

# connector

Linking the Triaster community

Issue 2 // January 2012



## Welcome

Emma Harris // Operations Director

Happy New Year! I hope that you had a great Christmas break, which doesn't seem too much of a dim, distant memory.

Many of you were kind enough to give really nice feedback about the first edition of the Connector newsletter – thank you so much. You have said you like the Tech News and the Process Navigator Tips. You also have said that you mostly want to see what customers are doing with their Process Libraries, and that monthly editions are too frequent. You would prefer to receive the Connector bi-monthly, so that is what we will do from now on. Next edition March 2012.

Linda mentioned last month that if she could improve one thing about her Process Library it would be ... 'to improve end user awareness of how to make the most of it'. This month I am therefore really pleased to be able to include an interview with David Neilson of Thomson Reuters. He explains the very many good ideas that he and his team used to alert their staff to their new process library and how to get the most from it. Please share your own experiences of raising awareness of your Process Library by going to [www.triaster.co.uk/connector](http://www.triaster.co.uk/connector) and clicking on 'Connect'.

Emma Harris

PS - Please keep the feedback coming in.

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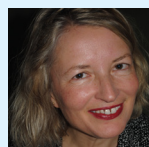
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# Thomson Reuters Go Live

David Neilson // Senior Process Analyst

Thomson Reuters went live with their Triaster Process Library on 30th November 2011.



David Neilson, Senior Process Analyst, based in Sydney Australia, was the Project Implementation Lead.

We asked David some questions about:

- The objectives for the project
- The challenges of a very fast implementation in a global corporation
- His communication plan for Go Live

This is what he answered:

## Q: What were the project objectives?

**A:** "The project brief was to implement a Business Process Management tool capable of creating, housing intelligently, maintaining and reporting against all global documentation for Thomson Reuters.

As a business we were very good at making changes, but not as good at ensuring that we had up-to-date, accurate reference information for staff. Addressing this was what the project was all about, both in a practical sense and also to change our way of thinking.

We were looking for a solution that delivered 4 key benefits:

- Customer administration processes in one format and one searchable location
- Provide a solution that has up-to-date process material that can be trusted as the source of truth
- Any changes to a process or addition of new processes updated and communicated in one way

- Provide ability to search for other key order processing materials, all in one place

We had a look at the market and the Triaster solution seemed to deliver what we needed. The free trial enabled us to properly evaluate the solution and confirmed that Triaster really did deliver a very simple way to achieve our objective. We weren't interested in something that would take a year to roll out – we needed something in place within 5 months – from the beginning of the evaluation!"

## Q: How did you approach the implementation?

**A:** "It was very important that when Pathway (the name we chose for our Process Library) went live it contained relevant to now content, the material had to answer the common questions that people commonly asked about processes. Accordingly I appointed 5 process engineers who were based in Sydney, New York, Geneva, London and Bangalore. Their role was to tackle the conversion and reengineering of 50 of the most commonly used corporate processes.

They not only mapped those processes, but talked to the process owners to negotiate improvements. They then published the remodelled processes to Pathway which gave us some real value-add content on day one. Although I managed the overall implementation I continually liaised with a steering group regarding the Pathway design, look and feel, usability etc.

One thing I did realise very quickly was that I'd underestimated the amount of work required to meet the targeted live date of end of November, especially given that we only purchased the Triaster solution at the end of August! We got there though, which was a huge achievement. Triaster's implementation support was brilliant, I really couldn't fault it. I was really impressed with all aspects of Triaster's support model. A special thanks to John for his technical guidance and Paul for his patience in all of the learning activity."

Thomson Reuters Go Live continued...

**Q: How did you let the 1500 intended users of Pathway know about it?**

**A:** "We had a full communication programme, which ran throughout November 2011.

It started with a teaser campaign running from 1st-3rd Nov. We have plasma screens in every Thomson Reuters' office and we flashed up images of the Pathway homepage with messages such as "You'll soon be able to find all processes in one format" and the common tag line "You'll never get lost again."

