



Newsletter No 12: August 2019

## STREET MANAGER



Department  
for Transport

A new  
approach  
to road  
works

Street Manager is a new digital service by the DfT that's setting out to transform 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.

### What's new?

Welcome to the latest Street Manager (SM) newsletter. It's been a very busy period, with a huge amount of being designed in the last few weeks, Private Beta feedback coming in, and news spreading across the industry about Street Manager.

Our design team's focus in this period has been revert start/stops, Forward Plans, events and licences – with the teams currently hard at work on site occupancy monitoring and conditions inspections. As for what the dev teams have been built, the focus has been on contractors and filtering. Take a look at a screenshot of this important work, below. Or watch the latest episode of the Hole Story which covers filtering here:

<https://www.youtube.com/watch?v=SNN2wsaXxAs&feature=youtu.be>

We've also been hammering out the financial model and expect to have costs for SM's years 1 and 2 by this time next month. We published this consultation on 20 July, and look forward to receiving your input by 13 September. To give your feedback visit:

<https://www.gov.uk/government/consultations/street-manager-and-street-works-permit-scheme-changes>

Meanwhile, the Street Manager Private Beta continues to gather pace. Participant feedback is steadily trickling in, which we gather and review every Friday.

We also spoke at North and Mid-Wales HAUC and SEHAUC. It was great to spread the news about Street Manager in Wales. While in Kent we held a successful live, on-stage demo of a new-to-SM user raising a permit.

(Filter options screenshot)

**Permit applications** | Change requests | Works records | PA due for PAA

**Filter options**

Work start / end date: From  to

Application submission date: From  to

Works status: ☐ Planned ☐ In progress ☐ Completed ☐ Cancelled

Permit application status: ☐ Awaiting assessment ☐ Granted ☐ Refused ☐ Cancelled ☐ Revoked ☐ Closed

Works category: ☐ Minor ☐ Standard ☐ Major ☐ Major (PAA) ☐ Immediate

**Apply filters** | [Clear filters](#)

## The road to production

We are building different development environments for Street Manager to stagger the rollout of the system, learn from feedback, and improve as we go along. The main ones are the Sandbox environment which is used to test new features, a training environment to help users get up to speed, and a production one which serves as the live system when Street Manager is rolled out. All these environments will stay in place, even after the April go-live date.

We recommend that all organisations begin initially in the Sandbox environment to familiarise all users with Street Manager. Those who are participating in the Private Beta already have access to this. It will be available for everyone from November and we recommend getting access as early as possible to help plan your transition.

Once you are ready to start using Street Manager for real, you can start using the production environment. You can choose when to do this between now and next March. We will be sending out information in September/early October about how to get access to the Sandbox.

## The Hole Story

All episodes of The Hole Story and all Street Manager videos can be found on our YouTube channel:

[https://www.youtube.com/channel/UC2U1cjhn4KGPDCwzqc-tvbg/videos?view=0&sort=dd&shelf\\_id=0](https://www.youtube.com/channel/UC2U1cjhn4KGPDCwzqc-tvbg/videos?view=0&sort=dd&shelf_id=0)

The latest instalments are:

- Episode 10 which gives the latest update on inspections:  
<https://www.youtube.com/watch?v=AreG17tNA2w>
- Episode 11 showing the improvements to mapping:  
<https://www.youtube.com/watch?v=g597u0u0lj4>
- Episode 12 covering the latest filtering work:  
<https://www.youtube.com/watch?v=SNN2wsaXxAs&feature=youtu.be>

# Private Beta

Our Private Beta started on 1 May and will continue until the end of October. We would like to thank the following organisations for taking part – and extend a welcome to those new areas joining in August.

## In Yorkshire and Humberside:

- Kirklees Council
- Leeds City Council
- City of Wakefield Council
- Northern Powergrid
- North Yorkshire County Council
- Vodafone
- Virgin Media
- City of Bradford Council
- Yorkshire Water (also API)
- Sheffield City Council
- Rotherham Metropolitan Borough Council
- Doncaster Metropolitan Borough Council

## In the East Midlands

- Western Power Distribution (also API)
- Leicester City Council
- North Lincolnshire Council
- Derby City Council
- Lincolnshire County Council
- Derbyshire County Council

## In the West Midlands

- Coventry City Council
- Solihull Metropolitan Borough Council
- Transport for West Midlands
- South Staffs Water

## In Southampton:

- Scottish and Southern Electricity
- Balfour Beatty working with Southampton City Council

## In London and the South East:

- Essex County Council
- Hertfordshire County Council
- Royal Borough of Kensington and Chelsea
- Southwark Council
- Transport for London (also API)
- Barnet Council
- Kent County Council
- FM Conway (also API)
- Hammersmith and Fulham Council
- Thames Water (also API)

## Access to the API only

- |                       |                      |
|-----------------------|----------------------|
| • Network Rail        | • AMX Solutions      |
| • Pitney Bowes        | • Lightsout          |
| • Bentley             | • DigitEye           |
| • Yotta               | • Openreach          |
| • Symology            | • Morrison TS        |
| • Itertek             | • Severn Trent Water |
| • Northern Gas Netwc  | • Ringway            |
| • Newcastle City Coui |                      |
| • SGN                 |                      |
| • Morrison US         |                      |
| • Gallagher           |                      |

# API update

Another busy month for the team as we continue to mature API functionality. We are pleased to report that the Private Beta API onboarding and integration activities are ramping up rapidly, with over 21 organisations actively using the APIs in our Sandbox environment on a day-to-day basis – and over 650 permits now raised via the API (300 of them in the last few weeks alone!).

