



## Welcome

Emma Harris // Operations Director

A big thank you to everyone who got in touch with Christmas good wishes (especially to those who sent food!) and a very Happy New Year to you.

It's often difficult coming back to work after the Christmas holidays, but no doubt knowing that part two of the Customer Experience Exchange would be coming soon made it a whole lot easier! You will not be disappointed - in this edition: [Skanska UK](#) and [Openfield](#).

Also Mike's back page article has returned albeit with a slightly different style from usual, as has Tech News. There is a great in-depth article on Replace Data and the answers to last edition's puzzles are in the 'From the Community' section. Dan Macleod, Triaster's Designer, shares some of his secrets and there are all the usual updates on what's happening with the software, User Group and events.

Enjoy.

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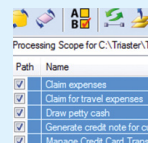
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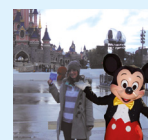
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# Customer Experience Exchange

Sharing best practice and much more...part two

At the first Customer Experience Exchange held in September, five diverse customers shared their experience of using Triaster to support their core business processes and drive business process improvement throughout their organisations.

In the second part of our write up of the event, Skanska UK's and Openfield's presentations are summarised below.

If you missed part one (Interserve, 3663, Spirax Sarco) this can be found in the November/December Connector which can be downloaded from <http://www.triaster.co.uk/connector>

All presenters' supporting PowerPoints and links can be viewed at <http://tinyurl.com/triasterCXE>

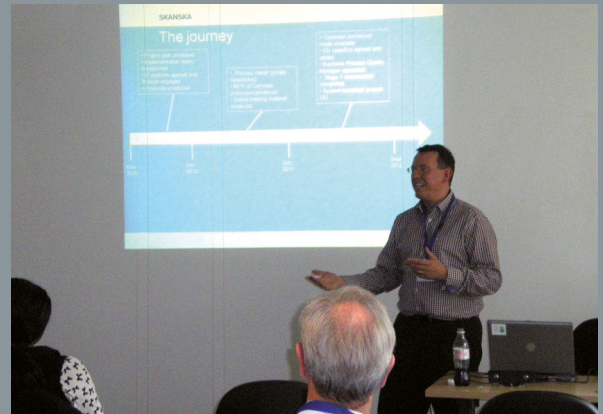
## Skanska - Utilising process libraries to create consistent business processes working with multiple operating units

*Steve Arkell, Business Process Quality Engineer, talked through how Skanska have developed a process library architecture to support each of their individual operating units while working as One Skanska UK.*

Skanska is one of the world's leading construction groups with expertise in construction, development of commercial and residential projects and public-private partnerships. They employ approximately 4,200 staff in the UK and undertake around £1.2 billion worth of work each year.

Steve explained Skanska's five zeros vision:

- Zero loss making projects
- Zero environmental incidents
- Zero accidents
- Zero ethical breaches
- Zero defects



Steve Arkell, Skanska - discusses process library architecture



Jim Hotchin, Openfield - on driving change throughout the organisation



The first Triaster Customer Experience Exchange - A great way to share best practice!

All driven by their management system.

In 2010 the challenge was that the nine operating units making up Skanska UK were all completely independent and each had their own unique management systems. Each system its their own platform (Word, Visio, Triaster) and six of them were independently audited by the LRQA for individual ISO certifications.

This meant multiple audits each year, often performed by the same auditors, looking at similar content, presented differently within differing management systems. It also meant a lot of inconsistency in the ways things were done by each operating unit.

In May 2010 Skanska UK agreed to move to:

- One management system containing policies, processes, procedures common to all operating units
- A single accreditation (LRQA)
- A common IT platform (Triaster)

As a starting point, they listed all the areas of the Skanska UK business and in doing so realised that all their processes fall into one of the following:

- Functional Area – supporting processes, health and safety, procurement
- Project Control – everyday project management processes
- Sector – processes to meet specific requirements e.g. gas, highways etc.

They started with the Functional and Project Control processes which are common to all the operating units. The best person in the business to represent each area was identified and they, together with a team of process owners, process mapped and work shopped their processes to agree the best practice process. Not only did this enable them to identify the 'best of the best' core processes, but it also enabled buy-in from each operational unit to the One Skanska project.

Having gone live with the core processes in their Library in early 2012, they next focused on the Sectors – the operating unit specific processes. These are published to specific Operating Unit Libraries, which appear seamlessly within the Library.

Steve demonstrated the One Skanska Library, 'Our Way of Working'. The homepage contains menu options for each operating unit. Once the user has clicked into the relevant Operating Unit Library, they are given Functional Area and Project Control menu options. The end user is therefore only able to access the processes applicable to that operating unit, be they core processes or operating unit specific.

There are also links to other useful resources such as the IMS manual, on-line tutorials and policy statements.