On 7th November we sent an e-mail formally introducing Pathway to all staff. It was a short PATHWAY branded e-mail which included a promotional video. The video was designed to get the message across that PATHWAY would solve a lot of the common issues that staff talk about and also to be fun to watch. The people in the video were all from the regional offices and it was obvious that there were no professional actors in there! Everyone loved it!

To view the video  
please go to:  
[www.tinyurl.com/PathwayPL](http://www.tinyurl.com/PathwayPL)

Between 7th–30th November we spent time in Asia, America, Australia and Europe demonstrating how Pathway works. As much as possible the demonstration was a short face-to-face session explaining how to use Pathway. Where face-to-face wasn't possible, we gave on-line demonstrations.

On Go Live day, when people arrived in their offices, posters were up everywhere announcing "It's here!" Everyone also received an e-mail linking to Pathway which contained a recorded session from the training in case people had missed it or wanted it for future reference. All regional managers immediately followed this up, asking their teams to use Pathway and feed back."

**Q: What has the feedback been?**

**A:** "It has been brilliant. Typical examples are: 'Let me thank you for this Pathway. It really makes our lives much easier. It's a beauty.' 'Just to let you know that I am using Pathway this morning. It's helping me loads and looks great.' "

**Q: What is your overall feeling about the project?**

**A:** "I am really pleased. It has been very satisfying to

deliver something so useful in such a short time frame. All credit to the simplicity of the Triaster software and the support we received. Another part of the business implemented a competitor product which was much more expensive and took them over a year to roll out, whereas we went live in just over 3 months!"

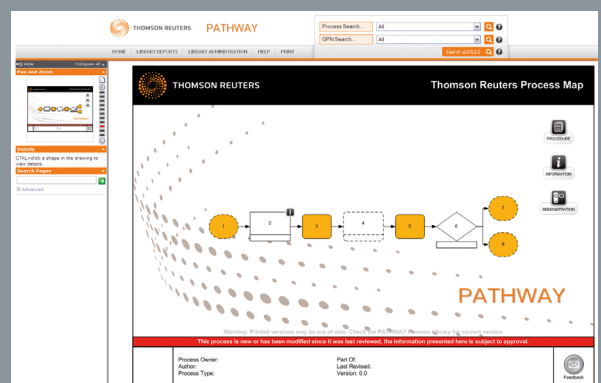
**Thank you David, it has been a pleasure for all at Triaster who have worked with you.**



Promotional video



One of a series of promotional posters



Pathway process map design

# Click versus Hover

Paul Elson-Vining takes a look at Thomson Reuters



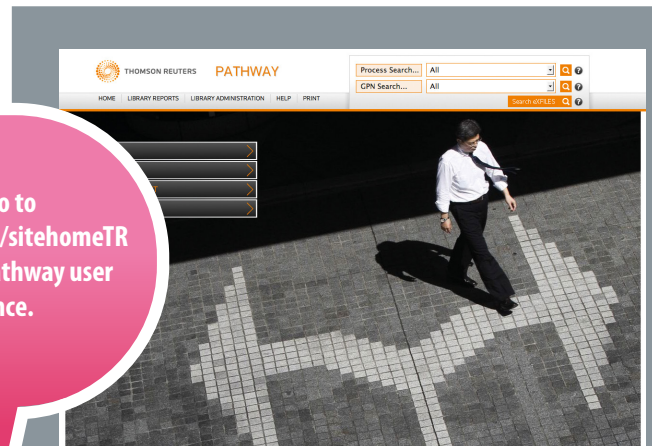
Paul Elson-Vining // Professional Services Consultant

Thomson Reuters chose the hover menu architecture for the Pathway homepage.

Thomson Reuters wanted Library Users to be able to see the hierarchical processes laid out in one view and to be able to find all information in one click. So hover was definitely the right menu architecture for them!

