Sungard Availability Services
On implementing an award winning Service Management Framework

See Page 2

ASK PAT

Also in this issue //

Welcome

As promised in the last Connector, the main feature of this edition is Sungard Availability Services' implementation of a Service Management Framework in line with best industry practice. An extremely successful project, delivering many benefits, for which they won the IT Service Management Project of the Year, last November. You will be able to see why.

As also previously promised, there is detail on the topics covered during the December Customer Focus Day. A must read for all customers, particularly in respect of Triaster's future approach to software releases.

There is T.U.G. News and Tech News - on managing Properties XML. The answers to the end of year quiz are included (I know you have been on tenterhooks!) and there is a chance to catch up on the first of a monthly guest blog by The Chartered Quality Institute - which I am delighted to feature.

Also, so that no-one misses out, there is a reminder of the fabulous offer (until the end of March) of Triaster's Continual Improvement Framework and an example of the savings that it can deliver as standard.

Emma

Emma Harris // Operations Director
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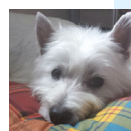
TRIASTER

The Process Improvement Company

Sungard Availability Services
On implementing an award winning Service Management Framework

Introduction

Sungard Availability Services (Sungard AS) is a leading provider of critical production and recovery services to global enterprise companies. Sungard AS partners with customers across the globe to understand their business needs and provide production and recovery services tailored to help them achieve their desired business outcomes.

Sungard AS has implemented a global target operating model for Service Management which is available to all their staff via a Triaster Process Library called Ask PAT - with PAT standing for Process Application Tool.

In November 2015 this was awarded the IT Service Management Project of the Year.

Summary of benefits (to date)

With all Service Management processes and work instructions available in Ask PAT, there is a single source of truth for the organisation, reducing errors and risks and supporting the provision of a standardised service to Sungard's customers. Having a single target operating model has also opened the doors to a single certification for ISO20000 for Sungard AS across the USA, India and the UK.

Pat Morley, Jacqueline Rhodes and Phil Duncan from the Ask PAT team, receive the IT Service Management Project of the Year award.

Ask PAT has enabled Sungard AS to build structure around the services they deliver. This in turn is enabling better business and IT understanding of the challenges and benefits of delivering those services. A great example is around the provision of new hardware. With Ask PAT in place, Service Management benefit from a clear definition of the process to provide new hardware and the fact that staff expectations can be set according to the performance expectations on the service. Staff also benefit because there is a published process with a clear entry point and visibility of intermediate stages – everyone now knows what should happen.

Ask PAT delivers clearly defined roles and responsibilities. Too often with service delivery, there is a gap in the understanding of who is responsible for which roles. By identifying and advertising these, Ask PAT fills

that gap and enables Sungard AS to be more effective at managing the resources under their control. They understand the service better, which in turn delivers a more efficient service.

Having all the processes, policies and work instructions in Ask PAT allows Sungard AS to specify requirements and standards for consistent use across the business, with the agreement of stakeholders.

Ask PAT enables Sungard AS to identify all dependency and supporting services. So that the full impact of services being taken offline is identified and understood before it happens.

> " PAT is a key step in supporting Sungard AS' consistent adherence to our standard way of working and our commitment to Business Improvement.
>
> **Pat Morley**
> **VP Global Recovery**
> **Services & Operations**
> **Director Europe**

Ask PAT enables Sungard AS to manage outages more professionally and communicate with the appropriate service stakeholders. This in turn enables better change management of outages, by getting agreement from the people that count on the business side and minimising the risk of impacting dependent services.

Lastly, but by no means least, by understanding fully the Service Management processes and those responsible for delivering them, Sungard AS has the opportunity to better understand the structure of the department and thereby identify under-resourced areas. This enables, when appropriate, re-alignment of the Service Management function, which in turn streamlines the delivery of services to their customers.

The Implementation Project

In 2014, as part of an on-going global improvement initiative, the Continuous Service Improvement team commenced a programme to deliver a Service Management Framework to the UK Sungard AS organisation in line with best industry practice.

The scale of the project was to ensure that, all the appropriate ITIL core processes which were required to ensure Sungard AS continued to deliver excellent quality of service to the customer, were identified, documented, owned and communicated with the wider business.

A key project requirement was to ensure ongoing alignment with existing ISO standards within Sungard AS (ISO 27001 & 9001) and position the organisation to achieve ISO 20000. It was essential that all newly developed collateral would dovetail into existing accredited content.

Twenty core ITIL processes were identified as required and these were developed, using the Triaster platform, by the following approach:

• Definition of roles and responsibilities of Policy and Process Owners

• Identification of Policy and Process Owners

• Definition of Policies with Policy Owners

• Definition of Processes and Work Instructions with Process Owners and Stakeholders

• Deployment of Processes and Work Instructions

- Deployment of Processes and Work Instructions to Ask PAT

- Communication and adoption as Operational (Business as Usual)

The end-to-end delivery of the entire project was an aggressive 18 months, with the integration and deployment to Ask PAT taking some four months.

