

Reference Document

R0010

Framework for the TfL Management System content

Issue No.: A12

Issue date: April 2014
Review date: April 2017

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1 Purpose

- 1.1 The purpose of this reference document is to describe the framework for TfL Management System content including categories, types of content, the numbering system and review cycle. All of this content is subject to change control through the Transport for London (TfL) Management System change control mechanism. Content is controlled so that the way TfL manages the business is clearly recognisable to all as the authorised way to work.

2 Scope

- 2.1 This document applies to anyone who creates, changes or manages Management System content as displayed in a document or on any other visual medium e.g. digital content on the intranet.

3 Content Framework

3.1 Categories of content by scope

Content categories describe the scope of a controlled content type and the branding and template that will apply. Delivery units are Rail and Underground and Surface, central services are all other TfL functions.

Categories	Scope	Format
Pan TFL	Content that applies to all employees e.g. the way we manage people or safety requirements.	Authorised digital content or TfL branded Management System document types
Limited to a particular delivery unit	Content that applies specifically to the delivery unit employees of Surface Transport or London Rail or London Underground or Rail and Underground combined	Authorised digital content or customised TfL branded Management System document types
Limited to a delivery unit component or a defined central service.	Content is restricted to a sizeable group of employees in specific organisational units e.g. Roads, Traffic, Docklands Light Railway, London Underground Chief Operating Office (COO) or Capital Programmes Directorate (CPD), HR, HSE.	Approved Management System formats which bear the TfL logo (ask for advice from the MS team)

Note: Small teams do not need to include their day to day work instructions in the Management System; they should be kept in clearly marked folders on a Shared Drive. If in doubt please ask the TfL Management System team.