



Department
for Transport

Street Manager Case studies

Take a look at how other
organisations are approaching
transition



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 inspections' on one system show as 'Routine' 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



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



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



Tips for others

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

API approach with consideration of UI usage for permits

Highway
authority working
with a variety of
promoters and
HAs



Trialling API-only
approach, but
also exploring UI



Final approach
still to be
confirmed



Current state

- Working as both the **Highway Authority** and the **Highway Contractor**.
- Work with **5 main utility works promoters** and process permits for numerous smaller organisations.
- Also manage permits for Southampton City Council's internal works.

- Current **challenges** include:
 - Some limitations with current system, including capacity and mapping capability, requiring work-arounds.
 - Synchronising communications in current EToN environment, for example when processing works after down time.



Transition approach

- Currently pursuing an API approach but exploring the potential of using UI for permitting as the system develops.
- As the UI functionality develops further it may prove to be **more appropriate** for the business needs to ensure consistency of data and one source of the truth.



Why this approach?

- Many processes have been **designed around the current system** and it could be challenging to change them all at once.
- Using an API link will **retain current functionality** and give inspectors access to the system whilst on site.
- Using the UI would **prevent any discrepancies in data** between systems, which has historically caused problems. Exploring UI may solve this issue once and for all.



Progress so far

- **Systems** – API is in the process of being developed
- **Internal processes** - testing on Sandbox has allowed for process review and gap analysis, with potential to improve current processes and ways of working
- **Training** - internal stakeholders have access to Sandbox and are trialling common journeys to assess how they are handled.
- **Internal comms** - internal stakeholders are engaged, getting hands on experience of Street Manager and clear about its opportunities and current limitations



Tips for others

- Gain access to sandbox as soon as possible. Let your team experiment with the UI and invite their feedback.
- Be honest about your current work-arounds. Could you use Street Manager as an opportunity to re-assess them?



Highway
authority working
with 9
contractors



Adopting Street
Manager through
UI only



Working through
an in-depth
adoption plan
with all
stakeholders



Current state

- Current provider will not be developing API to Street Manager
- Engage **9 contractors** for routine and reactive repairs, through LoHAC or other contracts.
- Have **proactively** engaged with the DfT and the business change team to understand what Street Manager will entail and develop a comprehensive transition plan
- Current **challenges** include:
 - Some workaround processes in place to mitigate limitations, some of which will continue in future



Transition approach

- Decision has been taken to pursue a **UI-only route**, as the current system will not be developing an API link.
- **Sandbox access** was requested early (August 2019) to begin the planning and training preparations.



Why this approach?

- Contractors are mainly set up as individual users as they work for this HA only or carry out a small number of works for the HA
- Using the UI will ensure that data is entered directly into Street Manager and prevents **dependencies on two pieces of software**.
- Enfield will benefit from **ongoing developments** to the Street Manager system as it develops **in response to user feedback**.



Progress so far

- **Systems** – decision to proceed with UI has been finalised and gained corporate approval.
- **Internal processes** - areas where work-around processes will be required have been highlighted and alternatives are being explored.
- **Training** - internal staff and contractors have been set up as users in sandbox. Initial training has been carried out and further training planned. Admins set up in production.
- **Internal comms** - comms have been sent to the whole organisation to inform about the planned change. Contractors have been engaged and know what to expect.



Tips for others

- Communication is key. Work with your contractors and staff to ensure that everyone is clear on expectations and change requirements.
- UI transition is an easy route in terms of long-term benefits.