Ask PAT – Triaster Process Library
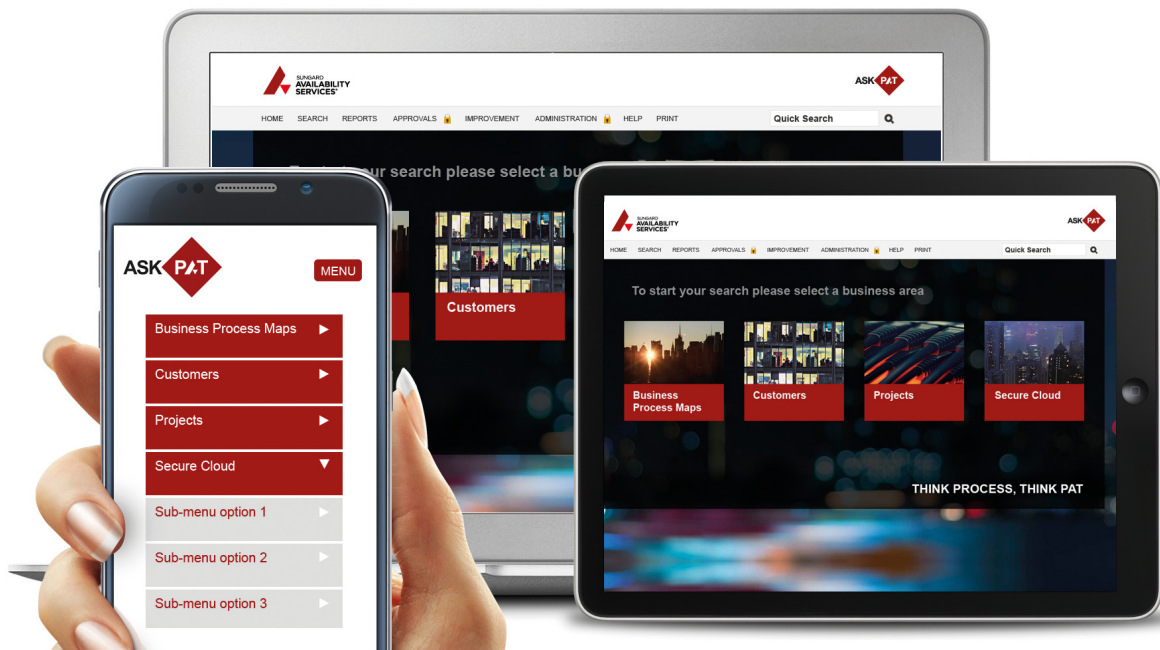
Sungard AS required that the deployment of the ITIL Process must fulfil the following criteria:

- A central, online source of truth that is easily accessible to all within the organisation and simple to use

- Easy capture and modification of processes end-to-end (enabling devolved ownership)

- Process and document search function

- The capture of metrics such as responsibility, accountability, consulted and informed (RACI)

- Linking from process maps to documents and templates

- Support process improvement, e.g. transition process from current state to future state (AS IS vs. TO BE)

- Ownership of the system to be maintained by the business users

- Notify end-users of new and changed/updated processes/documents

- Share common processes and documents across projects/business areas

- Enable easy deployment of the processes by other Sungard partners with

- Be scalable to align with future global standardisation within the Sungard AS organisation

Sungard AS called their Process Library 'Ask PAT' and as part of the implementation developed a strong Ask PAT brand, which while complying with their corporate brand, has a very strong identity of its own.

Ask PAT go-live

Ask PAT went live with ITIL processes and documentation in the UK and Europe in January 2015.

The launch was promoted at a number of events, including the Sungard AS UK 2015 kick-off event at Twickenham Rugby Club and Swedish and French kick off events.

These were supported by a range of Ask PAT branded promotional materials created by Triaster, such as:

* Presentations

* Electronic posters and banners

* 'Introducing PAT' flyer

* Give aways – mouse mat and memo block

* Launch e-mail & Quick start user guide

To support the launch evangelists were identified within the business. Their role was to ensure the value of Ask PAT was fully communicated to and understood by the teams and that they were aware of their responsibilities in delivering processes to support the services delivered to Sungard AS customers.

Ongoing sustainability

To support the ongoing maturity of the processes and Ask PAT, a Service Management Governance Forum has been set up. The Forum is responsible for driving continual process improvement across the Service Management Framework and Ask PAT.

What's next for Ask PAT?

It is Sungard AS global goal to implement a standard ITIL framework for the delivery of services to its global customers. This should be scalable across all geographical regions and maintained with minimal overheads. The vision is to expand this by opening accessibility to external customers to ensure core ITIL processes are not just delivered but are measurable, controlled, aligned with our customers and there is a vehicle to identify and deliver improvement.

Ask PAT, has now been identified to be the global standard for communicating and understanding not just ITIL processes but all business processes across Sungard AS globally.

Triaster look forward to supporting Sungard AS with this and are sure it will be a great success too.
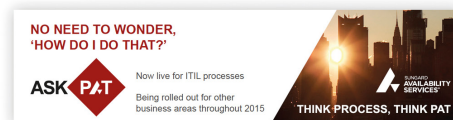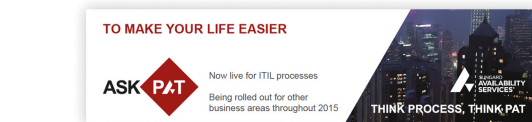
Triaster Suite Version 15.3

Triaster Suite 15.3 was released in January and contains the following new features

Andrew Ridgeley // Product Owner

1. Process Library user specific permissions

- One logon for both the Approvals and Administration Tools.

