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 all. Safe to say quite a bit has happened since the last newsletter. Hope everyone is keeping well and bearing up as we stay at home. We closed the London office of Street Manager Towers on the 16th and have been working from home since then. The other locations are in the same position and, when we came to have our regular review of the work done in the previous fortnight, we had over 40 people logging into the same web conference. Have to say that all went without a hitch.

Professionally speaking, I (Paul) must admit, that's whilst being the right decision, the delay to the launch of Street Manager comes as a bit of a blow. It's been a part of the project for me that we never changed that date. We extended Public Beta for 3 months but we've always, always kept to that April 1st date. And I think it's fair to say a lot of people were expecting that timeline to be pushed back.

You could see the skepticism in people's faces when we did the first batch of roadshows. We toured the country with a system that couldn't yet do immediate works, let alone much else, and said in 18 months we'd be making it a legal requirement to use the system. Safe to say people were not convinced.

The second batch of roadshows was good in that we came back to the same stakeholders having done all the things we said we were going to do at the first batch and by the time we got to the third round people were coming up to us at the end and saying they could start to imagine using the User Interface day to day.

I've always been immensely proud of the work the team has done. It's no small thing. And this delay doesn't really change that much for us. At this point it only makes sense to carry on with the work we already planned to do up to the end of March We need to get this system ready to go full live, we've already got people in production and we know of HAs using it for internal works and of course HS2 will be using it as well. This also gives us an opportunity to carry on improving the system ahead of July. The previous newsletter stated what we intended to do after April and all of that is still just as valid as it was two weeks ago. We've already taken steps to ensure we have resources in place to help support people with the transition and go live in July.

Much more important than all of the above is that we look out for each other and stay safe through these unprecedented times.
Paul Chandler, Product Owner

COUNTDOWN TO GO-LIVE

The Street and Road Works (Amendments Relating to Electronic Communications) (England) (Amendment) Regulations 2020 were laid on 26th March 2020. They should be available on legislation.gov shortly.

This Statutory Instrument changes the 1 April date in the original regulations to 1 July 2020. The transitional arrangements will also now apply in July. The Subject Matter Experts are updating the transitional guidance and this will be sent out shortly.

HAUC England, JAG, Street Works UK and the DfT also issued some advice on dealing with the impact of Covid-19 on street and road works. This will be kept up to date. It is attached to this newsletter for information.

Despite the delay to the go-live date we would still encourage users to continue with the onboarding process as far as remote working permits. Use the extra time to test your organisation's set-up thoroughly and to trial alternatives. As a minimum, everyone should:

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

We hope everyone stays safe and well over the next few weeks.

WHO IS IN STREET MANAGER TODAY

Since the last newsletter we have on-boarded more organisations, meaning that almost every LHA in England now has access to Street Manager.

Contractor onboarding is also continuing apace.

Have a look at your region on the map and the whole list here: Link
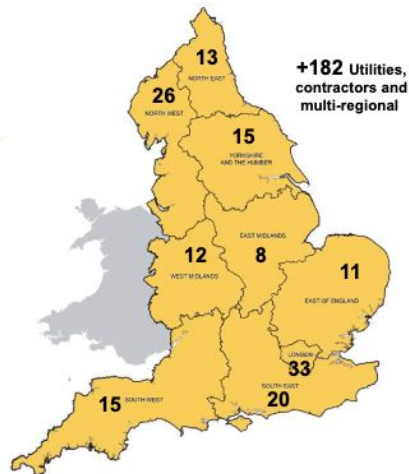
WHAT'S THE LATEST IN STREET MANAGER?

The latest release of Street Manager was quite a big one for us in terms of new features. As you might expect, it was intended to be the last significant release before full go live. In particular, we've introduced two things into the service that we've talked about and wanted to do for ages.

Geographical Views
Most Highway Authorities work in areas, either for Inspectors, Coordinators or both. Existing systems generally have a way of enabling this. Geographical Views is the Street Manager version of this. Once your admin has uploaded

your views, any HA user of the system can go in and switch on one or a number of views. If I work in Hamptonshire and we have 8 districts, I can switch my view of Street Manager to be District 6 because that's my patch. All the list pages will now just show works on the USRNs that make up District 6. All the Permits, FPNs etc etc. If my colleague is on leave, I can also add District 3 to the list and cover that as well at the click of a button. Equally, if I am an Inspector, I can switch the "North East" view on and just see Inspections (and, one day, sample inspections) from that area. I can of course go back to a view of the whole network with a couple of clicks as well. This is an absolutely key feature for HAs using the User Interface and thanks must go to the Kent Lane Rental board who authorised an additional spend to ensure this work got completed before that full go live.