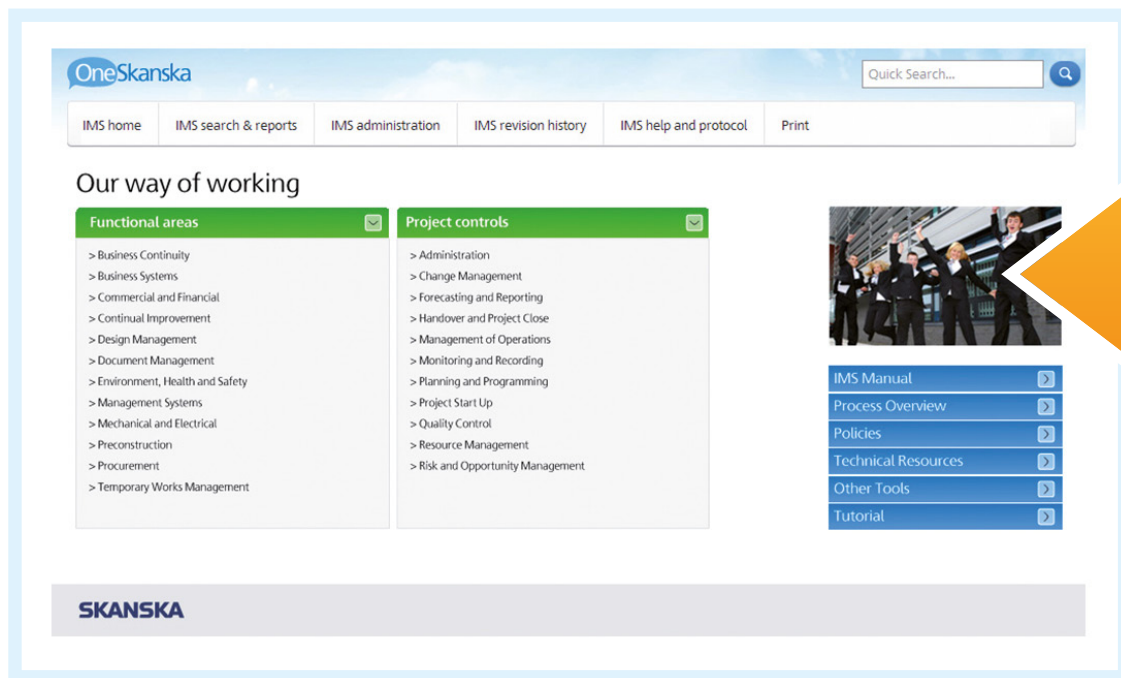
Steve said that in the mapping of the processes and the promoting of the 'Our Way of Working' Library, the cultural change for Skanska has been focusing 'on the why'. Much effort has gone into explaining why something is done, in terms of the impact on the customer.



Experiences shared can prevent the same problems occurring.

*Balfour Beatty Utility Solutions*

They have also been encouraging Library users to click on the feedback button found on all process maps and e-mail the responsible person. The feedback is discussed by the Process Owner group who, if they agree any change, will implement this, update and re-publish the process map(s).



**£40K  
in audit  
fees saved!**

Skanska's central communications team have developed posters, e-mails etc to promote 'Our Way of Working', however in retrospect Steve feels the Steering Group should have improved the engagement and involvement of the project sponsors at the start, something they have now done.

Steve said that in mid-September 2012 LRQA had completed the stage one assessment for One Skanska certification. This marks quite a milestone, with one management system (Our Way of Working) developed on one platform (Triaster) getting Skanska well on the way to one accreditation.

And it also saved £40K in audit fees!

## Openfield - Using our process library as a key tool in delivering change throughout Openfield

*Jim Hotchin, Operations Director, was very eloquent on how Openfield have used the Triaster Solution to drive change throughout their organisation.*

Firstly Jim introduced us to the combinable crop industry, explaining that the UK crop size is about 20 million tonnes. This is produced by about 10,000 farmers whose ages, attitudes, approaches and skills cover a huge range.

The crop industry is driven by the world market. This year's yield is probably the worst in 20 years, both in the UK and worldwide. It is estimated that world-wide there is probably only just enough crop to get through the year. It is a highly volatile market and historically not at all service orientated, with high levels of waste in the supply chain.

Following the BSE crisis the combinable crop industry has become highly regulated:

- Red Tractor: An assurance scheme applying to farmers up to the farm gate
- TASCC: Covering quality from the farm gate to the end user (storing, transporting, testing)
- FAS: Covering the use of fertiliser (ammonium nitrate being a key component in bomb manufacture)

Openfield is a mutual society owned by farmers. The farmers who contract with them are the owners of Openfield for the duration of the contract. Currently this is 3,000 farmers who produce 20% of the UK crop. Their annual turnover which depends heavily on the prices of wheat is currently about £650 million and they employ 230 staff.