- 'Edit Users' shows the current full list of Users and their permissions. Users can be easily added and deleted or have their permissions levels changed.
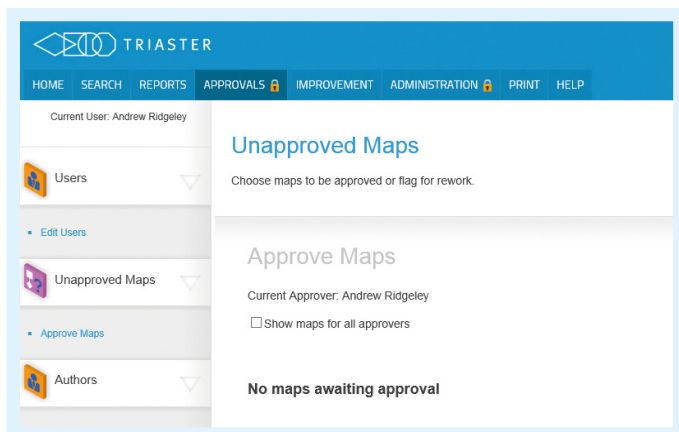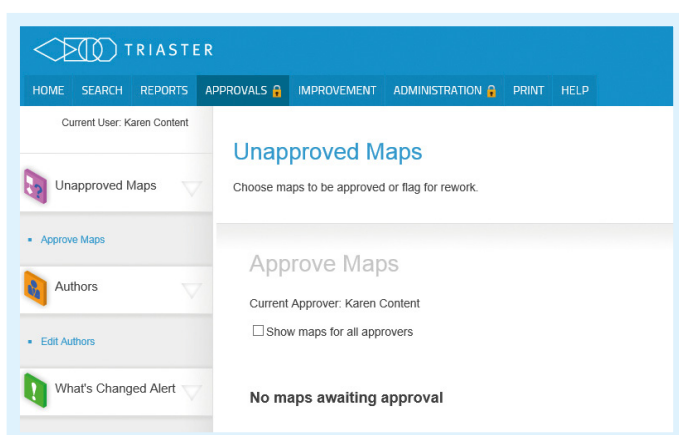
- Items in the left hand menu pane are hidden or shown based on whether these permissions are enabled for the current user.

Andrew has all permissions granted so the full menu options are visible in the screen shot below:

Karen has Approver permissions only, so the menu options visible to her logon are restricted. See screen shot below:

15.3

HTML 5

2. New cloud-based Library hosting
Allowing very quick server set-up times.

3. Change to date format for Process Navigator
New format is YYYY-MM-DD, for example 2016-01-15.

Triaster Suite Version 16.1, which is planned to be available in February/March 2016, will release the ability to review maps in your Process Library.

For full details on the functionality and how to upgrade please see: www.triaster.co.uk/02-16-software-release.php

Process Library Map Review
Currently when a map is reviewed, changing the review date and notifying the author is a manual process. With this new feature, if a map has been reviewed and no change is required, the next review date will be automatically changed on the map. If a map requires updating, the author will receive an email alert and the status of the map will be changed to Rework.

If this feature is what you're waiting for, you may wish to defer your upgrade until after Version 16.1 is released.

E-mails advising of Triaster Suite software releases are sent to all customers registered to receive notifications of Product Releases and Technical Updates. If you are not already registered, please do so here: www.triaster.co.uk/software-releases.php

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T.U.G. News

Linda Spinks presents the latest news from the User Group

Linda Spinks // User Group Chairperson

I trust that you have got well into the swing of 2016 by now and am sure that you have lots of new challenges ahead of you. If so, just remember that the User Group Community is here to help with support, advice and even collaboration.

WE TELL YOU

As a reminder, the User Group Forum on LinkedIn is the ideal place for airing your thoughts and raising new ideas. The forum can be both clicked to from the User Groups Secure page and via this link: http://tinyurl.com/pv5vnkp if you aren't already a member of this group, please simply request to join and the group owners will approve your request.

Also – *you heard it here first* - over the coming months we hope to have news of a new US arm of the user Group and how those of you based on the USA side of the Atlantic can get more involved in group meetings and discussions.

Next Main User Group meeting

The next User Group meeting is being hosted by the AA at their Oldbury offices on 9th March 2016. If you are booked to attend this session and have a topic that you wish to be aired in one of the workshop sessions, please let us know preferably in advance but if that's not possible, on the day. We are keen to ensure that the content of the session is of interest to the attendees.

This meeting is currently fully booked, however if you are interested in attending Triaster can add your name to the reserve list, and will contact you if any cancellations occur. You can either register via the Triaster website here http://www.triaster.co.uk/connector-events-user-group.php or by e-mail to customer.services@triaster.co.uk.

Past User Group meetings hosted by LMUK and Balfour Beatty Services...

If you are unable to attend in person (maybe you are based outside of the UK, or just can't get away from the office for the whole day) please remember that we are open to making arrangements for other customers to join in particular discussions via conference call/web sessions. If this is of interest for the next meeting, please contact us and we'll see what we can do in collaboration with the host, to involve you on the day.

If you would like to host a meeting, or have any questions about the User Group please drop us an e-mail to user.group@triaster.co.uk

YOU TELL US

Great New Framework; Great New Offer

Don't miss out

Victoria Glancy & Carma Cooper // Client Services Team

CAPTURE

SHARE

USE
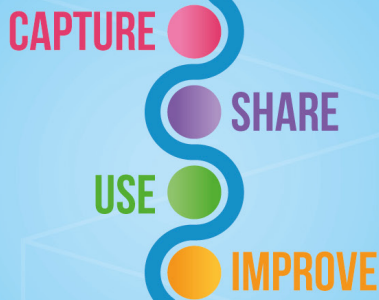
IMPROVE

Triaster's fabulous new Continual Improvement Framework:

✓ **Embeds continual improvement**

✓ **Quantifies the return on investment**

✓ **Achieves rapid return to business as usual**

The Continual Improvement Framework delivers both the methodology and the services – everything needed in one package – to utilise your Process Library to achieve continual process improvement.

