



Department
for Transport

Street Manager

Business Change Webinar

December 2019



1. Street Manager business change
2. Who are your Stakeholders?
3. What activities do we recommend?
4. Deep dive into common scenarios
5. Available support
6. Public beta
7. Key takeaways
8. Contact us



Street Manager business change

Why do you need to plan for the change?

1

To ensure people in your organisation are **engaged and are onboard** with the change that is coming, in order to **successfully move from the current ways of working** over to Street Manager

2

So that you have an increased understanding of the **wider environment** which will give you a **holistic view** of the change

3

So that you can **plan and deliver transition** that will allow you to continue business as usual **without disruptions on 1st April 2020**

Who are your stakeholders?

Consider anyone who might be impacted by or impact how and when you will transition to Street Manager including:



The **staff** members working on works management systems (including Street Manager)



The **IT vendors** or teams that will develop your API or help introduce Street Manager into your IT environment



The internal **management team** that will need to sign off any major transition decisions



The **procurement** teams that will manage relationships with IT vendors



The **LHAs, Utilities** and **contractors** that you communicate with

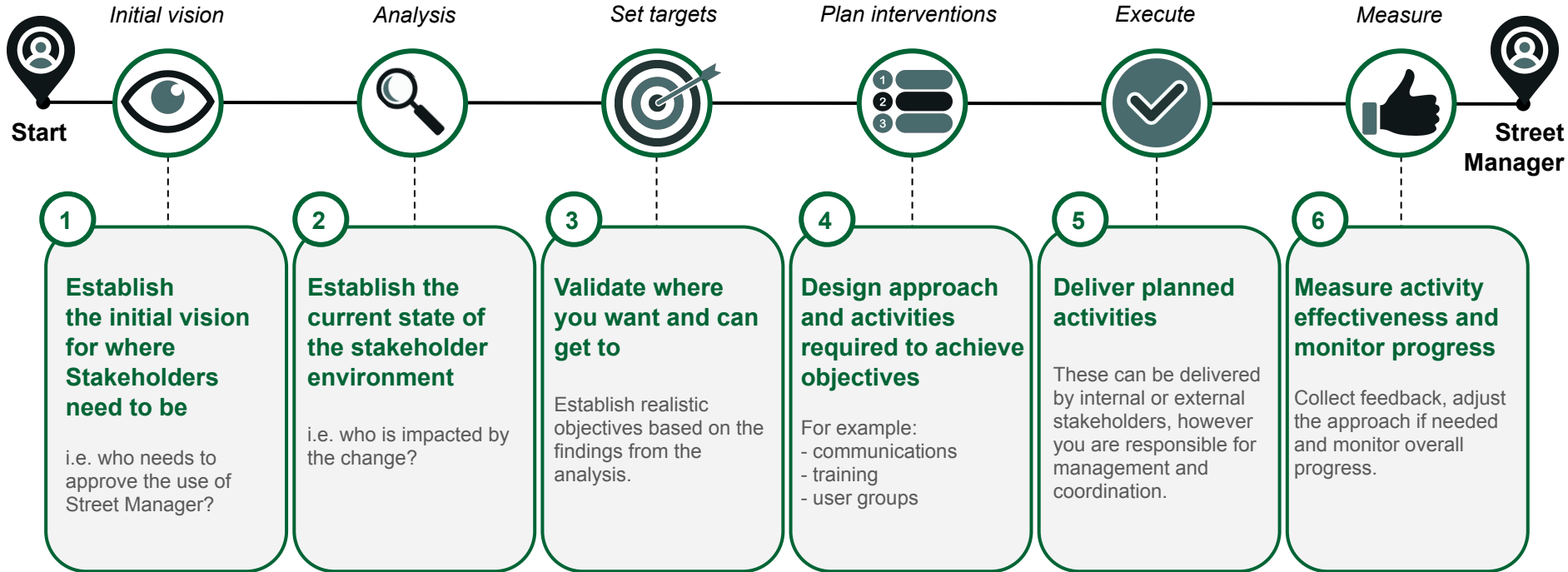


The external **regulatory bodies** that you might need to comply with



Anyone who might be **carrying out works** on behalf of your organisation and needs to raise or approve permit applications

Change activities we recommend





Deep dive: limited capacity

Challenge



You will need to transition over to Street Manager regardless of the size of your organisation but you might not have the **resource** from a **Change Management/Project Management** perspective to support the transition.