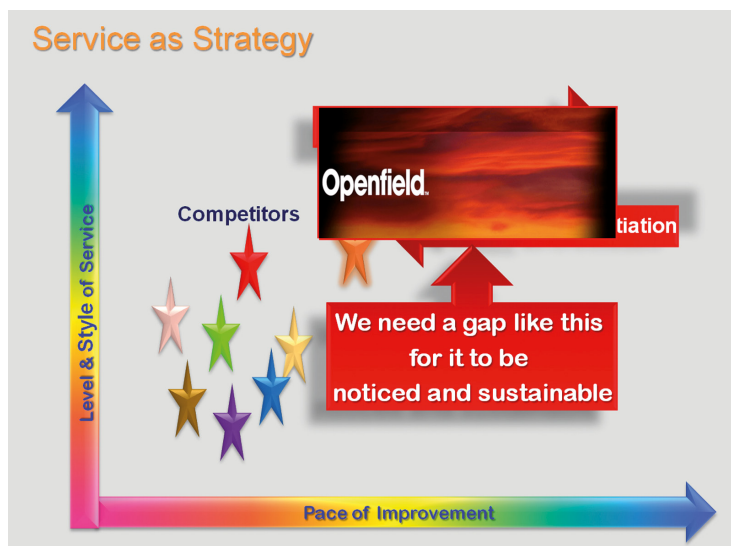
Openfield was created on the merger of 'Grainfarmers' and 'Centaur Grain' in November 2008, which were very different organisations. Centaur Grain was owned by farmers set up to deliver to their requirements while Grainfarmers was orientated around the consumer. They each had their own IT systems, processes and cultures, but both delivered low levels of service and paid only lip service to compliance to the Assurance schemes. So quite a challenge!

The way forward was determined, to:

- Unify cultures
- Consolidate on one IT platform
- Create standard processes
- Dramatically enhanced, measured service levels
- Conformance with compliance schemes to mitigate risk
- A service mentality
- Agile in the market place
- End user and farm group relationships
- Move faster than the competition

... so that Openfield will be recognised as the best grain business in the UK, by being an integral part of their farmers' and customers' businesses.

Openfield determined that their excellence would be the product of Service Excellence multiplied by Operational Excellence.





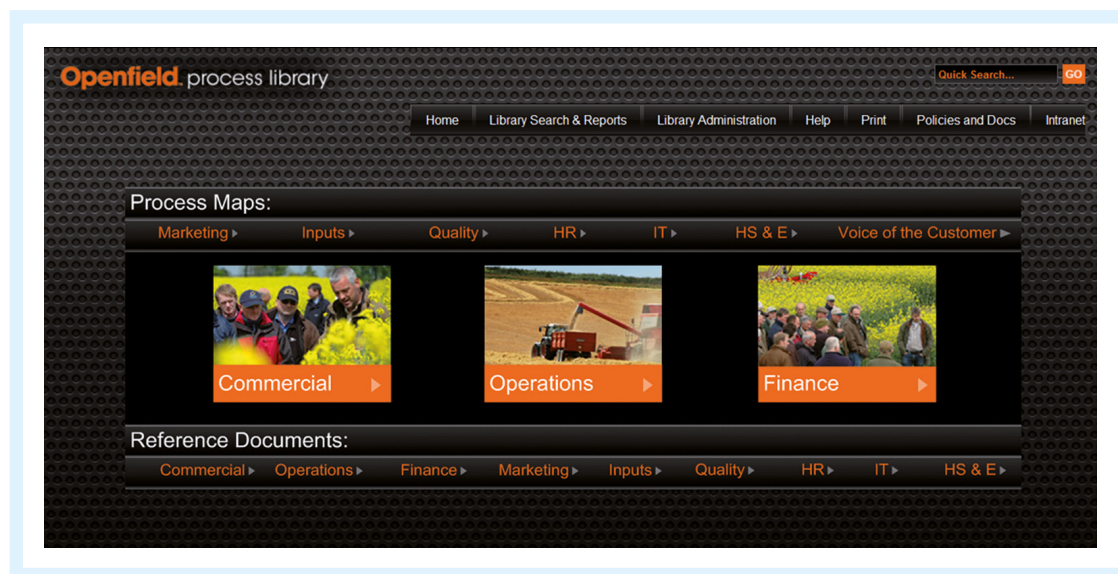
They recognised Service Excellence was a strategy to differentiate themselves from their competition, but for this to be successful they would need to create a clear gap between Openfield and their competitors, in terms of the service delivered. They were looking to create 'raving fans', customers who are intensely loyal to Openfield. To do so, they would need to create a distinctive, un-forgettable, value adding, addictive experience that customers could only get from Openfield.

They recognised that there are two aspects to this: character and competence. In order to bring in employees with the correct character, Openfield started to recruit people from a service background. This was an entirely new approach and had an immediately positive effect on the culture of the organisation. In order to ensure competence Openfield took a LEAN approach to Operational Excellence and chose the Triaster Solution to enable this.

