

Lot	E19
Title	Human Factors
Scenario Question	ITT2B

1. Background

- 1.1 TfL continues to increase passenger capacity to meet ever increasing demand, and improve customer service across all modes. Our engineered systems are a complex interaction of components; vehicles and fixed assets, procedures and people.
- 1.2 Our programmes of work cover renewal and upgrades to vehicles, signalling, guideways, depots, and supporting infrastructure.
- 1.3 At the heart of these changes are people; they will determine system performance during component interaction. It is essential that their capabilities and limitations are accounted for during system development to ensure safe and reliable system performance.

2. The Requirement

- 2.1 TfL is seeking specialist Human Factors (HF) support to manage design and delivery programmes. Working within with programme teams the main requirement is to identify HF hazards and manage their associated risks.
- 2.2 There is a need to develop HF requirements from analyses of system functions in consideration of the proposed human contribution.
- 2.3 There is a need to prescribe solutions to HF risks that are consistent with the component(s) of the assets, procedures, people interactions to which they are routed.

3. Key Accountabilities

- 3.1 Managing HF delivery, ensuring adequate assurance is provided to TfL for them to authorise HF solutions into use.
- 3.2 Establish and maintain effective working relationships with programme team discipline engineers, end user representatives, other third party suppliers, and other stakeholders.
- 3.3 Oversee planning processes and ensure appropriate milestones are identified, robust schedules are created and maintained in accordance with corporate requirements and systems. Ensure dependencies are understood and appropriately managed, both within the Programme and with other Programmes and activities across the business. Ensure milestone risks and issues are actively managed in accordance with TfL procedures and escalated in a timely manner where necessary.
- 3.4 Recommend an appropriate approach to change management in line with TfL's Business Change Framework. Develop and manage a comprehensive plan of activities to support delivery of the change, including impact

assessment.

4. Response Content

4.1 In no more than 1500 words contained in a maximum of 4 sides of A4 (pictures, diagrams etc. may be included in the sides of A4 limit) demonstrate the following:

- Your overall approach to HF delivery
- Proposed programme HF management structure and high level governance arrangements, and approach to tracking and reporting progress
- Proposed resources, including staff profiles of HF personnel giving evidence of appropriate skills, knowledge and experience
- Your chosen critical success factors (acceptance criteria)
- Your approach to defining acceptance criteria
- Your view of key lifecycle risks and HF technical issues affecting successful delivery. How are these managed?
- Your approach to HF integration planning, giving an example of the content of key planning documentation
- How you justify the cost of HF as it relates to the delivery of safe and reliable system performance.