You might also have to manage this change **on top of your normal day to day role.**

Approach



As a minimum we recommend that you carry out the following:

1. Review the **overview document** & use the **business case** template to send to management
2. An **impact assessment** (use the navigation tab to help you!)
3. Create a **high level plan**
4. Assess and **track training needs**
5. Identify early those who will be affected & support them through the onboarding process
6. Use **readily available communications** so that you don't need to create your own from scratch

Support



If you require any additional support, please go to the **GitHub** website for up to date **communications, change materials** and **playbooks**. Let us know if there is anything that we can do to help you with transition preparation.

Let us know what has worked well for you, during the transition, so that we can share any **success stories** with other organisations in your same situation.



Deep dive: managing large scale transition

Challenge



You operate across a **number of regions** or workstreams, have a number of **stakeholders** who will be impacted by the change and a lot of **complexity** in your IT environment.

You face the challenge of managing and coordinating numerous **dependencies**, deciding on the **best approach** to transition and tracking numerous **variables**

Approach



We recommend that you:

1. **Consider alternative approaches** to transition - e.g. gradual or staggered transition to smooth the process
2. **Test your approach** in one area, leverage lessons learnt, adjust and replicate in the rest of your organisation
3. **Leverage key supporters** and change champions - you don't have to do this alone, they can help with coordination and you can benefit from their local knowledge
4. If you have the capacity, **use a range** of change management techniques to analyse and deliver transition

Support



Go to the **GitHub** website for up to date information on who is in Sandbox and Production to help with your coordination. Use the tools and templates in GitHub as a reference or to help with your analyses and planning. Let us know if there is anything that we can do to help you with transition preparation.

Let us know what has worked well for you, during the transition, so that we can share any **success stories** with other organisations in your same situation.



Deep dive: noticing to permitting

Challenge



The challenge here is having **numerous changes** to manage all in one go.

Transitioning from noticing to permitting is a big process change, so having to transition to Street Manager as well can seem daunting as this makes the overall change even bigger.

Approach



Our recommendation is to consider the **users' perspective**. **Package all of the changes you going through into one big change.**

You can use the Street Manager Sandbox as a training platform for people to learn the new permit raising journey - that way they will learn about two new ways of working at once without even noticing!

Support



Use the documentation provided on **GitHub** if it will be useful to you / your organisation. For example, you can use the **roadmap** support to help you to **identify dependencies** in your approach and aid in any planning activities you carry out.

Let us know what has worked well for you, during the transition, so that we can share any **success stories** with other organisations in your same situation.



Deep dive: API

Challenge



We are aware that there is an **assumption** that you do not need to do anything whilst your organisations API is being developed. **This is not true.**

Work alongside the API developers to ensure your organisation is **compliant** with **regulations** on the **1st April**.

Approach



Change activities we recommend you carry out:

- Ensure you are aware of your **UI/API options**
- Sign the **T&Cs** for **data protection** purposes
- Request access to **Sandbox** as a backup, whilst you're waiting for your API setup, E2E testing & training
- Keep up to date with **communications** so you're aware of the latest information
- **Work alongside your API provider** to ensure they are aware of your requirements

Support



If you require any additional support, please go to the **GitHub** website for up to date **communications**, **change materials** and **playbooks**. You can also get in touch with the Street Manager team to have any of your questions answered by one of the team.

Let us know what has worked well for you, during the transition, so that we can share any **success stories** with other organisations in your same situation.

Available support materials



Github

- [playbooks](#)

The playbooks are 2 documents that contain a set of tools and templates that will support you in managing the change. They are prepopulated for Street Manager, but are organisation-agnostic and therefore, will require you to input information specific to your organisation. The first playbook outlines how to successfully plan and prepare your organisation's change approach via analyses and delivery plans and the second looks at how to deliver and measure it via the use of comms, training and benefits trackers.

