



“PCS Train the trainer” TTP 2024 Workshop December 2022

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Technical information

Participants are required to bring their own laptop to be able to actively use PCS during the training sessions. Please do not forget to bring a European plug adapter if you need one. RNE will provide the facilities with enough European sockets/extension cords (Type C, E, F) for all the participants.

Participants should make sure they have access to PCS before the start of the sessions. RNE team will cross-check this information with the participant's list.

The workshop concept is possible for personal participation and sessions will not be configured in a hybrid format to allow full online participation (meaning asking questions during the session, being involved in the discussions or receiving help with the practical part). That is why RNE will offer the same workshop in the 2 timeslots to make it accessible to more interested trainers. If iteration 1 is not suitable for you, feel free to attend iteration 2.

However, **as requested, RNE will enable joining online in a limited scope and allow the online participants to follow the audio from the sessions.** All materials will be shared before the sessions. Questions placed in the chat during the sessions coming from the online participants will be answered after the workshops. We can guarantee the sound **from the lecture parts**, while the individual practical work will remain completely in the hands of the online participants as we cannot offer guidance. Thank you for your understanding.

Language of the train the trainer program: English

Location

Train The Trainer sessions will be held in RNE JO* in Vienna.

Austria Campus 3, Jakov-Lind-Strasse 5, 1020 Vienna, Austria

** = in the case of a larger group, the sessions will take place in the building next to the RNE JO; participants will be informed in a timely manner but expect that it will not affect the arrival plans.*

Agenda

The agenda for each session does not include Q&A part. It is envisioned to have an interactive workshop where questions will be answered as we go, or the answers will be prepared afterwards and communicated to all participants (in case more research is needed or the time for clarification would jeopardize the planned agenda). AOB is not part of the workshop, but RNE will gather opinions from the participants after the Train the Trainer workshops ends to improve the PCS Train the trainer program in the upcoming TTPs and gather any proposed action points which will then be discussed in the corresponding meetings (existing or newly set).

The goal of the workshops is not to guide future trainers through PCS documentation step by step and go into all details but to structure and align the knowledge of PCS trainers, enable/assist trainers to execute on-demand localized training and clarify any open questions. The goal is also to provide a platform for knowledge exchange and cooperation between trainers. Knowledge from the experienced super-users, who bring the business perspective into the picture, is a valuable outcome each participant will get.

Examples and practical parts of the sessions will be oriented to TTP 2024 and the currently available version of the system. All discussions during the official time covered by the agenda will be curated to the perspective of PCS as an application and the technical needs of all aspects of users.

PCS Train the trainer – basic December 13th 10:00*-12:30

Arrival to the premises will be enabled from 09:30 for the technical setup

10:00-10:15 15' Introduction and tour de table

10:15-11:10 55' Basics // Lecture

- Information about the Train the trainer program
 - Explanation of "Train the trainer" outcomes

- Materials skeleton
 - Cloud space
 - RNE PCS Trainers' list
- Expectations from the trainers
- Localized materials & user instructions
 - Internal/external
- User instructions for central RNE support
- RNE governance
 - Groups/Boards/Mandates
 - PCS team
 - Recent history
- Drivers of change
- PCS terminology
- PCS structure
 - Documentation (English)
 - Environments
 - Application localization
- PCS specifics
 - Basis – Handbooks and processes
 - Timetable
 - Other specifics

11:10-11:20 10' Technical break

11:20-12:30 70' PCS usage // *Lecture*

- PCS support
- Ways of usage
- PCS users overview
- PCS accounts
- Agency types & roles
- Application run-through
- Phases
 - Rights
 - Promotions
 - Manual
 - Automatic
- Process types
 - Differences as a result of the process types
- Tips on providing targeted training

12:30-13:30 60' Lunch break // *Lunch is provided by RNE*

PCS Train the trainer – intermediate December 13th 13:30 – 16:30

13:30-14:50 80' PCS EC functionalities scope 1 // *Lecture + practical*

- Using PCS as RU (Freight + passenger)
 - RU-specific rules
 - Main phases/process types
 - Other process types and corresponding phases
 - **Hands-on**

14:50-15:10 20' Coffee break

15:10-16:30 80' PCS EC functionalities scope 2 // *Lecture + practical*

- Using PCS as IM/AB
 - IM specifics setup & importance
 - Difference RU-IM
 - Main phases/process types
 - Other process types and corresponding phases
 - **Hands-on**
- Using PCS as RFCs
 - Setup of RFC specifics
 - Comparison: PaPs/No PaPs
 - Main phases/process types
 - Other process types and corresponding phases
 - **Hands-on**

PCS Train the trainer – advanced I December 14th 09:30*-12:30

Arrival to the premises will be enabled from 09:00 for the technical setup

09:30-10:50 80' PCS EC functionalities scope 3 // *Lecture + practical*

- Dossiers without PaPs (all users perspective)
 - special cases
 - **Hands-on**
- Dossiers with PaPs (all users perspective)
 - special cases
 - **Hands-on**

10:50-11:10 20' Coffee break

11:10-12:30 80' PCS EC focus on TTP 2024 // *Lecture + practical*

- Most significant CRs developed in 2022
 - **Hands-on**
- Overview TTP 2024 deadlines & milestones
- Roadmap 2023
 - CRs overview and highlighted change
- Calendar 2023 for Trainers and PCS groups
 - Meetings
 - PCS specific
 - RNE with timetable aspect
 - FTE conferences
 - C-OSS
 - Trainings
 - User-trainings available in 2023 for TTP 2024
 - PCS Trainers
 - Milestones
 - Peaks
- RNE migration from CMS to SharePoint
 - Timeline
 - Heads up
 - Effect on all materials, PCS documentation and questions the users will have
 - Structured documentation for communication will be provided by PCS team

12:30-13:30 60' Lunch break // *Lunch is provided by RNE*

PCS Train the trainer – advanced II December 14th 13:30 – 16:00

13:30-13:50 20' PCS EC interface basics // *Lecture*

- Interface types & visualization
 - Web services
 - CI (RNE Common interface) + TIL (Translation Information Layer)
 - TAF TAP TSI standard
- Environments
- Tips for user communication and instruction

13:50-14:35 45' PCS and TTPs // *Lecture*

- Learnings from TTP 2023
- PCS EC
 - TTP 2025 forecast
 - TTP 2026 forecast

14:35-14:50 15' Coffee break

14:50-16:00' 70' PCS life cycle // *Lecture*

- CB as part of the DCM (TTR IT landscape)
 - CB vs. EC
 - Benefits
 - Expected hurdles
- Capacity Broker & MVP STAH
 - Timeline
 - MVP STAH status
 - CB development
- Next steps in CB
 - Including the users in user discoveries
 - Including the users in testing
 - Materials adaptation
 - Trainings
 - Testing period
- User communication and instruction
 - Tips & Expectations from RNE side with the current status