

Delivery level Traffic information

1. Delivery conditions and content

1.1 The Swedish Transport Administration's (Trafikverket) commitment for the delivery of traffic information in the form of data

The Swedish Transport Administration provides the service *Subscription of traffic information to railway undertakings and traffic organisers* (Network Statement section 5.5.2) in the form of electronic telegrams in a format compliant with the Swedish Transport Administration's defined standard.

The responsibility of the Swedish Transport Administration even extends to the delivery having left the Administration in the right format and with the correct content.

1.2 Railway undertakings/traffic organiser's commitment

RU/TO is responsible for the development of the technical solution required to receive and use the delivered traffic information and for all the necessary expansion work, updating and further development of its technical solution, as well as ensuring that

- information is not altered or published to end customers in a manner that is misleading
- information that is important to the end customer is not omitted when publishing
- in relation to the end customer, not to publish its own estimated arrival or departure times (forecasts), based on supporting documentation originating in information supplied according to this system
- promptly notify the Swedish Transport Administration if they have problems with receiving the information or experience problems in their system and this could affect the delivery.

If RU/TO forwards information to third parties, RU/TO must ensure that the third party complies with the same conditions as those for RU/TO.

If RU/TO wants changes to the delivery, the contact person must notify the Swedish Transport Administration's customer manager.

1.3 Contractor's rights

RU/TO is entitled to use the information to whatever extent within its own organisation and to forward the information on to subcontractors engaged by RU/TO.

1.4 User group

The Swedish Transport Administration has a user group for all RU/TOs who use the service *subscription of traffic information to railway undertakings and traffic organisers* (Network Statement Section 5.5.2). The purpose is to exchange plans between the Swedish Transport Administration and RU/TO and to follow up the deliveries. The user group can also make suggestions for changes and provide feedback to the proposals by the Swedish Transport Administration. The Swedish Transport Administration is responsible for convening these meetings and notifying RU/TO's contact in good time prior to these meetings being held. The user group is convened at least once a year.

2 Delivery level

Service availability must be at least 99.0 per cent per calendar month ¹⁾ Interruptions due to faults are considered as unavailable time and classified by priority 1-2 as below. Planned maintenance measures within the IT service window that are announced according to the agreement are exempted. The number of interruptions according to priority 1-2 below must not be more than 3 per calendar month. Major incidents at the Swedish Transport Administration that have affected availability are reported regularly with incident reports to RU/TO.

Information about the changes are made by the Swedish Transport Administration providing RU/TO's with a timetable for the introduction of new functionality (deployment plan) and a schedule for the maintenance of existing functionality (IT service window). These timetables are normally published in November and apply for the upcoming year. The information is provided at user meetings and posted on the Swedish Transport Administration's website (login required). For planned changes that might affect ongoing deliveries, RU/TO is normally informed at least 30 days in advance, and without any unreasonable delay. In the event of rescheduling of previously planned changes, RU/TO is notified no later than 5 working days in advance.

Security updates and reporting of detailed content in the planned IT service window can be done with a notice shorter than 30 days.

The Swedish Transport Administration may need to change the format of the delivery. To facilitate RU/TO's transition to the new format the Transport Administration guarantees to

- notify RU/TO about the new format design at least 12 months before the old format expires
- facilitate for RU/TO to test the new format for at least 6 months before the old format expires.

¹⁾ Calculated: One (1) minus (the sum of the interruption minutes that arise for deliveries according to Network Statement Section 5.5.2) divided by (the number of minutes in the current calendar month) times 100.

2.1 Technical faults and support

In the event of technical faults – please contact the Swedish Transport Administration IT support (+46 10- 125 10 10).

IT support is available around the clock. When reporting defects – indicate that the fault relates to the delivery from the UTIN system, and indicate the fault priority according to the following table.

Service time	Operating time	Priority	Response time ²⁾ (seconds)	Deployment time (hours)	Repair time (hours/faults)
00–24 Mon-Sun	Every day around the clock	1	30	1	2
		2		2	4
		3		4	8 hours during normal working hours ³⁾
		4		4 hours during normal working hours	17 working hours during normal working hours

Priority	Description
1 (Critical)	Used when faults seriously impact both internally at the Swedish Transport Administration and/or for the Administration's external customers and users. The effects of the fault mean a high risk to: - life and health - significant economic or financial lost - serious impact on the customer's or supplier's reputation and trust
2 (High)	Used when faults cause significant impact to operations, health, economy or trust.
3 (Medium)	Used when an affected user is prevented from working on its primary tasks.
4 (Low)	Used when a user is affected by non-critical faults that allow the user to keep working on their primary tasks. May also be due to an unimportant application part not being available.

The reference date for when the “Deployment time” and “Repair time” start is when the Service Desk can be reached by telephone or when the Swedish Transport Administration has registered the fault. Timestamps refer to the service time. It is the task of RU/TO, in consultation with the Swedish Transport Administration, to prioritise faults, and RU/TO is responsible for the order of priority observing the criteria listed above. In the event of changed effects of a fault, RU/TO is entitled to change the priority level.

At least 95 per cent of the faults, per calendar year, must be rectified within the repair time. Repairs commenced and completed are reported. The Swedish Transport Administration follows up these values in its case management system. Completed determines which month the case is included in.

2) 80% response within 30 seconds

3) Normal working hours are 8:00 to 16:30, non-holiday weekdays Monday to Friday.

2.2 Preventive maintenance

System maintenance and preventive modification work is carried out regularly to avoid faults and possible interruptions. The proactive and structured work means that problems can be detected and corrected before interruptions affect RU/TO. Unless otherwise notified, the delivery of information will not be significantly impacted by this work.

IT service windows are planned where necessary (but as few as possible) in order to disrupt operations as little as possible. All IT service windows represent a change, which means that the Swedish Transport Administration procedures for change management are observed during the planning and implementation phases. The IT service window is normally assigned on Fridays, beginning at 23:00 hours. Alternatively the subsequent Saturday is used, starting at 23:00.

For requests for technical support, please refer to utin@trafikverket.se. The Swedish Transport Administration ensures that RU/TO receives feedback within 5 working days. The Swedish Transport Administration provides technical support during normal business hours.

2.3 Change management

RU/TO has the opportunity to put forward proposals for changes to the delivery from the Swedish Transport Administration. The Administration is responsible for categorisation, prioritisation and decisions on whether the change should be implemented.

The Swedish Transport Administration is responsible for the changes being documented in accordance with Administration standards.

2.4 Measures following non-compliance of service levels

If the service level is not met, the Swedish Transport Administration must formulate an action plan to address all the deficiencies, both incidents and processes at the Administration, in order to achieve the agreed levels as soon as possible.

In the event of shortcomings in the service level, the Swedish Transport Administration reports continuously to RU/TO on the status and activities to achieve the agreed level of service.

2.5 Escalation

If RU/TO feels that the Swedish Transport Administration is not meeting its obligations and if the Administration fails to take measures, RU/TO may escalate the matter to the consultation body in accordance with the Track Access Agreement (TRAV).