- [transition guidance](#)

The transition guidance outlines how to manage your organisation's move from the current system to Street Manager including transition options that are available to you, what we recommend you do in Public Beta, transition rules and support for contractors.



Supplementary Training pack (available once you have been onboarded)

The training pack can be used by everyone who is impacted by Street Manager in one way, shape or form. We have split up the pack into 3 sections, the first for managers and business roles, the second for admin users, and the last one for general day to day users of the UI. The pack covers a range of topics from the benefits of Street Manager through to what you should do on day 1 of gaining access to Street Manager. The primary contact at each organisation will receive it from our team and should distribute this to people within their organisation.



Ready to use communications

We understand that you may not have additional capacity to manage change within your organisation, and so the Change team have created ready to use comms, that can be easily shared to stakeholders, so that you don't have to write them from scratch. These include [newsletters](#) & change communications such as Street Manager emails.



Street Manager YouTube channel

Support guidance:

- [Change for small orgs](#)

This video outlines how to successfully manage your transition to Street Manager if you have limited capacity.

- [Change for large orgs](#)

This video is for large organisations who may experience a more complex transition across regions.

- [Change strategy](#)

This covers what we mean by change management, what it comprises of, how you can effectively manage change and useful techniques.

How to guides:

- [Impact assessment](#)

How to carry out an impact assessment, what it is and why it's useful.

- [Stakeholder analysis](#)

How to understand and group your different stakeholders in order to engage them in the most relevant way for them.

- [Change readiness assessment](#)

Defines what a readiness assessment is, how to carry it out effectively and why it's useful.

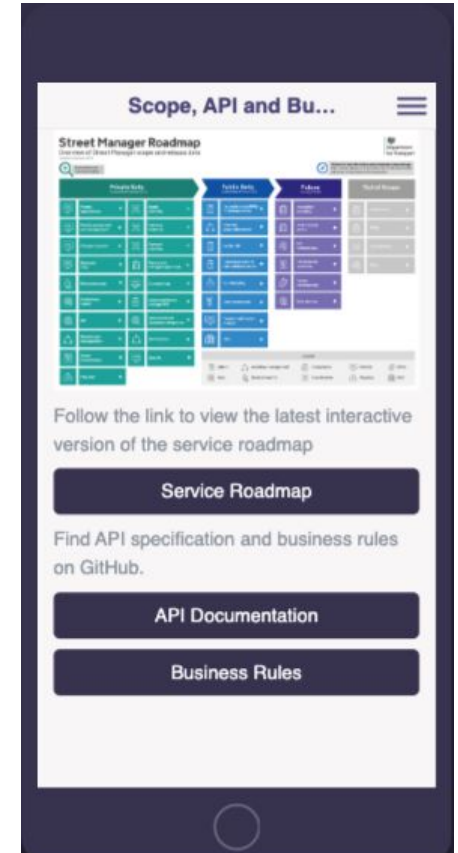
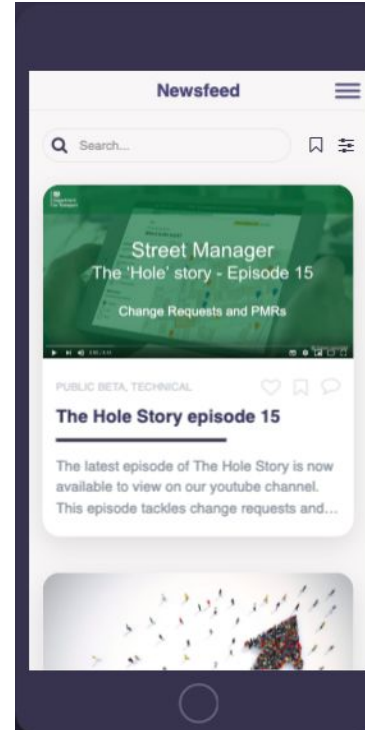
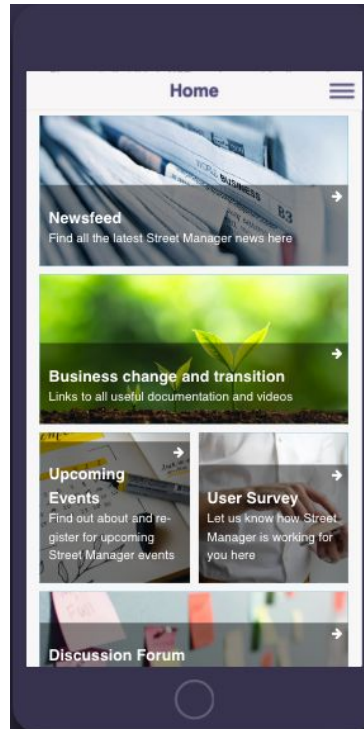