They also wanted a clean, sharp, modern and intuitive look for their website and I think we can all agree that this is what they achieved.

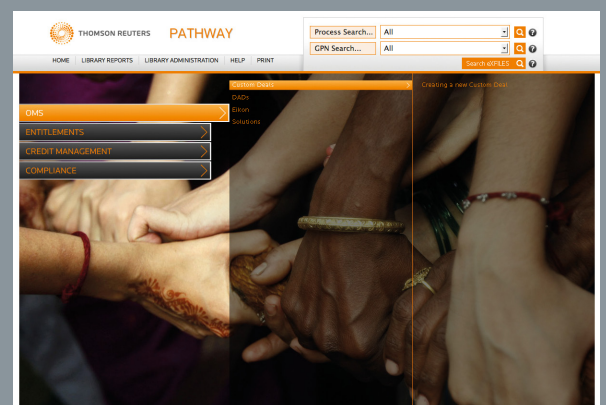
Please go to  
[www.tinyurl.com/sitehomeTR](http://www.tinyurl.com/sitehomeTR)  
to try out the Pathway user  
experience.



Level 1 interface at rest



Level 2 options presented on mouseover



Full hierarchy presented on mouseover of level 2 option

## Paul's tip of the month

When editing a map if you have a number of hyperlinks on a page, it is good practice to link them to a shape, so when you do an Auto Layout the shapes move together. I prefer to link hyperlink circles to the top right corner of a shape. If we assume an activity is 25mm wide by 18mm high, and we have a hyperlink circle on the page, we can use the Auto Layout positional override tool. Select the activity first, hold your finger on the control key and select the hyperlink second.

From the Auto Layout positional override menu, set the vertical override centre option (which is the relative position) to 9 (which is half of the height) and the horizontal to 12.5 (which is half the width) and press OK. The shapes will then align beautifully.

## Paul's shortcut of the month

If you have a number of toolbars installed on Internet Explorer and you find that as a result your viewing window has been reduced when viewing maps, try pressing F11 to use full screen mode. Press F11 again to revert back to your normal view.





# How can we help?

## Packages to realise the full potential of your Process Library

Carma Cooper // Client Services Manager

Triaster offers a variety of packages to our customers, to take your project to the next stage and realise a whole new range of benefits from your Triaster Process Library. These are summarised below. If you are interested in discussing any of these, please give us a call:

+44 (0) 870 402 1234

Or e-mail: [info@triaster.co.uk](mailto:info@triaster.co.uk)

Package	Delivers	What's the benefit?	What's delivered (in summary)?	Cost *
<b>Library Health Checks and Desk Side Assistance</b>	Very specific help and support for you and your Process Library.	Have you got an Audit coming up? Is there functionality that you are not making the most of? Do you need help with Library cloning or properties? Targeted consultancy to deliver just what you need just now.	Whatever you need whilst we are on-site.	A minimum of 1 day
<b>Managing Library Content</b>	Establishes a rock solid Governance Framework to keep your Library content current and your Users updated.	Your Library content is always current and useful and your Users are always fully informed.	1 day on-site to establish a Library maintenance process to ensure your Library content is never out of date.	1 day
<b>Dynamic Homepage Design</b>	New dynamic homepage design installed: Click or Hover.	An engaging, easy to use Library homepage that meets your User requirements.	New dynamic homepage design installed to Sandpit/Pre-live: Click or Hover  1 day on-site consultancy to cover how to link your menu options to your process maps and on-going administration. Also, publish to Live.	2 Benefit Credits
<b>Alternative Document Search</b>	Improved Document Search.	Immediately improved Document Search, rather than needing to wait for the release of V. 12.1.	Alternative Document Search, providing enhanced search options installed and ready to use.	1 Benefit Credit
<b>Populating your Process Library</b>	Your processes mapped and published to your Library, together with associated documentation.  We also revisit your Governance Framework and ensure that everything is in place to support your project in the long term.	This package takes you very quickly to the next stage, once you have gone live with your Library.  It will also benefit anyone wanting to add more content to their Library at any time.	A planning day to agree objectives and timescales. Also to review and update the Governance Framework. Part of this day can be used for process discovery/mapping if appropriate.  The remaining days can be used in the following ways: Process discovery and mapping, Process discovery facilitation, Process mapping training (the appropriate combination will be agreed with you individually) to deliver content in your Library.	1 Benefit Credit for each 4 days on-site.  Package price offered for blocks of 20 days (£10K).  Delivery can be over an extended period of time rather than in one block if preferred.

