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Level 3

Process for Managing Telecoms Software/Hardware Changes

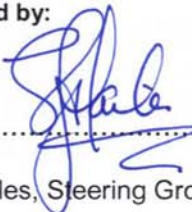
Endorsement and Authorisation

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Issue record

Issue	Date	Comments
1	February 2007	Original
2	August 2008	Updated to reflect Phase 2A reorganisation
3	March 2010	Updated to reflect Engineering reorganisation

Reference documentation

NR/L2/EBM/029, *Product introduction and change*

Data Protection Act 1998.

Compliance

This Network Rail standard is mandatory and shall be complied with by Network Rail and its contractors if applicable from 6 March 2010.

When this standard is implemented, it is permissible for all projects that have formally completed GRIP Stage 4 to continue to comply with the Issue of any relevant Network Rail Standards current when GRIP Stage 4 was reached and not to comply with requirements contained herein, unless the designated Standard Owner has stipulated otherwise in the accompanying Briefing Note.

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1 Purpose

This Standard addresses the requirements of product acceptance when changing hardware or software on systems that have previously gained acceptance.

The Standard mandates a process to confirm that all software and hardware changes to operational telecoms equipment, for which there is an existing signed product acceptance certificate, are carried out in a structured and controlled manner, and are planned so as to minimise the risks of disruption to equipment, systems and train service plans.

2 Scope

This Standard addresses the requirements of and applies a change control process to all hardware and software changes for telecoms equipment for which there is an existing signed product acceptance certificate.

This Standard applies to Network Rail telecoms engineering staff. Manufacturers may use this procedure or may use their own alternative procedure as long as it has been approved as suitable by the technology portfolio owner and listed as such in the certificate.

This Standard excludes:

- “Like for like” hardware changes which are made to correct faults - these are covered by maintenance procedures;
- User changes allowed as selection options by the manufacturer or user unless the selection of the option is specifically prohibited in the product acceptance certificate;
- Commercial and financial considerations associated with a change but accepts that it may be necessary to upgrade systems to a specific software level in order to maintain 3rd line support contract arrangements.

3 Definitions

Backup

A process of database duplication to confirm adequate security of the system data.

Configuration Management

The process and associated procedures used to confirm that at all times the correct versions of software items (specifications, source files etc) can be identified and that only correct versions are used.

DPA

Data Protection Act

Fallback

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The ability to restore a system to its previously configured state prior to changes being made to the system.

Master Backup

A process of system duplication (including all databases) to provide adequate security of all the system data.

O&M

Operations and Maintenance

Operational System

Any system monitoring or controlling railway infrastructure.

Sponsor

The Network Rail person seeking to introduce a change to Network Rail infrastructure or the Network Rail person representing the applicant.

Unintended Functions

Functions of equipment that are not traceable to specified safety requirements or result from side effects produced by functional interactions of the system.

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