

TAP TSI

Telematics Applications for Passenger Services
Technical Specifications for Interoperability

MONTHLY PROGRESS REPORT **Reporting Month: August 2011**

Project: TAP Phase One

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1 Monthly Progress History

1.1 Document Location

This document will be uploaded to the Steering Committee folder of the project extranet (members' area).

1.2 Revision History

Date of this revision: 7 September 2011

Date of next revision: 4 October 2011 (meeting of the Steering Committee)

Revision date	Previous revision date	Summary of Changes	Changes marked
6 Sep 2011	3 Sep 2011	Contents enhancements and wording modifications by Project Team	None

1.3 Approvals

This document requires the following approvals.

Name/ Entity	Title/ Remark	Approval	Date of Issue	Version
Project Team	Project Manager, Work Stream Leaders, Project Assistant	done	6 Sep 2011	v0.1
TAP Steering Committee	All members	Pending	4 Oct 2011	Final (v1.0)

1.4 Distribution

This document is distributed to:

Name/ Entity	Title/ Remark	Date of Issue	Version
TAP Steering Committee	All members	7 Sep 2011	Final (v1.0)
Project Team; UIC and Ticket Vendor project coordinators	All members of the Project Team Michael Stevns (UIC) Klaus Kreher (Ticket Vendors)	7 Sep 2011	Final (v1.0)
Organisations represented in SteCo	Circulation tbd by Steering Committee members	Tbd	Final (v1.0)

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Progress Report

3 Purpose

The purpose of this document is to report, on a monthly basis, the status and progress of the Phase One project to the Steering Committee (SteCo) and interested stakeholders.

The following reporting goals have been approved by the SteCo in the kick-off meeting with the Project Team on 8 July 2011:

- Ensure all SteCo members and stakeholders are kept up to date with progress at regular, short intervals
- Allow the Project Manager to raise issues in-between SteCo meetings and to make better use of SteCo members' time constraints
- Highlight where SteCo action is required and help focus upcoming SteCo meetings
- Explain in more detail the project achievements and next steps

4 Management Summary

Since the kick-off meeting with the SteCo on 8 July 2011 the Project Team has made **good progress** in establishing the Expert Groups and in executing project activities **according to** the approved **work plan**, in spite of the holiday season. Content-wise, focus in August has been on **surveys on the legacy** systems (RU/ IM and retail) and on **preparing** the Expert Group **kick-off meetings**. A two-day kick-off meeting was held in the RU/ IM work stream. There have also been several one-on-one information meetings with stakeholders. A beta version of the project **website and extranet** has been launched at <http://tap-tsi.uic.org>.

Insufficient quality of official **RU contact details** and the **non-involvement of small railway undertakings** and railway undertakings that are not members of rail sector representative bodies pose a risk to ensuring broad buy-in to the project. The **Commission is asked to remind the RISC** of the need to alert all national stakeholders, including public transport authorities, asap. **UITP and EPTO are asked to remind their constituents** of the importance of collaborating in the project.

Delay in the signing of the EC/ UIC **grant contract** is placing **material risks** on the project. Contract signature must be achieved as a matter of urgency especially if project costs will only be eligible once the project contract has been signed. The Project Team therefore wishes to highlight that they are currently working in good faith but will have to revise their position if the uncertainty is not addressed.

The **TAF TSI baseline**, which the RU/ IM work stream of the TAP Phase One project needs to work to, is incomplete as of now, and the new TAF TSI master plan will not be available before mid-March 2012. The Steering Committee needs to be aware that the TAP and TAF timelines need to be in sync as much as possible.

