



# Street Manager Latest Updates Webinar

January 2020





Onboarding



Latest functionality

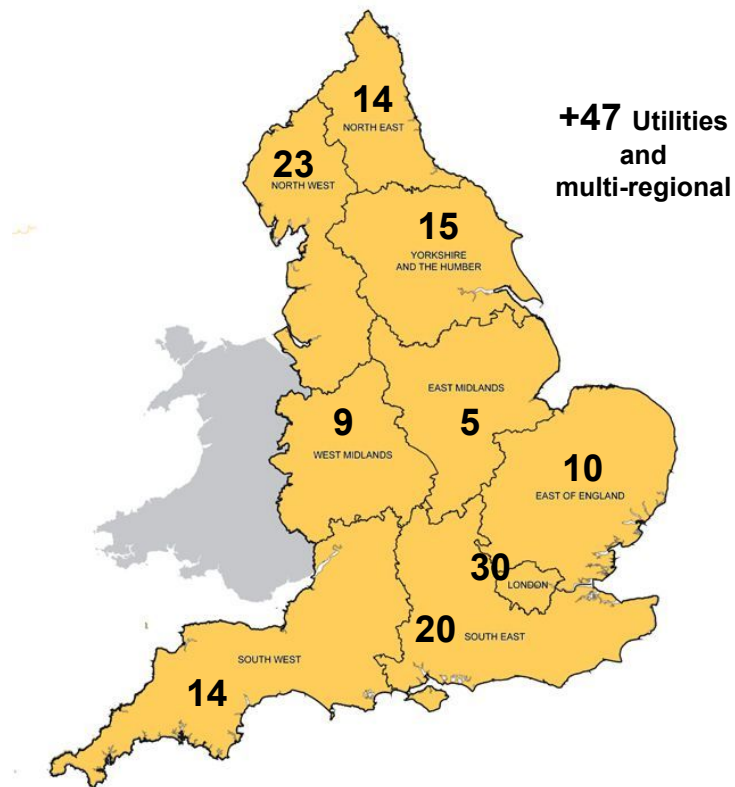


Business change update



Governance

# Latest numbers in Sandbox: 187 organisations



Find the latest numbers on the app:

<https://apps.fliplet.com/v1/apps/11429/pages/173455/view>

And on GitHub:

[https://departmentfortransport.github.io/street-manager-docs/assets/files/business-change/Transition-live-tracker\(2\).xlsx](https://departmentfortransport.github.io/street-manager-docs/assets/files/business-change/Transition-live-tracker(2).xlsx)

# How do I access Sandbox?

## Step 1

Send the following details:

- primary contact name
- email address
- job title
- organisation name
- SWA code

To

[register@manage-roadworks  
.service.gov.uk](mailto:register@manage-roadworks.service.gov.uk)

## Step 2

You will receive a few documents:

- T&Cs (**sign & return**)
- Invoice information (**complete & return**)
- Admin user information (**complete & return**)
- Security information (to read)
- Data protection impact assessment (to read)
- Service support information (to read)

## Step 3

Activate account  
within **7 days**.

## Step 4

You have access and  
can begin testing and  
training in Sandbox.

**Deadline: 29th February**



# Moving to Production

We recommend that you complete setup and start transitioning to Production before March to give you plenty of time to settle before the deadline

## **PRE-WORK REQUIRED: DEADLINE 10 MARCH**

- Primary contact communicating decision to transition with DfT
- Setting up your org profile and users in production
- Setting up workstreams
- Associate any contractors to work streams if applicable
- Move to production via UI
- Post-launch quality assurance of data in production

# Benefits of joining Production early



## Going in production for your own / major works

Allows your organisation to become more independent because you have the ability to act as the promoter and the approver for own works, therefore you do not need to wait for other parties to join production before you can start logging the vast majority of your own new works in Street Manager. This then prevents the need to do any data transfer as these records will already be in Street Manager by 1st April.



## Avoids last minute delays in transition

Allows your organisation to identify delays early which prevents last minute set backs.



## Taking advantage of gradual transition where possible

If the organisations that you work with are ready to move to Street Manager, you can transition early together for the works that you manage between yourselves. That means that you will not have to worry about any manual data transfer before 1st April for these.



