

34 days to go

# STREET MANAGER

A new approach to road works

Newsletter No 19: February 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.**

Welcome to the latest newsletter. Due to half term last week, this newsletter reaches you slightly later than normal. Whilst we kept the developers chained to their desks, some of us found the time for a few days of R & R. But work certainly continued in our absence, in fact the most recent release of Street Manager probably saw more functionality released than any other before it. Maybe we will go away more often!

Read on for the usual updates on onboarding, functionality, business change and troubleshooting, alongside news on reporting, governance, API providers and ongoing service support.

With only 34 days to go until Street Manager goes live, the key message this week is to ensure that your transition activities are underway, you have returned all the necessary paperwork to us, you have the log-ins and passwords that you need for UIs and APIs, and all your users and contractors are set-up.

## COUNTDOWN TO GO-LIVE

With only **4 weeks to go** before end of March, we advise everyone to:

1. Ensure they have requested **access** to Sandbox and Production by **29 February**
2. Ensure they have returned all on-boarding forms and signed **T&Cs** by **29 February**
3. Ensure they have set up their admin and other **user profiles (separately)** in both Sandbox and Production by **10 March**
4. Ensure their **contractors** have access to Street Manager

[Link to Production environment](#)

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

Several organisations have begun to ask how to move to production.

From a setup perspective, completing the below steps will ensure that you are good to go:

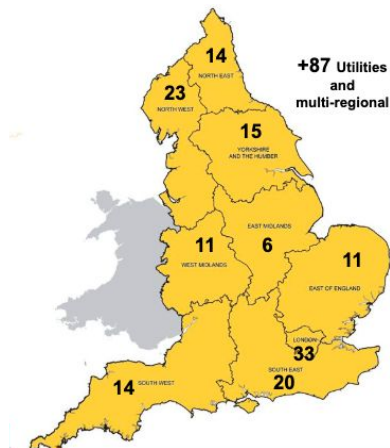
- 1) Your admin has activated their admin account in Production environment by clicking on the relevant link and changing the temporary password that were provided to them via their 'Welcome to Production' email from Street Manager.
- 2) Your admin has then invited other users in the Production environment.
- 3) The individual users have activated their accounts by following the instructions in their welcome emails .
- 4) Your admin has set up any other structures in Production as per your organisational requirements - e.g. workstreams, assigned contractors, etc.
- 5) **(OPTIONAL)** - If your Admin also needs to perform HA activities, they have requested this from the Street Manager team via a ticket in the self-service support desk.
- 6) **(OPTIONAL)** - If you require API logins, your admin has created a generic user profile, this has been activated and you/your Admin has asked the Street Manager team via a ticket to convert this generic UI user into API. You have then provided those details to your API provider.

## WHO IS IN STREET MANAGER TODAY

Since the last newsletter we have on-boarded more organisations, bringing the total number in Sandbox up to 233.

We also have two organisations using UI Production for S.58. and several organisations are to start gradually moving to Production end of this month

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



## WHAT'S THE LATEST IN STREET MANAGER?

### HS2 Functionality

Functionality has been developed to enable HS2 promoters to submit applications to highways authorities for highway and street works related to HS2. Highways authorities will be able to respond to the applications in line with legislation from the High Speed Rail Act - acknowledge application for works in act limits or accept/reject applications for out of act limits. HS2 works will be visible on the map application, along with the geographical act limits for reference.

### User Permissions

We added export functionality on a couple of pages where we had long promised to do so. We made an important tweak to the date search on the Permits page so you now get better results and we removed the need to grant both the modification request AND the permit itself, that was always planned but we're really

happy to have now finished that piece of work. Admins for a Highway Authority can now upload geographical areas and all admins now have the crucial screen to edit user permissions.

Manage user permissions

### User permissions

User email: sandbox@sm.com

Select user access level  
Access will apply to the associated workstreams

Full access  
View and manage all works

Workstream access  
Select the workstreams you want to give this user access to, based on their permission

[Select all](#)

000 - My Workstream

010 - Workstream ABC

356 - Cadent - New Supplies

View only  
View only with no editing rights

No access  
No access to any workstreams

[Confirm access](#)

### Contractor functionality

And it's probably this permissions functionality and the area of contractors that is the current hot topic. Note there is plenty of help available on this topic. We produced this [video](#) and Hole Story episode 13 also touches on it. We also have some great material from the [Change Team](#). As well as this we are going to make contractors and permissions the focus of our Monday 2pm webinar and the plan is to get a Hole Story out on the subject in the near future.

## SERVICE SUPPORT POST 31st MARCH

We have almost completed the procurement for the contractor who will provide the service support and continuous improvement from 1 April. It will be a 24 month contract. We will let you know the outcome in the next newsletter along with more information and details about the service level agreement that is being put in place.

## GOVERNANCE

Huge thanks to those people who have put themselves forward for roles in the Street Manager steering group and as subject matter experts. Thanks also to Street Works UK and JAG for assisting with these appointments. We had one or two more volunteers than we initially suggested we needed, so have decided to extend the number of reps by one extra HA and one extra utility rep rather than have a vote. Attached to this newsletter is information on who the reps will be. The first meeting will be on 5th March, where we will begin with an initial review of priorities for new services and functionality to be taken forward from 1 April to end June 2020. We will send a note out of the meeting after it has taken place.

## BUSINESS CHANGE AND TRANSITION

Since the last newsletter the Business Change team have produced a new Transition Guidance video to explain user roles in detail. You can find the [User Roles video](#) and more videos on a wealth of other topics

on our YouTube channel.

We've also recorded a new episode of The Hole Story on Forward Plans. You can find that [here](#).

Two new case studies are attached from Bexley Borough Council and South Tyneside Council. Many thanks to both of these organisations for sharing their approach and tips for transition.

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. Instructions on how to join:

- 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#

**Next Monday (2nd March) the first half hour will focus on the new contractor functionality released last week.**

## REPORTING OPTIONS

Street Manager has a number of reporting options. You can use the list pages to filter and view information on Works, FPNs, inspections etc. These list pages offer complex filtering options which can be bookmarked to save and share different reports. The list pages support data export to CSV, with additional data to allow processing and combining data in applications like Excel and Power BI. A "Download all my data" functionality will be released soon to allow organisations to export all their data from a UI screen as a data dump for lower level analysis.

For more complex reporting requirements you can use the Reporting APIs to extract data for your organisation's individual needs. We have documented these options in more detail in an article available [here](#). An article on how to use Street Manager data with Power BI can be found [here](#).

To assist organisations that want to develop API integrations with Street Manager to submit or retrieve work information via their own software we have published some guidance in our API Documentation. This is available [here](#). This includes common integration scenarios as well as best practises for authentication and error handling.

## API DEVELOPMENT

We continued our meetings with the EToN developers to ensure the transition from EToN to Street Manager is as smooth as it can be. Those meetings have been very productive from a DfT point of view and we feel confident saying the same has been the case for those in attendance. We shared timelines ahead of April 1<sup>st</sup> and beyond to aid each other in terms of meeting deadlines. We progressed discussions around small tweaks to the API to help Street Manager launch smoothly and discussed what is on the

street manager roadmap over these next crucial few weeks.

## TROUBLESHOOTING

There has been an influx of tickets on the service portal over the past few weeks and have identified three recurring topics: onboarding Contractors, API credentials and dual roles. We have created guidance materials which are available on Github & The Business Change App to resolve any issues you may have for these three topics.

**1. “How do Contractors get access to Street Manager?”**

[Click here](#) to find the Contractor onboarding process.

**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.

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](mailto: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](mailto: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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