5 Follow-ups from Previous Reports

Not applicable (first report)

6 Activities since Last Steering Committee Meeting

In the reporting period the Project Team concluded the formative phase of the project. This includes the following **overall preparatory tasks**:

- Refining work stream work plans
- Concise summary of the TAP TSI provisions (Basic Parameters) for use throughout the project
- Staffing of the Expert Groups
- Information of a large group of stakeholders about TAP TSI and the project and invitations to collaborate in the Expert Groups through
 - Calls for experts to ECTAA, EPTO, ETTSA, UIC, UITP, UNIFE members
 - eMails to the RUs in ERA's ERADIS database as well as to the EPTO, UIC and UITP members
 - Several one-on-one meetings with implicated parties
- Design of the project website and extranet; collation of initial contents
- Definition of Expert Group rules of procedures
- Scheduling working meetings throughout Phase One and establishing the project meeting calendar
- Solid review of the proper application of the PRINCE2 project management methodology in the jour fixe ERA/ Project Manager on 26 August
- One-on-one information meetings with interested third parties¹

Within the work streams, the following key activities have been executed:

1. RU/ IM

- Launch of an online **survey²** on railway operational management **legacy issues**
 - Response approx. 25 companies by the end of August: 2/3 RUs, 1/3 IMs, limited response from non-incumbent RUs
 - Response deadline extended until 2 September as requested by some addressees (no material impact on overall timeline)
- **Staffing** of the Expert Groups (Planning, Train Running, IT)
 - Following calls for experts to UIC, UITP and EPTO more than 50 experts have been nominated by RUs and IMs, with around 35 experts following each of the three Expert Groups
 - Although deadline has elapsed, nominations are still coming and welcome
 - All experts are part of UIC and CER members; RailNetEurope (RNE) and UIC experts from the TAF TSI Working bodies contribute TAF TSI expertise, thus forming the informal link between TAP TSI and TAF TSI
 - Dedicated station manager nominations are limited
- Two-day **kick-off meeting** took place on 30 and 31 August with the presence of approx. 25 RU and IM experts; focus topics:
 - In-depth presentation of the RU/ IM work stream, work plan and modus operandi

¹ Accenture, IBM, Loco2, Silverrail Technologies, Sqills

² https://www.surveymonkey.com/s/TAP_legacy_systems_RU_IM

- Presentation of TAF TSI technical solutions that could be used by TAP
- Review of the suitability of specific TAF TSI solutions for the passenger RUs started
- Discussion of TAF-induced change requests submitted to the ERA TAP Change Control Management Working Party
- There will be monthly Expert Group meetings until early February 2012
- Intensive liaison with the TAF TSI community

2. Retail system specifications and architecture

- Launch of online **surveys³ on legacy systems** in timetables/ schedules, tariffs/ fares, reservation and fulfilment/ ticketing
 - Validated by railway and ticket vendor experts prior to publication
 - Response only approx. 15 companies by the end of August, mainly from the large state railways
 - Further responses announced by some addressees, due to late return of key experts from holidays (no material impact on overall timeline)
- **Staffing** of the Expert Groups
 - Following calls for experts to the UIC, UITP, EPTO, ECTAA and ETTSA members, plus in-depth work stream information sent to UNIFE, a total of over 60 experts⁴ has been nominated
 - No nominations from newcomers/ non-incumbent, non-organised railways
 - Although the deadline has elapsed, nominations are still welcome
- **Kick-off meetings** for each Expert Group have been scheduled for the week of 5 September
 - Agendas and exhaustive pre-read material circulated
 - Between 11 and 15 experts confirmed participation
 - Focus will be on establishing a common understanding of the TAP TSI obligations, the status quo of how the TAP TSI provisions are already applied today and on identifying issues and opportunities
 - Two more sets of consecutive meetings (one per Expert Group) are scheduled for November and February

3. Full-service model

- Preparation of an online **survey⁵** on ticket vendor legacy systems and areas for improving rail retailing; survey validated by ticket vendor and railway experts
- **Staffing**
 - Following calls for experts to the ECTAA and ETTSA members, a total of approx. 15 ticket vendor representatives has been nominated
 - RU representatives have been asked in the last meeting of the sector's Common Support Group to nominate railway experts with a dedicated functional and commercial background in rail retailing

³ https://www.surveymonkey.com/s/TAP_legacy_systems-Schedules_Timetables
https://www.surveymonkey.com/s/TAP_legacy_systems-Tariffs_Fares
https://www.surveymonkey.com/s/TAP_legacy_systems-Reservations
https://www.surveymonkey.com/s/TAP_legacy_systems-Fulfillment