## Less impact on ways of working and BAU

Spending more time in the Production environment allows your organisation to become accustomed to the new processes and ways of working. As a result, the impact on business as usual will be less because there will be less of a change in the day to day management of permits.



## No additional cost

Charging doesn't begin until 1st April so your organisation can gradually adapt to the new processes without being charged.



# Using the service desk

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What's the best way to get support with anything relating to accessing or using Street Manager?

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



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demo-util@sm.com Sign out

Permit application

## Where is the work?

Location: [Change location](#)

6, EPSTEIN COURT, LIVERPOOL, L6 9JD

### View options

- My works
- Third party works
- My plans
- Third party plans

### Work area

Draw work area on map via:

- Polygon
- Line
- Point

# Latest functionality



# Scope and dates for upcoming functionality

<b>Functionality</b>	<b>Estimated date in Sandbox</b>	<b>Estimated date in Production</b>
Section 81s	23 Jan	27 Jan
Non-notifiable works	6 Feb	10 Feb
Inspections on historic works	6 Feb	10 Feb
PMRv2	20 Feb	24 Feb
Contractor permissions	5 Mar	9 Mar
Geographical views	19 Mar	23 Mar



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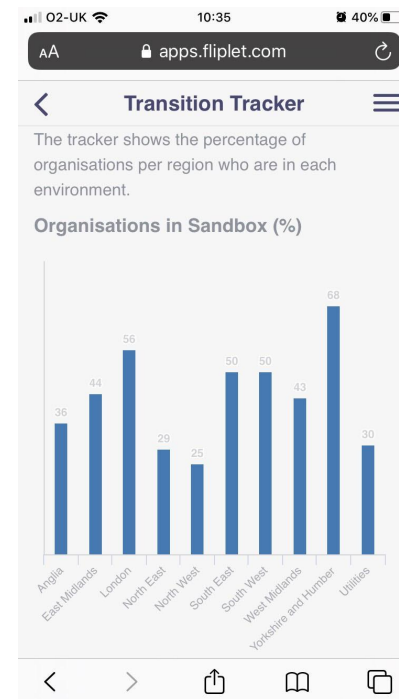
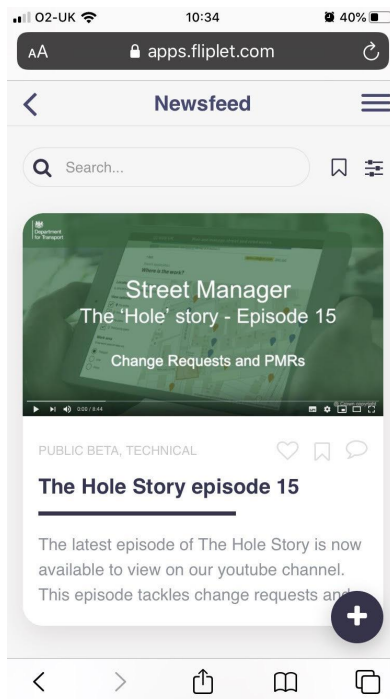
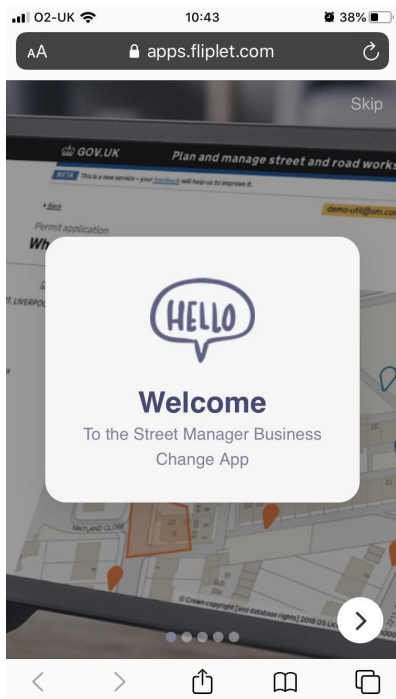
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# Business change update

