# connector

## Linking the Triaster community

# Welcome

## Emma Harris // Operations Director

I am delighted to welcome you to the first edition of the Connector newsletter. Over the last couple of years we have heard you say (at our Conferences, User Group meetings, Focus Groups… ) that you want to be kept in touch with what's new, what's useful, what's coming and what Triaster customers have been doing – and that is the purpose of the Connector: to link the Triaster Community.

Please let us know what you like and what else you would like to see included. Most importantly, please let us know about anything that you are happy to share through the Connector. How about featuring your project or library homepage? To do this, please go to www.triaster.co.uk/connector and click on "connect", or email me.

Please do forward your copy to anyone who might like to read it. They can register to receive future editions at www.triaster.co.uk/connector as well.

I do hope you enjoy reading the Connector as much as we are enjoying writing it. Future editions will be sent out monthly.

*Emma Harris*

PS - Don't miss the puzzle - there are prizes!

emma.harris@triaster.co.uk // +44 (0)870 402 1234

## In this issue//

TRIASTER    The process improvement company

# Meet Linda Spinks

## Business Improvement Team Leader // User Group Chairperson

### Fact File

**Joined University of Cambridge**
**May 2004**

**Current role**
Heads up a Business Improvement Team which leads process improvement projects across the University

**If Linda could improve one thing about her Process Library it would be…**
To improve end user awareness of how to make the most of it

**Hobbies**
Race Walking, Zumba

**Likes**
Reading, spending time with friends and family

**Dislikes**
Celery and coffee!

**What I bet you didn't know about Linda is that…**
She once completed a 25 mile/3-day trek in Iceland for charity

Linda is the Triaster User Group Chairperson.

She has been a business analyst for the last thirteen years, joining the University of Cambridge in May 2004. Prior to this she worked for Sainsbury's and (through outsourcing) Accenture on a variety of projects.

She joined the University as part of the CamSIS project (Cambridge Student Information System) and has been involved within this project in system development, configuration, implementation and roll-out.

Throughout her career, the mapping of business processes has been a major part of her work. This continues to be the case with business process review now at the forefront within the University administration.

Linda has been Chairperson of the Triaster User Group since 2007.

"

I agreed to become chairperson of the Triaster User Group because I firmly believe in the Triaster Solution and want to play an active role in its continued development. I'm also a bit of a control freak so being Chair is the ideal position!!

The aims of the user group are: to be an independent group representing the needs of its members by establishing and recommending best practices and providing a forum for the exchange of ideas and experience. People attending find a welcoming group, where everyone's opinion is welcomed and where a real difference can be made to the direction of the Triaster Solution, both software and services.

# T.U.G. News

## Linda Spinks presents the latest news from the User Group

**Linda Spinks // User Group Chairperson**

T.U.G. News is the Triaster User Group section of Connector and will be a monthly feature.

It is in two parts: 'We tell you' and 'You tell us'. In the first section we will update you on what's happening in our User Community and in the second section we will feature your views and ideas.

### We tell you

### Firstly what is the User Group?

- All Triaster Customers are automatically members of the Triaster User Group, which meets twice a year for a day long meeting hosted at customer sites around the UK. Triaster team members attend by invitation only, usually to demonstrate new product features and run specifically requested functionality workshops.

### Typically the agenda is as follows:

- Introduction by the Chairperson
- Soap Box – an opportunity to share thoughts and ideas, or get something off your chest!
- Customer presentation – by the Host
- Special Interest Group update (more on Special Interest Groups next month)
- An update by Triaster
- Discussion regarding feature requests
- Breakout session – split into groups if needed, to discuss topics of particular interest

I am the Chairperson, the Treasurer is Julie Mack, 3663 and the Secretary position is open for members who are interested.

The last User Group meeting was held on the 4th October 2011 at the City of Bristol College, many thanks to Steve Steeds for hosting a great day. In total 20 Users attended from a range of industries including education, technology, defence and engineering.