What's more, the latest version of the API Specification (V1.2) has now been published. Recently released API functionality includes:

- The Reporting API extended to include new advanced filtering options
- The Works API now supports inspection failure reasons, and the ability to add or view event activities
- A new 'Party API' is now available which allows users to manage information about their own organisation, including the ability to view, add, and update workstream information as well as contractor capabilities

See full details on the changes here: <https://departmentfortransport.github.io/street-manager-docs/api-documentation/V1.2>. These are also documented in the API Resource Guide.

# Business Change

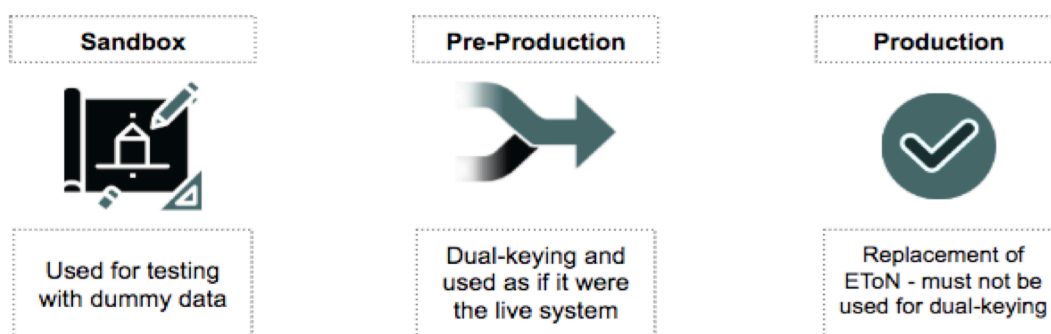
Thank you to everyone who engaged with us since the last newsletter. It was great to speak to so many people at the SE and NW HAUCs. Over the last few weeks we have released the below materials. We recommend everyone gets up to speed on these to help make the right decisions on behalf of their organisation.

1. Support videos – we have uploaded two new videos onto the DfT YouTube channel. One aimed at smaller organisations, and one for larger ones. These will help you identify which change management materials are most useful for your organisation.
2. API/UI document – this pack breaks down the different interface options available to organisations, and provides a step-by-step guide to onboarding for both the User Interface and the API. We recommend all organisations read this to inform their thinking on choosing which option to use for accessing Street Manager.
3. Street Manager overview video – we sat down with Street Manager's industry Subject Matter Experts, and some of the project members to gather their thoughts on everything including Private Beta, the future of Street Manager, and the importance of giving the system a go.

We hope you find these helpful when it comes to navigating the change management process as you make key transition decisions.

## Street Manager development environments

As mentioned above, when users sign up to Street Manager, there are three separate stages that they will go through before using the live system (see below diagram).



When an organisation first signs up, they will use the Sandbox environment. Here, users are free to enter dummy data and play around in the system without needing to input real works data. Many Private Beta organisations have found this helpful in better understanding the system and the impact it might have on them. When in the Sandbox, there is no time limit on how long they can spend there as long as they transition over to the production environment by the end of March 2020.

If you have any change related questions contact us on [streetmanager@dft.gov.uk](mailto:streetmanager@dft.gov.uk) or on the new #businesschange slack channel.

Following on from our last newsletter, we recommend that organisations begin to look at the following documents from a change perspective this month:

**Impact assessment:** this will enable you to assess all the elements of change and how they link together. It is important to consider the interdependencies between people, processes, technology and ways of working rather than looking at any in isolation. We recommend starting with the guidance tab as this includes a number of questions that are a good starting point to ask yourself when completing the assessment.

**Change management strategy:** This document outlines the importance of having a robust change management approach in place and provides examples of techniques that you may want to adopt when engaging with your stakeholders.

## The future of road works

Street Manager recently welcomed a work experience recruit, Thom Kendall, who did great work immersing himself in the world of road works. In his short time with us, he produced a blog about the project that's hosted on the gov.uk site. And a video interview of our Subject Matter Experts sharing their thoughts about Street Manager and the future of road works in general. Watch it here:

<https://www.youtube.com/watch?v=sulokmQpZnY&feature=youtu.be>

## Business change – Document spotlight

**Overview document** - this document is intended to provide a high level overview of all the documentation produced by the Street Manager project so far. We recommend using this as a starting point and a means of familiarising yourself in advance of planning your transition. This is also a useful document to share with members of your team who may not be as aware of Street Manager.

