



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 second edition of the Street Manager newsletter for 2020. We're now well into the public beta phase of the project and development of the service continues apace. Organisations have until the 31st March to transition over to the new Street Manager platform for all street works in England.

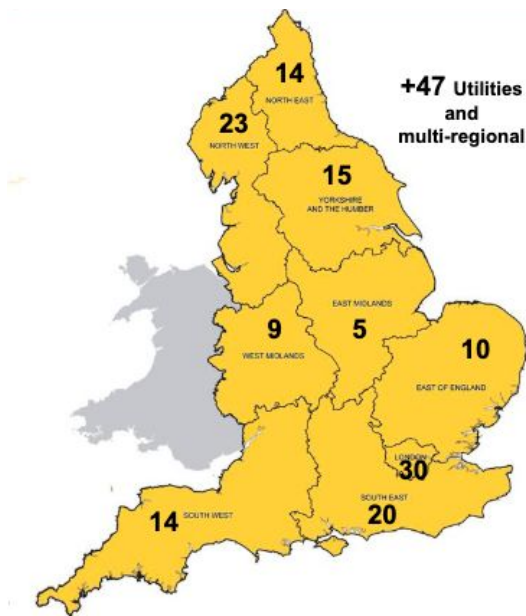
It's been another busy fortnight here in Street Manager Towers. We've attended HAUC(UK) and presented webinars on the latest updates to Street Manager (the end to end process (happy path, non-happy path to follow this week), transition rules and the latest API update) which have received a great reception. There was also a really positive session with the developers of the current EToN products. We continue to work with those organisations to ensure a smooth switch over to the Street Manager platform and will be meeting monthly until April.

We've seen a definite upturn in the amount of interactions we are getting, with over 120 users already on the new Business Change App and plenty of queries coming through Slack, the Street Manager email address and the portal. New materials include 1-page explanations on adding API users, episode 16 of the Hole Story and a new video to explain how to use the transition checklists.

In the remainder of this newsletter you can find:

- Updates on how many organisations have on-boarded to Street Manager.
- Latest functionality in the Sandbox and Production environments.
- New materials from the business change team.
- Updates on the future governance of Street Manager and details on how you can get involved. Please send in any expressions of interest by **31st January**.
- The latest countdown to go-live.

WHO IS IN STREET MANAGER TODAY?



We now have more than **180 organisations** in the Street Manager Sandbox environment.

We have also had news that the first LHA is using the live Production environment to input S58 restrictions for the coming year. Full details on this will be shared in a case study next week.

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

WHAT IS THE LATEST IN STREET MANAGER?

Dual Roles

At some of the roadshows last year, we got onto the topic of how you needed one user account to be an admin and one to be a promoter/HA or contractor. Judging by the looks on people's faces as Paul explained this, it didn't seem to be that popular.

As such, we went back to Street Manager Towers and looked into ways of improving this and found the amount of effort involved to offer dual roles for admins was not that high. We therefore made it a priority and recently introduced, into Sandbox and Production, the ability to be both an admin and either a promoter/HA or contractor. If you are an admin and want to add another role to your account or, equally, you have a regular user who you also want to be an admin, please raise a ticket on the service portal:

<https://streetmanager.atlassian.net/service desk/customer/portals>.

You need to register to access the service desk but, once you have access, you can raise further tickets. So, to clarify, you can be:

- HA/Admin
- Promoter/Admin
- Contractor/Admin
-

Some have asked questions around being a HA and a Promoter. This isn't something we would ever do because of the Chinese wall that should be in place between those raising a permit and those assessing them. If there are valid business reasons for a HA needing to act as a promoter (recording a S.50 as a permit for instance) we can make these available to the HA so they don't need to also have access to a promoter account.

Release of new functionality post-April 1st

We've had a few questions recently about how new features will launch in Street Manager after everyone has moved over to using the system on April 1st. There is the potential for a natural lag between functionality being ready in the Street Manager User Interface and being available via the API.

On the one hand you wouldn't want to launch something that not everyone was able to use because API users needed time to integrate it into their systems. On the other, if you had useful functionality ready to go, you wouldn't want to prevent UI users having the chance to use it.