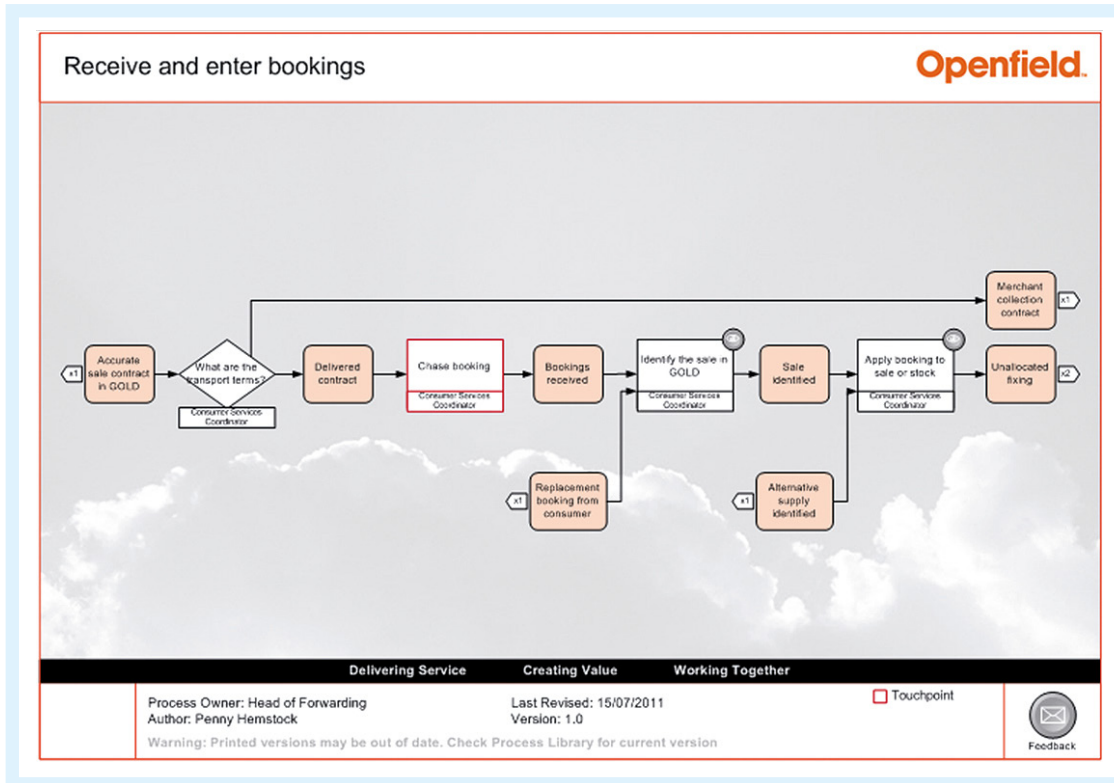
So why Triaster?

Jim explained that the Triaster Solution was chosen because it delivered:

- One source of truth
- Easy access to standard processes
- Easy on-line library of documents
- A training medium
- Visualisation of process – not dry manuals!



Openfield's Library homepage was designed with the major cross functional processes most visible, but supporting departmental processes accessible and it is now the backbone of the business. It is the first thing that staff come to on both their intranet and their ERP system. Staff know that the Library shows how Openfield do business and this is where they go to find out what they should be doing. The Library has just helped Openfield to pass an FIAS audit with flying colours - the auditor commenting on how easy it was to use. The Library is a core component in Openfield's drive for Operational Excellence. The customer journey has been mapped, with customer touch points clearly indicated in red on the process maps. Annual surveys are sent to customers and the end-to-end process reviewed to improve on areas where customer feedback has highlighted a problem.



Jim stated that Triaster is essential for competence. When asked how big an organisation needs to be in order to benefit from the Triaster Solution, Jim said it certainly works for Openfield who employ 230 staff. He also said he didn't think it was the number of staff that is relevant, but the complexity of the organisation.

Any organisation with lots of complexity can benefit from Triaster.



Well-presented and organised,  
good facilities. Thank you.

*University of Buckingham*



A great day.  
Thank you.

*Spirax Sarco*

# T.U.G. News

Linda Spinks presents the latest news from the User Group



Linda Spinks // User Group Chairperson

## We tell you Education Group

The next Education User Group meeting is being hosted by the University of Bedfordshire, and is now going to take place at their Bedford site on 20th February 2013.

## User Group

The next meeting is being hosted by Openfield at their Grantham offices on 21st March 2013. This will include the AGM at which the constitution will be reviewed and User Group officers elected. The constitution requires that there must be at least ten members present to constitute a quorum and agree changes. Constitution changes and User Group officers must be proposed in advance, so please send any suggestions to [user.group@triaster.co.uk](mailto:user.group@triaster.co.uk). Note that some suggested changes have already been put forward and are being considered.

If you would like to attend either of the meetings mentioned above, please register at <http://www.triaster.co.uk/events>. Space is limited, so do book on as soon as possible.

The next User Group meeting will be hosted by Openfield, Grantham on 21st March 2013.



The last Focus Day provided valuable feedback for the Triaster training programme

## Focus Day Feedback

Over the past year there has been poor customer utilisation of Triaster's training sessions, so customers attending the Focus Day on 5th December 2012 were asked for their thoughts on why this has been the case. They were also asked to feedback any ideas for improvements or changes to ensure that customers are able to benefit from these sessions in future (which are included at no extra charge under most of the Triaster Agreements). This was their response:

### Public Training – standard two day course covering Process Navigator and basic Library Admin.

- On most occasions customers only want to send colleagues along to the first day, as Library Administration is better covered on a customer specific basis and is only usually needed by a core team. It was therefore suggested that the training be split into two individual one day courses, so that delegates can choose which is most suitable for their requirements, but still have the option of attending the whole course.
- It would be easier to decide who needs to attend the sessions; if Triaster could provide some pre-selection criteria that customers could use to base their recommendation to colleagues on.
- It was suggested that as numbers for this Public training course have been quite low, it could take place every two months, with a single day training course covering the basics of setting up the new Alerts and Approvals functionality being run every other month.