**Business case** - this document provides a template for Street Manager implementation that can be used to gain sign off for the project from senior personnel. It includes strategic, economic, commercial, financial and management cases for the change. We recommend using this to justify the time and potential financial investment needed to transition to Street Manager.

# Help us improve Street Manager

Street Manager is always working to improve the service. And we need your help to do so! Next up, our development team has set their sights on improving the search for a works location as part of MVP (with more improvements following later on).

If you've got **3 minutes**, we'd love your help understanding the most common ways of searching and the context in which this happens.

For example, how someone searches for, and plots, a location for immediate works is likely to be different from unattributed works location or inspection. Therefore, insight from **different roles within the street works team** would be really helpful.

Your contribution will impact how the Street Manager team prioritises what additional search functionality we build first.

<https://www.surveygizmo.com/s3/5155029/Ways-of-searching-to-find-a-location-of-a-works>

## Street Manager presents:

### A day in the life of an agile project's Product Owner

Street Manager is set to change the way the industry plans and manages road works. To develop the platform, the DfT is using agile methodology – an approach to developing digital products that focuses on customer experience, collaborative development, and responsiveness to customer feedback.

It uses incremental, iterative development cycles, known as sprints. Each agile project also has a Product Owner, the key stakeholder who holds the vision, manages the backlog, and guides the teams through with his decision-making. Here, Paul Chandler, Product Owner for Street Manager, takes us through his typical day on the project.

#### Tuesday:

**9am:** With the first meeting not until 10, I have a chance to catch up on a couple of emails and update a spreadsheet needed in a later meeting. I also catch up with colleagues on a couple of User Stories (a tool used in Agile development that describes a software feature from an end-user perspective) that we are working on taking into the next two-week sprint.

#### **10am:** Revert start/stop design workshop

For each significant function we're introducing into Street Manager, we go through a set process. Today, we are looking at reverting starts and stops and how this can be implemented in the User Interface. The User Experience Designer leads us through the process of considering the user needs and issues that have been raised earlier

in the research phase. The output of the workshop are rough sketches that they can then turn into fully fledged designs.

**11am:** Inspections Working Group

I head over to the working group meeting which is only a few short minutes' walk from Street Manager Towers. I show the group the latest changes to the Street Manager inspections process (after a few IT issues!) and talk through some of the things that currently not part of the Street Manager Minimum Viable Product (MVP – the first draft of the product, if you will).

**1:30pm:** Prioritisation meeting

After a quick sandwich, it's back to the office for a session with several of the Subject Matter Experts (SMEs) who are embedded in the project. We review the spreadsheet that outlines outstanding features and fixes. Some of these need to be fixed for MVP and some will have to wait until after April 2020. Agreeing on the right order for development, and which features have priority over others, is important because we cannot do everything at once.

**2pm:** Charging in Street Manager meeting

This session runs straight into another one at the same set of sofas where myself and DfT colleagues discuss the charging structure for Street Manager. Following a lot of groundwork we make excellent progress and agree, in theory, a potential fee structure, but more work is required to prove the concept against the existing data.

**3pm:** Onboarding meeting

After a few spare minutes, I head straight into a meeting which covers all aspects of the onboarding process for new organisations and users. We consider how users will gain initial access to Street Manager, what the role of the admin will be, what information users will need when they sign-up, and various other permissions and data aspects of the onboarding process.

**4pm:** Research playback

After that it's back upstairs for the final meeting of the day: getting a summary of the User Testing carried out on the Forward Plan prototype that has just been built. The research summarises the key points and flags up areas where multiple people have made the same point. This indicates where we need to tweak and improve the designs before they go into build.

## Keeping in touch

We are pleased that so many of you have signed up to our Slack channel. We now have 648 members. For those that haven't yet, please consider signing up as this is how we're answering questions, giving updates and asking for your help through detailed questions. The Slack channel is also a valuable way for users to share knowledge among themselves.

Slack is available as an app, and it's free. Just to note, when signing up, please use your organisation in your display name as that helps identify you. We welcome questions, and encourage discussion.

Within the Slack channel there is also a document store that gives you access to previous newsletters and slide decks.

To sign up visit:

[https://join.slack.com/t/dftstreetmanager/shared\\_invite/enQtNDE1MzYyODg1OTIzLTl2NTQzMDBiYjlxZDhiNjIjODY1YzIIM2ExNTBIZDBiYjY4MzY3NDViNWFiYzY3YjU2YzcyY2VkNDM3YmNmMjE](https://join.slack.com/t/dftstreetmanager/shared_invite/enQtNDE1MzYyODg1OTIzLTl2NTQzMDBiYjlxZDhiNjIjODY1YzIIM2ExNTBIZDBiYjY4MzY3NDViNWFiYzY3YjU2YzcyY2VkNDM3YmNmMjE)

## Contact us

Thank you to those who have been in touch this month. A reminder that if you wish to sign up to Street Manager or have any queries, please email:

[streetmanager@dft.gov.uk](mailto:streetmanager@dft.gov.uk)

or contact us on the #askthedft Slack channel.



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