

17 days to go

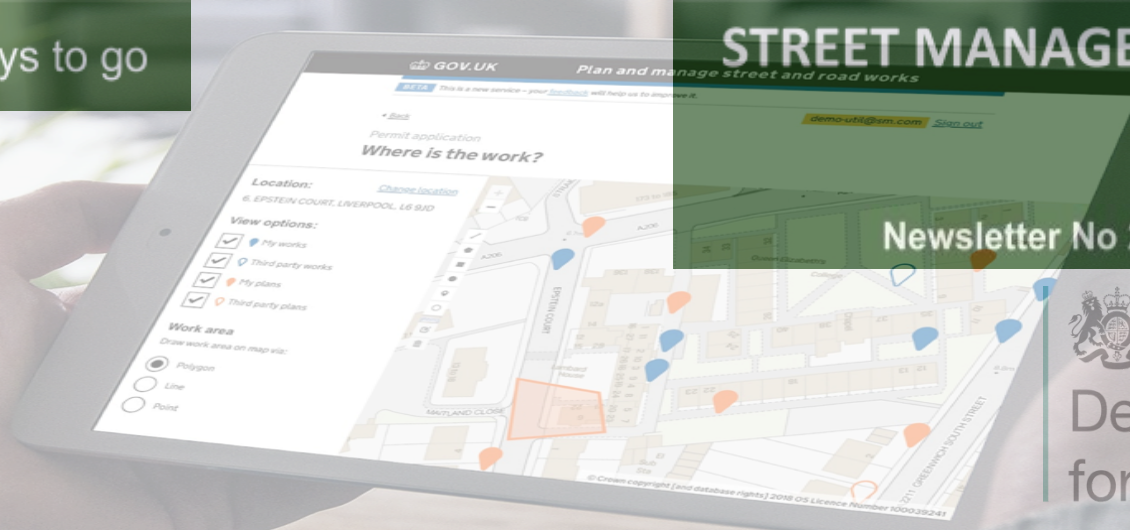
STREET MANAGER

A new approach to road works

Newsletter No 20: March 2020



Department for Transport



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.

COUNTDOWN TO GO-LIVE

With only **2 weeks to go** before end of March, we advise everyone to:

1. Ensure they have requested **access** to Sandbox and Production.
2. Ensure they have returned all on-boarding forms and signed **T&Cs**.
3. Ensure they have set up their admin and other **user profiles (separately)** in both Sandbox and Production.
4. Ensure their **contractors** have access to Street Manager.

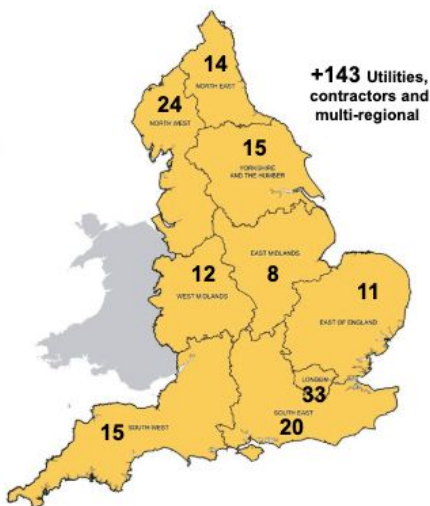
[Link to Production environment](#)

[Link to Sandbox \(testing\) environment](#)

WHO IS IN STREET MANAGER TODAY

Since the last newsletter we have on-boarded more organisations, bringing the total number in Sandbox close to 300.

Have a look at your region on the map and the whole list here: [Link](#)



WHAT'S THE LATEST IN STREET MANAGER?

As you may have seen we rush released new functionality into Street Manager to allow an admin to give themselves a dual role and also they can make a regular user (not an admin) permission to be a UI user, an API user or both. For more info we rush released an episode of The Hole Story this week, which provides more info:

<https://www.youtube.com/watch?v=tnyz2MRD5Yo>.

There have been some small amendments to the terms and conditions, which will come into effect on the 23rd March. The updated document is attached with the alterations clearly highlighted. If you have already returned a signed version of the previous T&Cs and are happy with the updates, there is no action to take. If you disagree with any aspect of the new T&Cs then please get in touch with the Street Manager inbox.

SERVICE SUPPORT

The procurement for the 2 year service operation and continuous improvement contract has now successfully completed. Kainos, who have been working on the project since its inception, have been awarded this contract. This is great news for the Street Manager service as this means that we can retain knowledge and expertise whilst also ensuring a smooth and seamless transition for when Street Manager goes live on 1st April. We are just finalising the detailed service level agreement and will publish this next week.

GOVERNANCE GROUP UPDATE AND STREET MANAGER POST-APRIL

A very useful initial first meeting was had with the Street Manager Governance Group last week.