New Permit View

Additionally we've also unveiled our new Permit screen. This moves key information into one place, reduces scrolling (too much scrolling was very common feedback) because we now take more advantage of the space and have put things into two columns. We've also introduced a new mini-map which, now that we've built it, we can add into other areas of the system for minimal effort. I think most importantly you've now got the ability to carry out actions against a permit from one place. It makes a lot more sense, for instance, to be able to start and stop works from the relevant permit rather than do it on the works record. Both promoters and HAs share this view, however they of course have different actions. We decided to make these improvements to the permit page because it's maybe the key screen in Street Manager and I'm delighted to have these changes in before go live. In time we can also make improvements to other pages based on user feedback.

HS2 AND STREET MANAGER

Whilst the date for full Street Manager go live has been pushed back as you will know, the arrangements for HS2 sit outside of that. As per the note sent out by Peter Tomlin on the 24th March stating:

"For Streetworks (i.e. works to apparatus/utilities) being carried out by HS2 enabling and main civils works and other contractors will need to start making their submissions in Street Manager, as the temporary arrangement we have for new EToN noticing using ends on the 31 March.

For temporary interference submissions, we are ready to start using Street Manager from 1 April."

Hopefully if you are an authority where HS2 works are carried out you are already familiar with the process but please contact your usual HS2 rep as necessary for any clarification. The Street Manager production system is up and running and ready to be used by HS2.

SERVICE SUPPORT

We have now a set of service level agreements in place with Kainos from 1 April covering service support. Details are attached to this newsletter.

WHY IT IS IMPORTANT NOT TO DELAY YOUR TRANSITION

The deadline has been moved to July, but this does not mean that you need to delay your transition and all associated activities to July.

We understand that many of you have other priorities or challenges that need to be addressed in the current situation, but want to advise you not to postpone Street Manager to the last minute.

Why is it important not to delay all activities to the last minute:

- During March we saw an exceptionally high number of onboarding requests, setup and general transition enquiries resulting in a backlog of tickets that our team struggled to address immediately due to technical constraints. This resulted in longer than normal waiting time and potentially increased pressure for both the Street Manager team and the people waiting for their issues to be addressed. Commencing activities early can prevent such situations and benefit everyone.
- Many organisations found that on-boarding activities can take longer than anticipated - such as figuring out what is the best setup configuration, creating the right user profiles, getting internal approvals from commercial perspective and so on. On many occasions a couple of weeks or a month was not realistic to complete these.
- People engagement and knowledge disappear with time if not maintained on a regular basis - Street Manager users might know how to use the functionality today, but they may forget if they do not touch the system in either Sandbox or Production for 3 months

How to take maximum benefit of those 3 months if you choose to delay your go-live:

- Ensure that you are covered from a setup perspective - including all your users, workstreams and associated contractors
- Test, test, test - ensure that you not only know how to use the functionality, but also that your setup configuration meets your operational needs
- Refresh regularly and continue building up user knowledge by making sure that all users in your organisation are keeping up to date with the latest training materials and announcements and practice what they've learnt in Sandbox
- Consider moving gradually to Production e.g. with your own works - a lot of organisations are choosing this approach and already reaping off the benefits of it including being comfortable with and actually using the functionality where they can
- Communicate and coordinate with organisations you work with - in the next three months many organisations will be using EToN, many will be using Street Manager for some works, and gradually many will start moving completely to Street Manager. Communication is more important than ever to ensure that everyone knows what is submitted and where. If you are ready and the organisations you work with are ready for Street Manager, do not delay it - move together to minimise dual-keying!
- Stay engaged and up to date with the latest from Street Manager!

BUSINESS CHANGE AND TRANSITION

Switching to remote working, whilst undeniably difficult, will prove to many of us that we can still collaborate and communicate with each other even if this has not been our usual way of working. Given that a number of you will be using Street Manager and the rest of you will still be on EToN, it is now more important than ever before to ensure that you interact with each other so that you all know what is being sent out and via which system. We would encourage you to continue utilising your regional HAUCs and other committees, but also consider setting up informal collaborative groups via the Street Manager channels –such as the Business change app, where you can create a private group in the Chat function. This can be particularly useful for private organisations such as utilities and contractors.

Here are a few online tools which we have found useful during remote working:
1) Trello - a collaborative "to-do" list which gives teams visibility over each other's actions. Create lists, boards and cards and share among a team.
2) Padlet - a great tool for running online workshops or keeping track of meeting outcomes.

3) [Fun Retro](#) - different formats for engaging retrospective sessions to note what has gone well in a project/period of time and what can be improved upon.
4) Virtual water cooler - time set aside for team members to chat in a group call about non-work related things. A good way to maintain company culture and check-in to ensure that people aren't struggling in silence with isolation. Could be at the beginning or the end of a day. You could even plan an activity, quiz or conversation topic to kick things off!

