Assessment of confidentiality can and is based upon the questions asked by the Analayst to the reporter and their judgement whether confidentiality might be compromised.

Communications

Data Protection Notice (read out to all reporters)

If you want us to, we will keep your contact details to send you the CIRAS newsletter in the future. If you do not want us to do this, please let me know as I fill out the next section.

Communications questions to ask:

Do you have access to the newsletter?	Yes ☐ No ☐
If “Yes” – Are you getting it every two	Yes ☐ No ☐

months?	
Do you have access to email and the internet at home?	Yes ☐ No ☐
If "Yes" – Would you like a copy of the newsletter by email or hard copy to your home?	Yes ☐ No ☐
If "Yes" – Can I take your email address please? If provided please complete CIRAS web address recorder.	Email ______________________________ Home address ______________________________ ______________________________ ______________________________
Where did you hear about CIRAS?	

7.5 F2-1 – Summary & Peer review form

Section 1 - Peer review use only

Report no.	Author	Concern

Peer review check list			
Team Leader	Date	Does internal advice/technical support need to be sought?	☐ Yes ☐ No Notes:
Confidentiality	Does the report maintain the confidentiality of the reporter and others involved?		☐ Yes ☐ No Notes:
	How many people could have reported this?		
Categorisation	Is the coding accurate?		☐ Yes ☐ No
Plain English	Check and feedback any amendments		☐Gram. & sp. ☐Tone ☐Meaning ☐Sentence construction ☐Other
Comments	Confidentiality risk: Extra details required in report: Level of risk discussed:		

Escalation required?	Does this report need to be referred to Operations Manager/ Head of CIRAS	☐ Yes ☐ No Notes:
Comments		
Second check by Team Leader	☐ Yes ☐ No Date:	

Section 2 – Analyst internal summary

Please tick report type

☒Confidential processed ☐Anonymous

Please tick most appropriate category

☐Rostering ☐Rules and procedures

☐Supervision & Management ☐Health and wellbeing

☐Equipment/ Vehicles ☐Communications

☐Culture ☐Work environment

☐Teamwork ☐Training/briefing

Summary

Potential outcomes

Analyst please replicate your assessment findings here. Team leader please refer to F1 Part 3 in full if considered necessary when undertaking this review.

	Confidentiality	Personal Safety	Operational Safety	Public Safety	Reputation member organisation	Reputation of CIRAS/RSSB
Very High						
High						
Medium						
Low						
Very Low	✓					

Table 1: F1 assessment findings and summary (please summarise below)

Summary of risk

Summary of confidentiality responses

Has the reporter reported the concern to anybody? ☐Yes ☐No

If yes, what format was the report? ☐Verbal ☐Written ☐Both

To whom was the report made? ☐Supervisor ☐Manager ☐H&S Rep ☐Union Rep ☐Other:

Elaborate as necessary:

When did the reporter report the concern? ☐In the last week

☐In the last month

☐More than a month ago

☐Other:

(If concern initially reported in the last month without a response get an update from the reporter as to the progress of this before sending report to company)

What response has been received?	☐Adequate (but not implemented) ☐Inadequate ☐No response ☐Other:
If not reported to company, why not?	☐Unaware of channels ☐Channels ineffective ☐Sensitive issue ☐Fear ☐Culture ☐Conflict ☐Trade Union dispute ☐Other:

Have you told anyone you are making this report to CIRAS?

☐Yes ☐No

Elaborate as necessary:

Would you be easily identified from this report? ☐Yes ☐No

If yes, state how:

Think beyond "Yes" and "No", elaborating as necessary:

Would others be easily identified from this report? ☐Yes ☐No

If yes, state how:

Elaborate if necessary:

Why has the reporter used CIRAS?

Is it OK to put this report in the newsletter? ☐Yes ☐No

7.6 F2-2 - Company report

Report 54XXX –		
Date Sent	**Sent to**	**Sent for**
		☒ Response ☐ Information
Comments:		

CIRAS use only

☒Confidential processed ☐Anonymous

In some instances anonymous reports may contain less detail and information due to us on occasion not being able to interview the reporter.

Please respond by:

Details

Category /theme	Vehicle /Infrastructure	Location	Considered risk
For example: Rules, Competence, PPE, Infrastructure	*For example: Train, Bus, Road, Contractor vehicle, Marine, Aviation*	*For example: Depot, On track, Station, Maintenance shed, Roads*	*For example: Reporters perceived risk and who may be affected.*

Description of concern raised

This section is a description of the reporter's concern. This in no way reflects any views or opinions of CIRAS.

Where possible, responses should be concise and focused on the points raised. Please be aware that responses may be edited and published in the CIRAS newsletter.