### Technical Workshops – requested by the User Group to aid understanding of the solution and server side components by administrators and IT staff.

- Customers felt that there could be more clarity on what the sessions cover and who they are suitable for.
- IT delegates are often short on time, so getting out of the office for a whole day isn't always possible. It was suggested that Triaster could hold some short



technical sessions through webinars instead.

- Another suggestion was for Triaster to build in some recommendations of attending such workshops into each customer contract.
- Attendance by IT often depends on the specific customer set up – e.g. a generic IT helpdesk or a dedicated IT contact. If there is a helpdesk set up they are unlikely to find someone to attend.

**Process Discovery Workshops – requested by the User Group to aid internal training within customers' organisations.**

- It seems that this workshop was not widely known about.
- The definition of what this workshop was intended for was not clear.

Triaster have taken this feedback on board and are now reviewing each of the workshops - so watch this space!

## You tell us

If anyone has further feedback or thoughts on any of the above suggestions please e-mail [customer.services@triaster.co.uk](mailto:customer.services@triaster.co.uk) and they will take them into consideration within their planning for next year's scheduling.

Feature requests should be e-mailed with a description of required functionality and perceived benefit to: [featurerequests@triaster.co.uk](mailto:featurerequests@triaster.co.uk)



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

**The Education Special Interest Group will meet at the University of Bedfordshire, Bedford site, on 20th February 2013**

## Paul's shortcut of the month

Lost where you are on a process map while editing it? Try **Ctrl+W** in Visio 2003/2007 or **Shift, Ctrl + W** in Visio 2010.



## Useful, Usable and Used

**On 18th October Michael Cousins presented to the B2E Resourcing, a community for interim consultants.**

**The presentation on 'How to make process maps Useful, Usable and Used' was very much enjoyed by all attending.**



I thought Michael was a very engaging presenter his passion brought a dry subject to life. It was good that the workshop was interactive as this gave us a chance to get involved. The content was focused and very useful.

It was very useful bearing in mind that one of my roles in working life is business process analysis!"

# Triaster Software Development

News on the latest functionality, events and future plans



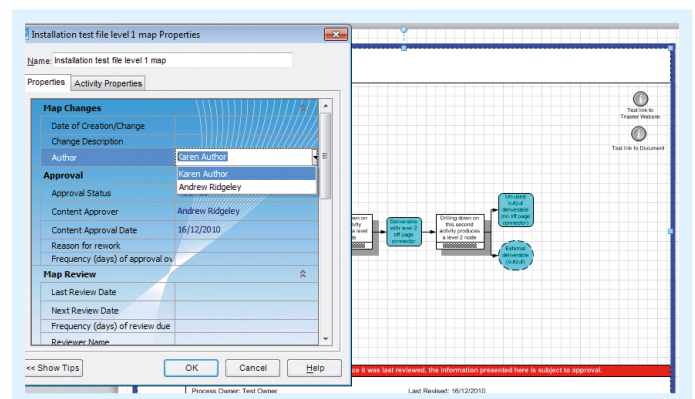
Andrew Ridgeley // Senior Software Engineer

## Latest developments coming soon

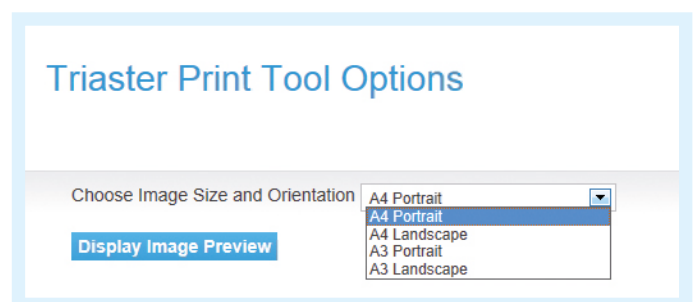
### Triaster Server – version 12.4

The 12.4 functionality to be released later in January is summarised below:

**Automatic updates to properties file:** As customers have started using the new alerts and approvals, we've been listening to the feedback from the initial users. Approvers, Authors and Business Functions can be added by the Library Administrator using the web-based Approval tool. However, for these to appear as drop-down lists in the Node properties dialogue, the properties.xml would have to be edited every time an Approver, for example, was added or deleted. It was obvious to us that this process was laborious and error-prone. To address the issue, a server-based copy of the properties.xml will be updated automatically whenever the Approvers, Authors or Functions are added or deleted. Ideally this central file would be referenced by all mappers; if this is not possible, the central version can be pushed out to local users.



**Print Tool Options:** The Print Tool currently produces an image of a map which can be printed with improved quality. In the 12.4 release, we've added a dialogue which enables you to choose the print size and orientation of this image. There are four options by default (A4 Portrait, A4 Landscape, A3 Portrait, A3 Landscape); more can be added as required.