### Points raised at the Soap Box included:

- Difficulties of reading process maps due to their onscreen size

## Conference & User Group Pictures



**Woodland Grange, our conference venue**



What shall we call this section? Post your suggestions by visiting www.triaster.co.uk/connector or e-mail me. The best idea wins a box of chocolates!

**Kerry Ann and Ray in deep thought**



**Linda and Sue go head to head**

Join the discussion at www.triaster.co.uk/connector
Call us on +44 (0)870 402 1234

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*User Group continued...*

- Changing the term Node to Map
- Room for improvements with library search

Steve Steeds gave a presentation, which included a great tour of the college.

### The Education SPIG update was given by Mark Britchford, University of Leeds:

- He suggested that perhaps two nominated Education users could attend the main User Group meeting and feedback to Education users. This would free up Main User group spaces.
- Topic specific discussion groups were also suggested.

The breakout discussion session covered how the Triaster Solution can be used to help support the implementation of new systems into organisations, rather than just being used to improve processes after the new system has been implemented.

### Triaster's update covered:

- The improved Knowledge Base
- An overview of the development of version 11.2 to be released in 2012
- Plans for 12.1 development; mainly in respect of improved searching, and reporting. The Customer Focus Day scheduled for 14th December will focus on these.

The next User Group meeting is to be held on 26th April 2012 and will be hosted by Balfour Beatty Utility Solutions in Sheffield.

### You tell us

In this section we will feature some of your thoughts and ideas as posted to www.triaster.co.uk/connector or if that's not possible, e-mailed to me .

### Your views can be on anything! Some ideas to get you started are:

- Anything featured in the Connector
- Follow-ups to a User Group discussion
- Suggestions for future User Group discussions
- Feedback on Customer Focus Days – what was discussed, what did you get out of the day?
- Feedback on other Community Events attended – have you just attended (for example) a Technical Workshop? Would you recommend it, who to?

- Your thoughts on the Triaster article – this month DMAIC – chosen I am told, because of the interest at the last User Group meeting
- Your feature suggestions

But don't let me limit you!

I really look forward to hearing from you.

user.group@triaster.co.uk

## Conference & User Group Pictures



**Linda and Mike present Terry Giles and Suzy Jearum, of ING Direct UK, with the Triaster ROI award winner's certificate**



**… and to Claire Nuttall of the University of Bristol the runners up award**

# Knowledge Base

## Emily Constance takes us through some big improvements

**Emily Constance // Business Operations Manager**

In September 2010 the User Group fed back that although there was a great deal of useful information in the Triaster Knowledge Base, it was hard to find and not obvious who the articles were written for. They suggested a level indicator at the top of each article to help with this.

Accordingly the concept of the following colour code was proposed and discussed at the Customer Focus Day meeting held in May this year:

| Colour Code | Intended Audience |
|---|---|
| Green | Process Mappers |
| Amber | Library Administrators |
| Red | IT Administrators |

The Focus Group really liked the idea and gave more detail of what they would like to see, such as a feedback e-mails on all articles. The Solution Fulfilment team worked really hard and in September launched the new look Knowledge Base which now:

- ✔ Groups articles by intended audience
- ✔ Colour codes each article
- ✔ Has renamed articles, to make searching easier
- ✔ Includes a feedback e-mail link – so that you can quickly and easily let us know if the article isn't working for you
- ✔ Sets out our Top 10 FAQs for Process Mappers, Library Administrators and IT Administrators
- ✔ Has improved navigation which includes, quick links and useful external links

Do have a look at:
http://knowledgebase.triaster.co.uk/Home
We hope that you find it useful. Feedback so far has been very positive. Please go to www.triaster.co.uk/connector and let us know what you think.
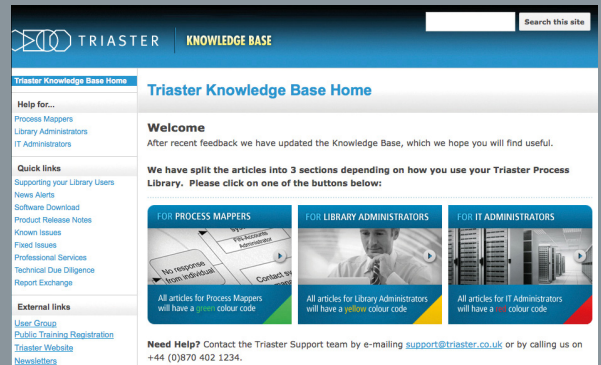
### What's next?
On an on-going basis the team are reviewing all the Knowledge Base articles to ensure that the wording is suitable for its intended audience – so, no techy language unless it's written for an IT administrator !

