# Street Manager
# Roles and Responsibilities

Summary of Street Manager roles:

1) System usage roles

- Admin
- UI user
- API user

Every role is associated with a login. Every login will require a unique email address that is able to receive emails (e.g. you cannot use any automated mailboxes e.g. 'Noreply')

2) Other business roles

- Primary contact

## All organisations

| Business role: Primary contact | |
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| **Summary of role** | The person accountable for the introduction and usage of Street Manager service in your organisation |
| **Responsibilities** | |
| **Internal within organisation** | • Authorising the usage of each Street Manager environment (Sandbox, Production)<br>• Signing up the Terms & Conditions for the use of Street Manager<br>• Liaising with internal organisation stakeholders (e.g. management) on any decisions related to Street Manager<br>• Being accountable for the transition of the organisation to Street Manager, including the delivery and co-ordination of transition activities (e.g. owning project and change management, or overseeing those if additional resource has been dedicated to deliver them)<br>• Appointing administrators and other roles in relation to Street Manager (e.g. users, change managers, etc.) |

| External within industry | • Managing formal communications with Street Manager (DfT) including but not limited to communication of transition intentions, usage plans for each environment, any transition or service usage arrangements |
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| System role: Administrator | |
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| **Summary of role** | The person responsible for setting up other Street Manager user accounts in your organisation<br>*Note that an organisation can have more than one administrator as per capacity requirements. A second or more administrator can also cover for any leave or absence of the primary administrator.*<br>*An admin cannot have another role*<br>*An admin user must be a named person and not a team email address* |
| **Responsibilities** | |
| **Setup and management of organisation profile** | • Initial setup of organisation hierarchy and workstreams<br>• On-going maintenance of organisation's hierarchy to ensure it meets your requirements |
| **Setup and management of API users** | • Initial setup of API users required for organisations own systems and informing Street Manager support of their purpose (note: this may be done in coordination with external vendors)<br>• On-going maintenance of API user accounts<br>• Removing API users if no longer required |
| **Setup and management of user profiles** | • Setting up user accounts according to the guidance issued by the Street Manager team<br>• On-going setup of new user accounts as required e.g. for new starters<br><br>• On-going maintenance of user accounts including permissions and user details<br><br>• Removing users as required including ensuring they have received and completed any off-boarding activities and closing their accounts if they are no longer required |

| Set-up and management of contractors | <ul><li>Initial setup of any contractor accounts</li><li>On-going setup of new contractor accounts as required</li><li>On-going maintenance of contractor accounts including permissions and user details</li><li>Removing contractors as required including ensuring they have received and completed any off-boarding activities and closing their accounts if they are no longer required, ultimately being accountable to ensure that access has ceased</li></ul> |
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| Compliance and system security | <ul><li>Ensuring compliance to T&Cs, data privacy and service security guidelines</li><li>Ensure contractors sign up to and comply with all T&Cs and relevant agreements required by both Street Manager and the organisation</li><li>Communicating any issues to the Street Manager service desk as they arise</li><li>Ensuring proper use of the Street Manager Production environment</li><li>Liaising with other system security staff in the organisation as needed</li></ul> |
| Administrators CAN | <ul><li>Update their organisation details</li><li>Add/Remove users to their organisation</li><li>Associate Contractor organisations with their organisation (must be known to Street Manager)</li><li>Create and edit Workstreams</li></ul> |
| Administrators CANNOT | <ul><li>Act as a Planner or HA Noticing Officer using the Admin account (if needed, the user must setup an account with a different email address)</li><li>Change a users' role to an Admin or API user (must be done via a support request)</li><li>Create a new Contractor organisation for associating with their organisation (new Contractor organisations must be on-boarded by DfT)</li><li>Access the Street Manager API (only HA or Planner API users can authenticate and access the API)</li></ul> |

## Organisations using UI

There are three key roles that each organisation using Street Manager UI will need to have in place to transition to and deliver the service.

| User (Note this applies to UI users) | |
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| **Summary of role** | The person(s) using Street Manager website for the management of work records.<br>This covers users in HAs, Utilities, and Contractors |
| **Responsibilities** | |
| **Service usage** | • Delivering work record management processes (e.g. permit raising) on Street Manager as per system requirements and guidance<br>• Undertaking any training / reading through relevant information as required (e.g. where there is a skill gap) |
| **Compliance** | • Complying with user T&Cs and security guidelines<br>• Raising any issues or concerns to admin / primary contact as required |

# Organisations using API

For HAs, there will be two users: HA user and Planner user

For all other organisations (Utilities and Contractors), there will be one user: Planner

**The API user is a role that will be carried by the whole organisation, not an individual person.**

A LHA organisation will need **two logins: one for HA and one for Planner.**

A non-LHA organisation will need **one login: for the Planner.**

| API users CAN | • Authenticate and access Street Manager via the Street Manager API (other user UI or admin accounts cannot access API)<br>• Use API specific functions, such as checking for work updates and reporting queries<br>• Act as a Planner or as a HA Noticing Officer (if needed, the user must setup an account with a different email address)<br>• Create and edit Workstreams using a Planner API user (to synchronise Workstreams with external systems) |
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| API users CANNOT | • Update their organisation details (restricted to Admin users that are linked to a specific person)<br>• Add/Remove users to their organisation (restricted to Admin users)<br>• Associate Contractor organisations with their organisation (restricted to Admin users) |

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| | • Access the Street Manager UI (only Admin/Planner/HA Noticing Officer users can authenticate and access the Street Manager UI) i.e. access using a browser |