



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.

Multi-regional
utility working
with over 60
LHAs in the
Midlands and
South West



Combination of
UI and API
developed
in-house for data
flow



Phased
approach to
adopting Street
Manager and
leveraging its
long-term
benefits



Current state

- Working with **over 60 LHAs** in the Midlands and South West, including some noticing authorities.
- Working with several contractors, though they won't be on Street Manager.

- Current **challenges** include:

- Accessing the Street Manager website due to internal firewalls.
- Limited visibility of how 3rd parties are developing their API, and exactly how they will integrate with Street Manager API, and no ability to complete testing with them
- Planning the transition to Street Manager in a way that will not disrupt cross-border BAU work with Wales.



Transition approach

- **Combination of UI and own API** developed in-house:
- UI for the WPD Streetworks team to use.
- API to input initial information into the system from works management system.
- Accessed sandbox early and began assessing internal processes.



Why this approach?

- **API** is used for the “heavy lifting” to import data into the Street Manager and the team is then trained on the **user-friendly UI**.
- **Testing began early** to allow users plenty of time to become familiar with the new system.
- Training has been **iterative** and updated as new functionality is released.
- Street Manager is being viewed as a long-term project. This is only phase 1.



Progress so far

- **Systems** – on track to develop own API in time for March 2020.
- **Internal processes** - a review of internal processes and impact assessment will commence in January now that stakeholders are familiar with the UI.
- **Training** - training has begun for UI users. This is being updated as new functionality is developed.
- **Internal comms** - internal stakeholders are kept abreast of what is on the roadmap for pre and post April.



Tips for others

- Take a **pragmatic** view of the project and collaborate with other users to get the best from Street Manager.
- Break work into **manageable pieces** and achieving immediate priorities first
- Be open-minded and keep abreast of **UI developments** even if you are using API.

Combination of UI and API

Council working
with 1 HA and
over 25 Statutory
undertakers



Combination of
UI and API. API
used by major
users (10+
permits raised
per day)



Phased approach
to adopting Street
Manager, allowing
plenty of time for
internal training



Current state

- Working alongside another Highway Authority and 27 Statutory Undertakers.
- Working with several contractors who will be using Street Manager via the UI.

- Current **challenges** include:

- There are difficulties with setting up contractors to be able to use our EToN system.
- Currently experience difficulty with locally hosted system only being available on specific devices.



Transition approach

- **Combination of UI and API:**
- UI for the users who raise fewer than 10 permits per day.
- UI to also be used by LLC contractors.
- API to be used by 'major users' who raised over 10 permits per day.



Why this approach?

- The combination allows Leicester to save money on licensing costs as the UI has the functionality required to raise and manage permits.
- Contractors will be using the UI as it allows Leicester to give them access without setting up VPNs or using remote access, which is time consuming and costly to set up.
- Use of API in the short-medium term allows us to complement Street Manager with additional functionality, until it is developed within UI.



Progress so far

- **Systems** – API ready in time for March 2020.
- **Training** - training began in December for UI users. This included:
 - an initial demo of the system
 - all users of the council then practicing submitting and accepting permits, FPNs and inspections using dummy data.
- **Internal comms** - council users have been informed early and had the opportunity to test the system for themselves. Updates shared regularly.



Tips for others

- Use of API will be reviewed regularly to determine when Street Manager is developed so that we can switch to using the UI only.
- Give all users plenty of notice (our first training session was in December) as it helps ensure that nobody is surprised when you go live in March.

Utility working
with 57 highway
authorities



Adopting Street
Manager through
a combination of
API & UI



Developing an
in-house API to feed
into two separate
Works Management
Systems



Current state

- Currently working with over 20 Contractors on a number of workstreams.
- Working with 57 Local Authorities.

- Current challenge:

Each EToN developer has their own interpretation of the legislation which sometimes do not match, resulting in unnecessary 'animated discussions' between us and highway authorities when using differing systems.



Transition approach

Combination of UI & API:

- Contractors working on large engineering works will be using UI.
- Vast majority of users will use API with the additional functionality (mapping) of the UI.

Joined Sandbox in early Private Beta to allow for planning and training preparations.



Why this approach?