It is included as standard in the new Professional system – one of Triaster's great new product sets. These are set out below:

BASIC	STANDARD	PROFESSIONAL
An entry level system for organisations seeking to achieve basic process management	A fully integrated business management system for organisations embedding, or reinforcing, a process culture	The system for organisations implementing business and continual improvement
An easy to understand, easy to use, secure website, intelligently presenting all your processes, policies, forms and guidance documents	Everything in the BASIC System **PLUS** ✚	Everything in the STANDARD System **PLUS** ✚
One central source of accurate information giving process visibility and transparency for unlimited users	The governance framework and functionality to support all major quality standards and accreditations	Process optimisation modelling
		Continual improvement framework
Drag and drop process mapping tool	Strong process control and automated review and approvals workflow	Advanced reporting for business analysis
		Quantification of return on investment

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Have a look at this, illustrating how Triaster can save your organisation money...

To celebrate the launch of Triaster's new product line up, our new Continual Improvement Framework is being offered to current customers until 30th March 2016 at just £24K*.

This is to enable our customers to make the most of the full feature set of the new Professional system. Customers are automatically licenced for these features at no additional cost to their current Trusted Partner Agreement.

For more information on Triaster's new systems, the Continual Improvement Framework and this fantastic offer, please contact Carma Cooper or Victoria Glancy on +44 (0)870 402 1234 or by e-mail to:info@triaster.co.uk

*RRP £30K. Offer price is net of VAT and expenses and is valid for Triaster customers (only) with a current Trusted Partner licence Agreement at 30th March 2016.

POTENTIAL COST SAVING FOR ONE PROCESS

One of Triaster's customers using our process optimisation modelling, identified process improvements which resulted in cost savings for just one process...

AS-IS PROCESS = £396
TO-BE PROCESS = £223

SAVING £173

POTENTIAL COST SAVING FOR ONE BUSINESS UNIT

For one business unit doing this process 247 times a year they have identified potential savings of £43K...

Process used 247 times a year
£173 x 247

SAVING £43K

POTENTIAL COST SAVING FOR WHOLE COMPANY

Extending this out company-wide, the savings identified are over £300K per anum for just one process...

Company wide
£173 x 1,812

SAVING OVER £300K

READY TO LEARN MORE?

Triaster Customer Focus Day

The discussion last December

Jo Dolton // Customer Success Team

The last Triaster Customer Focus Day was held on 2nd December at Triaster's offices in Wallingford. It was very well attended by 18 people from 12 organisations. Many thanks to everyone who came and contributed to an enjoyable and value-adding day.

Introduction

The day started with Victoria Glancy talking through the features and enhancements that have gone into the Triaster Platform since the first Focus Day back in 2011.

Victoria explained that the following features have been developed as a direct result of customer feedback during Focus Days, as well as via input from the User Group and Feature Voting sessions:

- Alerts and Approvals (including auto publish and copy of maps)
- HTML5 and Mobile Homepages
- Improved Search Capabilities
- End-to-end diagram
- Improved reports
- Data Managers
- Plus a number of others

Version 15.3

Andrew Ridgeley then gave a summary of the Triaster Suite version 15.3 features (released in January 2016). For detail on these and information on upgrading to version 15.3, please see
http://www.triaster.co.uk/02-16-software-release.php

Map Review

Andrew Ridgeley demonstrated the Map Review tool,

Customer Focus Days give the opportunity to workshop with Triaster development regarding both software and services and directly influence and impact the end results.

currently in final testing and to be introduced in version 16.1 in February/March 2016. The feature received a good response with many people looking forward to having this available to them.

A couple of enhancements were suggested as follows:

1. Ability to export the list of maps to Excel.
2. Show all maps across all libraries, allowing filtering by library.

Register your interest for the next Customer Focus Day. Please visit: triaster.co.uk/events

Process Metrics

Michael Cousins led a discussion on the latest version of Process Metrics which is available for beta use. This uses simulation and aggregation techniques to produce reports from data contained within the process maps.

The discussion was focused around the two reports currently produced – Process Status Report and Process Comparison Report.

The contents of each report was discussed within small groups and the following points were raised:
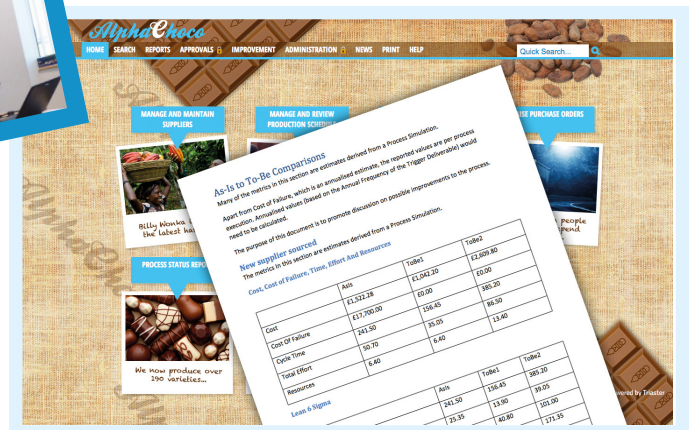
Process Status Report
This contains information about processes, various data and analyses. Some of the data is derived from Process Simulation (such as Cost, Time, Effort, Resources & Lean Six Sigma) and some of the data is the fixed values that are entered by the Process Authors (such as Risk and non-conformances logged).

1. The versioning of the report was queried. It was felt that the version should align with major releases of map updates. In future development, the versioning will need to be flexible.
2. It would be helpful to have an option to specify whether reports should be generated, or not, on publication.

3. A question was raised over how long the reports should be kept. Overall it was felt that making this configurable would be the best option.