# Business change app



<https://apps.fliplet.com/clarasys-dft-street-manager-business-change>

# Case studies, checklists and videos

**OPENREACH** → **Combination of UI and own API** openreach

National utility working with every LHA in England

Combination of UI and API developed in-house

Big bang transition

**Current state**

- Working with all LHAs in every region in England
- Working with c.20 contractors

**Current challenges include:**

- Issues with different systems showing different things due to failed XMLs.
- Inconsistency in the way data is submitted / presented e.g. Target sample inspectors on one system show as 'Reader' on another ETON system as 'Target sample' is not part of the ETON spec. This is due to elective systems developments by ETON providers that don't align exactly with the ETON spec

**Transition approach**

- Combination of UI and own API developed in-house
- UI For Admin functionality and smaller Contractors.
- API for larger contractors and Openreach DL, separate API's directly to Street Manager
- All contractors set up using the Street Manager Contractor functionality

**Progress so far**

- Systems - on track to develop on own API in time for March 2020
- Contractors - all contractors have access to the sandbox to begin their own testing, with those that intend to develop an API working on them already
- Transition rules and training for UI has been shared with all contractors/DL teams
- Internal comms to prepare all teams for transition from systems and processes perspective

**Why would this work**

- Contractor functionality allows contractors to set up and control their own teams access' (based on the size of Openreach this is a significant job)
- Big bang approach is deemed appropriate given the fact that Openreach works with every single LHA in England

**Tips for others**

- Engage early on with your Contractors and DL, and ensure regular communication with them

Case studies can be found in App/GitHub:

<https://departmentfortransport.github.io/street-manager-docs/assets/files/business-change/Street%20Manager%20transition%20case%20studies.pdf>



## Street Manager readiness checklist - UI/API combination users

As you know, all organisations must be using Street Manager to manage street works by the deadline of midnight on the 31st March. Please review the checklist below which highlights the key activities that you need to complete before switching to Street Manager:

**Pre-work, onboarding and commercials** - Activities to complete so that you can access the Street Manager platform

Completion date: ASAP, but **before 29th February** at the latest.

- Request access to Street Manager Sandbox and Production
- Receive, complete/sign and return requested information and T&Cs
- Read additional documentation such as security information
- Activate access to Sandbox and Production
- Obtain API login

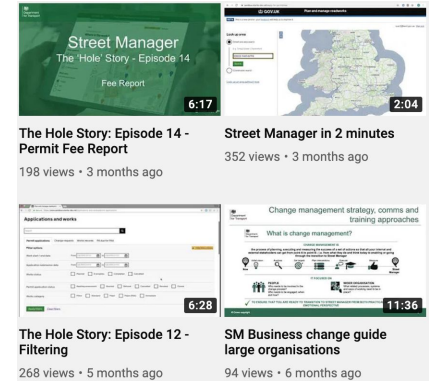
**Business change** - Activities to ensure that your organisation and people are ready to transition to Street Manager

Completion date: **ongoing**, check back against this list in the run-up to transition.

- Perform gap analysis
- Perform impact assessment
- Validate transition decision (e.g. UI vs API vs both)

The checklists can be found in App/GitHub:

[https://departmentfortransport.github.io/street-manager-docs/assets/files/business-change/UI\\_API\\_combination\\_readiness\\_checklist.pdf](https://departmentfortransport.github.io/street-manager-docs/assets/files/business-change/UI_API_combination_readiness_checklist.pdf)



**Street Manager**  
The 'Hole Story' - Episode 14  
Fee Report  
6:17

**Street Manager in 2 minutes**  
352 views • 3 months ago

**The Hole Story: Episode 14 - Permit Fee Report**  
198 views • 3 months ago

**Change management strategy, comms and training approaches**  
What is change management?  
11:36

**The Hole Story: Episode 12 - Filtering**  
268 views • 5 months ago

**SM Business change guide large organisations**  
94 views • 6 months ago

Youtube channel:  
'DfT Street Manager'