And the next big improvement project is… Triaster's main website www.triaster.co.uk

Please go to www.triaster.co.uk/connector and tell us how this could be improved for you.

Find the new Knowledge Base here: http://knowledgebase.triaster.co.uk/Home

# Tech News

## Service Pack 3 available for Microsoft Office Visio 2007

**John Blight // Technical Support Manager**

We recommend that Visio is kept up-to-date with the latest service pack and patches. Service Pack 3 (SP3) is now available for Visio 2007.

http://support.microsoft.com/kb/2526291

Two of the documented improvements are of particular interest, as they relate to support issues that customers have raised with us.

**1. Fixes an issue in which Office Visio 2007 crashes when you open certain VDX drawings**

Triaster raised an issue with Microsoft in April 2009 regarding an error when opening certain Visio files.

Detail on this issue is on the Knowledge Base, to view go to: www.tinyurl.com/73rymem

In response, Microsoft released a hotfix for Visio 2007 in October 2009.

To download this go to: http://support.microsoft.com/kb/976478

The fix has now been incorporated in SP3, which addresses this issue without the need for the hotfix.

**2. Fixes an issue in which Office Visio Visual Basic for Application (VBA) projects intermittently save incorrectly in Windows XP**

We've received files from customers that report an error when opened, and automation behaviour is lost. This particular problem was related to a corruption in the VBA project embedded within the file.

Detail on this issue is on the Knowledge Base, to view go to: www.tinyurl.com/cwjn253

The fix requires replacing the VBA Project data. So, SP3 should help to avoid the issue in the first place.

# Community Events

## Jo Dolton reviews the upcoming calendar

**Jo Dolton // Customer Relationship Manager**

Triaster and our customers host a number of events as listed on page 7. Many of these events are free of charge to organisations with a Trusted Partner Licence Agreement.

In addition, Triaster is proud to sponsor the Business Improvement Network, and support BIN's webinar programme. Of course, all Triaster training courses can be delivered on-site at a standard day rate, as can desk-side assistance (one-to-one training focused on your individual objectives or issues) and general consultancy.

For more information and registration please go to: www.triaster.co.uk/events.php