Agreement was reached of the regular agenda, housekeeping rules were being set and the Governance Group got to know each other better. The group agreed, what the priorities were for post April development of Street Manager. They fall into the following categories:

Inspection Sampling

As a priority, we have to get users using the User Interface set up to have random sample inspections generated. There won't be any Cat Cs in Street Manager itself for 21 months, but very soon we will have Cat Bs and from day 1, Cat As. We have carried out user research on this already and are currently looking at what exactly is the minimum, we can provide to get this part of the service going. There is no point building the facility around calculating inspection sample figures as that data will not exist, even partly, in Street Manager for a year.

Comments v2

One thing that frequently comes back from users is comments around... comments. We are really looking forward to improving this area. We know, we want to introduce search and filtering on this page, and we cannot wait, until we introduce a "mark comments as read" type feature. There are several other things, we have on the "To Do" list and that is where the Governance Group comes into its own. Do users want internal commenting more than they want to pick something at random, e.g. the ability to update sample inspection levels once set? Or could both enhancements wait for 6 months and something else be done instead?

Designation mapping

This is a Lane Rental funded piece of work that we have not quite managed to build yet. We think users are going to find it very useful and it will also help to improve the quality of NSG data over time. It has been user researched, designed, documented and ready to be developed in April and May.

Open Data

This is a key priority for the DfT after Street Manager launches on April 1st. We have initial thoughts on what the first

stage of this will look like and we will share more details once scope becomes clearer. If you know any organisations that might want to be involved in user research for this area, please let us know.

Section 81 v2

In between discussing how pleased we are with the S.81 functionality, we have managed to include in Street Manager already, you may have heard us lament that we were unable to include a couple more very useful features. Candidates being ability to re-assign an S.81 to a different promoter and the ability to link a S.81 to a permit. These are very much potential candidates to be developed over the next three months. Also, the complicated issue of displaying S.81s on a map and some other potential improvements have been captured as candidates.

List Page Enhancements

For a while now, we have been pulling together a list of improvements, we want to make to the List Pages in Street Manager. If you are just accessing the Sandbox environment for the first time and thinking "...I wish I could search / sort / filter on x, y or z...", then don't worry as there is a good chance, we already know you want to do that. We are currently refining that list and working out what the top priorities are, to present to the Governance Group for its considerations.

There are more things on the list from enhancements to the work history, traffic signal functionality and also unattributed works. However, the above mentioned areas are the priorities for the moment as agreed with the Governance Group.

BUSINESS CHANGE AND TRANSITION

The main message from the Business Change team this week is a reminder that users and workstream will NOT transfer over automatically from the Sandbox to the Production environment. You must input any users which you require into both systems.

This is because the two systems are completely separate, with different databases and URLs. You are able to set up test users within Sandbox and should only input real users and real data within Production. Moving forwards past 1st April, you can continue to use Sandbox for any testing activities (for instance, you may wish to experiment with a different workstream configuration).

You can find a new case study from Transport for London attached, which we hope will be useful as you enter the last stages of your transition planning.

As 1st April is coming up in less than 3 weeks, we ask everyone to check they have:

- 1) Requested to be added to Street Manager, completed all on-boarding information and signed the T&Cs required to be on-boarded
- 2) Activated their Admin accounts and set up other UI and API users
- 3) Set up any required workstreams and associated Contractors to them - both of which are responsibility of the HA/Promoter Admin
- 4) Engaged all users and other stakeholders as required to minimise disruption to BAU activities

Lastly, a reminder that we will be running weekly drop-in webinar sessions at **2pm every Monday**. The Business Change team will be joined by Paul Chandler from 2pm - 3pm to answer questions on any Street Manager-related topic. The Zoom details to join are below:

- 1) Option 1: Link to Join Zoom Meeting via app: <https://clarasys.zoom.us/j/7931990420>, Meeting ID: 793 199 0420
- 2) Option 2: Link to Join Zoom meeting via browser: <https://join.zoom.us>, Meeting ID: 793 199 0420
- 3) Option 3: To join via phone (call only): +441314601196,,7931990420#

PEN TEST RESULT

Exciting news for those of you who read down this far, Street Manager has this week finished its once-every-six-monthly round of penetration testing! We timed this so that we can be confident that there are no vulnerabilities going as we head into the big full launch at the end of this month. This is to ensure the reliability of the service as well as the integrity and authenticity of the data within it. You may remember that penetration testing has been completed twice before, and we have mitigated the risks that came from those tests so we wanted to check this time round that we hadn't plugged one hole and found two more...