<https://www.youtube.com/channel/UC2U1cjhn4KGPDCwzqc-tvbg>



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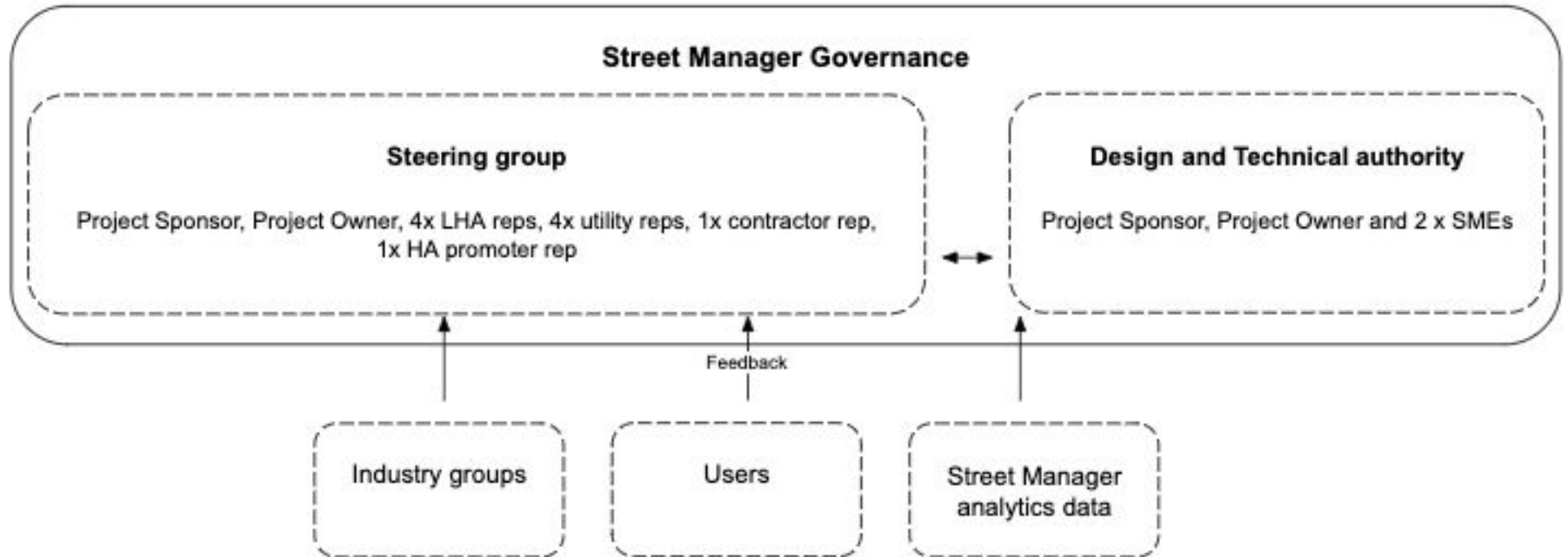
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# Governance

# Governance structure

The management and further development of Street Manager will continue to be centrally overseen by the DfT. However, dedicated 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





# How to get involved

You can apply for any of the below positions:

- Member of Steering Group - representing HAs
- Member of Steering Group - representing Utilities
- Member of Steering Group - representing Contractors
- Member of Steering Group - representing HA promoters
- Member of Subject Matter Experts group (SMEs)

**To apply:** email [streetmanager@dft.gov.uk](mailto:streetmanager@dft.gov.uk) with the following details:

- Your name, organisation, region
- Which role are you applying for?
- What are the 3 key reasons why you are applying for this role? (no more than 250 words)
- What perspective are you going to bring into the future development of Street Manager? (no more than 250 words)
- Confirmation that your organisation is content for you to spend the time you're expected to commit as a representative of the Street Manager governance.
- Confirmation that you are content for your information to be shared as part of the voting process.



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# Questions?





# Key takeaways

1. If you are yet to request access to the Sandbox environment - email [register@manage-roadworks.service.gov.uk](mailto:register@manage-roadworks.service.gov.uk) as soon as possible
2. If going the API route, make sure you are aware of and are comfortable with plans of your API providers
3. Consider getting access to Street Manager UI - explore the system whilst you're waiting for your API to be set up
4. If you plan to use the UI, ask your admin to set up your organisation and users in Production before March so that you don't rush into last minute transition
5. Start training as soon as possible! The longer people have to get confident with the system, the lower the risk of disruption to BAU
6. Be open minded - whichever option you take, Street Manager is the same cost so explore all your options!