

# Fault list on computer: useful information

## Fault colour & fault status definitions:

On the fault list, each fault will be highlighted by a specific colour, each colour will represent a certain stage in the fault history and are as follows:

- White :** There is no team assigned to the fault.
- Green:** There is no advised date, and the failure priority is either 3, 4, or 5.
- Pink:** There is no advised date and the failure priority is either 1, or 2.
- Blue:** There is an advised date, but no rectify date.
- Grey:** All assignments have an advised time, and then the **In Order Date/Time** is completed, and the failure is not coded.  
**OR**  
All assignments are completed to either **Reallocated** or **Completed** stage, and the **Rectified Date/Time** is completed.
- Red:** The failure state is coded.

## Team Status colour coding:

On the left hand side of the fault list there is a list of teams for the LNE area (if selected using 'Team list View'). At the side of each name there is a little icon which has a colour code signifying the status of that team, the colour coding is as follows:

- Grey:** Team ON duty (this **DOES NOT** signify that they are available to take out of hours calls)
- Green:** Team ON duty (for teams that are not 24hr cover)
- Purple:** Team OFF duty.
- Red:** Team currently on call.
- Yellow:** The last 15 minutes at the end of the shift and the first 15 minutes of the next shift.

## Fault list columns:

On the fault list, three columns to the right are lettered R, P & A. The '**R**' represents RISK, which will have a letter for H: HIGH, L: LOW, N: NEGLIGIBLE, F: NOT A FAULT, or S: NON-SIGNALLING. The '**P**' represents the priority (1,2,3,4 or 5), and the '**A**' is for Activity and will flash a star for that fault for whichever the fault team has been assigned.

*Tip: you don't have to click on a fault to view details, simply hover your mouse over each column to bring up the details in a small window.*

### Text message alerts:

Certain phones receive text message alerts, these are prefixed by a three letter abbreviation, and these are as follows:

<b>NEW:</b>	<b>New</b> fault
<b>NWR:</b>	<b>Normal Working Resumed</b> (In Order or Rectified)
<b>UPD:</b>	<b>Updated</b> Information (see also ETA & ETR below)
<b>TYP:</b>	Customer <b>Type</b> Change (change team or assign another team to same fault)
<b>PRI:</b>	Change of <b>Priority</b> (upward scale only e.g. P3 to P2)
<b>CPT:</b>	Change of <b>Priority</b> and <b>Team</b>
<b>RDC:</b>	<b>Reported Details</b> of Incident <b>Changed</b> .
<b>ETA:</b>	Estimated <b>T</b> ime of <b>A</b> rrival ( <i>may only appear as 'UPD'</i> )
<b>ETR:</b>	Estimated <b>T</b> ime of <b>R</b> ectification ( <i>may only appear as 'UPD'</i> )

The **\*RF\*** in a text message header means repeat fault i.e:

**NEW 421899 16/06 1236 DONCASTER 3 N Ranskill : 2266 points: \*RF\***

### Team assignments:

Each team within Network Rail has its own team reference code, ie: **Retford S&T** is: **RAE141**, this will appear in attend column and team name column.

Compiled by F.M. Spowart Jan 2012 version 1