Annex 4: Process and responsibilities for managing/updating the ICM relevant information in CIP
Update to be approved by High Level Group: RNE/RFC

Version	Approved by	Date of approval
1.0	RNE General Assembly	May 2021

1. General Introduction of CIP

The Customer Information Platform (CIP) is an interactive, Internet-based information tool. By means of a Graphical User Interface (GUI), CIP provides precise information on the routing, terminals, specific track properties and infrastructure investment projects, as well as ICM lines and their re-routing options of the participating Rail Freight Corridors (RFCs).

At the request of several RFCs, RailNetEurope (RNE) took over the ownership, hosting and maintenance of the CIP from the RFC Rhine-Alpine, thereby enabling it to evolve into a multi-corridor tool providing harmonised information and communication processes. RNE shall further develop the CIP according to the decisions of the CIP Change Control Board (CCB) and following the approval, if necessary, of the RNE General Assembly.

At the moment, CIP displays information on railway infrastructure in 26 European countries, covering the network of 10 out of 11 RFCs: Rhine-Alpine, North Sea-Mediterranean, Scandinavian-Mediterranean, Atlantic, Baltic-Adriatic, Mediterranean, Orient/East-Med, North Sea-Baltic, Alpine-Western Balkan and Amber. The remaining RFC Rhine-Danube is expected to implement CIP in the first semester of 2021.

2. Administering the ICM re-routing options in CIP

The general responsibility for administering CIP contents rests with the representatives of RFCs nominated to the CIP Change Control Board and to the CIP Development Group. These RFC representatives also manage the involvement of further administrators of CIP contents by assigning of appropriate user roles to such administrators.

For administering the display of re-routing options in 'CIP Interactive map', assignment of the user role 'Re-routing administrator' is required. This set-up enables that each RFC is able to decide internally to either keep this task only with the central RFC administrator (i.e. the CIP Development Group member) or to involve further administrators (e.g. national experts) in the process. In any case, the overall responsibility for ensuring the appropriate display of re-routing options in 'CIP Interactive map' in a due time following the annual review of the re-routing scenarios rests with the CIP Development Group member of each individual RFC.

In case, that upon displaying the re-routing options in 'CIP Interactive map', the CIP Development Group member in charge notices that one or more of the re-routing options do not provide for a plausible re-routing of the ICM line they are related to or at least to a part of such ICM line section, the CIP Development Group member shall report this to the Management Board of its RFC.

3. Accessing CIP

RNE has established and maintains a dedicated CIP Info page. The CIP application itself has been installed and is accessible in two independent environments: productive and test.

As for the URLs directing to the CIP Info Page and to CIP application's login masks, the following domain name system (DNS)is in place in line with RNE's policy applying to all IT tools in its portfolio:

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- http://cip.rne.eu/ and https://cip.rne.eu/ both point to the **CIP Info page** available under http://info-cip.rne.eu
- http://cip-online.rne.eu/ and https://cip-online.rne.eu/ both point to the **CIP productive environment login mask** available under https://cip.rne.eu/apex/f?p=212:65.
- http://ciptest.rne.eu and https://ciptest.rne.eu both point to the **CIP test environment login mask** available under: https://ciptest.rne.eu/apex/f?p=212:65;

Several of the above links were made use of on the website of RNE as well as on the websites of participating RFCs to navigate the users to the CIP Info Page and to the CIP productive environment public login mask.

Access to CIP for public user is free of charge and no registration is required. However, for administering of CIP contents and internal user account assigned with the respective user role is required. In case a support with accessing the applicaiton, the CIP Service desk can be contacted.

CIP Service Desk

» E-mail: **support.cip@rne.eu**
for 24/7 support

» Phone: **+43 1 907 62 72 25**
Mon –Thu from 09:00 –16:00
Fri from 09:00 –15:00

» Web: **https://cip.rne.eu**

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