⁴ 50 from RUs, 11 from ticket vendors

⁵ https://www.surveymonkey.com/s/TAP_Ticket_Vendor_Survey

- **Inaugural** ticket vendor **meeting** on 25 August with a focus on establishing a solid understanding of the TAP TSI obligations, collation of the specific ticket vendor expectations on Phase One and a first outline of a high-level full-service model

4. Governance

- Detailed work stream planning
- Meetings with TAF TSI representatives to understand TAF TSI governance and to investigate joint RU/ IM governance opportunities (together with RU/ IM work stream leader)
- First working paper on TAP TSI entity in draft for project team review and discussion
- Rail and ticket vendor steering-level representatives being alerted of need for discussions on the future governance
- Expert interviews with representatives of other organisations engaged in the maintenance of technical specifications prepared and partly scheduled⁶

5. Master plan

- No material activities yet

All working documents, meeting agendas, minutes etc. will shortly be available on the members' area (extranet) of the project website.

7 Activities Completed in Reporting Month

Overall project management & stakeholder engagement

- Website design and editing, site map and testing
- Summary of Basic Parameter requirements
- Expert Group rules of procedures
- Detailing of the project communication plan
- Set of templates⁷ to ensure consistency across work streams

1. RU/ IM

- Staffing of all three Expert Groups
- Existing information from TAF TSI collected, working relationship with TAF TSI community established
- Launch of legacy survey
- Kick-off meeting of all three Expert Groups

2. Retail system specifications and architecture

- Staffing of all four Expert Groups
- Scheduling and organisation of kick-off meetings
- Launch of legacy surveys

3. Full-service model

⁶ E.g. IATA, ITSO, VDV, European Payments Council

⁷ Agendas, presentations, minutes etc.

- Ticket vendor staffing
- Joint Project Team/ ticket vendor coordinator alignment meeting
- Inaugural ticket vendor meeting
- Online survey prepared and reviewed (launch planned for 5 September)

4. Governance

- Work stream planning fine-tuned and completed
- Liaison established with TAF TSI to understand TAF TSI governance and to investigate RU/ IM governance opportunities
- First working paper in draft for project team review and discussion
- First expert interviews fixed

5. Master plan

- No activities completed yet

8 Issues and Risks Occurred, Proposed Mitigation

Summary overview of key issues and risks that occurred in the reporting period:

Issues and Risks	Proposed Mitigation
Grant only awarded almost two months after publication of the Regulation; grant contract negotiations still ongoing – at least 1/3 of the formal Phase One project will now be undertaken prior to the grant signature, with a risk that it will not be possible for the UIC to receive co-funding for all the team work done	The SteCo is requested to instruct the contracting parties to expedite the signature as far as reasonably possible on the terms agreed in the bid, and to state in the grant contract that all activities on the Phase One project and any subsequent TAP TSI implementation activities executed on the same terms by the UIC will be treated as allowable costs for a period of up to twelve months after signature
Insufficient quality of RU contact details in ERADIS database poses the risk that a significant number of stakeholders does not receive Project Team communications at all, or in a timely manner	<ul style="list-style-type: none"> • UIC, UITP and EPTO mailing lists have subsequently been used, but it is unknown to the Project Team whether this covers all implicated RUs • The Commission is asked to involve the RISC and request a solid list of licensed RUs , with valid mail addresses of contact persons, for the Project Team to inform exhaustively
Insufficient involvement of the stakeholders outlined in § 7.2.2.1 5. of the Regulation: currently no Expert Group members from these companies, hardly any response to legacy surveys and no	<ul style="list-style-type: none"> • UITP and EPTO to remind their members of the importance of TAP TSI and the opportunities to help shape Phase One; encourage to provide written input and feedback if attending

