

## Background

The railway needs many key skill areas to run effectively. This includes civil, signalling, electrical and mechanical engineers, as well as railway operators. But operations often gets overlooked.

During the consultation for Net Ops 2, operations was revealed to be a discipline struggling to deal with the long-term impact of vertical separation. Many consultees are convinced operations isn't just about reliable day-to-day delivery but also about setting and influencing strategy.

The consultation revealed that many people have little experience outside their own organisations and that more needs to be done to improve the knowledge of the roles operations plays across the rail industry.

## Vision

The Williams-Shapps review sets a clear objective to the industry for improving the skillsets of our people and the systems and technologies they use, with a strong emphasis on operations. This strategy is aligned with the objective of better enabling our railway operational teams to deliver train services for the benefit of our customers, and to grow and develop skillful and effective rail operating people.

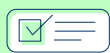
Net Ops 2 sets out to develop themes and actions and to make sure the operational workforce is equipped for real-time operational delivery. It also aims to transform the operating functions of the railway to deliver better future outcomes.



## Strategy

The Net Ops 2 strategy brings views from across the industry into a clear set of prioritised improvement targets. These are as follows:

### PEOPLE



1. Whole system thinking
2. A joined-up railway for customers
3. Competence and future proofing
4. Fulfilling operations careers

### CHANGE/TECHNOLOGY



5. Embracing and driving change
6. Operations-led change

### PROCESS



7. Freight operational opportunities
8. Agile operations

The strategy describes the common challenges to be tackled and suggested steps towards achieving improvement. If you would like to find out more please email: [NetOps@networkrail.co.uk](mailto:NetOps@networkrail.co.uk)