



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

Hello, we in Street Manager Towers are settling into, and this has already become a cliché so I will apologise in advance, the New Normal. We've completed the first two week period of work for the new post-April phase and have moved into the second. When you start a new phase, you tend to be laying groundwork for future development rather than releasing a raft of brand new features like we were in February and early March for instance, but the latest release did give users the ability to update a Geographical Area and improve the fee report.

The current period of work, with any luck will bring the ability to link an FPN to a Permit and filtering on the comments page. But the main thing we wanted to say today is that Street Manager is going live on the 1st July. Please use this extra time to prepare. The Support Team is able to answer your queries on the portal, the Product Team want to hear your feedback, user research continues, and developers are beavering away to continue to improve the system before the end of June.

The webinars have started up again, we kept the first one fairly low key, mentioning it on Slack a couple of times, but now we've got used to running them remotely. They will be every other Wednesday at 2pm. Details will be in the Business Change App, Slack and we can send them out via email as well. We are also looking into how it would work running some training sessions in Microsoft Teams.

COUNTDOWN TO GO-LIVE ON 1 JULY

We hope that everyone is making the most of the delay to ensure that you complete any onboarding, testing, training and integration with other systems before the new go-live date of 1 July. A reminder that Street Manager can be used now, both the Sandbox and Production environments, and we are pleased to see that some organisations are raising permits in Production, especially for majors, and registering S58s.

We are working on the basis that 1 July is fixed and there will be no further delays, but obviously bearing in mind that we live in uncertain times. We believe it will be important to have Street Manager fully live as it can then be used to support the recovery and return to business as usual. There will be pent up demand from works that have been postponed and Street Manager will be vital in helping to plan, manage and coordinate those works. The data will be vital in helping to monitor and adapt to the evolving situation. And the open data feed that will be up and running by 1 July for live works will help others when it comes to managing the network and planning journeys.

So please make sure you have:

1. Requested **access** to both Sandbox and Production, have activated log-in details and checked that passwords have not expired
2. Returned all on-boarding forms and signed **T&Cs**
3. Set up your admin and other **user profiles (separately)** in both Sandbox and Production
4. Made sure your **contractors** have access to Street Manager
5. Completed training
6. Completed any testing and integration with other systems

[Link to Production environment](#)

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

WHO IS IN STREET MANAGER TODAY

In the Production environment, there are a total of 680 organisations with 3,201 users:

- 158 HA organisations
- 426 Promoter organisations
- 96 Contractor organisations

In the Sandbox environment, we have the same number of organisations and 4,308 users.

See the whole list on the git-hub site [here](#)

OPEN DATA

One of the key parts of the Street Manager project was that it would enable Open Data for street and roadworks. We are delighted to say the first phase of this work is now underway and that an initial release is planned by July.

Like many things in Street Manager, we will be taking a phased approach. We currently have a dedicated team who are focusing on getting near real-time streaming up and running and available to interested parties for live work events by 1 July. (When we say near real-time streaming, we mean <5 minutes from the work event occurring in Street Manager) You'll have work start/stops, TM information as well as the

who, what and where. Users will be able to subscribe to receive events from a limited set of the event data.

There won't be personal information or details of inspections and FPNs and, in the first phase, we won't be streaming works in the planning stage. But that will follow later this year as we carry out further work to improve and iterate the solution.

Although early days, the work is progressing well and we look forward to sharing more details and discussing further with interested parties.

SERVICE SUPPORT

As we said in our last newsletter, Street Manager is now under service support and it has been a busy time for the support team. From a user onboarding perspective, we are continuing to see progress in this important area. We now have 680 organisations and 3,201 users onboarded to the Production environment. If you have not yet completed organisation, admin and user registration, setup and activation, please ensure you do this well in advance of the 1st July so you are ready.

We are already seeing a steady rise in local authorities, utilities and contractors using Street Manager in Production by creating, assessing and altering permits. This activity is taking place both via the user interface online and via the API process, so this is good to see. Up until last week, there has been no planned or unplanned downtime in both the Production and Sandbox environments which is excellent news. Please remember, that you can always see the current and past disruptions of Street Manager's environments on the service status page:

<https://departmentfortransport.github.io/street-manager-docs/articles/disruptions-to-service-availability.html>

Our service support team has been especially busy responding to a significant number of service requests and a few incidents since 1st April when the Production environment was starting to be used. We are seeing a balanced spread of requests covering general queries, user account queries and other requests. As always, should you need to raise a request or incident ticket, please do so via the service portal:

<https://streetmanager.atlassian.net/servicedesk/customer/portal/1>

CONTRACTORS

Just a short note to flag up how the contractor function works in Street Manager. A Promoter admin is welcome to create an account for a contractor if they wish. But this does mean that email address will be attached to that organisation permanently, even if you remove access to that user and that individual is unable to go and work for another promoter with the same email address.

If required, the Street Manager team can manually fix this issue and we've had a few of these already as people have rethought how they want their contractor functionality to work. But ideally, if you have users

that you know will want to that you know will want to work for multiple works promoters, you should be looking to get them added to your organisation as a contractor.

Additionally, if you will be using the API, please check with your supplier or internal department who may need you to set up things in a particular way. For instance, if you are using a generic account to access Street Manager you may not need to set up contractors.

Our YouTube channel has some material on Street Manager and contractors, including this video:

<https://www.youtube.com/watch?v=NqAiZNqN-ec>

GOVERNANCE

The Governance Group met for the 2nd time this month. This was the first proper session following the initial expectation setting and getting to know you discussion and had a lot of ground to cover. Regular readers might remember the article a couple of issues back where we laid out what we planned to do over the next few months, and we went through each of these areas discussing in some detail with the group what the plans were, what exactly did we want the work on 'Commenting Improvements' to involve for instance.

In the next meeting, we will be talking about new business and reporting back on the steer the group has given us.

We'll keep updating users about this and will be updating the roadmap shortly.

BUSINESS CHANGE AND TRANSITION

Don't forget about all the training and other material on our git-hub site that you can find [here](#). You can also find the [User Roles video](#) and more videos on a wealth of other topics on our YouTube channel.

These and all our 'Hole Stories' can be found [here](#).

A new case study is attached to this newsletter from Cadent Gas. Many thanks to them for sharing their approach and tips for transition.

Last month we produced a handy "Tips and Tricks" for Street Manager guide that you may not have seen yet. This will be very much a living document; we will continue to update it as we go. Make sure to get the document from this [page](#) (under 'other supporting documentation') and we suggest sharing that link with others rather than passing the document on.

REPORTING OPTIONS

Street Manager has a number of options for users who want to extract data for their own reporting. You can use the UI screens to view data in list screens with complex sorting/filtering options or download data in CSV format. For more complex reporting needs, you can use the Reporting API to selectively extract data in JSON or CSV format. See the following article (<https://departmentfortransport.github.io/street-manager-docs/articles/reporting-data-options-in-street-manager-2.html>) for more details on how to do this.

API DEVELOPMENT

We have now moved to a weekly release schedule, where we are releasing UI/API changes into Sandbox on Thursday afternoons then Production on the following Thursday morning. This should give API developers more time to react to changes in each release.

In mid-June, we will be finalising the V1 API and releasing a V2 API. After this point, all new functionality and breaking changes will be released on the V2 API, which will be available for API developers who wish to use the new functions the same way as V1. V1 API will continue to be supported for at least six months after 1st July, only being deprecated when we are ready to finalise V2 API.

TROUBLESHOOTING

These recurring topics continue to be raised by users: 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, 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



Department
for Transport