Street Manager

Street Manager is a new digital service by the DfT that is transforming the planning, management and communication of street and road works. Using open data and intelligent services, its aim is to minimise disruption – and improve journeys for the public.

Newsletter 22 June – 15th July 2020

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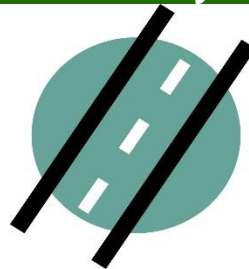
STREET MANAGER

1. Welcome from PO Paul

Well, what a couple of weeks it has been. Finally, it came time to rip off the band-aid and cast-off Street Manager out into the big wide world. And I don't think it could have gone much better. We've had no downtime and no performance issues that we are aware of. The industry now controls its own destiny in terms of product development and this is really just the start of the Street Manager journey. Thanks to everyone for their efforts in getting past this huge milestone.

Our focus switches now to providing you with the optimisations that will help you day-to-day. For instance, we'll soon be adding the ability to cancel a refused permit, making it easier to update a permit as no excavation required and stopping your filters resetting on the permit list pages. And we will keep on working through the list of small improvements users request as well as moving forward with the bigger items of functionality like S.81 improvements and introducing sample inspections. Through all this, we understand that our updates and improvements have an impact on API developers and we will work hard to give all parties as much notice on our Roadmap as possible,

2. Sandbox migration

The Street Manager team is currently preparing one new combined integration development, external testing and training environment which is due to replace the existing Sandbox environment.

The original Sandbox environment was built in early 2018. It was intended as a short-lived early-access testing environment for a small handful of users participating in the Street Manager pilot group. Whilst this environment has continually evolved to meet the changing needs of Street Manager development and an ever-increasing user demand, the early version of the infrastructure design underpinning Sandbox is approaching its limits.

The new replacement environment will be built upon the latest stable infrastructure architecture, identical in design to existing production and non-production environments. It will provide a more sustainable training and testing environment for new staff and those integrating with Street Manager. It will also be

published within the official 'manage-roadworks.service.gov.uk' domain in order to reduce the potential for Google incorrectly flagging the environment as 'unsafe' as we have experienced on a number of occasions.

The team still has work to do on the new environment to get it ready for use, but we are planning to bring this environment online and make it available from 31st August 2020. The existing Sandbox environment will be decommissioned on 30th September 2020. We will be sending out further information on what you will need to do to continue using the new Sandbox shortly.

Please also see the attached note to this newsletter for full details on what will and will not be migrated over from the current Sandbox environment and why we need to make this change.

3. Edit vs modification of permit

Street Manager is now bedding in after a successful launch. The support desk dealt with a lot of log-on and password issues during the first week but this has now died down considerably. Users are now raising more complex tickets around things that differ from how their previous systems worked or require a change to their business process. We wanted to take this opportunity to inform you about a couple of these issues that have cropped up on the helpdesk.

Editing a Permit: A promoter has the opportunity to edit their permit after they have created it. This means they do not lose their place in the assessment queue. In the overwhelming majority of instances, the permit will not yet have been opened by the HA. A common use case would be raising a permit and then immediately realising you had forgotten some small point and going back to add this. Prior to the introduction of this feature, the application was "locked" until the HA responded.

Modification Process: The modification process is different in Street Manager in a couple of ways. If you raise a modification on the first day of assessment of a standard permit, and the promoter responds to that immediately, you have 2 days to respond, not 4 or 5. The logic here is that you were happy with that permit apart from one or two small details and, as such, don't need several days to review the changes that have been made. Also, the intention is that only 1 modification can be sent per application, you cannot end up trapped in a loop of back and forth modification exchange. This is a deliberate decision from the DfT and the SMEs on the project with the aim of improving data quality and consistency and having a clearly defined and time limited process. Some authorities already implemented such a process voluntarily prior to Street Manager. Most importantly, please note that a permit, once modified will not deem. It is locked to that status indefinitely. However, the HA retains the ability to refuse or grant the permit. For instance, if a conversation takes place and it is agreed the permit is fine as is, then the HA can grant it straightaway.

4. What information should be included when submitting a service desk ticket?

When submitting a ticket to the service desk, it's important to include as much information as possible to ensure that the support team can triage the issue efficiently. Please include answers to all the questions, even if the answer seems obvious to yourself. We deal with many different setups, types of browser, type of organisation etc. and cannot always identify exactly what the issue is if the ticket lacks detail.

In terms of assigning priority, please use the following guidance:

- P1: critical - the whole system is unavailable for everyone who uses Street Manager.
- P2: high - the system is unavailable for online working for most users in your organisation.
- P3: medium - the system is accessible but normal work is negatively impacted.
- P4: low/query - the system is accessible but normal working is slightly impacted.
- Service request - suggestions for future improvements, password resets, user type changes etc.

For those of you accessing Street Manager through API, please note that we are unable to assist with issues relating to your specific API set-up. These should be taken directly to your API provider.

<div style="background-color:green"><center>**5. Business change update**</center></div>

Since the last newsletter the training video library has been updated with the following topics:

- [Registering Historic Inspections and Historic FPNs](#)
- [Commenting](#)
- [Registering Forward Plans](#)
- [Introduction to Open Data in Street Manager](#)

As new functionality is released, new videos will be recorded and shared on the channel. Subscribe to receive alerts when new videos are published.

Registering forward plans in Street Manager
42 views · 2 Jul 2020

Webinars continue to prove popular. Use [this link](#) to book a ticket to next Wednesday's, where you can ask any questions about Street Manager to PO Paul.

Finally, please note a case study from Portsmouth Water is attached to this newsletter. They spoke to the team about their experiences around the go-live, and shared tips for working successfully in Street Manager.