

BUSINESS CHANGE UPDATE

Welcome to this special edition of the Street Manager newsletter dedicated to **Business Change**. Over the past months you engaged with us both via online questionnaires and face to face roadshows and HAUC events. We have loved hearing from you, understanding more about your needs and worries and thinking of how to help you move to Street Manager more easily. This is why we decided to release this update focusing on key takeaways that we believe would be of value to you:

- What are my transition options?
- What are the key characteristics of each option?
- What should I be doing now from a wider transitioning perspective?
- What should I be doing now from a business change perspective?

How can I access Street Manager?

When it comes to transitioning to the world of Street Manager you have a number of options available to choose from. You are free to decide which transition route to use so that it suits best your unique organisational circumstances.

- Option One: Street Manager Website (UI)**
The **User Interface (UI)** option involves simply **logging on to the Street Manager website** to manage all your works. The system will be updated automatically for any new releases by the Street Manager service provision. Users of the UI will be given training on how to use the website.
- Option Two: API**
You can use a **software product** and link to the Street Manager environment via an **API** so that your data goes into the **single repository** (Street Manager). You can continue using your current system and there will be no change to how the front end looks for the end user. You can also choose to switch to a different product, upgrade, or develop IT in-house. Whatever you decide, you will need to **develop the API link and update it for subsequent releases either in-house or via your IT providers**.
- Option Three: Combination (API & UI)**
You also have the **option to use both Street Manager website and another system** (linking via API) in any way you may wish. For example, you could use an asset management system for parts of the works management for management and finance reporting purposes. Then you can switch to Street Manager UI to complete the permit application details. Or you can use your system for a particular type of works and Street Manager for the rest.

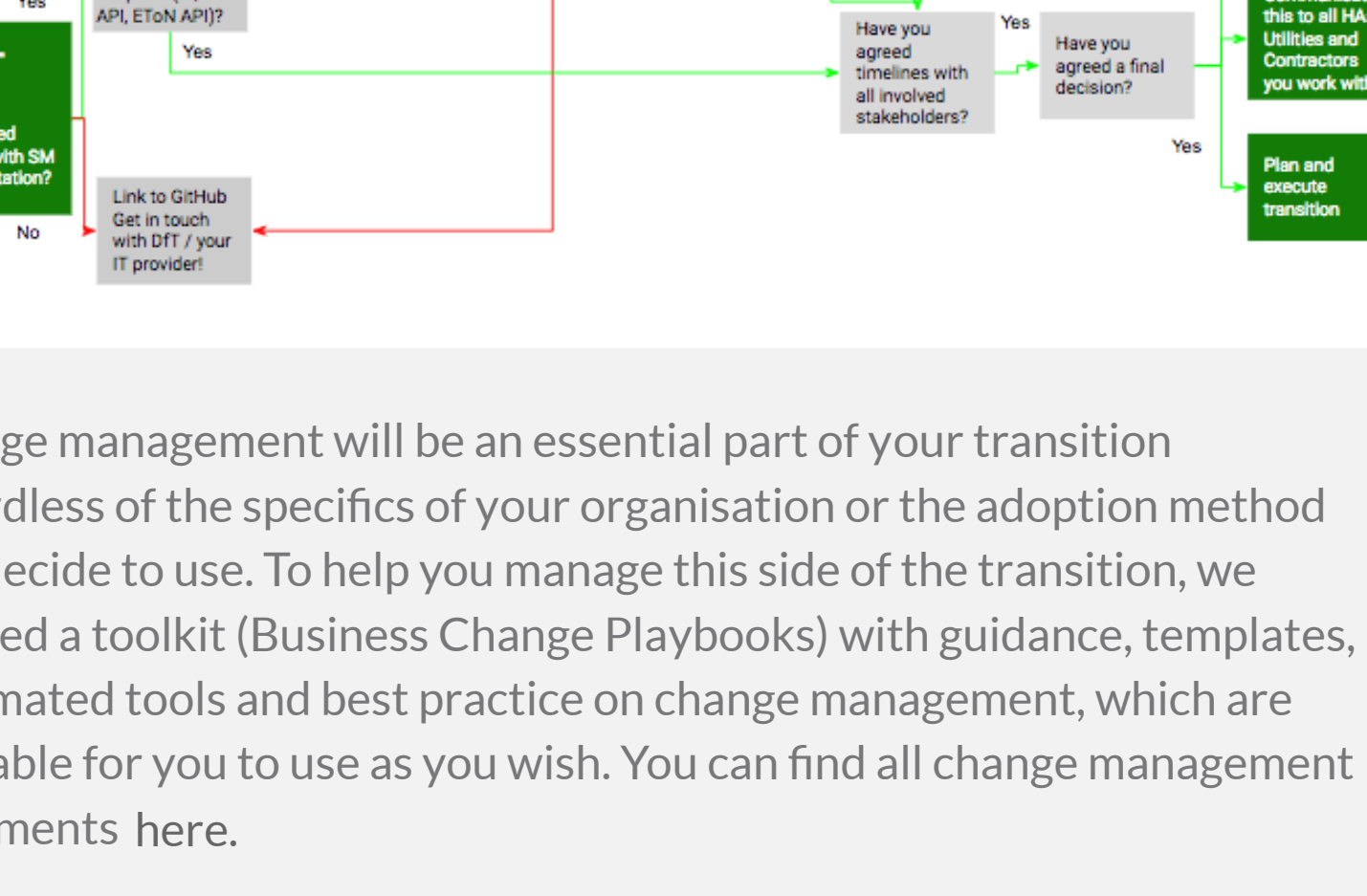
Which one is right for my organisation?