4. A RACI analysis of a single end-to-end processes would be useful.

5. It would be useful to have a flag for potential duplication, perhaps by searching for certain key words.

6. The ability to produce the top 10 in terms of cost, waste, etc, would be helpful.

Process Comparison Report
This sets out how potential TO-BE scenarios (proposals for change) compare with the AS-IS (current model). The purpose of this document is to promote discussion on possible improvements to the process.
Points raised:

1. It would be useful to try substituting resources and seeing what effect this has on cost; for example, have a less expensive resource doing the same job as a more expensive one.

2. Add links to underlying spreadsheets so that the detailed data could be viewed by a business analyst if required.

3. It would be useful to highlight what data is estimated and what is hard data. It was felt that senior management would want to know where the original data came from, so it would be important for the business analyst to have confidence in this data.

4. Having the cost of implementation would be helpful.

5. It would be useful to show bottlenecks.

Document Management Tool

The Document Management tool is also currently available for beta use.

This was originally designed for a specific customer as a lightweight alternative to SharePoint. It incorporates the same Approval, Review, Versioning and Change History facilities as the process map approvals process.

There was an enthusiastic response to the feature, with one customer saying, "I would bite your hand off to get this!"

More on this in the next Connector.

Audit Scheduling Chart (based on current Planning Chart)

The Planning Chart is a tool that generates boxes on a Year Planner style diagram corresponding to processes that occur at the same time each year. Currently, it is not utilised widely and Triaster have suggested that this could be re-purposed as audit scheduling tool.

It was agreed that the idea has potential but the following points were made:

1. Using the Chart to show a schedule of reviews, rather than audits, would be of most use.

2. It would be useful to be able to export to Excel or to Outlook.

3. The ability to colour by scope (for example, ISO 9001 or 14001) would be helpful.

4. There is a need to filter by function otherwise all maps will be on the same page.

In addition, Triaster acknowledged that there were some issues with the current tool, such as text size, which need to be resolved.

News Page

A number of customers are currently using the News Page. Andrew Ridgeley explained that there had been a

number of requests for the news page to become more prominent, particularly if there was new information that it was important for the users to read (for example, from a compliance point of view). He suggested that it could be displayed either as a pop-up screen or as a ticker tape display below the toolbar, for example.

Following discussion there were also a number of further potential improvements suggested for the current News Page:

1. Allow hyperlinks to be inserted into the news text, to allow linking out to external content.

2. For Office documents, the option to display filename by default rather than the Name property stored within the document, would be useful.

3. Improved mechanisms for sorting and filtering would be helpful. It was felt that, at the moment, large lists of documents can be unwieldy and difficult to manage. Grouping documents and maps by department or process would also help with this.

4. It would be useful to be able to respond to proposals.

5. Linking out to external tools, such as Yammer, is something that could be considered for the future.

Software Release Plans

Lastly Andrew Ridgeley explained Triaster's future approach to software releases. It is important that this information is communicated to all Triaster customers – **so please do read**.

In order to increase our agility and responsiveness to customers' needs, Triaster are increasing the frequency of our releases, allowing customers to benefit from new features as soon as they are ready. This means that software updates will arrive 'little and often', with single features going out in a minor release rather than many features going in a major release.

In order to support this change, Triaster are intending to give more visibility on the priority order of features that are due to be developed in the short to medium term. We appreciate that software upgrades can be costly and/or time-consuming for some organisations;

we want to help people make the decision as to whether it's sensible to upgrade to a particular release or whether to wait for a future release.

The decision around development priorities will be influenced by Triaster's business needs and long-term strategic goals and, of course, customer feature voting. Discussion around this is currently ongoing but we certainly want to get at least some of top-voted features into software in the near future.

There will be more news on this shortly…

The Triaster website

I hope that you have had a chance to visit Triaster's re-launched website.

Key new features are:

Triaster's three new systems - Basic, Standard and Professional

🔗 **triaster.co.uk/triaster-platform.php**

Community Area – Everything to support the Triaster Community and Customer

🔗 **triaster.co.uk/community.php**

Triaster Blog - For Triaster Community views on process mapping, Business Process Management, Continual Improvement, quality and so much more…

🔗 **blog.triaster.co.uk/blog**

Instant Chat window - can we help you? Give it a go!

Let me know what you think! E-mail: emma.harris@triaster.co.uk

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Tech News
Managing Properties XML files

John Blight // Service Desk

Process Navigator uses a Properties XML file as a template to define and categorise a set of properties associated with the various process elements. Some property values are restricted to selection from a list to ensure consistency.

This has been a long-standing feature of Process Navigator. A more recent development has been the update of this file by Triaster Server – lists of approvers, reviewers, authors and functions – so it's important that the file(s) associated with Triaster Server and those configured for use with process authors' Process Navigators are co-ordinated.
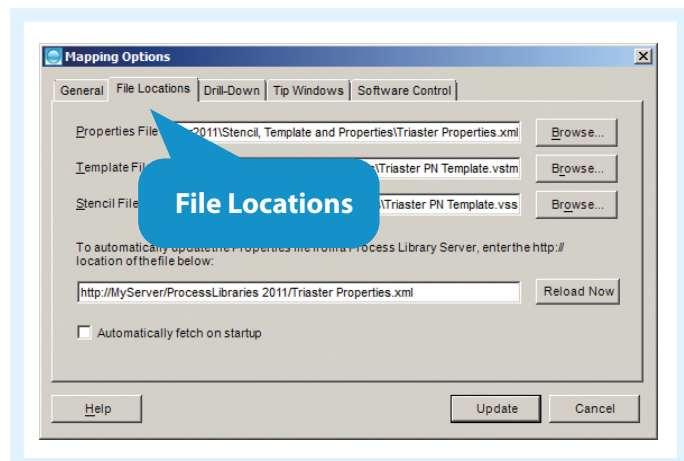
Configuring in Process Navigator

Process Navigator can be configured to use a particular Properties XML file through the Mapping Options dialog.