How can we help you continued...

Package	Delivers	What's the benefit?	What's delivered (in summary)?	Cost *
<b>Scaling your Process Library</b>	Your Process Library scaled to cover additional business units or departments.	This is a very cost effective way of getting more benefit from your Library.	A planning day to agree objectives, timescales and approach. The main question to consider is if the new business units or departments will adopt the existing Library or set up their own. We review the technical, design and content production options with you to agree the best approach for you.  Following the planning workshop, a formal project plan with any associated costs will be sent.	A minimum of 1 day
<b>Library Communication Programme</b>	A full communication programme to engage your end Users.	The main benefits of your Process Library are realised when it is used. Keeping your Library Users informed will keep them using it.	1 day on-site to agree objectives, timescales and discuss the programme delivery options, which could include: Face-to-face training, targeted to audience, Webinars targeted to audience, Captivate user guides, Video, Flash walk through of Library, Posters, Adverts, Merchandise; or whatever you need!  Following the planning workshop, a formal communication plan with any associated costs will be sent.	A minimum of 1 day
<b>Disconnected Servers</b>	An MSI package to enable the deployment of the system to multiple machines.	A cost-effective way to deploy disconnected servers (read only libraries). It will also be possible to copy documents over with the updates if required.	Project to agree the implementation approach and install.	1 Benefit Credit  Additional Remote User support charged on time and materials basis.
<b>Joint Venture Library</b>	A customised Library to support your joint venture.	A cost-effective way to ensure the effectiveness of your joint venture project.	A planning day to agree objectives, timescales and approach. The main question to consider is how closely the joint venture Library will largely mirror an existing Library.  We review the technical, design and content production options with you to agree the best approach for you.	A minimum of 1 day
<b>Bid Library</b>	A Process Library specifically to support your new business bids.	When going through a tender process, bidding for large projects, you have to demonstrate that you have all the processes in place to support your proposal. This package enables you to easily and cost effectively benefit from your existing Library content to do just that, in a way that positively differentiates you from the competition.	A planning day to agree objectives, timescales and approach. The main question to consider is how closely your Bid Library will mirror your existing Library. We review the technical, design and content production options with you, to agree the best approach for you.  Following the planning workshop, a formal project plan with any associated costs will be sent.	A minimum of 1 day

\*1 Benefit Credit currently costs £3K and delivers 4 days' time. Individual days can currently be purchased at £995 per day. All costs are net of VAT and expenses.

# T.U.G. News

Linda Spinks presents the latest news from the User Group



Linda Spinks // User Group Chairperson

Well you all seem happy with the current name – so I get to keep the box of chocolates!

## We tell you

### What are Special Interest Groups?

These are sub-meetings of the main User Group at which customers from one industry sector discuss applications of the Triaster Process Library in their specific sector.



Claire Nuttall of the University of Bristol was the driving force behind setting up the Education Special Interest Group. This meets twice a year with an agenda typically as follows:

- An introduction and presentation from the host on their Triaster projects
- Discussion around Education industry specific issues with the application of Triaster (usually 3 or 4 topics brought forward by attendees)
- Raise topics for wider discussion in the main user group

Triaster's Education customers certainly get a lot out of attending them:



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, who have both knowledge of your industry and similar experiences of the challenges we all meet in our drive for improvement. It is very encouraging to know that such support exists.