Training and user awareness
We would encourage you to:
1) consider regular training sessions for your users, especially if you decide to delay transition to Street Manager. This will ensure that their knowledge is kept up to date for both existing functionality and any features that might come after April.
2) Make sure you have activated user accounts (all types) and keep them activated.
3) Support others –if you have transitioned to Street Manager, or are ready to transition, please do share advice and any tips with others who might be struggling and further behind in their journey. If you know of an organisation which is having particular difficulties, please do reach out and offer to help, or alternatively let us know. We do need to act as a community now and support each other where we can.

New materials
1) [Episode 21 of the Hole Story](#) is now live on our YouTube channel. Watch to find out how to add inspections to historic works.
2) We've also created a video on the [long term benefits of adopting Street Manager](#). We hope that this will give you some food for thought on various ways in which you can leverage the transition to your advantage.

Business Change team roll-off
This will be the last newsletter brought to you by the Business Change team as we are due to roll-off the project on the 31st March. Moving forwards, please use [these contact details](#) instead of our personal emails. We will be unable to answer any future queries.
Myself (Cat), Alex and Ben have all loved working with the DfT team and are sorry to leave. We wish you the very best with the new transition date.

Webinar
Lastly, a reminder that we will be running a drop-in webinar session at **2pm on Monday**. The Business Change team will be joined by Paul Chandler from 2pm - 3pm to answer questions on any Street Manager-related topic. The Zoom details to join are below:
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#

This will be the last weekly webinar for the time being, but we hope to bring you more in the future. Details will be publicised in future editions of the newsletter, on EventBrite and on the Business Change app.

STREET MANAGER SERVICE STATUS PAGE

We have added a service status page! You can find information on the current status of Street Manager's environments, and any past disruptions, on this page:
https://departmentfortransport.github.io/street-manager-docs/articles/disruptions-to-service-availability.html

The benefit of this page is twofold; if you are having issues with the service you'll be able to see in real time if it's a Street Manager issue or if you are having problems more locally, and if you're having a dispute about a permit that wasn't raised in time due to Street Manager being down then this page will confirm whether or not Street Manager was available at the time of the disputed permit.

Think of it as Street Manager's black box flight recorder: if it goes down then we know how, why, and what Paul said as it did.

SETUP AND TROUBLESHOOTING FAQ

We know that most of you are now focusing on setting up your organisation and user profiles. The enhanced admin functionality should help make the process easier and smoother, however below you can find specific guidance on:

1. **"How do Contractors get access to Street Manager?"**
   The two most common scenarios where contractor organisations need to be on-boarded are:
   a) A Contractor organisation delivers work for another organisation.
      Setup (see picture below):
      1. Contractor organisation is added in Street Manager as a 'Contractor'.
      2. Contractor admin adds individual users to their organisation
      3. Promoter / HA admin creates workstreams for their Promoter/HA organisation
      4. Promoter / HA admin searches Street Manager database for the Contractor organisation they need and associates each Contractor user to the workstream (s) they need to access ensuring that they have the required level of access
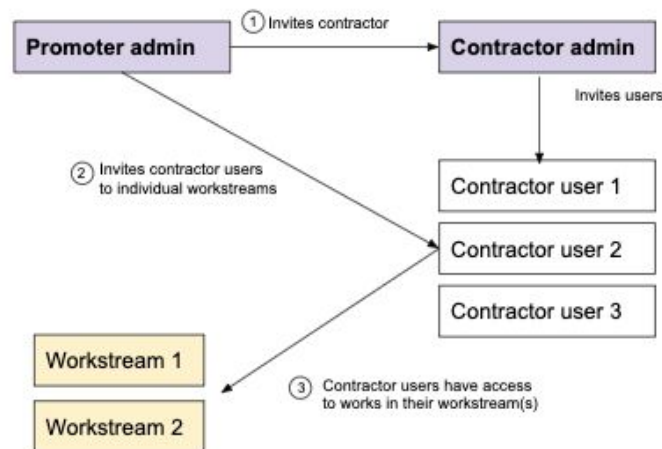
   Click here for more information on contractors and setting user permissions.
   b) A HA / Promoter organisation has fully contracted out its streetworks operations to a Contractor organisation
      Setup: The Contractor organisation is on-boarded as a HA / Promoter following signed agreement from the HA / Promoter organisation

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.

4. *"How do I need to set up my workstreams?"*
   Everyone is free to set up their organisation workstreams as they wish so that it makes sense for their organisations.
   Currently in EToN 'workstreams' are District Codes, so many organisations can simply replicate this model in Street Manager, however this is not a requirement!
   Some organisations working with contractors have found it easier to create workstreams dedicated to those contractors - again this might work for some but not for others.
   The key point is, every organisation is free to create as few or as many workstreams as it needs to be able to easily manage its setup and on-going activity in Street Manager.

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 Business Change app.

Department for Transport