Please communicate your response in the boxes below:

Company response:

Details of investigation carried out (if applicable):

Actions taken as a result of this report:

Short-term and long-term solutions considered:

Any lessons learnt that you would like to share with CIRAS and the relevant industry?

As part of our quality improvement programme we value your feedback. Once this report is considered closed we will advise you and request that you complete our feedback form.

7.7 F3 – Reporter feedback form

Report Number____________________ Date______________

We'd like your feedback - please answer this short questionnaire using the following scale:

1 = Very Dissatisfied

2 = Mostly Dissatisfied

3 = Somewhat Dissatisfied

4 = Neither Satisfied nor Dissatisfied

5 = Somewhat Satisfied

6 = Mostly Satisfied

7 = Very Satisfied

Please circle your response:

How satisfied are you with the way your report was summarised?						
1	2	3	4	5	6	7
How satisfied are you with the way the CIRAS process was explained to you?						
1	2	3	4	5	6	7
How satisfied are you with the time taken to receive the response?						
1	2	3	4	5	6	7
How satisfied are you with the company response?						
1	2	3	4	5	6	7
How satisfied are you that the company has addressed the issue?						
1	2	3	4	5	6	7
How satisfied are you overall with the service provided by CIRAS?						
1	2	3	4	5	6	7
To the best of your knowledge, did the CIRAS report lead to any action being taken?						
			Yes	No	Don't know	
Do you feel the issue has been resolved?						
			Yes	No	Don't know	
Would you use CIRAS again for another safety issue?						
			Yes	No		

Please tell us what you think about the response (positive or negative):

Part B CIRAS use only

Feedback actions

7.8 F4 – Company evaluation form

This form is best filled in by the person who has written the response. Please answer as honestly as possible using the grey boxes. Your responses help us improve our service.

Report Number ______________ *Date* ______________

1. Did the report provide your company with any new information?

☐ Yes ☐ No

2. On a scale of 1-10, how useful would you say the information contained in this report has been to your company or indeed industry?

Limited value			*Moderate value*				*Significant value*		
1	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Insubstantial information *Little safety benefit*			*Reasonable information* *Some safety benefit*				*Substantial information* *Important safety benefit(s)*		

3. Did the report contain enough information for you to respond effectively?

☐ Yes ☐ No

If no, please say what would have been useful to know:

4. In your opinion, was the report predominantly about health and safety?

☐ Yes ☐ No

If no, please explain why:

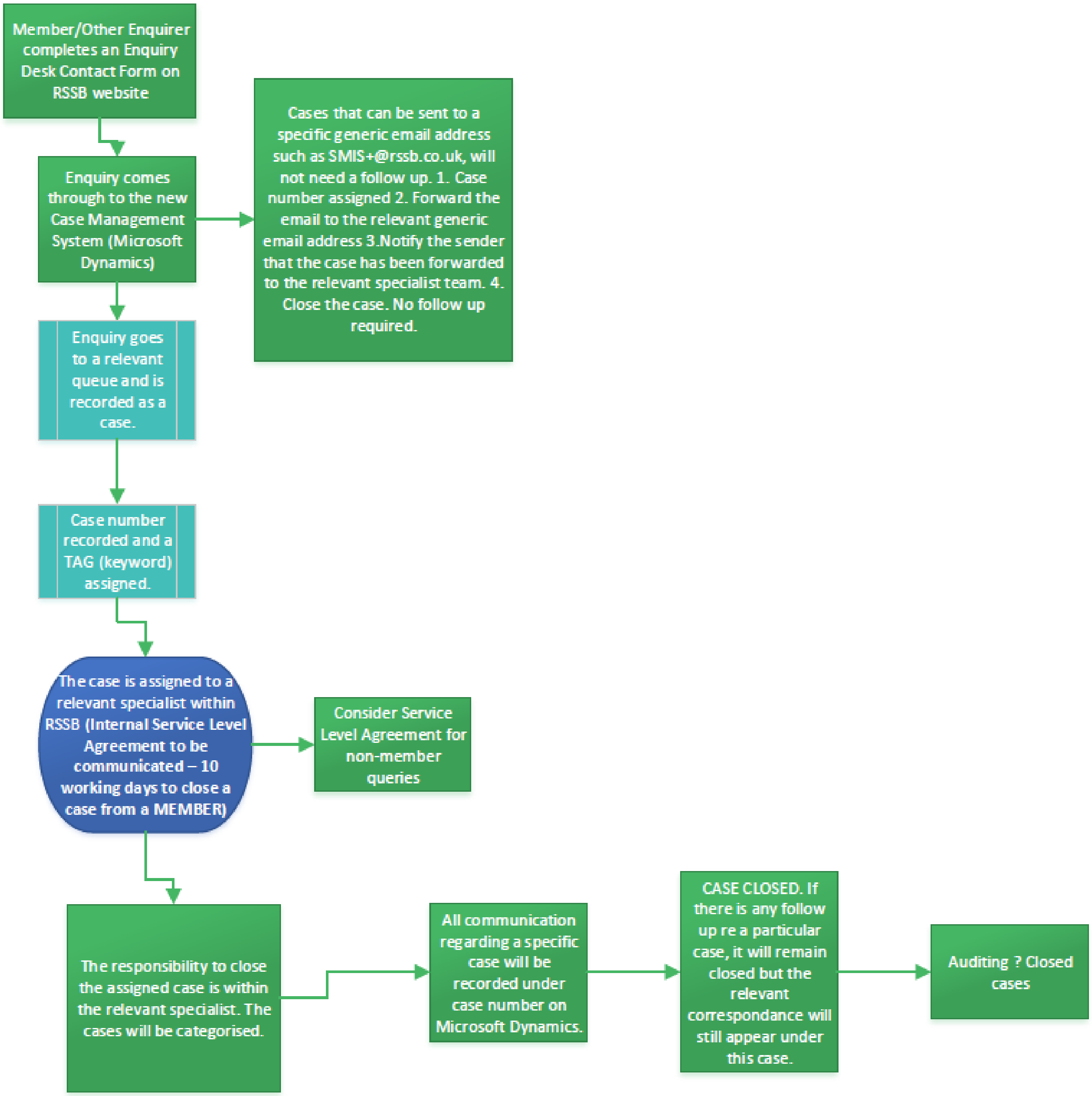
5. Do you have any other comments you would like to make?