**Library/Site Level Documents:** In 12.4 it is possible to create a document repository for each site or library and have the document search limited to a single repository.

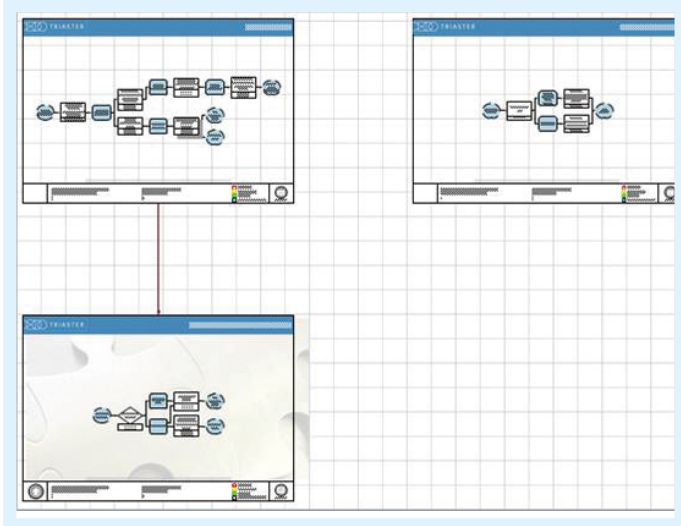
### Process Navigator – version 12.4

**End-to-End process diagram** has moved on quite a bit since its initial release and will be fully available in Process Navigator version 12.4.

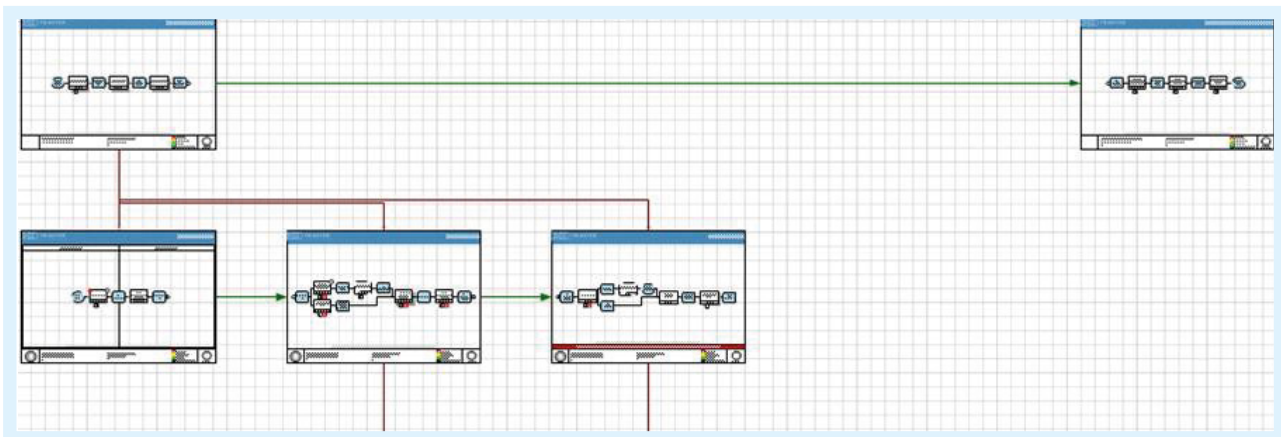
By breaking process libraries down into Process Islands (no Input or Output processes, but children are

allowed), Process Chains (a set of linearly joined processes with just 1 Input and 1 Output, children are allowed) and Complex Flows (neither of the former, children are not included) the layout algorithms now work much more effectively.

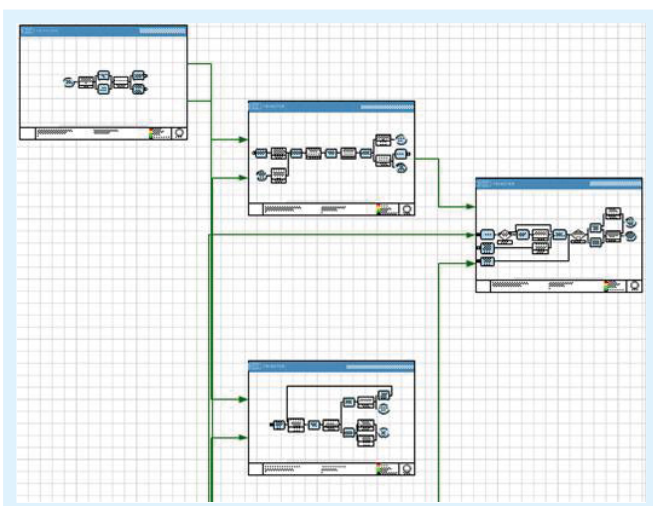
#### *Process Islands*



#### *Process Chains*



#### *Complex Flow*



Performance has also improved considerably (roughly 3 times faster than previously), but file sizes can still grow large (well over 100MB on large process sets).