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| Date | What is the Event? | Who benefits from attending? | How will I benefit? | Location |
|---|---|---|---|---|
| 14th December 2011 | **Triaster Customer Focus Day** | Project Leaders interested in influencing the development of Triaster software & services | Customer Focus Days give the opportunity to workshop with Triaster development regarding both software and services and directly influence and impact the end result.<br><br>"An invaluable opportunity to influence the development of the product". Aero Engine Controls | Triaster HQ, Oxfordshire |
| 9th January 2012<br>5th March 2012<br>11th May 2012<br>9th July 2012 | **NEW!**<br>**Triaster Training - Process Discovery Facilitation** | Anyone responsible for process discovery | Training that covers the skills and approaches that will enable you to successfully facilitate your process discovery workshops.<br><br>(Triaster can also deliver on-site process discovery workshops.) | Triaster HQ, Oxfordshire |
| 11th January 2012<br>8th February 2012<br>14th March 2012<br>11th April 2012<br>9th May 2012 | **BIN Webinar** | Anyone interested in business improvement | Connect. Share. Learn.<br>Webinars covering differing aspects of business improvement and quality are held every second Wednesday of every month, starting at 10 a.m. GMT. | www.bin.co.uk/events |
| 23rd & 24th January 2012<br>23rd & 24th February 2012<br>19th & 20th March 2012<br>19th & 20th April 2012<br>21st & 22nd May 2012<br>21st & 22nd June 2012 | **Triaster 2 Day Training - Creating Maps For Your Library** | Anyone needing to map their processes | This training course covers the basic software skills needed to create process maps with Process Navigator and publish them to your library.<br><br>"The whole course was useful. I have been busy with Triaster for some 6 months - and I finally get the concept...before that I was just messing about really..." | Triaster HQ, Oxfordshire |
| 15th February 2012<br>16th April 2012<br>14th June 2012 | **NEW!**<br>**Triaster Training - Technical Workshop** | Library Administrators, IT and Support professionals | The workshop answers in-depth all of the commonly asked technical questions about the Triaster Server installation, as well as providing plenty of opportunity for delegates to discuss their own systems.<br><br>"Helps you understand the product better; how it works making it more likely you can fix problems yourself without having to contact support." Fujitsu | Triaster HQ, Oxfordshire |
| 30th March 2012 | **Education Special Interest Group Meeting** | Triaster customers in the Education Sector | Meeting users in the education sector who are able to share, understand and solve each other's problems.<br><br>"I found the Education User Group a focussed, informative and open forum which offers the ability to freely air your thoughts/concerns amongst like-minded people". SQA | University of Kent, Canterbury |
| 26th April 2012 | **Customer User Group** | All Triaster Customers | A great opportunity to meet customers from a variety of industries and share your views and experiences of Triaster. | Balfour Beatty Utility Solutions, Sheffield |

# Meet Victoria Glancy

## Customer Project Support Consultant

### Fact File

**Joined Triaster**
2010

**Before that**
Trained as a scientist, taking a degree in medical biology and then worked in the agricultural industry

**Professionally she is most proud of …**
The relationships she builds with her customers

**Hobbies**
Keeping fit, running, marathons, cooking and entertaining

**Likes**
Travel, eating out, Modern Family and The American Office (comedy series)

**Dislikes**
Jelly babies, Spaghetti Bolognese, decorating my house (still!)

**Everyone at Triaster will always remember that…**
She once went out for a spin on the back of Mike's motorbike – she is very brave!

At first glance, the very best thing about Victoria is that you can have her consultancy services for free! However it is a measure of her professionalism that once you have worked with her you may well revise this view. She has a very practical, flexible approach and works with her customers in whatever way they need, to support them in achieving their objectives. We asked her to give three examples of ways that she has helped her customers:

"

### Educating about Process: University of Kent
"I spent 9 months working closely with the University of Kent introducing process mapping through a series of training sessions and workshops. With their new mapping culture they were able to successfully Go Live with their new Process Library in September 2011."

### Supporting and Reviewing your Library: 3663
"In November 2010, 3663 decided they wanted a Process Library to realise the full benefits of the Triaster solution. I worked with 3663 to support the development, implementation and initial Go Live of their new library in May 2011. I keep regular contact with 3663 to offer continued support to projects and ensure their library is maintained and being used effectively."

### Process Improvement Project Support: Parker Hannifin
"After having the Process Library Solution for several years Parker Hannifin had not launched their Process Library. This year, I spent a week with Parker Hannifin demonstrating and increasing awareness of the library to multiple areas of the organisation. I implemented the most effective ways to create, store, and integrate existing maps. Following this they were able to Go Live to their manufacturing sites. I continue to support their project and plans for expanding the users of their library."

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*Meet Victoria Glancy continued...*

**"**

**One thing that everyone always agrees with is that Victoria is always happy to go the extra mile.**
"Hi Victoria, Thank you for taking time out yesterday to come into West Bromwich at short notice….Going the extra mile is highly appreciated and reveals the difference between being just a supplier, compared to being a Business Partner. Thanks for your continued support."
**Interserve FM**

Anyone with a **Trusted Partner agreement** is entitled to ask for Victoria's support with their project at any time.

Please either contact Victoria directly or contact Jo Dolton to arrange for some of Victoria's time. The amount of time is negotiable and will depend on other customer commitments. Victoria's diary typically books up 6 weeks in advance and is allocated on a first come, first served basis, so if you have projects coming up in the New Year, now would be a good time to book Victoria.