In the Map Control Console:
1. Tools > Mapping Options…
2. Click 'File Locations'.

From a map open in Visio:
1. Right-click in space on the page > Options…
2. Click 'File Locations'.

In the Registry:
HKEY_CURRENT_USER\Software\Triaster\Process Navigator\Mapping Edition\

Properties XML File = \\MyServer\Triaster\ TriasterServer2011\MapStore\Stencil, Template and Properties\Triaster Properties.xml

Server Properties File = http://MyServer/ ProcessLibraries 2011/Triaster Properties.xml

Registry locations could be set through a policy or configuration script http://knowledgebase.triaster.co.uk/ help-for-it-administrators/installation/ configure-visio-process-navigator-registry

Note

The Properties XML file should be in a writable location, so the default within 'Program Files' should be changed (if not already). A shared location on the Triaster server is often used, but the facility to update the working copy from a master copy enables flexibility.

Updating the file

Although a writable location has just been stipulated, this copy of the file should not be changed manually. Process Navigator can be configured to update its working copy from a master copy. It's this master copy, commonly on the Triaster server, that should be the one in which Triaster server maintains the lists of approvers, reviewers, authors and functions, and to which a library administrator would make any other changes.

Configuring in Triaster Server

Some of the Node property value lists are meant to be managed by Triaster Server – those related to Approvals, such as approvers, reviewers, authors and

business functions. These lists should be updated when a library administrator makes the associated changes in the Approvals webpages.

Global- or library-scoped Properties XML file

A Properties XML file can be configured globally, or set for a specific library, the library-scoped setting overriding the global setting.

Triaster\TriasterServer2011\Settings\Settings.xml

```
<Settings>
 …
<ServerGeneral>
  …
   <PropertiesFile>C:\Triaster\TriasterServer2011\
ProcessLibraries\Triaster Properties.xml</
PropertiesFile>
  …
 </ServerGeneral>
 …
 <PublicationSettings>
  …
   <Library Name="process library">
    <PropertiesFile>C:\Triaster\
TriasterServer2011\ProcessLibraries\Triaster
Properties – Process Library.xml</PropertiesFile>
```

Note:
Storing the master Properties file in the 'ProcessLibraries' folder makes it available through HTTP to update process authors' working Properties files. An example path is depicted in an earlier screenshot.

This scope would normally coincide with the Approvals scope.

```
<Settings>
 …
<ServerGeneral>
  …
   <GlobalApprovers>true</ GlobalApprovers >
```

If Approvals – approvers, authors and functions – are configured globally, then common lists of such items would be expected in any Properties XML file used by map authors. A common Properties XML file would usually suffice, unless there are different other properties required for different libraries.

If Approvals are library-scoped, then each library should have its own Properties XML file. In this case, each library has its own approvers, authors and functions. Changes made to Approval-related items in a library's website would update the Properties file's lists to reflect that library's items. Any existing list items not associated with that library would be removed.

Summary

Properties XML files need to be considered in the context of both Triaster Server's Approvals and process authors' Process Navigators.

- Changes should only be made to a master copy – Triaster Server updating Approval-related lists; a library administrator making any other changes.

- Process authors' Process Navigators should be configured to use a separate working copy, which would be updated from the master copy through Process Navigator. This should protect the master copy from unauthorised changes.

Tech News and Supporting Articles

For all Tech News and other supporting articles please go to:

www.triaster.co.uk/support-home.php

Events Summary
The full events list

Jo Dolton & Emily Wright // Customer Success Team

Triaster and our customers host a number of events as listed below. Many of these events are free of charge; all deliver great value. Of course, all Triaster training courses can also be delivered on-site, if you would like to discuss this further, please contact either of us by calling: +44 (0) 870 402 1234 or e-mail customer.services@triaster.co.uk

Please do remember to register if you plan to join any of our webinars.

Date	What is the Event?	Who benefits from attending?	How will I benefit?	Location
18th Feb 2016 - 10:30	**Why Triaster?**	Anyone interested in managing and improving their business processes	This 30 minute webinar will introduce you to the Triaster Process Library approach to managing and improving processes.	Webinar
9th Mar 2016 - 16:00 8th Apr 2016 - 09:00	**Software Update Webinars**	All Triaster customers	A one-hour executive briefing from the Triaster Consultancy Team for all interested in looking at new features from Triaster, what's happening in the Triaster Community and what's coming up next.	Webinar
2nd Mar 2016 - 12:00 11th May 2016 - 12:00	**The Treehouse School 'Food for Thought' Networking Lunches**	Thames Valley businesses, looking to support a local charity, enjoy a 21st century school dinner prepared by the students of the Treehouse School and network with local businesses	By enjoying a delicious lunch, with like-mined people and local businesses.	The Partridge, Wallingford
9th Mar 2016	**Customer User Group (Currently fully booked)**	All Triaster customers	A great opportunity to meet customers from a variety of industries and share your views and experiences of Triaster.	The AA, Oldbury
14th & 15th Mar 2016	**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.	Triaster HQ, Oxfordshire
21st Apr 2016	**Achieving Better Processes and Systemic Improvement Workshop** SPECIAL EVENT	Business Change Managers, Improvement Professionals, Heads of Transformation...	A must for anyone responsible for identifying business cost savings, achieving significant business change, quantifying the ROI in quality or process improvement...	London