**Tom Hamilton, SQA**

The next Education Group Meeting will be taking place at the University of Kent in Canterbury on 30 March 2012.



Discussion at the last Triaster conference

## You tell us

Special Interest Groups can be for any sector, if you would like to start one for yours, let us know and we can support you to set it up.

Feedback on the Connector newsletter has been positive, but not much other feedback has been forthcoming. This is your spot, please do use it. Please either e-mail me, or post your thoughts via [www.triaster.co.uk/connector](http://www.triaster.co.uk/connector)

*L de Spinks*

[user.group@triaster.co.uk](mailto:user.group@triaster.co.uk)

# Tech News

## Process Maps - some advantages of the XML format



John Blight // Technical Support Manager

Triaster process maps are saved as Visio XML documents. A text-based format can be helpful when trouble-shooting files. However, opening a process map VDX file in a text editor such as Notepad reveals a format that isn't easily readable. So how can the file be opened in a way that makes it more straightforward to analyse and understand?

Try this:

1. Take a copy of the VDX file, and rename the copy with a '.xml' extension.
2. Double-click on this XML file to open it.

This will commonly open the file in Internet Explorer, where it's formatted in a much more comprehensible way. Sections can be expanded and collapsed, so simplifying the view and making it easier to concentrate on the content of interest.

Opening an XML file in Internet Explorer is also a simple way to quickly validate its XML. On rare occasions, our

help has been sought in recovering corrupt map files, where an invalid XML error is reported when trying to open it in Visio. Often, the file has been truncated. Opening such a file in Internet Explorer can help to identify the point at which the file is recoverable. This would usually be at the last full definition of a Triaster shape. From that point on, the file content would be discarded, and replaced with content from an essentially blank process map file to complete a valid XML file. Of course, the amount of recoverable content depends on the point at which the file is truncated, but there's often enough to make the exercise worthwhile.

Sometimes, the XML error pertains to a specific section in the file. Particularly if that section is meant to be consistent across files, e.g. the VBA project data, it can be replaced with data from a valid file, and the map content is retained.

So, we've found that the XML, text-based format allows us to analyse and repair files in a way that just wouldn't be possible if a binary format were used.

# 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 9. Many of these events are free of charge to organisations with a Trusted Partner Licence Agreement. Of course, all Triaster training courses can be delivered on-site at a standard day rate, or maybe one of our standard packages would benefit you: please see pages 5 & 6.

In addition, Triaster is proud to sponsor the Business Improvement Network, and support BIN's webinar programme.

For more information and registration for Community Events please go to: [www.triaster.co.uk/events](http://www.triaster.co.uk/events)



Date	What is the Event?	Who benefits from attending?	How will I benefit?	Location
11th January 2012 8th February 2012 14th March 2012 11th April 2012 9th May 2012	<b>BIN Webinar</b>	Anyone interested in business improvement	Connect. Share. Learn. Webinars covering differing aspects of business improvement and quality are held every second Wednesday of every month, starting at 10 a.m. GMT.	<a href="http://www.bin.co.uk/events">www.bin.co.uk/events</a>
15th February 2012 16th April 2012 14th June 2012	<b>NEW! Triaster Training - Technical Workshop</b>	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.  "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
23rd & 24th February 2012 19th & 20th March 2012 19th & 20th April 2012 21st & 22nd May 2012 21st & 22nd June 2012	<b>Triaster 2 Day Training - Creating Maps For Your Library</b>	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.  "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
5th March 2012 11th May 2012 9th July 2012	<b>NEW! Triaster Training - Process Discovery Facilitation</b>	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
30th March 2012	<b>Education Special Interest Group Meeting</b>	Triaster customers in the Education sector	Meeting users in the Education sector who are able to share, understand and solve each other's problems.  "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
2nd - 4th April 2012	<b>AUA Higher Education Conference</b>	Triaster customers in the Education sector	The University of Kent and Triaster are jointly presenting the conference session:  'How to make things simpler: using process mapping technology'  This session aims to illustrate how the team at Kent has begun to use business process mapping as part of a lean approach to improve efficiency, consistency and communication across its administration. The session will talk though the first phase of the project: its rationale and context, initial challenges and key learning points.	University of Manchester, Manchester  <a href="http://www.tinyurl.com/AUAcon">www.tinyurl.com/AUAcon</a>
26th April 2012	<b>Customer User Group</b>	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 John Blight

