

Street Manager Case studies

Take a look at how other organisations are approaching transition

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6, EPSTEIN COURT, LIVERPOOL. L6 9JD

View options:

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



- Working with all LHAs in every region in England

Current state

- 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

× 7 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

Southampton Highway Partnership

API approach with consideration of **UI** usage for permits

Highway authority working with a variety of promoters and HAs

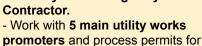
Trialling API-only

approach, but

also exploring UI



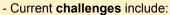
- Working as both the **Highway** Authority and the Highway Contractor.



Current state

numerous smaller organisations. - Also manage permits for

Southampton City Council's internal works.



- 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 anv 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?





Enfield Council

Ul-only approach



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



$\underset{6\times}{\overset{\times}{\circ}}$ 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.