Street Manager: Frequently Asked Questions (version 1 dated 18/12/17)

Please see below some frequently asked questions. We will keep these up to date and issue an updated version at regular intervals.

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
</table>
| 001: Why are we replacing EToN? | We have the opportunity with the Street Manager project to transform the planning, management and communication of street and road works through open data and intelligent services to minimise disruption and improve journeys for the public.  

The Discovery Phase of the project that we carried out earlier this year made it clear that all users across the street and road works community want and need to change. EToN no longer meets your needs in terms of the day-to-day management and planning of street and road works, and also modern requirements for data consistency, transparency and connectivity.  

The Discovery Phase recommended that we proceed to the Alpha prototyping Phase of Street Manager as a new digital service that uses the range of products available today to deliver the transformational change that we all need. The benefits to all those involved in street and road works, as well as to network managers, the travelling public and local communities could be huge. The Alpha Phase started on 21st November and will finish on 27th February. |
| 002: Street Manager will never happen. It won’t be delivered by the end of 2019. | We cannot continue with EToN as it currently exists. It is based on outdated technology, it is inflexible, it is costly and it does not meet user needs.  

At the end of Alpha, we will need to seek further approval from within DfT and Government Digital Service to move to the Beta Phase. We will do this in March/April 2018. If this approval is received, we will proceed to a private Beta Phase where Street Manager will be built and tested with a small group of users. Private Beta will take until later in 2018. We will then move to public Beta once it is agreed that the service is ready to do so. Users should be able to start using Street Manager from 2019.  

At some point, the DfT will amend the 2007 regulations (Street Works (Registers, Notices, Directions and Designations) (England) Regulations) which currently refer to the technical specification and EToN in the definitions section. Transitional arrangements and timing are still to be discussed and agreed. We will start these discussions in the Alpha Phase. |
| 003: What is agile delivery? | Most modern digital services are now developed using an agile delivery process. This is different to how IT projects were developed and delivered in the past using ‘waterfall’ methodology. |
With waterfall methods, the process is sequential. You start by gathering requirements, making plans and going through procurement processes. You then design the product and build it. In the final stage you test, deploy and release it to the public. It is only at this end stage that you get feedback and find out if it works for your users. You only have one chance to get each part of the project right, because you don’t return to earlier stages.

Agile takes a different approach. You do all these things - gathering requirements, planning, designing, building, testing, deploying and releasing – in smaller and frequent iterations by delivering value to the users at each release. You start small in the Discovery and Alpha Phases by undertaking user research, prototyping, testing and learning about your users’ needs before you start building the real enduring operational service in the Beta Phase.

You only release functionality to the users when you have enough feedback to show your service works for your users and meets their needs. You continuously learn and improve to build a service that meets user needs.

See here for more information about Government digital services: [https://www.gov.uk/service-manual/agile-delivery](https://www.gov.uk/service-manual/agile-delivery)

| 004: I’m hearing a lot about how street manager will do x but not y? | The Alpha Phase is broken down into ‘Sprints’, each of which will look at aspects of the new future Street Manager service. You may hear or be asked questions about aspects during the first few Sprints, and then other aspects later on. All the user requirements and needs are being captured by the team as we go through each Sprint.

At the end of Alpha, we will have a Minimum Viable Product (MVP) that we will take to the Beta Phase, plus an idea of what other development needs to happen during the Beta Phase. |
|---|---|
| 005: Will Street Manager bring about "real time" data in the field of street works? | One of the aims of Street Manager will be to provide up-to-date and accurate data on street and road works via open data platforms. So the plan for Street Manager is to enable other companies or organisations to develop apps and tools for road users, network managers and others.

It should also help support greater co-ordination of works, forward planning, performance management and reporting. These were all needs that you identified as part of the Discovery Phase. |
| Permitting | The DfT would like to see all LAs using permit schemes, as we believe that they are a much more effective way of managing the network. We know that many LAs with notice schemes are planning to introduce permit schemes over the next 12-24 months. Street |
Manager may help to encourage more LAs to make the switch as it should help to reduce any costs involved in setting up new systems.

We will be asking, as part of the Street Manager project, for any LAs that decide to retain notice schemes to notice both utility and highway works. We are aiming for it to include data on all works, so that we can all receive the maximum benefits from Street Manager. We know that some noticing LAs do include their own works as it is implicit in the Network Management Duty that this is the case. We do not want to have a hidden group of highway works that no one knows about.

The Alpha Phase of the work will design Street Manager. It is being taken forward using agile methodology which puts the user at the heart of the design and representatives from across the community are being closely involved in the design. Agile also means that design and development is a continuous process, with frequent iterations with users.

Street Manager will ensure that the community is able to meet legal requirements. It should help to improve consistency and interpretation of the legislation. We are starting with the HAUC practitioners’ guide, as this has been developed and agreed with the community.

Street Manager is about looking at user needs and delivering the best way of meeting them. This may mean that some things are done differently to the way they are in EToN, but this should all be for the better.

It does not mean that there will be a ‘national’ scheme. If those currently developing permit schemes follow the HAUC practitioners’ guide, then your local scheme should be aligned to Street Manager.

The Alpha Phase will look at transitional arrangements once we know a little bit more about the design and development. We want to make transition as easy as possible. Street Manager will be one piece of the jigsaw that we know needs to fit in with other systems e.g. works management. Using modern service platforms and APIs (Application Programming Interface) should make this much easier to do than is currently the case with existing EToN systems.

JAG and Street Works UK have already been capturing information about existing contractual arrangements to help inform these discussions.

It depends what you use your current product for. Street Manager will replace the EToN/street works functions.
<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>How will I access my historic data?</td>
<td>There are several options here. Your organisation may be able to have access to the data via read only access through licence arrangement with your supplier. It may be necessary to pull the data out and store it in some form of database. Or there may be other solutions available to you. It is not going to be possible to migrate historic EToN data across to Street Manager. From a technical perspective, it was found in the Discovery Phase, that there are too many differences between EToN systems, i.e. fields are different, too many free text boxes, poor data quality etc. It will not take long for data to be built up in Street Manager and for a new, accurate, consistent data store to be in place within Street Manager.</td>
</tr>
<tr>
<td>How will street manager interact with my Works Management System?</td>
<td>The Alpha Phase team is looking at this and will be capturing requirements. We will let you know more about this once further details are known.</td>
</tr>
</tbody>
</table>