The Street Manager Business Change App

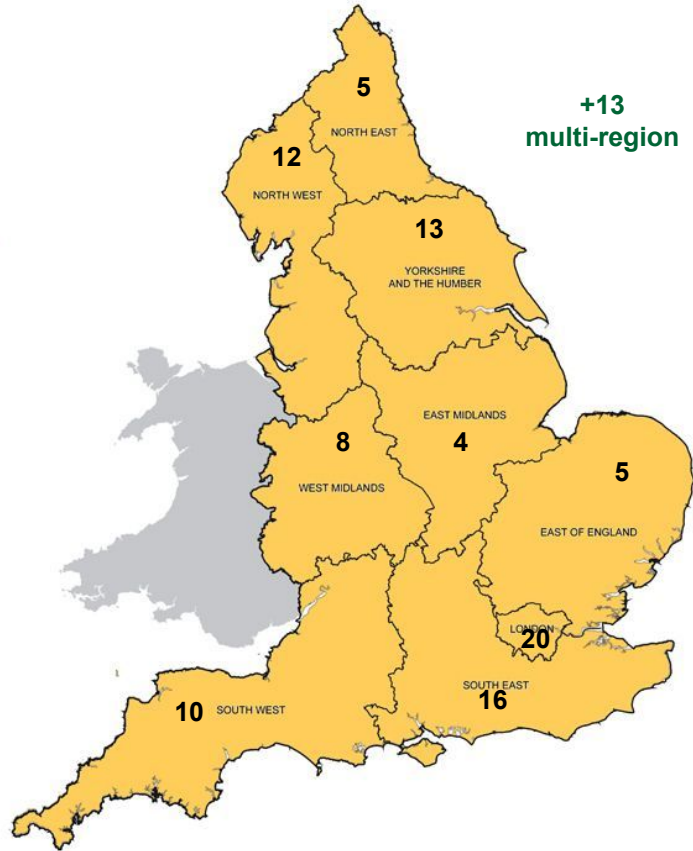
The purpose of the Street Manager Business Change app is to provide a centralised location for all things Street Manager that will support your transition from a business change perspective.

It will include the latest news, business change support materials, user surveys, discussion forum, links to the documentation on Github and more!

Available early 2020



Who is already on Street Manager



As of today we have 107 organisations in Street Manager!

- **Yorkshire and the Humber (13):** Bradford, Calderdale, Doncaster, Kirklees, Leeds, Lincolnshire, North Lincolnshire, North Yorkshire Northern Power grid, Rotherham, Sheffield Wakefield, Yorkshire Water
- **London (20):** Barking, Barnet, Bexley, Brent, Camden, City of London, Croydon, Ealing, Enfield, Greenwich, Hackney, Hammersmith and Fulham, Harrow, Hounslow, Islington, Lambeth, Kensington and Chelsea, Southwark, TfL, Waltham Forest
- **East Midlands (4):** Derby, Derbyshire, Leicester, Nottingham
- **West Midlands (8):** Coventry, Herefordshire, Shropshire, Solihull, SP Energy, Telford and Wrekin, Transport for West Midlands, Worcestershire
- **Anglia (6):** Cambridgeshire, Essex, Hertfordshire, Norfolk, Cambridge Water, Southend on Sea
- **South East (16):** Bracknell, Brighton & Hove, East Sussex, FM Conway, Kent, Medway, Milton Keynes, Portsmouth Water, SES Water, SGN, Southampton, Southern Water, SSE, West Berkshire, West Sussex, Surrey
- **South West (10):** Gloucestershire, South Gloucestershire, Western Power, Somerset, Bath and North East Somerset, Bournemouth, Cornwall, Devon, Plymouth, Swindon
- **North East (5):** Darlington, Hartlepool, Northumbrian Water, South Tyneside, North Tyneside
- **North West (12):** Bolton, Manchester City, Sefton, South Staffs Water, Blackburn with Darwen, Lancashire, Wirral, Salford, Blackpool, Bury, Knowsley, St Helens
- **Multi-region (13):** Balfour Beatty, Cadent Gas, City Fibre, HS2, Network Rail, Skanska, Thames Water, UKPN, Virgin Media, Vodafone, Open reach, Colas, JSM