The **Properties Dialog** attributed to **Hyperlink Circle** feature is also included in 12.4. This enables Triaster's properties dialogue to be utilised on Hyperlink circles. As it is accessible from the Process Navigator menu, changes won't be needed to the Stencil. This development will enable Hyperlinks to have long urls and will also open up the mechanism to enable other shapes (e.g. Connectors) to have 'right click' properties capabilities in future.

## Events

### Release Update Webinars

To see a demonstration of the latest Triaster Software Functionality, please register for an Update Webinar at [www.triaster.co.uk/events](http://www.triaster.co.uk/events)

The next one will be taking place on 23rd January 2013, but we plan to run them monthly.

Find out more about Triaster events by visiting: [www.triaster.co.uk/events](http://www.triaster.co.uk/events)

## Future plans as discussed at the Triaster Focus Day

On 5th December, a number of customers joined us to share their views on the path that future development of the Triaster software should take. It was a very useful and informative day and will help ensure that the Triaster Solution continues to meet your requirements as closely as possible.

The three software focused sessions were on:

- Use of mobile devices (such as smartphones and iPads)
- Use of SharePoint alongside the Triaster Solution
- The End-to-End Process Map

The main feedback from the sessions is outlined below. Please join the discussions on LinkedIn if you are a Triaster User Group member (all customers) with views on these areas, even if you were unable to attend the meeting. Please go to <http://tinyurl.com/FDFeedback>

## Mobile Devices



The session started with an outline of Triaster's current thinking around mobile devices:

- The end goal is for full cross browser compatibility with a different look and feel for different devices.
- Proposed changes are: a simpler homepage with a non-Flash design, designed with mobile devices in mind. Increased available screen space by removing the pan and zoom (instead utilising the move and zoom capabilities of the phone or tablet).

Customer feedback was as follows:

- The current use of mobile devices varies widely. In some companies, only the most senior staff have them; in other organisations, they are used extensively. For example, the University of Winchester has an app which is downloaded by almost all students and allows access to a variety of on-line services.
- Regardless of current usage, everyone was in agreement that mobile devices would become more prevalent, particularly as younger people join organisations and work their way up.
- In construction/engineering companies, there is a need for process maps and documents to be readily available to frontline staff. An example was given of members of staff carrying out excavation work with the completion of a risk assessment being a mandatory part of this process. Ideally, a relevant process map would be easily searchable. This would contain a "Perform Risk Assessment" activity which would link to the relevant form. This could be downloaded, completed and stored. Mobile devices, such as tablets, would be ideal for this process.



- The need for off-line functionality was identified. An on-site staff member may often encounter poor internet connectivity and any solution should allow caching of local data, which is refreshed when connectivity is re-established.
- There was a preference for the Triaster Solution to become an app rather than a website accessed through a browser. This was for speed and ease of use. A new app could be created or Triaster could be added to an existing app.
- It would be useful to have profiles such as Approver, Administrator or On-site Worker. Each of these profiles would be available from the main homepage. For example, an Approver profile would lead straight to the Approvals page or an 'On-site Worker' profile would lead straight to maps/document search. The search could then be tailored to the user profile, so for example, a construction worker wouldn't be presented with processes or documents that aren't relevant to them, such as payment of invoices.
- The priority for most customers, a "quick win", would be a smaller, mobile-friendly homepage with an easy search for maps and documents.

## SharePoint Integration

- Around half those present use SharePoint (predominantly 2010).
- The good points of SharePoint were felt to be its document management capabilities (such as check in/check out).
- The bad points of SharePoint were that: it is expensive, doesn't have a great search capability and is difficult to manage.
- With regards to integration of the Triaster software into SharePoint, the most important requirement is the ability to easily search documents that are stored in SharePoint.
- There is also the requirement to store process maps (Visio files) in SharePoint. For one customer this was a critical issue.



## End-to-End (E2E) Diagram Generator

The latest version of the E2E diagram was demonstrated and ideas for continued improvements were discussed.

- Some great ideas were suggested in respect of map legibility, and the best ones will be carried forward into product. Clearly, when fitting a large amount of information on a small piece of paper, the text has to shrink to fit and this makes it illegible. So, a suggestion was made to have an option whereby the Node is reduced down to an Activity-sized shape with just its Inputs and Outputs shown. In this way, the diagram size could very easily shrink to just 10% of the current size.
- Other suggestions for further focus came from the idea to auto-layout based on a metric aspect ratio. In other words, instead of simply growing to the right, why not automatically move chunks of the diagram around the paper specifically to fill as much of a standard sheet as possible, rather than grow onto several sheets?
- And the final set of feedback related to the export of the E2E diagram to BPML, and the simulation of the E2E process to compute quantitative data from trial runs of the process rather than a mathematical deduction (too complex and too hard to do in full generality). Both of these are currently under way and will be provided to customers in 2013.

# Focus on a Feature

## Victoria Glancy & Carma Cooper take a look at updating process properties – Part 1: Replace Data



Carma Cooper // Client Services Manager & Victoria Glancy // Customer Project Support Consultant

### Change History

As you probably know, the Triaster Solution encourages and supports the capture of metrics or property data in respect of your processes. It is obviously important that the metrics or properties captured are specific to your organisation and relevant to the way you are working, otherwise they just won't be useful.