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Date	What is the Event?	Who benefits from attending?	How will I benefit?	Location
Dates available on application	**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. (Triaster can also deliver on-site process discovery workshops.)	Triaster HQ, Oxfordshire
Dates available on application	**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.	Triaster HQ, Oxfordshire
TBA	**Triaster Customer Focus Day**	All Triaster customers	Customer Focus Days give the opportunity to workshop with Triaster development regarding both software and services and directly influence and impact the end results.	Triaster HQ, Oxfordshire

SPECIAL EVENT

CAPTURE
SHARE
USE
IMPROVE

ACHIEVING BETTER PROCESSES AND SYSTEMIC IMPROVEMENT WORKSHOP

21ST APRIL 2016, LONDON

A must for anyone responsible for:

- ✓ **Identifying business cost savings**
- ✓ **Achieving significant business change**
- ✓ **Quantifying the ROI in quality or process improvement**

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

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Re-positioning the Quality Profession

By Vince Desmond, Acting Chief Executive at The Chartered Quality Institute

In January, Triaster were delighted to post the first of a monthly guest blog by The Chartered Quality Institute. Just in case you missed this, please find it below. To read the rest of the series, go to http://blog.triaster.co.uk/blog and subscribe to e-mail updates.

For all organisations, the delivery of high-quality products and services is essential. The consequences of failure to deliver can be highly significant in today's world of increasing customer and stakeholder expectations, regulatory oversight and the use of social media to broadcast success or failure.

Organisations don't deliberately set out to fail, so something clearly is not working. As the leading body for the profession it is our responsibility to set and maintain standards but crucially our stakeholders demand it from us. Following research with our members, industry leaders and international organisations they told us that, Quality Professionals:

- Must have a broad set of skills. The profession needs to define the required competencies and experience needed to develop effective future quality leaders and teams.

- Need to talk the language of the business. The case for quality must be made with reference to facts based on customers and other stakeholders, and presented in language and perspectives that resonate with leaders.

- Must be agents for broad-based business change. Armed with a cross-functional perspective and a wider set of skills and experience, the quality professional can become a more influential agent for driving change in the business.

These are just some of the key themes, which emerged from our research. They highlight the need for quality professionals to have the right competencies, to perform their role effectively and crucially, influence top management.
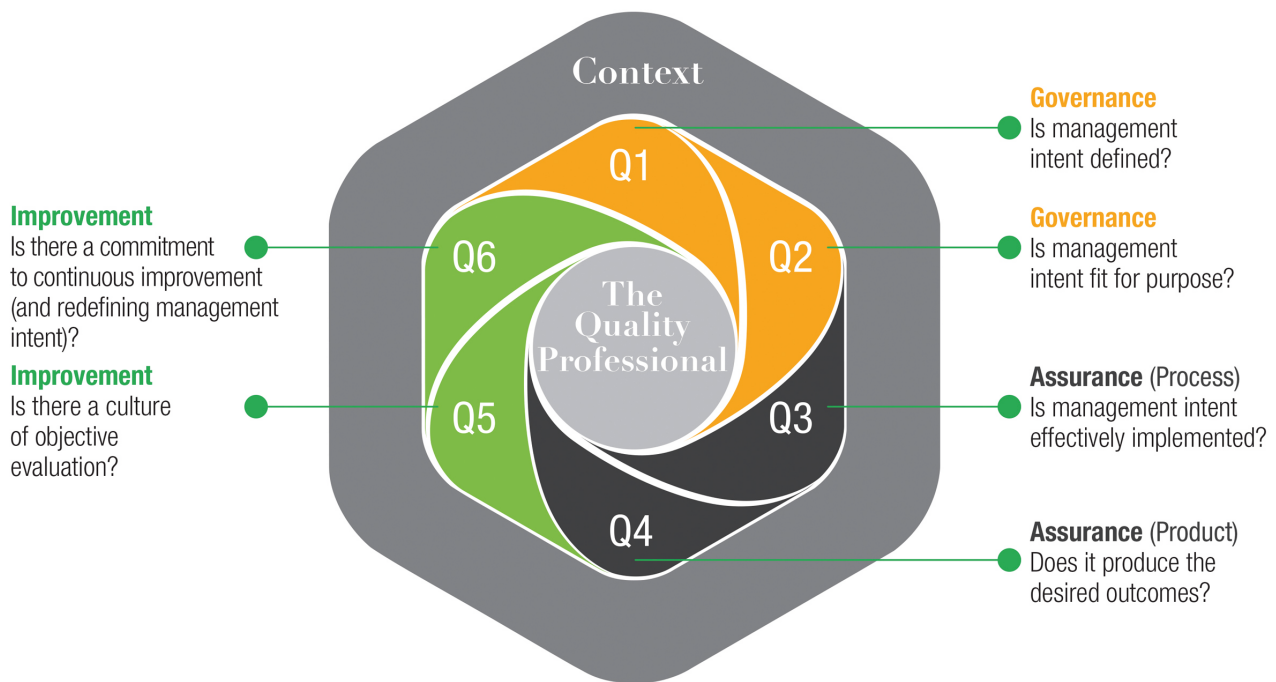
Leadership teams often need help to see quality as a key agenda item – helping them to do so will earn respect for the quality profession. This can be done effectively by obtaining data that shows the impact of quality, helping people to understand the problems and fix them. The focus here must be to really change the perception of quality.

The solution

To meet the challenges our stakeholders have set, we have started with a vision that clearly sets out the three key areas Quality Professionals operate in – highlighting why they are fundamental to all businesses. They are:

- **Good governance** - Ensuring the interests of customers and stakeholders are understood and respected.

- **Agile assurance** - Establishing appropriate methodologies to protect and enhance reputation through the mitigation of risk.

- **Evaluation and improvement** - Transforming ways of working to maximise effectiveness and eliminate unnecessary cost and waste.