How will you know who is in Street Manager?

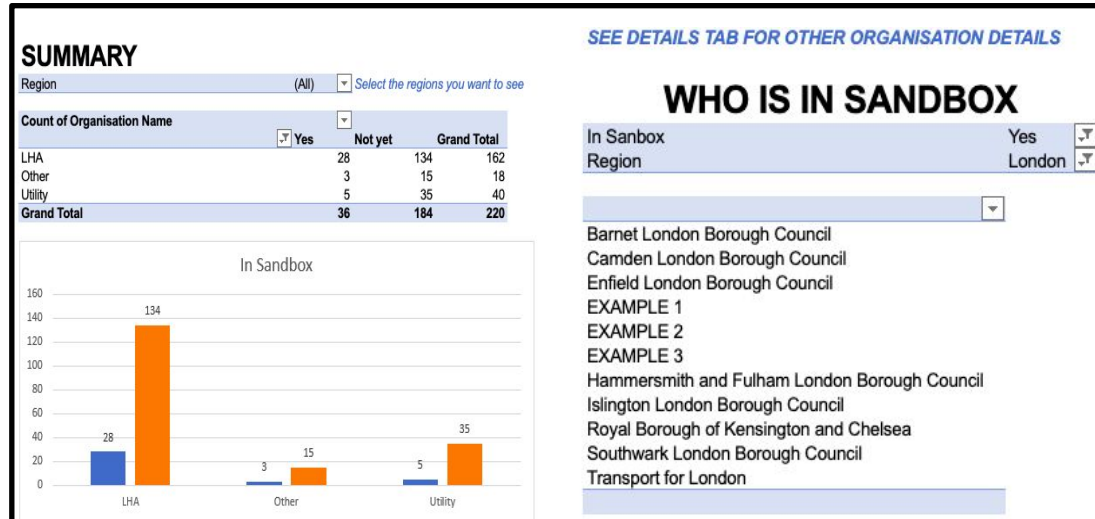
We are maintaining an up-to-date [transition tracker](#) on GitHub on the Business Change page. This tracker will allow you to see who has moved over to Street Manager so that you can coordinate testing and transition. This is being updated on a regular basis and is up to date by couple of working days.

Highlighted below is where to find the tracker on the transition guidance page

Transition Guidance

- [DfT Street Manager Business Change strategy](#)
- [Transition guidance part 1: Adoption options \(UI, API and combination\)](#)
- [Transition guidance part 2: Public beta](#)
- [Transition rules](#)
- [Transition guidance for Contractors](#)
- [Street Manager roles](#)
- [TRANSITION LIVE TRACKER - SEE WHO IS ON STREET MANAGER](#)

The screenshot below is a preview of the tracker summary page



1

Request access to the Sandbox environment (if you haven't already) to test your approach via register@manage-roadworks.service.gov.uk

2

Start/continue to communicate with your stakeholders so you have visibility on where they are in their journey and what their transition plans are

3

Make use of the available support: ask and the project will be happy to help you

4

Identify and engage with the stakeholders whose support is critical to enable you to successfully move to Street Manager

If you require any additional support from the Street Manager team, please feel free to get in touch with us

Street Manager email address: streetmanager@dft.gov.uk

Slack channels: [@askdft](#) [@businesschange](#) slack channel