Thank you for your time in completing this evaluation form. CIRAS is always interested in hearing from our members in improving our service and would welcome any suggestions or ideas you may have that could help us achieve this.

CIRAS USE ONLY Part Comments / Actions

8 Appendix 3 - Enquiries Desk

8.1 Enquiry Workflow



8.2 General website enquiry form

RSSB Enquiry Desk Form for new CRM. DRAFT

Name*
Surname*
Enquirer type* **Please select from the list**

Company name*Please provide your company name
Job title*Please provide your job title
Work email address*:Please provide your work email address
Preferred contact email address: *Please provide your preferred contact email address
Nature of your enquiry: Operation Standards

Subject: Please specify the subject of your enquiry

Content of the query; Content of the query; Content of the query; Content of the query; Content of the query; Content of the query; Content of the query

8.3 Standards Enquiry Form

Request for help from RSSB with Standards and National Operations Publications

If your query is straightforward, please contact the RSSB Enquiry Desk. If it is more complex, please use the form below.

User notes: Please use this form if you: -

a. require help or advice from RSSB with standards or National Operations Publications (NOPs)
b. wish to request a change to a standard or NOP
c. are unsure as to whether you need to apply for a deviation

If you know you will require a deviation from a standard or NOP please use the deviation application form.

1. Problem statement:
Describe the problem you are experiencing.

As best you can, please tell us: the problem you're facing, why it is a problem, when it is a problem and where it is a problem.

2. Desired outcome:
Describe the outcome you are seeking to achieve, timescales and reasons for timescales.

We need to understand what the best outcome would be for you and whether there are any time critical issues.

3. Benefits of outcome:
Describe how the desired outcome would benefit you/others.

We need to understand: How you/others will benefit from the desired outcome (e.g. will it result in a cost saving, better work process, better design). When you/others will get the benefits (e.g. how long will it take for any costs to be recovered?).

4. Who is currently affected and who might be affected as a consequence of the outcome?

Please include any observations or information which may be relevant to support your application.

This is to help us to understand who the affected parties are and how the change would affect them. Please include any related projects / information / feedback from those affected.

Click here to attach a file

5. Standard/NOP Number	**Issue Number**	**Clause Number(s)**

6. Details of applicant:	**Name:**	**Job Title:**
Company/Organisation:	**Contact Number:**	
E-mail:	**Address:**	

7. Your reference / title:
If you have one, please give your reference and / or title for this enquiry.

8. Status of applicant (please answer either a, b or c and yes or no): Please indicate whether you are enquiring as:

A) the person or company who must comply with the requirements you are referring to

B) on behalf of the person or company who must comply

C) as any other interested party

Please indicate whether you are applying with the support of your company/organisation: Yes or No

Rail Safety and Standards Board Limited will use the information you provide on this form for the purpose of processing your enquiry. All enquiries are sent to the Head of Stakeholder and Standards Management who will decide the best route in progressing / closing out the enquiry (i.e. Proposal / Deviation application or by correspondence). RSSB aims to respond to your enquiry within 7 days.

Submit Form