## Technical Support Manager



### Fact File

**Joined Triaster**  
1996

**Before that**  
Completed a PhD in Chemistry

**Professionally he is most proud of ...**  
Successful collaborations with customers

**Hobbies**  
Cooking, driving my kids about

**Likes**  
Good food, wine

**Dislikes**  
Karaoke, filling in surveys

**Everyone at Triaster will always remember that...**  
He cooks a mean chicken pasty!

There is not much about Triaster software that John doesn't know. No-one, other than Mike has been with the company longer. He's had a variety of technical roles during his 15 years with Triaster, from software development to internal IT support, and is now perfectly matched to his current role of Technical Support Manager. With his depth of technical knowledge, his incredible patience and as the ultimate completer finisher, John has the perfect skills to support his customers. And they do appreciate him:

#### Julie Mack, 3663

"Hi John, You are a genius! All working perfectly and I cannot tell you how grateful I am."

#### Iain Pendry, Aero Engine Controls library

"Without exception we get a fast professional response and almost always an instant fix."

We asked John to give some examples of the very different way in which he helps his customers:



My role is all about problem solving. The scope of the problem can vary vastly: at the more straight forward end I am often explaining how something should be done, or why something isn't working, or perhaps recovering lost files. I am very aware though that what may seem a minor problem to me, may well be a major problem for the customer.

At the more complex end, I translate customer requirements into the actual technical implementation. For example, David Neilson, Thomson Reuters, wanted Google Analytics to give him some specific results for his Process Library. I liaised between him and our developers to ensure that he got the results he needed. I also often liaise with customer IT departments, so that the business user of a Triaster Process Library gets the specific support that they need, which is not always that easily obtained!



# From the Community

Latest tweets, discussion and video

## December Edition Puzzle winner

The words entered into the prize draw for the shortest and longest words using all the letters of DMAIC were:

**Thyroparathyroidectomized**  
Adjective of  
Thyroparathyroidectomy; excision  
of both the thyroid and parathyroid  
glands

<http://oxforddictionaries.com/words/what-is-the-longest-english-word>

The December winner is:  
**Sophie Tonino**  
Congratulations! Your £15 Amazon  
voucher is on its way to you! Many  
thanks to everyone else who took  
part; let's hope you can solve this  
edition's puzzle.

**Adamic**  
Of or pertaining to Adam,  
or resembling him

**Modica**  
A town, southeastern  
Sicily, Italy.

**Cadmic**  
Adjective of Cadmium;  
a soft, bluish-white  
metallic element occurring  
primarily in zinc, copper,  
and lead ores

## Triaster Customer Focus Day

In December, the third Triaster Customer Focus Day was held. The principal aim of these days is to allow customers to shape the direction of upcoming product development. This is beneficial both for customers, who can have their say around the content of new features, and to the Triaster development team, who get much better clarity and insight into what the exact requirements are.

As well as product development, the focus days typically have a session on other topics where customer feedback is important, such as the Knowledgebase or the Triaster Community.

At the December meeting, 14 attendees were shown a number of new features and ideas still in the development stage. Workshops were held on

the development of the Search functionality and Reporting capabilities of the Triaster Solution. Points raised included requests that the quick search display a combination of process maps and documents rather than having two separate searches, and that a configurable layout of the process maps search results would be very useful.