The key point here is that we are aware of this issue and will make sensible decisions based on what the feature is and who it benefits on a case by case basis. If we were introducing Section 74 functionality to record overruns and record a status against them, that's a feature that both HAs and Promoters could be involved in (the promoter could mark an overrun as being "in dispute" for instance) but the HA would have the final say over the process so it would make sense to push it into the UI as soon as it was available. The promoter not using that feature doesn't negatively impact either the HA or promoter. If we were, for instance, adding a new type of action to a permit assessment that had an impact on the status at the recipient end, we'd have to introduce it into the API and wait until people were ready before we added it to the UI.

None of this is a huge problem, we can have features developed and awaiting deployment or equally delay development of the UI part of the feature until it was ready to be used by API users as well. We will work with the industry to make choices that will work for the majority of stakeholders.

S81s in Sandbox

The other good news is that Section 81 functionality is now in the Sandbox environment. The team worked really hard to bring in as many features as we could. Sadly, linking the 81 to a permit and the ability to send an existing 81 to another promoter if the first promoter rejects it, did not make it in and will be added later in the year. We're really pleased with what we have developed and thanks to the Lane Rental Funding Boards which made this possible.

[Section 81 - defective apparatus](#)

View and manage Section 81s

[Issue Section 81](#)

Issue Section 81

Who is the receiving promoter organisation?

Who is the receiving promoter organisation?

Smoke Test Promoter
CABLETEL SOUTH WALES (NEWPORT)
CABLETEL SOUTH WALES (WEST GLAMORGAN)
CABLETEL SURREY
CABLEVISION WELLINGBOROUGH
CADENT GAS LIMITED (formerly National Grid Gas Distribution Ltd)
CAERPHILLY COUNTY BOROUGH COUNCIL
CALL FLOW SOLUTIONS LTD
CAMBRIDGE CABLE
CAMBRIDGE WATER COMPANY

Continue

BUSINESS CHANGE AND TRANSITION

The Business Change team has been busy planning and delivering the second series of webinars. Attendance has been high once again, and we would invite any feedback on future

topics that users would find useful as the transition period gets closer. The topics that we covered in this round were:

1. Latest updates
2. End-to-end user journey with and without errors, including adding users as an admin
3. Transition rules
4. Latest API updates

If you missed any of these sessions and would like the recordings, then let the team know and we'd be happy to share. There is also an FAQ document from each webinar which will be circulated to attendees later this week and can be found on GitHub.

You'll find a new case study in the attachments from Leicester City Council. Thanks to Leicester for sharing their approach and top tips for transition.

For those who have questions about adding API users in Street Manager we have produced a 1-page guide which walks you through how to do this step-by-step. You can find this attached.

Finally, you can find a new episode of the Hole Story [here](#). In this episode, we run through how to add activities (events, skips, scaffolds, S58s etc.) in Street Manager. You can find all episodes of the Hole Story on our [YouTube channel](#) and on the Business Change app.

SERVICE DESK REMINDER

The service desk is the first port of call for any technical issues which you encounter during set-up or testing of Street Manager. You can find it here: <https://streetmanager.atlassian.net/servicedesk/customer/portals>. Prior to raising a new ticket, be sure to check through the FAQs, tips & tricks, release notes and important pages to ensure that your query has not already been answered.

Some of the most common queries are:

1. Expired passwords for admins as they aren't activated within 7 days.
2. Expired password for users as they aren't activated within 7 days.
3. Users require an API access key and API secret (username and password) / changing current users from UI user to API user.
4. Sandbox accounts are being activated but Production accounts aren't (you will receive 2 emails - an email to activate your account for each environment)

Due to the high volumes of requests around these issues, we have attached documentation to trouble-shoot them. Please check this prior to raising a new ticket as they all have simple solutions.