The time can be used to support a variety of objectives in the form of:

* Single meetings
* Demonstrations and presentations
* Whole days of support

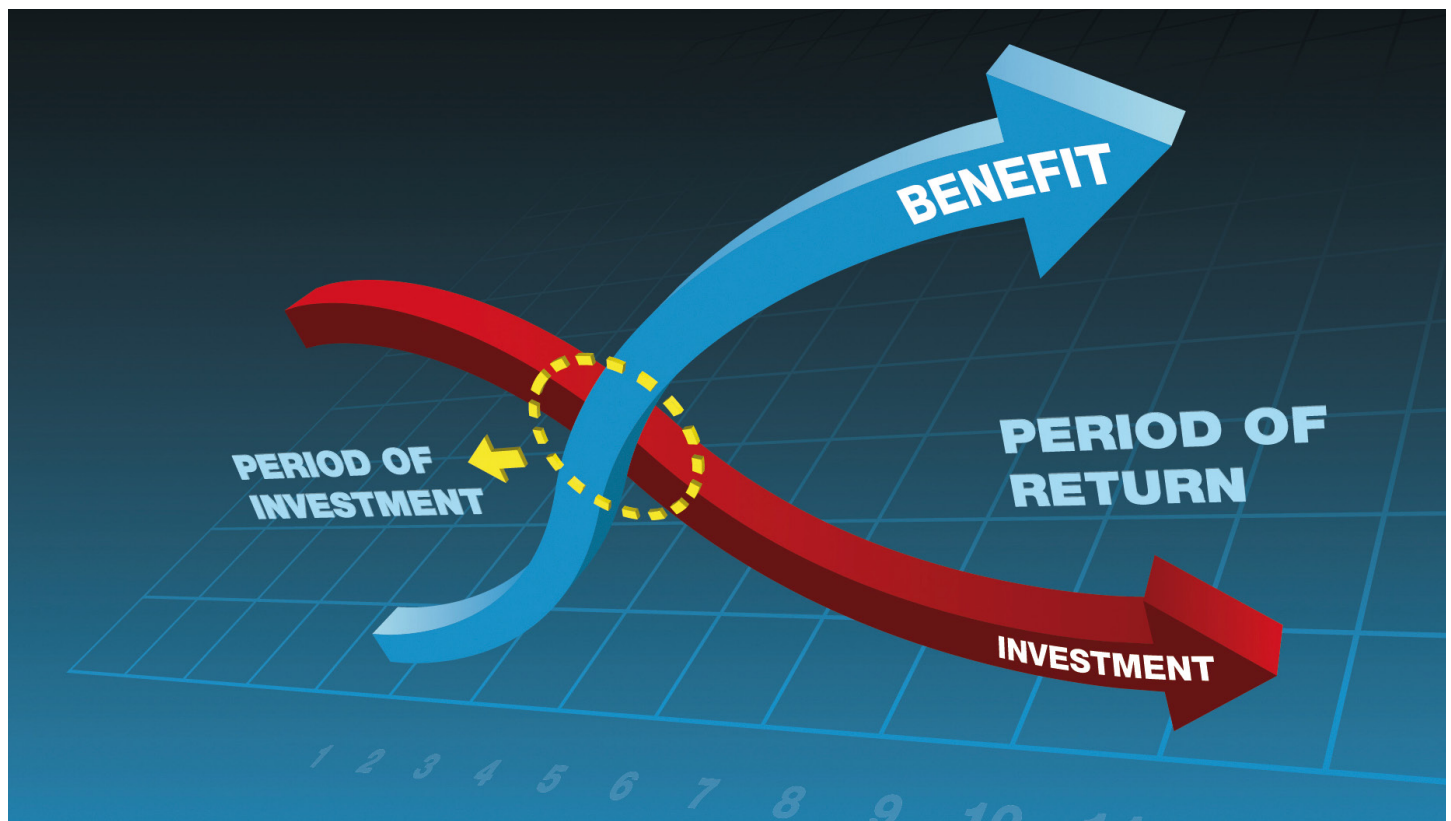Anything to reduce your "time to benefit".