### Steve Ward, NG Bailey

"It was a pleasure to work with the Triaster team and to see the progress from the previous meetings."

The next focus day will be held in Spring 2012 (date to be arranged) and will feature a "blue sky" brainstorming session on future features which promises to be lively! If you would like to attend and contribute your ideas, please contact Jo Dolton.

## Live from LinkedIn



I maybe should know the answer to this but... is there an easy way to convert standard Visio process maps to Triaster maps? or do they need to be redrawn? Thanks, PB

Go to: <http://lnkd.in/J7ujq2> to see the response.

## YouTube Channel



Case Study: How Microsoft achieved fast global roll-out of new management processes and changed attitudes to process mapping. With Stan Julien, Director of Online Relationship Marketing, Microsoft, Redmond, USA.

View this video at: <http://tinyurl.com/MicrosoftBuyIn>



# Process Costing

## How to cost the process

Michael Cousins // Managing Director

"What we really need Mike is a simple method for working out how much this process is costing us, and to then compare it with the alternatives."

In virtually every organisation using a Process Library, one of the key aims is to find cost savings through the identification of more efficient processes. One could just as easily focus on amount of effort involved, numbers of people, elapsed time from start to finish, the amount of defects introduced, the amount of customer complaints received and so on...

To work with quantitative metrics is straightforward, but it has to be rigorous. In this article I'll cover the ground on some of the underlying theory and definitions, and also look at some practical examples. We need to understand several concepts:

1. Atomic and non-atomic data
2. The process hierarchy seabed
3. End-to-end processes
4. The Noun-Verb method and how it relates to metrics

### Atomic and non-Atomic Data

Atomic Data are values that cannot be broken down or derived from other atomic values (hence atomic or atom-like meaning indivisible. As an aside this is an unfortunate historical use of the term from the days when it was believed an atom could not be sub-divided – how wrong we were!)

My age for example might appear to be atomic, but on closer inspection my age can be derived from my date of birth. My date of birth is therefore atomic, my age is non-atomic. My weight on the other hand is atomic – it is not possible to work out my weight from any other values.

When dealing with process costs, it is important to understand when to simply attach costs to a process as if cost were an atomic value, and when to derive the

cost from other data. More often than not, it is desirable to derive cost.

For example, suppose I am trying to calculate the labour cost of a process that involves 3 people working for 6 hours at a rate of £8 per hour, and a supervisor's time of 1 hour at a rate of £16 per hour. The atomic data in this example are the number of hours worked, and the rate per hour. The cost can be derived from these values and so therefore cost should not be recorded as an atomic data value in this process, but as a derived value from other data.

On the other hand, suppose I am trying to work out the labour cost of a process where the number of hours worked is not known, nor the rate per hour, but a contract is in place with an outsourced business to perform the process at a cost of £800 per day. Then in this instance cost is an atomic data value and it should therefore be recorded as a data value in the process.

Please read the full article at:  
[www.triaster.co.uk/connector](http://www.triaster.co.uk/connector)

Win a £15  
Amazon  
Voucher!

### Puzzle Competition

**A process has 2 gateway review points. At the first review there is a 25% chance of rejection and the process must start again from the beginning. At the 2nd gateway review there is a 10% chance of rejection, and the process must start again from the step immediately following the first gateway review. The cost of everything up to and including the 1st gateway review is £28,000. The cost of everything from the end of the 1st gateway review to the end of the process is £76,000.**

**What is the expected cost of the complete end-to-end process? Reading the article will help!**

**Please email your answers to [puzzle@triaster.co.uk](mailto:puzzle@triaster.co.uk) by 5p.m. GMT 29th February 2012. All winning answers will go in to a price draw and the winner will be drawn at random. The winner and their winning answer will be announced in the next edition.**