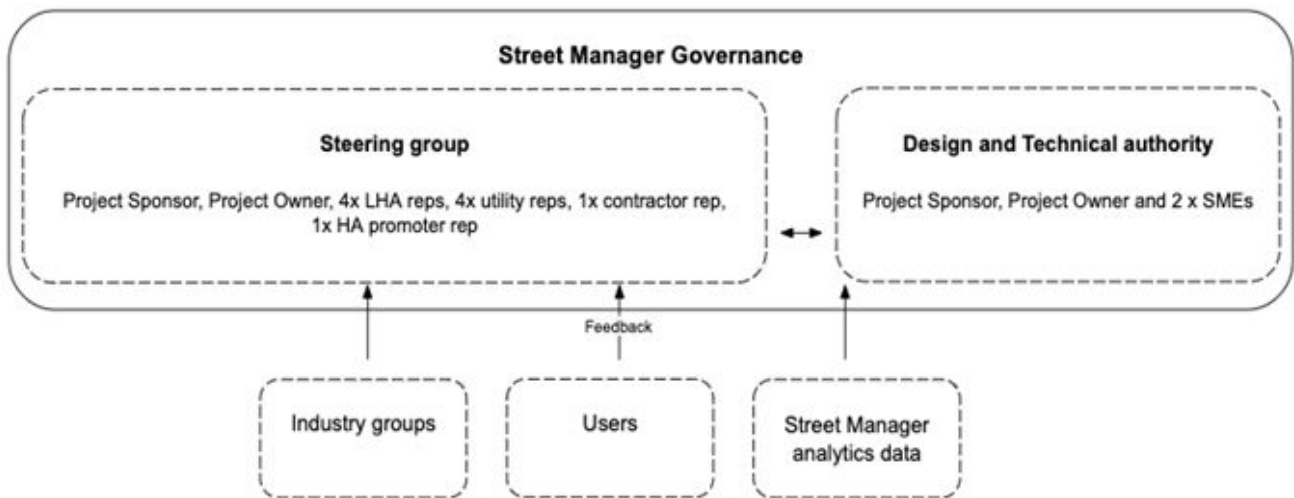
GOVERNANCE POST APRIL 2020

As of 1st April 2020, Street Manager will be adopted by all LHAs, Utility companies and contractors involved in the management of street works in England.

The management and further development of the service will continue to be centrally overseen by the Department for Transport. However, governance arrangements will be established with representatives from the industry to ensure that the service continues to develop in line with the

needs of the user. The main role of this group will be to decide on what is built and in what order from the backlog of improvements that we have and that will continue to be raised over the next few years.

The Governance model will consist of a formal Steering Group, Subject Matter Expert (SME) group, and there will also be regular interaction with industry groups and other key stakeholder groups, as well as constant engagement with the wider user base to ensure that the service develops in line with the best interests of the whole industry. The diagram below illustrates the structure:



We are still inviting applications for both the Steering Group and the Design and Technical authority. If you would like to submit an application, email streetmanager@dft.gov.uk with your details and answers to the questions in the attached Terms of Reference before 31st January. Further details around roles and responsibilities can also be found in the attached document.

COUNTDOWN TO GO-LIVE

As we approach 1st April, there are several key activities that you need to complete to remove any obstacles and ensure that you can access Street Manager and use the service from the go-live date. We have set out below the key activities and deadlines associated with them, to ensure that you have the log-ins etc that you need.

If you are unable to complete these activities by the stated due dates listed below, then we may not be able to support you in a timely manner and cannot guarantee your access to Street Manager by 1st April. This is because the team need time to set up accounts and generate the relevant log-ins etc.

Key dates and activities

Latest due date	Activity
28 th February	<ul style="list-style-type: none">• Request access to both Sandbox and Production environments for UI and API users• Request access for contractors that need to use the service from 1 April• Review documentation• Sign and return the requested information e.g. Ts&Cs and contact details.• Admins need to set up users in both Sandbox and Production environments• Activate access for all users and / or contractors in both Sandbox and Production environments.• Note: activation link(s) expires after 7 days, so please ensure accounts are activated prior to expiry.• Note: even if you plan to use the API only, you still need to sign the terms and conditions and provide your contact details. You will also need the relevant log-ins, including to the UI in case you need to use this as back-up.
6 th March	<ul style="list-style-type: none">• Complete testing of API connectivity against both Sandbox and Production environments
31 st March	<ul style="list-style-type: none">• Ongoing functional testing against Sandbox environment• Set up workstreams via the UI in the Production environment• If applicable, associate contractors with workstreams
1 st April	<ul style="list-style-type: none">• Street Manager Go-live

For full details, please see the attached readiness checklists showing the key activities which you should complete and by when in order to guarantee full Street Manager access by 1st April.

UPDATE ON CONSULTATION AND REGULATIONS

Many of you have been asking when the outcome of last year's consultation will be published and the regulations laid. They are just now going through final clearances and we hope this will happen by the middle of February. Look out for an update in the next newsletter.



Department
for Transport

Contact Us

Thank you to all those who have been engaging with us. A reminder that if you have any queries, please email: streetmanager@dft.gov.uk or contact us via the business change app: <https://apps.fliplet.com/clarasys-dft-street-manager-business-change>