Victoria says,

"You can contact me at any time on:

victoria.glancy@triaster.co.uk
Tel: +44 (0) 870 402 1239

If I don't respond immediately, please bear with me, I will be on a customer site. I will get back to you as soon as possible however."

Alternatively please contact Jo:
jo.dolton@triaster.co.uk
Tel: +44 (0)870 402 1229

# Click versus Hover

## Paul Elson-Vining kicks off the debate on menu architecture

Paul Elson-Vining // Professional Services Consultant

The dynamic homepage was launched just over a year ago and has proved very popular. There are two architectures, 'Hover' and 'Click'. Generally if you love one, you will hate the other!

### Hover



### Click



Home > Finance

**Which do you prefer? Click or Hover? Join the debate!**

The hover interface is a traditional web menu hierarchical structure, that is controlled by moving your mouse over the navigation options. Top level options can be accompanied by an image.

✓ Great for speed! One click to reach one of up to 8000 possible menu options.

✓ Easy to customise by associating each top level option with an image.

✓ Choose this if you're looking for maximum utility and ease of use.

The click interface is a "scene by scene" based architecture. Users move through the 3 level hierarchy by clicking through a storyboarded customised environment.

✓ More space and creative freedom in design and animation potential. Create your own world!

✓ Breadcrumb trail tracks your menu choices as you move through the hierarchy.

✓ Choose for an audience that requires an engaging experience.

Over the next few months we will be showcasing some examples of both, highlighting some brilliant ideas and exploring what advantages they each bring.

### Paul's tip of the month

To change the size of multiple shapes at the same time, use the Size and Position window found on the Visio View menu.

Select the shapes by Ctrl clicking on each one and replace the numbers in the height and width cells with the new size.

### Paul's shortcut of the month

It is always a good idea to save your work regularly, when using any software. Commonly people use the keyboard shortcut Ctrl + S to Save.

But did you know there is also a shortcut for Save As? Next time, try pressing F12.

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# From the Community

## Latest tweets, discussion and video

### Twitter Watch

Follow us at www.twitter.com/triaster
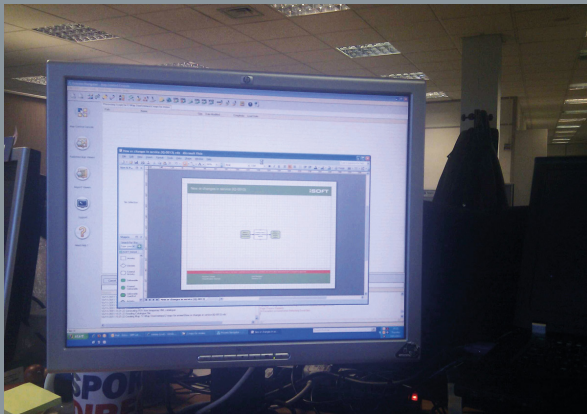
@rtcunliffe

Richard Cunliffe November 10, 2011

Sitting back watching @triaster draw all my processes from Excel. What a great feature :-)

Thanks Richard, we couldn't agree more!

### YouTube Channel

Customer discuss the benefits of the Triaster Solution at the Conference

View this clip at www.youtube.com/watch?v=445vgCJ_UiQ

### Live from LinkedIn

Can anyone give any advice regarding library content vs intranet content?

I have requests to include company charters, corporate governance content etc within the library. Would this be more appropriate on the intranet?

Any experiences with this would be welcomed.

Go www.tinyurl.com/839lfzm to see the discussion. Could you help?

Or if you have any questions of your own, post it here: www.tinyurl.com/triaster to start your own discussion thread.

**Do you have a feature request? E-mail it to: featurerequests@ triaster.co.uk**

### Process Navigator News

**Process Navigator 11.1**
A reminder that Process Navigator 11.1 was released on 1st September.

Please go to www.tinyurl.com/navigator11-1 to download it. (E-mail support@triaster.co.uk for the password.)