solid contact list for future project communication purposes	<p>meetings is not feasible</p> <ul style="list-style-type: none"> • Project Team offers to present the project to established UITP, EPTO and public transport authority forums if deemed appropriate • Commission is asked to alert the RISC members of the need to involve Public Transport Authorities
Stakeholders' confidentiality concerns to provide information in the legacy surveys	<ul style="list-style-type: none"> • Project Team contracts to contain confidentiality clause and non-disclosure agreement • Reminder that as per § 7.2.2.1 6. of the Regulation stakeholders shall provide information as and when requested by the Project Team • SteCo members to inform their organisations of the need to provide information
Unclear who is officially mandated to provide information on TAF TSI and who is the official voice when discussing common elements and governance for maintaining codings, references etc.	<ul style="list-style-type: none"> • New TAF TSI SteCo nominates "liaison officer" for Phase One Project Team
Several TAF TSI messages, implementation guides etc. are still incomplete. It is not yet all clear which baseline the Phase One RU/ IM work stream needs to work to	<ul style="list-style-type: none"> • Ensure the newly formed TAF TSI SteCo is aware that TAP Phase One needs to have a fixed baseline asap
Risk of slow mobilisation of rail and ticket vendor steering-level representatives to identify and assess future governance options	<ul style="list-style-type: none"> • One-on-one/ small-group meetings of the Project Team with rail and ticket vendor steering-level representatives

9 Work Planned in Upcoming Reporting Month

Overall project management & stakeholder engagement

- Finalisation of website content and allocation of access rights to extranet
- Production of Project Team input to the SteCo meeting of 4 October
- Detailing of intermediate report contents
- Presentation of the project at various meetings of stakeholder organisations⁸

⁸ OSJD, UIC, VDV, TAF IM-Cluster and others

1. RU/ IM

- Second round of Expert Group meetings (20 – 22 September)
- Evaluate findings from legacy survey
- Analysis of RU/ IM messages, comparison with requirements for TAP TSI⁹
- Start definition of reference data
- Alignment with TAF TSI following their SteCo meeting on 16 September

2. Retail system specifications and architecture

- Kick-off meetings with the 4 Expert Groups (5 - 9 September)
- Alignment with ticket vendor representatives in conference call 12 September
- Dedicated meeting with IT architecture experts (week of 19 September)
- Drafting the summary on legacy systems
- Collection of existing rail retail user guides
- Start definition of functional and technical specifications for, and system architecture of, the future TAP TSI retail system

3. Full-service model

- Launch of the online survey (5 September)
- Ongoing review of the other work stream findings
- Gap analysis
- Start developing a proposal for addressing the gaps
- Preparation of joint ticket vendor/ RU kick-off on 6 October

4. Governance

- Outline of Common Service Management options
- Expert interviews/ research meetings
- Draft working paper on responsibilities and stakeholders
- Meetings with rail and ticket vendor steering-level representatives

5. Master plan

- No material activities planned for September

10 Activities to be Completed in Upcoming Reporting Month

Overall project management & stakeholder engagement

- Website launch
- Submission of contents for SteCo meeting 4 October

1. RU/ IM

- Summary of findings from legacy survey

2. Retail system specifications and architecture

- Kick-off meetings held, mutual understanding of railway and ticket vendor requirements

⁹ With respect to messages, processes, common interfaces, reference data, network architecture

- Solid draft summary of findings from legacy survey

3. Full-service model

- Online survey closed

4. Governance

- Expert interviews/ research meetings substantially concluded

5. Master plan

- None
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11 Budget Status

In light of the project funding not yet formalised, budget control and reporting instruments have not yet been established even though costs already incurred.

In a standard project environment work would not have started before funding signatures. However, rail and ticket vendors together have shown their exceptional good faith in this matter and have started work in advance of grant contract signature in order to meet the timetable defined in the Regulation.

12 Suggested Agenda Items for next Steering Committee Meeting

The Project Team suggests the following topics for the Project Manager's progress report to the SteCo on 4 October:

- Review of stakeholder engagement strategy: How to ensure broad buy-in?
- Confirmation of website and extranet content
- First findings from RU/ IM and retail surveys and Expert Group work
- Options to harmonise TAP/ TAF timelines for the development of common elements