

OFFICIAL



Citadel Asset Management System

Version 1.0

7th May 2026



Contents

1	Introduction	3
2	Application process.....	4
3	Version Control	5
4	Annex.....	6

1 Introduction

Purpose

- 1.1 The purpose of this document is to set out information on Network Rail's use of Citadel (used for the purpose of asset management within rail estate) for named industry beneficiaries and the process and criteria required for a beneficiary to request access to this system.
- 1.2 Citadel is Network Rails enterprise asset management system for all operational property assets.
- 1.3 It holds asset management data on more than 2.5m lines of data (including Operators) split across c.12,000 structures covering platforms, canopies, bridges, buildings, etc, that make up the railway estate.
- 1.4 The functionality provided by Citadel is split into three components; (A) the portfolio inventory, (B) planned preventative maintenance and (C) reactive works. None of the data is captured by GDPR as it is non-identifiable technical data.
- 1.5 Data is only available to those users with a licence. There are three different user types (full license, community plus license and community license) each with diminishing data access based on the defined user profile. Access to the data is via a web-portal hosted by Salesforce but managed by Network Rail.
- 1.6 Network Rails services contract runs until April 2027 after which the services contract is subject to tender.

2 Application process

- 2.1 Beneficiaries that are named as part of the Citadel enterprise asset management system can request access to the system by emailing CitadelSupport@networkrail.co.uk.
- 2.2 Each request for access must be made with the following information, see below. Following receipt of a valid license request, a license will be shared with the beneficiary and access granted based on the job title/ user profile which have been mapped to licence types.
- Name
 - Organisation:
 - Region/ Division:
 - Route/ TOC/ IBU:
 - Job title:
 - Network Rail Sponsor

3 Version Control

- 3.1 The date this document was published, and its version number, are shown on the cover page. This document will be kept under review and may be updated, from time to time, to improve the information and guidance we provide to beneficiaries based on feedback and our own experience administering the policy.
- 3.2 Table 1 below will be updated as required and details the changes made with each iteration.

Table 1 – Version control.

Version number	Description of change	Date of version
1.0	Original version	7 th May 2026

4 Annex

Network Rail has the right to offer Citadel to all the parties listed below where they are directly involved in maintenance, repair, renewal and enhancement of railway infrastructure

1. Great British Railway Limited
2. Department for transport
3. Transport for Wales
4. Transport Scotland
5. Rail Delivery Group
6. ORR
7. Rail Safety and Standards Board Ltd
8. Avanti West Coast
9. C2C
10. Caledonian Sleeper
11. Chiltern Railways
12. Cross Country
13. East Midlands Railway
14. Elizabeth Line
15. Eurostar
16. Gatwick Express
17. Grand Central
18. Great Northern
19. Great Western Railway
20. Greater Anglia
21. Heathrow Express
22. Hull Trains
23. Island Line
24. LNER
25. London Northwestern Railway
26. London Overground
27. London Underground / TfL
28. Lumo
29. Merseyrail
30. Northern
31. Scotrail
32. South Western Railway
33. Southeastern
34. Southern
35. Stansted Express
36. GTR
37. Transpennine Express
38. Transport for Greater Manchester
39. Transport for Wales (train company)



- 40. West Midlands Railway
- 41. England's Economic Heartland
- 42. Midlands Connect
- 43. Transport East
- 44. Transport for the North
- 45. Transport for South East
- 46. Western Gateway
- 47. Peninsula Transport