**Process Navigator use now unrestricted**
Organisations on a Trusted Partner CEO or 5000 Agreement can now use as many Process Navigator licences as they want, *without any* extra cost – their Process Navigator licence pool is now completely unrestricted.

# A look at DMAIC

## DMAIC should be described as a process

Michael Cousins // Managing Director

DMAIC is a 5-step method for improving processes, and it is itself a process. However, it is nearly always described simply in terms of the Activities involved, these being: Define, Measure, Analyse, Improve, Control.

Diagrammatically, DMAIC is often represented as a cycle, indeed DMAIC is a direct descendant of the Plan-Do-Check-Act cycle.

In Triaster, the 5 DMAIC steps are Activities and are the Verbs of the DMAIC process. But where are the Nouns? Where are the outputs of each step defined? Where are the supporting working document templates?
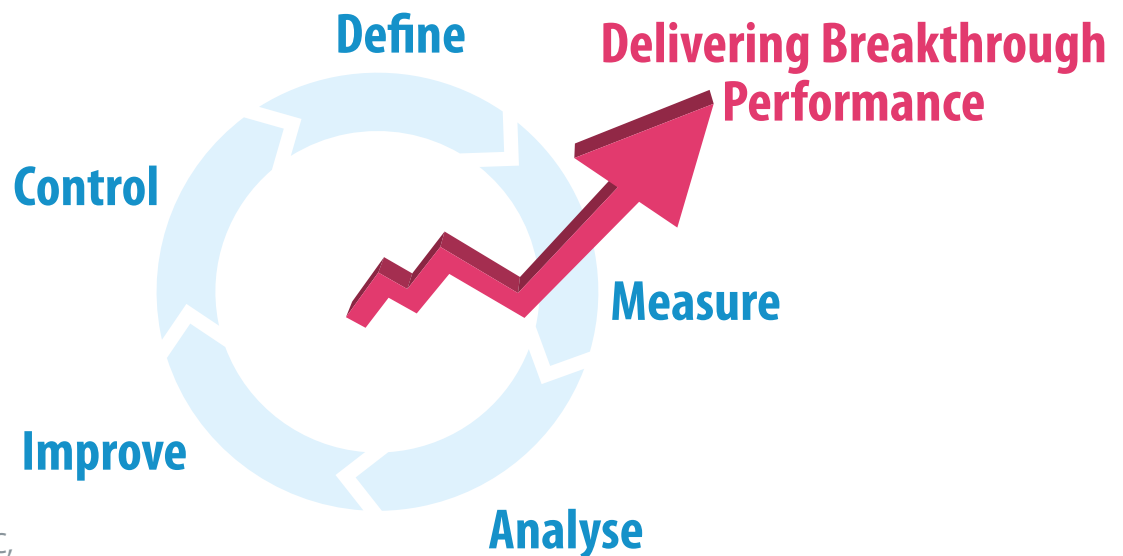
To really understand DMAIC, and to be able to fully utilise it, it is helpful to augment the DMAIC model with Deliverables from each of the 5 Activities, and to show clearly how the Activities in the DMAIC process interrelate and depend upon each other. DMAIC can then be described not just in terms of the steps involved, but in terms of the outcomes it delivers. DMAIC can and should be described as a Process.

In Deming's own words:
"If you can't describe what you are doing as a process, you don't know what you're doing."

Please read the full article at:
www.triaster.co.uk/connector

**Define**

**Control**

**Improve**

**Measure**

**Analyse**

**Delivering Breakthrough Performance**

**What are the shortest and longest English words that include all the letters of 'DMAIC'? Reading the article will help!**

**Puzzle Competition**

Answer the question and win a prize!

Please e-mail your answers to puzzle@triaster.co.uk by 5 p.m. GMT 23rd December 2011.

The longest and shortest words will both go into a prize draw and the winner will be drawn at random - so there are two chances to win! The winner and their winning answers will be announced in next month's issue.

**Win a £15 Amazon Voucher!**

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