

Rail Delivery Group



Key tasks on the path to becoming a Third Party retailer of National Rail products where there is an Rail Delivery Group interaction - Introduction

This high level plan is meant to give prospective retailers an idea of the tasks that need to be completed before you can become a National Rail retailer and where there is an Rail Delivery Group interaction. Times shown are indicative times.

Although tasks are shown in sequence, a number can be completed in parallel.

The plan also shows lead times for certain tasks where there is a known lengthy timespan between starting the task and the the task being realised.

The tasks show an indicative elapsed time not a continuous time.

This plan does not show times or identify tasks that you might need to complete independantly of Rail Delivery Group associated tasks.

Key



Decision point
Decision point on the Critical Path

Retailer task

Rail Delivery Group task

Elapsed time

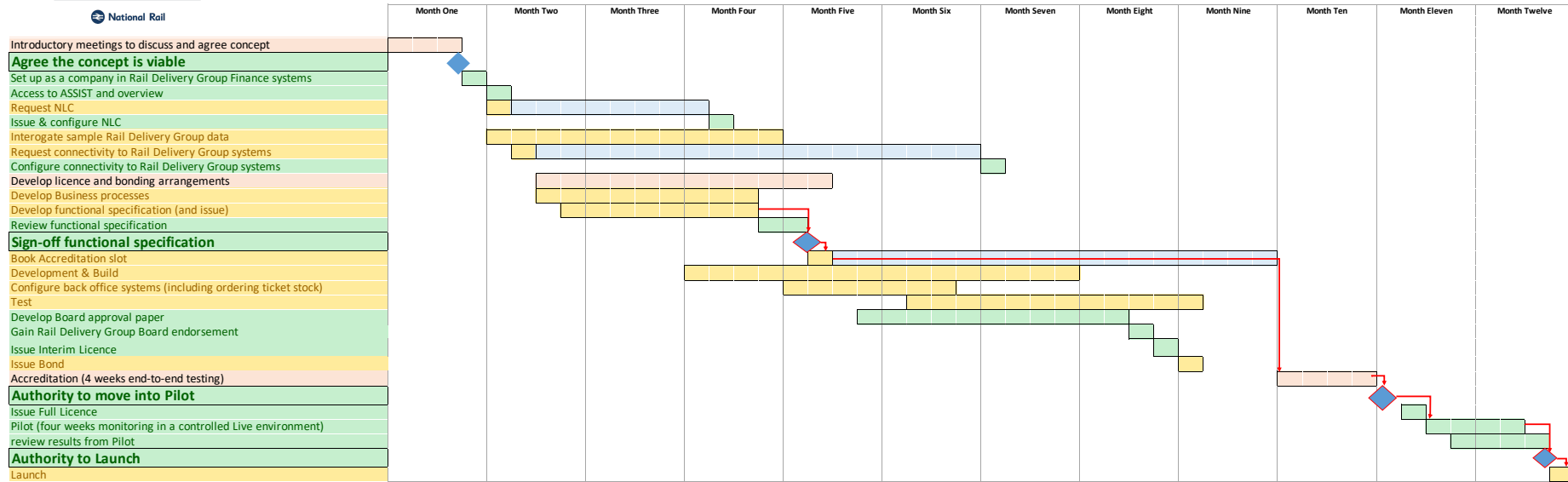
Shared tasks

Critical path task (task highlighted in Bold)

→ Critical Path

Rail Delivery Group

National Rail



Key

- Decision point
- Decision point on the Critical Path

Retailer task
 Rail Delivery Group task
 Elapsed time
 Shared tasks
 Critical path task(written in Bold)
 Critical Path

Task

Notes

Introductory meetings to discuss and agree concept	→	Initial discussions and face-to-face meetings between you and us where we will discuss your ideas in detail and explain some of the processes in more detail including Accreditation
Agree the concept is viable	→	Decision point where we agree your proposal is viable allowing you to continue on the path to becoming a retailer.
Set up as a company in Rail Delivery Group Finance systems	→	Back-office Rail Delivery Group task where we set you up as a company in our finance systems. You will need to provide references.
Access to ASSIST and overview	→	ASSIST is an Rail Delivery Group technical library where we keep copies of standards and procedures you will need to adopt. We will give you an overview of the library and the sort of documents stored there.
Request NLC	→	Back-office Rail Delivery Group task where we allocate you a code in our systems that allow us to identify your transactions. The lead time from request to delivery is upto 8 weeks.
Issue & configure NLC	→	Configuration is aligning your code to our sale-to-settlement systems.
Interrogate sample Rail Delivery Group data	→	You will need to understand our Fare, Timetable and Routing Guide data (data that shows the permissible route of a journey). You can either take this data from us unformatted, or take a formatted data set from a recognised supplier.
Request connectivity to Rail Delivery Group systems	→	Connection into Rail Delivery Group systems is via a secure VPN. There is a long lead-time from request to delivery of at least 90 business days. The VPN provider will need physical access to your server room or server hoster facility. The 90 days can be extended if there are problems with building a VPN.
Configure connectivity to Rail Delivery Group systems	→	Once tested and handed over, connectivity is normally a relatively simple task that can be done remotely.
Develop licence and bonding arrangements	→	Together we will discuss a licence for you based on a standard template. The template has been agreed by train companies who have delegated the signing onto Rail Delivery Group who act on their behalf.
Develop Business processes	→	You will be expected to demonstrate your business processes in support of your application. These may include how you will handle customer enquiries; refunds; ticket issuing; ticket delivery etc.
Develop functional specification (and issue)	→	The functional specification needs to go into enough technical detail around how your solution will work; how you will connect into Rail Delivery Group systems; securities; retailing systems you are going to use; support arrangements etc.
Review functional specification	→	As part of our review of your Functional Specification, you may need to be available to answer questions and/or provide more detail.
Sign-off functional specification	→	Decision point that allows you to proceed towards Accreditation.
Book Accreditation slot	→	Our sign-off of your functional specification allows you to book an Accreditation slot. Accreditation is where we formally test your application against our functional and technical standards. Accreditation slots may not be available for upto 6 months from when booked.
Development & Build	→	Your design build and test phase including where you connect your build into our systems.
Configure back office systems (including ordering ticket stock)		
Test	→	Our Governance procedure means we have to get TOCs formal endorsement of the granting of a licence. A paper to the relevant Board provides a background to you and your retailing proposal including how you are going to support a retailing operation and the benefits your operation will bring to the retailing market.
Develop Board approval paper	→	
Gain Rail Delivery Group Board endorsement	→	Decision point with the Board's endorsement allowing us to issue a licence.
Issue Interim Licence	→	An interim licence, as the name suggests is a short term licence issued before you go into Pilot and before you pass your Accreditation.
Issue Bond	→	A bond needs to be in place before you begin retailing.
Accreditation (4 weeks end-to-end testing)	→	This is where we begin the formal testing of your end-to-end processes.
Authority to move into Pilot	→	Decision point based on the outcome of your Accreditation.
Issue Full Licence	→	Before entering Pilot, your Interim licence will be converted into a full licence.
Pilot (four weeks monitoring in a controlled Live environment)	→	Pilot involves end-to-end tracking of real transactions from sale through to settlement.
review results from Pilot	→	The results are reviewed and any follow-ups sought
Authority to Launch	→	Decision point based on the results of your Pilot. You will not be allowed to exit Pilot with significant defects open.
Launch	→	A successful Pilot allows you to move into Live operations.