Each option comes with certain characteristics that you might want to take into account when deciding which route to choose. It is ultimately up to you to consider which option best suits you and your organisation's needs.

API	UI
Cost of customisation of API	Only cost is SM annual charge
API updates required with new functionality	Automatic updates with new functionality
No training required as no change to user interface	Training required
Customisable to fit with current systems	Non-customisable

What should I be doing now?

With nine months to go until the deadline for end of transition to Street Manager, now is the time to start putting together your transition plan if you haven't already started. Take a look at the decision tree below and begin to think about the answers to these questions in order to reach a final decision on transition.



Change management will be an essential part of your transition regardless of the specifics of your organisation or the adoption method you decide to use. To help you manage this side of the transition, we created a toolkit (Business Change Playbooks) with guidance, templates, automated tools and best practice on change management, which are available for you to use as you wish. You can find all change management documents here.

How much time should I give for this?

How much time and effort you dedicate on change management is up to you and your capacity constraints. We recognise that there will be differences in the needs and requirements of different organisations. For example, smaller organisations / organisations with limited capacity to perform change management activities might not need to go over all activities and documentation. Larger organisations might be dealing with more complexity, hence might want to spend more time to make change management more comprehensive.

Where should I start?

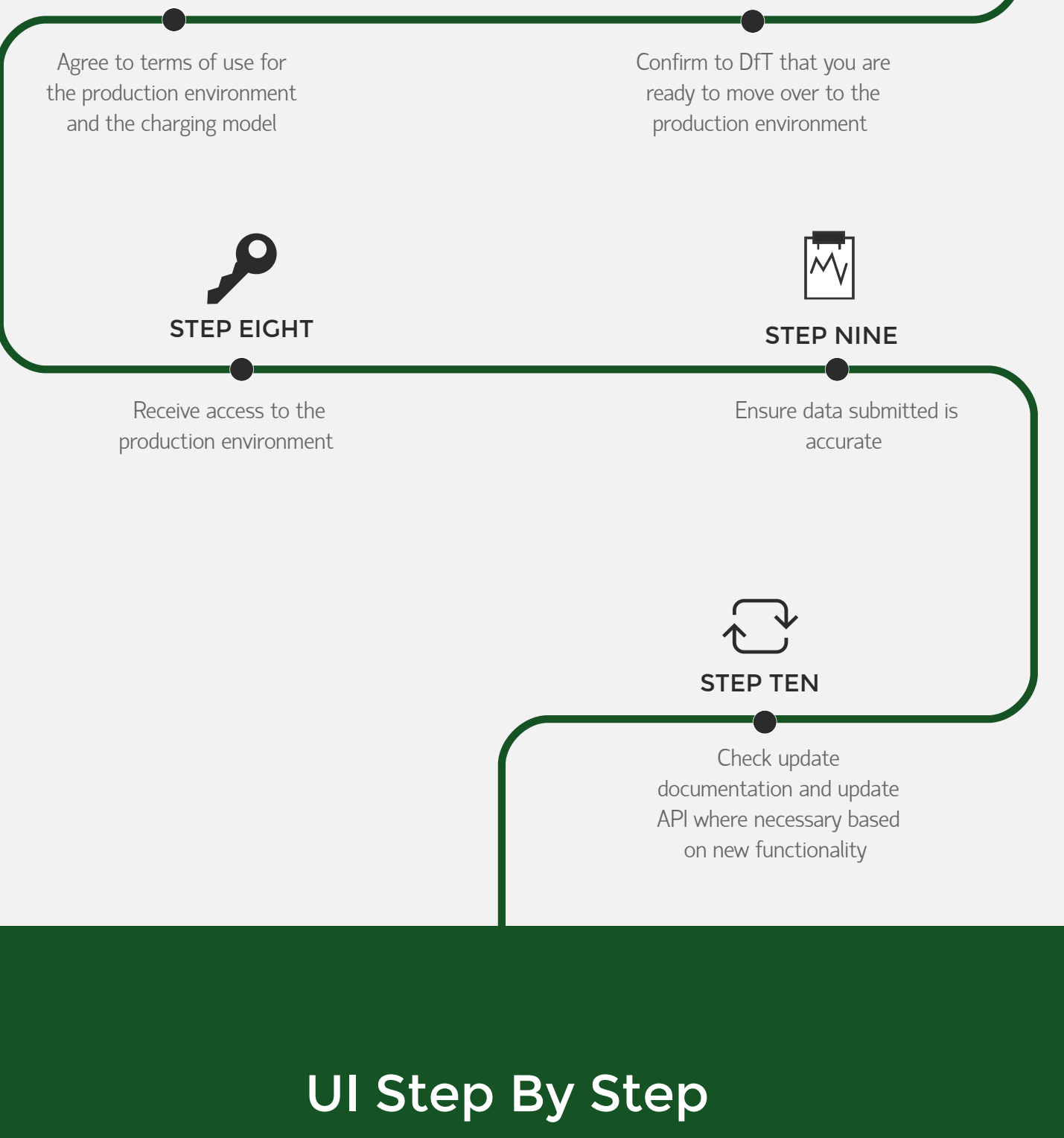
We've created two videos available via [this link](#) as a quick guides on business change for smaller organisations and business change for larger organisations.

STEP BY STEP GUIDES

You should also take a look at the below step-by-step guides on how to get onboarded for both the API and the UI to help you make your decision regarding which interface to use.

