



Street Manager Newsletter No.3

Latest news

Street Manager will be a new digital service that will transform the planning, management and communication of street and road works through open data and intelligent services to minimise disruption and improve journeys for the public.

This is the third edition of our newsletter (a bit later than 2 weeks as some of us have been on summer hols...)

Contact details

We have been sending this Newsletter out through JAG and Street Works UK networks. But we would like to put our own list of contacts together so that we can send you this newsletter directly as well as other information about Street Manager.

It would be great if you could all please send to this email streetmanager@dft.gov.uk

- The name of your organisation
- The Street Works manager (name and email address)
- Others who would like to receive this newsletter directly
- Your key IT contacts

We would like to have an up-to-date list for all Local Highway Authorities and utility companies who work in the street in England.

What we did in the last 3 weeks

In the last three weeks we have:

- You can now carry out a location search on a map in the real Street Manager environment, including NSG data.
- We have carried out user research with the London Borough of Bexley, Electricity North West in Manchester and Hertfordshire County Council on the topics of works fees and charges.
- We have spent much time looking in detail at the areas of early starts, changes to permits and extensions in the most recent sprint following on from the happy path route that was used in Alpha. This is one of the key areas for the project and will certainly continue to develop as we get more user feedback.

What we will be doing in the next 2 weeks

In the next two weeks:

- User research has entered an initial Usability Testing phase with over a dozen people scheduled to come to the Street Manager office to look at journeys.
- We will be building the Inspections journey in the real Street Manager environment.
- We will be looking at how we integrate real time jeopardy reporting into Street Manager.

Hertfordshire County Council hosts Street Manager User Research Team

Hertfordshire County Council played host to the Street Manager user research team this month, speaking with a range of users on various subject matters.

The research team were really interested to gain insight from a range of colleagues with varying levels of experience and background. We arranged for the researchers to speak to 3 colleagues within their Network Management Team including a 'super user' who has been in the industry for a considerable time, another colleague who has been in post just under a year and joined the authority from their term contractor, as well as a junior officer with no industry experience who joined the authority in the last month – the ultimate stress test!

We were able to set up the user research team in a quiet room in our offices for the day so they could speak with colleagues on a 1-on-1 basis and carry out user testing on certain user journeys that are currently being developed in the Beta phase of Street Manager. This included speaking to the Local Highway Authority as a works promoter when raising permit applications and forward plans, speaking to the Network Management team when assessing, coordinating and managing permit applications, their experiences of forward plans, as well as compliance, FPNs and charges.

Across the day, the research team spoke with 5 colleagues in total and gained a real insight into roles and responsibilities, existing systems we use, the complexity of street works and road works, and the challenges we

face. Feedback from both the research team and the colleague's involved was that they found the day insightful, useful and enjoyable to be involved in helping to shape Street Manager for the benefit of users and the industry as a whole.

Christopher Davies

Information pack

We have a Q&A pack that is being emailed by the Joint Authorities Group and Street Works UK to their contact lists.

In this update, we have added an extra response to slide 22 about how users will be set up, and clarified on slide 24 that data will also be stored in the Cloud.

Keeping in touch

We are pleased that so many of you have signed up to our Slack channel. We now have 169 members. Please sign up as we are using this to answer questions, give updates and ask you some detailed questions. Users will also be able to share knowledge amongst themselves.

We understand not everyone will be able to access Slack due to IT restrictions but you can get it as an app, and it's a free forum so we want to give it a go alongside email updates. Just to note, when signing up, please put your organisation in your display name as that helps identify you.

Please sign up [here](#)