STREET MANAGER OVERVIEW

Introduction to Street Manager

Street Manager is a new digital service that will transform the planning, management and communication of street and road works. It will be for registered users from local highway authorities, utility companies and their contractors.

Background to Street Manager

The existing system used for managing street and road works was originally developed in the 1990s. Currently each individual local authority, utility company and/or contractor has its own EToN product or software package that is provided by a small number of private sector companies. The technical specification has been updated over the years by the DfT, the last time was in 2013. In early 2017, the DfT began to investigate whether or not the current system was fit for purpose in terms of the technology it uses, the needs of the user community and the rising demand for up to date and accurate data about road works. People were reporting frustrations about:

- the timeliness and accuracy of data
- a lack of visibility of the data across different local authority areas
- high costs
- the need for updates to reflect current needs and
- inconsistent systems and data.

To address the gap, the DfT worked with users from local authorities and utility companies to develop a new digital service - Street Manager - that would enable a single source of accurate, up to date and open data on road and street works with the vision of transforming the planning, management and communication of street and road works to ultimately minimise disruption and improve journeys for the public. The image below shows the benefits of the new system.

Street Manager provides an opportunity for the industry to develop a service which promotes process optimisation, flexibility, transparency and data accuracy, while enabling collaboration through open data and enhanced functionality.

Ways of working and product delivery

In line with the Government Digital Service (GDS) guidelines, the Street Manager project is being conducted in an agile way, meaning that we are following an iterative development approach. We build the basics of the product first and then, based on regular user testing feedback, we enhance as we go. It provides the ability to adapt the product to meet changing user needs all the time. This means that you, as users, get to access the new service earlier and also we are able to continuously improve the service.

The analogy we like to use is of building a house - you build the basic walls and roof first so that you can move in straight away but then you can choose what curtains or kitchen tiles you want when you've moved in.

Our principles:

Focus on user needs

- The design and development is user-centric to address currently unmet user needs

Keep improving the service

- MVP (minimum viable product) provides initial functionality, which is constantly being enhanced in line with user requirements

Keep improving the way the team works

- Whilst developing the product, the project is also improving the way it is organised and the way it engages with key stakeholders

Fail fast, learn quickly

- Success is the ultimate goal, however the project ensures learning from mistakes

Keep planning

- Constant review of scope and priorities to ensure they are still relevant

The resources on the [Street Manager github site](#) provide further information on the project's progress and instructions on how to access the system.

Contact

If you have any questions, do not hesitate to get in touch via

- streetmanager@dft.gov.uk
- Slack: [#askdft](#)

Last updated 10/06/2020