One of the key themes highlighted by our stakeholders was the need to define the competencies required by future quality teams. To achieve this we have developed the CQI Competency Framework structured around our vision – Governance, Assurance and Improvement, the Context, which we work in, and the Behaviours we must show.

Context

Governance
Is management
intent defined?

Governance
Is management
intent fit for purpose?

Improvement
Is there a commitment
to continuous improvement
(and redefining management
intent)?

Improvement
Is there a culture
of objective
evaluation?

Assurance (Process)
Is management intent
effectively implemented?

Assurance (Product)
Does it produce the
desired outcomes?

Q1 Q2 Q3 Q4 Q5 Q6

The Quality Professional

The responsibility of the Quality Professional is simply to ask and attain satisfactory answers to these questions, **both at the Operational and Organisational Level**, in order to identify, report and address any risks associated with meeting stakeholder requirements and so protect and enhance reputation and improve efficiency.

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The framework provides an overview of the competencies that the profession requires, to do its job effectively, by:

- Providing a clear benchmark for competence for use by the CQI, employers and individuals
- Helping individuals plan their career development
- Helping employers develop their own competency frameworks.

It is one thing to create the tools but we need **all** quality professionals to join us on this journey. This may seem like a huge challenge but the benefits to business and society are equally significant. If the profession as a whole can deliver the value that it is capable of providing, then new opportunities will emerge for our stakeholders.

Over the next few months we will take a look at each element of the framework, explaining why it was chosen and how it impacts on quality professionals working in Governance, Assurance and Improvement.

Calling all bloggers

Would you like to contribute to the Triaster Blog?

Post on a current topic:

✓ **Process Mapping**

✓ **Process Improvement**

✓ **Increasing ROI**

✓ **Just a bit of fun!**

✓ **Quality**

✓ **Sustainability**

Or start a new one!

**E-mail
emma.harris@triaster.co.uk
with your article,
or your ideas.**

Triaster Blog

The Top 10 Benefits of Pro...

Posted by Carma Cooper on 04/02/16 10:...

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Community Round-Up

The answers to the end of year quiz

Match the pet to the owner

Emily Wright
Triaster

3 - Holly

2 - Dexter

Claire Lorrain
University of Winchester

Jo Dolton
Triaster

4 - Ben & Jerry

7 - Gerrard,
Pepe & Colin

Kerry Ann Christelow
Skanska UK

Hank Helmond
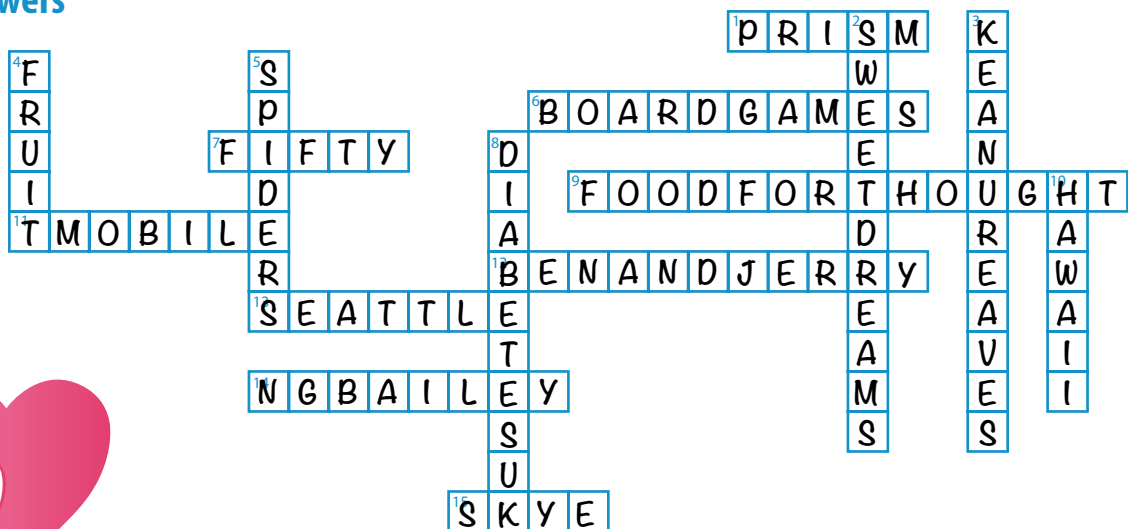Teledyne Dalsa

5 - Cooper

8 - Pumpkin

Joel Evans
Triaster

Isobel Witts
Triaster

6 - Skye

1 - Boots

Kathy Woolley
Glos Hospitals NHS

Crossword Answers

Across / Down answers:

- 1. PRISM
- 3. KEANREAVES
- 4. FRUIT
- 5. SPIDERS
- 6. BOARDGAMES
- 7. FIFTY
- 8. DIABETESUSU
- 9. FOODFORTHOUGHT
- 10. HAWAII
- 11. TMOBILE
- 12. BENANDJERRY
- 13. SEATTLE
- 14. NGBAILEY
- 15. SKYE
- 2. SWEETWEEDDREAMS

Congratulations to Chiara Gardner (nee Ferrara) - Business Analyst, University of Cambridge - on her recent marriage. Honeymooning in Cambodia sounds brilliant!

Can you help NG Bailey raise £50k for Macmillan Cancer Support?

£50k
PLAY YOUR PART...
IN RAISING £50k FOR MACMILLAN

WE ARE MACMILLAN.
CANCER SUPPORT

NG Bailey
PASSION | INTEGRITY | EXCELLENCE

They have raised over £40k at the time of writing and are on their last push - their JustGiving page is here:
https://www.justgiving.com/company/NGBailey