- API supported by UI functionality allows for users to view potential clashes/collaboration opportunities on the map.
- Users already use API so developing an API will reduce the impact on BAU.
- Developing an API in-house to ensure it is completed in time for go-live.
- Big bang approach is deemed appropriate because they can't afford delays in transition.



Progress so far

- **Systems** - API has been developed, SIT is complete and now in UAT to test integration between current works management system and Street Manager.
- **Internal processes** - users are in Sandbox and working with councils to determine how Street Manager works.
- **Training** - training for the works management system and UI are starting next week. Both are being trained and given experience on the Sandbox environment.
- **Internal comms** - regularly sharing latest information with the organisation and Contractors.



Tips for others

- Get access to the Sandbox environment ASAP as it allows you to identify how BAU will change.
- Work with your tech team/API provider so they have visibility on your organisation's requirements.
- Embrace the change so you can put your effort into making the transition easier for yourself.

Local Authority and Highway Contractor working with multiple other contractors



Adopting Street Manager through a combination of API & UI



Testing extensively to discover the best solution for their needs



Current state

- Work as the main highway contractor and with multiple other contractors to manage street works in Hertfordshire.
- Submit permits in-house on behalf of their contractors to smooth the process.
- Joined **Private Beta** and benefited from an extended testing period.

- Current **challenges** include:
 - Ensuring that all organisations are up to speed with the permitting journey.
 - Managing different systems and permit journeys in-house on behalf of an array of organisations.



Transition approach

Combination of UI & API:

- Intend to use the UI for data input - including raising permits, granting permits and carrying out inspections.
- API will be used for **reporting purposes** and any supporting functionality which Street Manager is unable to fulfill.



Why this approach?

- Extensive testing from the Private Beta phase revealed that the UI has strong functionality for many activities and is now the preferred option.
- Reporting has not been a focus for the development of Street Manager, so an API link is the appropriate way to pull analytics and reports from the system.



Progress so far

- **Systems** – testing has been ongoing since Private Beta began on 1st April 2019, using test scripts from Private Beta and own scenarios
- **Internal processes** - all contractors have been informed of the change and regularly attend round-table meetings to discuss the latest Street Manager developments.
- **Training** - a “train the trainer” plan is scheduled to begin in February, to reduce waiting time between training and go-live.
- **Internal comms** - all staff are aware of timelines for both training and transition.



Tips for others

- Request **access to Sandbox** ASAP to give you time to play around and understand the functionality without time pressures.
- **Communication** with your contractors and other works promoters in the region is crucial to plan a cohesive transition. Talk to one another regularly.

API approach (currently using some UI features in Production whilst waiting)

Highway Authority
working with over
30 promoters



Adopting Street
Manager through
API



Inputting S58s in
the production
environment early



Current state

- Work with over 30 promoters and 2 main Contractors.
- API is currently being set up and early adoption of the Production environment has commenced for s58s only.

- Current challenge:

They are in the process of trying to identify the differences/gaps between their current EToN provider and Street Manager, so they can develop appropriate processes. There are concerns that the API may not work seamlessly with the new system.



Transition approach

API approach:

- Whilst the API is being set up, RBKC have recently started inputting S58s into the Production environment, 3 months prior to rolling out their 2020/2021 Planned Maintenance programme.

- As their Contractors were involved in Public Beta testing, they were able to set themselves up in Street Manager.



Why this approach?

- Inputting S58's into Street Manager requires less work than their current EToN provider. Their engineers found it very simple and user friendly. They are now familiar with the new process and are confident enough to continue adding future S58' and forward plans.
- Transitioning one element of their system over to Street Manager allows for a simpler journey.



Progress so far

- **Systems** - introduced inputting S58s in the Production environment to test the new system.
- **Internal processes** - internal engineers are involved in the production environment testing to ensure they are comfortable with the new processes and ways of working in Street Manager.
- **Training** - carried out training by testing the permit journey with a contractor organisation, as well as training Highways engineers on how to submit S58's on the UI.
- **Internal comms** - Internal communications have been sent out (briefings/information) to all internal parties affected by Street Manager.



Tips for others

- Start small with simple tasks to gradually familiarise yourselves with the system/processes.
- Take a look at the youtube Hole Story videos so that you understand what has been developed, what workarounds are required and what contingencies need to be put in place.