

# Agenda

<b>RAG meeting 1/2018</b>
<b>Date of meeting:</b> 15 <sup>th</sup> March 2018
<b>Venue:</b> Frankfurt, premises of DB Netz, Galluspark 25 (Im Galluspark 25)   room G403
<b>Time:</b> 09:00-16:00; sandwich lunch
<b>Invitees:</b> Please see email distribution list
<b>Copy:</b> MB, PIMs, MoTs
<b>Status of document:</b> Final
<b>Enclosures:</b> -
<b>Date of issue:</b> 26.02.2018

	<b>Content/ Measures</b>	<b>Responsible</b>	<b>Time</b>
<b>1</b>	<b>Welcome and introduction</b> Presentation and discussion of new ideas for future RAG meetings	UK	20
<b>2</b>	<b>Update Management Board after MB Meeting</b>	GdM	15
<b>3</b>	<b>User Satisfaction Survey</b> Short overview of findings and action fields	CW	30
<b>4</b>	<b>Customer Information Platform &amp; CMS</b> Presentation of the systems	HH/CM	30
	<b>Coffee break</b>		<b>15</b>
<b>5</b>	<b>Language issue – first discussion of possible pilots</b>	All	30
<b>6</b>	<b>International contingency management</b> <ul style="list-style-type: none"> <li>- Update on handbook</li> <li>- Re-routing overview</li> </ul>	CW	30
<b>7</b>	<b>Performance management</b> <ul style="list-style-type: none"> <li>- New approach of WG</li> <li>- Publication of KPIs</li> </ul>	CW	15
	<b>Lunch break</b>		<b>45</b>
<b>8</b>	<b>Workshop</b> <ul style="list-style-type: none"> <li>- Identification and discussion of focus topics for 2018</li> <li>- Presentation RUs on TCR, Capacity, Interoperability</li> <li>- Discussion of next steps and responsibilities</li> </ul>	RUs/All	90
<b>9</b>	<b>AoB</b> Meeting dates & telcos 2018 Feedback RUs improvement of recent PaP ordering process / PCS	All  RUs	30  10