Now fair warning, this second paragraph might just be for your colleagues in IT, if you read on, don't say you weren't warned! We're pleased to say that all testing has completed successfully, and there are no major risks on any element of the service. We had a couple of 'information' and low risk points raised, but this means that the likelihood or the impact was so low that they either don't register as a risk or that in the context of the service their rating goes down making them an information point. For example, a low risk may state that someone may be able to access a node (medium probability) but they wouldn't be able to get any data from it (no impact). In the context of the service, this node is 'air tight' (read: doesn't have internet access) and so no one would reasonably be able to access it anyway, so it's low probability and no impact and therefore an information point. We are very happy with this given all the work we have given to security in the service, and we look forward to updating you again on penetration testing in six months time!

RESPONSE TO CORONAVIRUS OUTBREAK

Obviously this is an extremely hot topic at the moment and a few people now have asked us for our response. First things first, we hope everyone stays well and takes the appropriate precautions. No doubt your wider organisations are currently contingency planning and you'll be thinking about what this means within your particular departments as well.

We wanted to let you all know that, should the Street Manager team need to work from home over the next few weeks or in the future due the Coronavirus, we can all work remotely and business can continue as usual. The team does not need physical access to any servers or services as Street Manager is cloud-based. We are also well used, as a team, to working remotely using all the available technology for keeping in touch.

Should some members of the team be unfortunate enough to be affected by illness, then we will make sure we prioritise service support and any last-minute user onboarding over delivery of continuous improvement stories. We look forward to going fully live on April 1st.

Also just a reminder, that your user log-ins will give you access, if needed, to the Street Manager user interface/website that can be accessed from any device, from any location. This may help with your own contingency planning. If anyone has not yet activated or tested their user UI log-ins or set up users on Sandbox and Production, we recommend doing this as soon as possible. You are now, as noted in this newsletter, able to change user access via the self-service solution. Please speak to your own admin on this.

Look after yourselves, wash those hands and we will update further as required.

SETUP AND TROUBLESHOOTING FAQ

We know that most of you are now focusing on setting up your organisation and user profiles. The enhanced admin functionality should help make the process easier and smoother, however below you can find specific guidance on:

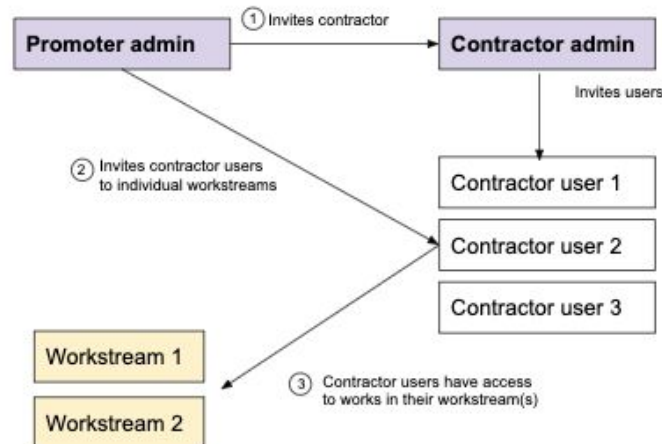
1. "How do Contractors get access to Street Manager?"

The two most common scenarios where contractor organisations need to be on-boarded are:

- a) A Contractor organisation delivers work for another organisation.

Setup (see picture below):

1. Contractor organisation is added in Street Manager as a 'Contractor'.
2. Contractor admin adds individual users to their organisation
3. Promoter / HA admin creates workstreams for their Promoter/HA organisation
4. Promoter / HA admin searches Street Manager database for the Contractor organisation they need and associates each Contractor user to the workstream (s) they need to access ensuring that they have the required level of access



[Click here](#) for more information on contractors and setting user permissions.

- b) A HA / Promoter organisation has fully contracted out its streetworks operations to a Contractor organisation

Setup: The Contractor organisation is on-boarded as a HA / Promoter following signed agreement from the HA / Promoter organisation

2. "Where can I find API credentials?"

[Click here](#) to understand how to get your API credentials.

3. "How can I get dual roles/admin access?"

[Click here](#) to find out how to request dual roles or admin access.

4. "How do I need to set up my workstreams?"

Everyone is free to set up their organisation workstreams as they wish so that it makes sense for their organisations.

Currently in EToN 'workstreams' are District Codes, so many organisations can simply replicate this model in Street Manager, however this is not a requirement!

Some organisations working with contractors have found it easier to create workstreams dedicated to those contractors - again this might work for some but not for others.

The key point is, every organisation is free to create as few or as many workstreams as it needs to be able to easily manage its setup and on-going activity in Street Manager.

Please make sure you read these documents before raising a ticket on the service portal, available here: <https://streetmanager.atlassian.net/servicedesk/customer/portals>

If you have any further questions contact us on streetmanager@dft.gov.uk, Slack or the [Business Change App](#).

Contact us

Thank you to those who have been engaging with us. A reminder that if you wish to sign up to Street Manager or have any queries, please email: streetmanager@dft.gov.uk

You can also contact us on the #askthedft Slack channel or register for the Street Manager Business Change app.



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