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 23 – 4th June 2020

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STREET MANAGER

1. Welcome from PO Paul

Welcome to the latest Street Manager newsletter. Elsewhere you'll get to read about the latest developments with the service, details about the API versioning and our release schedule around the next couple of months as well as much more, but we just wanted to take this opportunity to remind you that Street Manager goes live on July 1st.

We've been working since April to get Street Manager into even better shape ahead of go live ready for the industry to use. Please use June to make sure you are ready to go live with Street Manager. It's been great hearing from works promoters that are ready to go and highway authorities who have gone live in production with their own works already. And, should you need some assistance ironing out any wrinkles, the support team is able to help. We've had a number of 1-2-1 calls with people these last few weeks and are happy to do that with anyone who feels it is required.

If you haven't already, do check the Business Change Section of our Github, which is full of useful information to help you through the transition:

2. How many organisations are in Street Manager?

As of today, there are 113 contractors, 158 Local Authorities and 428 Promoters in Sandbox and Production. Find the latest list of organisations here.

3. Latest Functionality

The most recent sprint has seen the team really focus on the API work required ahead of the API versioning discussed elsewhere in this newsletter. In addition to this, we've cracked on with Open Data and laying the groundwork for Sample Inspections.

As such, there isn't a huge amount to report in terms of new functionality. We have, however, added dates to the ASD. If the street you are working on is on Traffic Sensitive from May to September, you can now see that in Street Manager. We've also adjusted Change Requests so that they automatically close when a work stop is issued. Previously, we had a confusing situation where you could still have outstanding Change Requests for the HA to review after the works closed, so good to see the back of that. But, as described, the bulk of the work this period, (and indeed for the next month or so) has been happening behind the scenes.

There have, of course, been other updates since the last newsletter. Last sprint we laid the ground work for Open Data and Inspection Sampling behind the scenes, while Special Designation Mapping was finally launched. This was a long time in the making, it's now with us and I hope you like it. The previous sprint focused on filters on commenting and the ability to link an FPN to a permit. You now raise an FPN from the permit details now, not the work record page and it automatically creates the link.

4. API versioning

We will be releasing the final changes to V1 of the API specification into Sandbox environment on the 18th of June. After the 18th June release, there will be no further changes to V1 of the API (excluding unexpected changes needed for security/bugs/integration reasons) and future functionality will be added to V2 of the API.

V2 of the API will be available after a future release (around end of July) on all environments. V2 is a copy of V1 with minor changes to existing endpoints (e.g. deprecated fields removed) and new endpoints for new functions.

API users can either use V1 exclusively or use a combination of V1 and V2 to make use of new endpoints (e.g. to use new roadmap functions like non-notifiable works). However, V2 will continue to be updated and may have breaking changes released.

After V2 has been updated with a significant amount of new functionality and is considered stable (end of the year at the earliest), we will announce that V1 will be deprecated and all API users should move to V2. Once V1 is deprecated, users will have six months to move to V2 before support of V1 is stopped.

To support the API versioning and avoid releasing close to the transition deadline of 1st of July, we have changed our normal release schedule, moving out the next release by a week. The next release will be 18/6/2020 into Sandbox and 25/6/2020 into Production. The following release will be 9/7/2020 into Sandbox and 16/7/2020 into Production.

Information on upcoming API changes are available in the API documentation in the Versions and Changes section, which can be found here: https://departmentfortransport.github.io/street-manager-docs/api-documentation/V1.24/#versions.

5. Updates from the Governance Group

Just a quick update for you on the workings of the Governance Group. You may well have seen the new Street Manager roadmap that was recently issued. That Roadmap was the focus for the May meeting of the group and, following a survey we had already undertaken to identify priorities, the group agreed some new items to be taken into Phase 2 which begins on 1 October.

They are:
- S.58
- S.74 end to end
- Coring inspections

Of course, for every item that moves forwards, something has to move back and it was agreed that these three items would be moved out of Phase 2:

- Improvements to activities
- Quick filters
- Improvements to work history

A new Roadmap will be going out in the near future to show what Phase 2 currently looks like. The team are also looking at what capacity we have in Phase 1 and 2 vs how much effort is involved in these things and, if something from Phase 1 has to fall back into Phase 2, they will of course have a knock-on effect.

The Street Manager Product Team have switched focus to the Phase 2 items now as a lot of the design work for Phase 1 is complete and we've carried out research for Amend (Withdraw) an Inspection and had our first serious discussions about Performance Reporting only this week. Do look out for more research invites heading your way over the next few weeks. We'd love to hear from some new faces that maybe haven't taken part before.