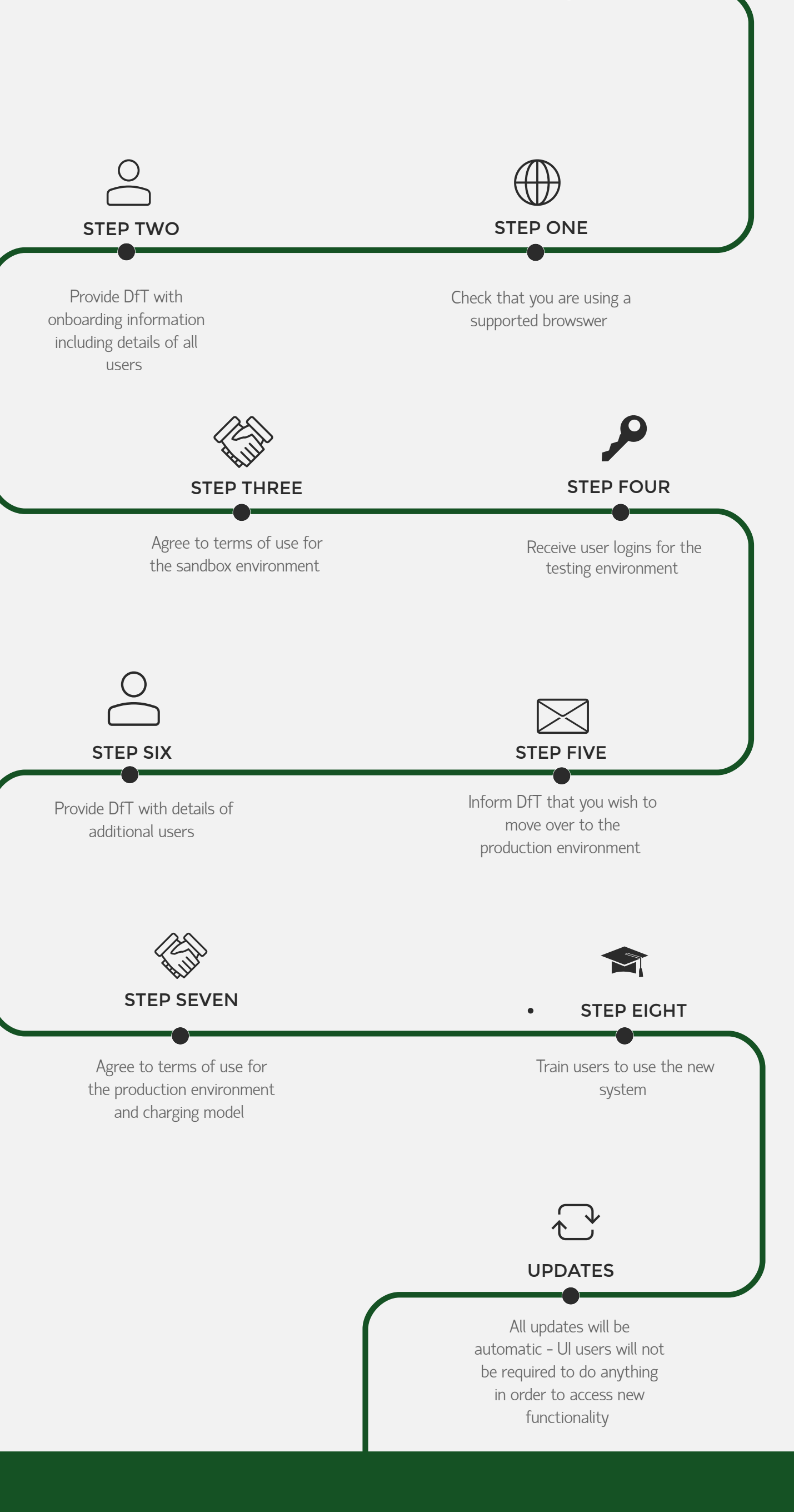
API Step By Step

How to Get Onboard



UI Step By Step

How to Get Onboard



We hope that the information in this newsletter is helpful in taking you a step closer to transition. We will soon start releasing spotlight videos on key change management documents - keep an eye for these for some practical tips and walkthroughs of different tools.

We are also currently planning a number of face to face events and webinars for the autumn which will give you an opportunity to learn about specific topics such as onboarding, technology and change management alongside project updates.

Thank you once again for your continuous engagement and get in touch with us on streetmanager@df.gov.uk if you have any questions.

We are now also available on Slack: [#businesschange](#)