The next Governance Group meeting will involve reporting back on progress with these new priorities but I am also keen to get feedback from the group on the smaller items we need to implement in Street Manager at some point. What's more important to people? The ability to cancel a refused permit or link an inspection to a permit?

6. Updates to Street Manager and NSG updates

Street Manager isn't like how your current street works system works in terms of updates. Chances are your current EToN system updates less than a handful of times a year and can be quite a big operation. The system has some downtime, quite likely at a weekend. You might even still be an On-Premises customer and have your IT department involved in the process.

Street Manager will be pushing out frequent updates, generally every fortnight, to ensure users get enhancements to the service as soon as possible. From time to time, we might also do expedited changes to fix a bug or apply a security patch. Releases to Sandbox and Production will be done during core hours, weekdays 8am to 6:30pm. Although these occur during core hours, often they will happen seamlessly without any downtime required. Commonly, users will be unaware these have happened.

We will continue to provide advance notices of releases to flag these updates to users. Monthly, we will be releasing the latest NSG update from GeoPlace. We are working with GeoPlace to make sure we get the update as soon as it's ready and then deploy it into the service shortly after that. We are looking at how to do this most efficiently. You may notice the map being unavailable for a short period of time but we'll give users notice of this and work to keep the interruptions as short as possible. Overall, the benefits of regular, small updates vastly outweigh infrequent large ones.

7. Upcoming release dates

The 1st July Go-live of Street Manager is less than a month away and the team is continuing to build more functionality. Therefore, we have a number of releases to our Sandbox and Production environments planned for June and July. We have been mindful of ensuring that activities around 1st July are carefully considered and we continue to be focused on a successful Go-live.

Please see below for release dates to our Sandbox and Production environments over the coming months:

Sprints	Sandbox release date	Production release date
5/6	18/06/2020	25/06/2020
6/7	09/07/2020	16/07/2020
8	23/07/2020	30/07/2020

8. Support portal and service desk

The Street Manager team has been continuing to build out the Support Portal that was established earlier in the project. The support portal can be used to:

1. report problems with the system by using a simple ticket form.
2. share ideas and feedback with the product team.
3. ask questions about functionality and upcoming changes.
4. view release notes (knowledge base).
5. access a personalised incident list view to manage your support requests and those raised by others within your organization.

It can be accessed here: https://streetmanager.atlassian.net/servicedesk/customer/portal/1/group/-1

We are constantly expanding our knowledge base with release notes, known issue logs and self-service training guides. If you would like any additional articles added to the knowledge base, just raise a ticket!

The Support Portal is a separate application from Street Manager and you will need to register to access it. Simply click on the "Sign-up" link on the portal front page to do this.

Before you raise a ticket – check the following

1. Have you returned all of your on-boarding documentation? This is a requirement for the Street Manger to on-board organisations.
2. If you are an admin, have you activated your account within 30 days? Knowing what the cause of any issues is will help us deal with them faster.
3. If you are a user who cannot access their account, have you asked for help from your admin? It is the admin's responsibility to set up, add, delete, and re-add users.

9. Onboarding cut-off dates

Our onboarding deadlines are getting closer and we would like to remind you of the key dates below:

1. **Request access to Street Manager by 9th June.** Send the following details to register@manage-roadworks.service.gov.uk:
* name of your organisation
* name and email address of your organisation's primary contact

Your organisation's primary contact will receive a registration email. Once registration is complete, they will receive instructions on setting up other user accounts and guidance on using the service.

2. **Return all signed T&C documents by 12th June.** Organisations who miss this deadline will be onboarded after the 1st July. We will be continuing to onboard new users and organisations going forward, but encourage you strongly to onboard before July. Please be aware that organisations will need to have activated their Production account before July 1st, including those who plan to use API only (this is a requirement to obtain API logins).

Promoters – if you are aware that any of your associated contractor orgs are not available in the system yet, can you please prompt them to contact register@manage-roadworks.service.gov.uk to get signed up.

Contractors – We have 36 contractor orgs who still have not returned their signed T&C documentation (we know who you are). If you have any queries on the setup process, take a look at Episode 19 of the Hole Story, speak to your Promoter org to request workstream access, or raise a ticket on the Service Desk.

10. Upcoming webinar schedule

We are running a full schedule of webinars during June to help with any issues prior to Go-Live. We'll be using zoom for all of these sessions and have scheduled a mix of general FAQ sessions, API sessions and help with work-arounds. You can find the full plan in in attached PDF, along with links which will take you to the Eventbrite site where you can book your space.

Please note that, for security reasons, all webinar spaces need to be pre-booked. Once you've booked you will receive an email with the meeting code and password. An hour before you will be added to a calendar invite.