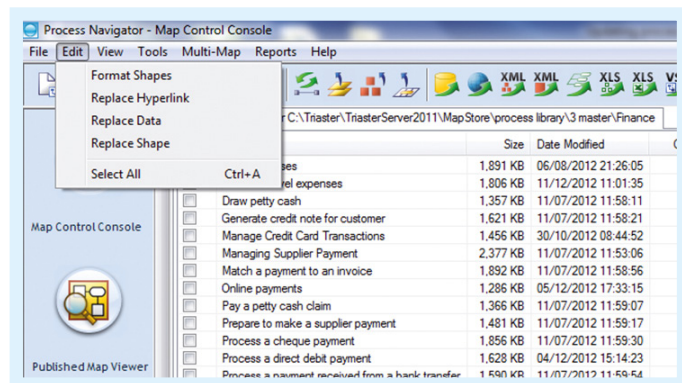
However, maintaining and updating all of the different properties being captured for each process can be quite a challenge, especially when it may only be something you do on an annual basis!

There are two main ways in which you can update your process properties without having to open and edit the Visio version of your process map. Both of these options are accessed via Triaster Process Navigator, our process mapping software. They are:

- Replace Data
- Excel Import Properties

In this article we are focusing on the Replace Data tool. In part two (next edition) we will focus on Excel Import Properties.

Process Navigator 'Replace Data' can be found within the Edit options, directly accessed through the console.



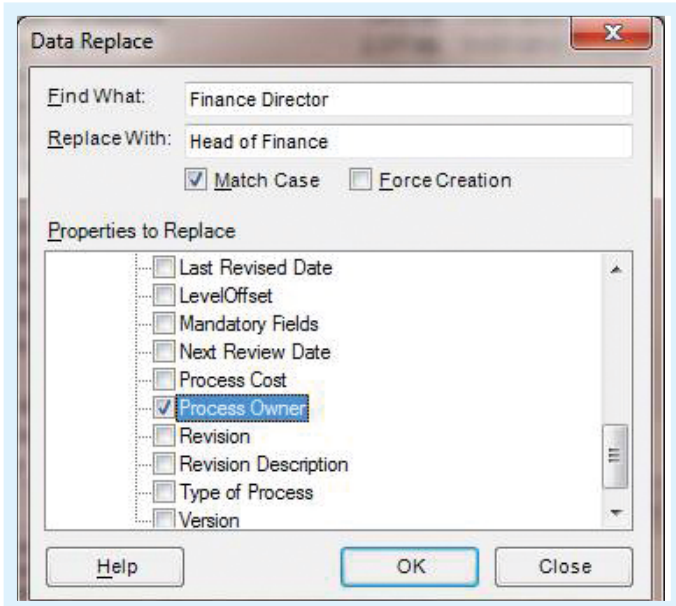
As with all Process Navigator functionality, in order to work with the data in your process maps, you need to select them first. Process Navigator makes it as easy as possible to select the specific maps that you wish to work with.

For example, if your 'Finance Director' has now been renamed 'Head of Finance', you can filter within your MapStore, via the Process Navigator console, to just the Finance maps. You can then quickly select and load them all by using CTRL+A and ticking one of the check boxes next to a highlighted process in the console.

Path	Name	Size	Date Modified	Complexity	Load State
<input checked="" type="checkbox"/>	Claim expenses	1,891 KB	06/08/2012 21:26:05	15	Loaded
<input checked="" type="checkbox"/>	Claim for travel expenses	1,806 KB	11/12/2012 11:01:35	15	Loaded
<input checked="" type="checkbox"/>	Draw petty cash	1,357 KB	11/07/2012 11:58:11	7	Loaded
<input checked="" type="checkbox"/>	Generate credit note for customer	1,621 KB	11/07/2012 11:58:21	8	Loaded
<input checked="" type="checkbox"/>	Manage Credit Card Transactions	1,456 KB	30/10/2012 08:44:52	10	Loaded
<input checked="" type="checkbox"/>	Managing Supplier Payment	2,377 KB	11/07/2012 11:53:06	13	Loaded
<input checked="" type="checkbox"/>	Match a payment to an invoice	1,892 KB	11/07/2012 11:58:56	15	Loaded
<input checked="" type="checkbox"/>	Online payments	1,286 KB	05/12/2012 17:33:15	7	Loaded
<input checked="" type="checkbox"/>	Pay a petty cash claim	1,366 KB	11/07/2012 11:59:07	7	Loaded
<input checked="" type="checkbox"/>	Prepare to make a supplier payment	1,481 KB	11/07/2012 11:59:17	10	Loaded
<input checked="" type="checkbox"/>	Process a cheque payment	1,856 KB	11/07/2012 11:59:30	15	Loaded
<input checked="" type="checkbox"/>	Process a direct debit payment	1,628 KB	04/12/2012 15:14:23	14	Loaded
<input checked="" type="checkbox"/>	Process a payment received from a bank transfer	1,590 KB	11/07/2012 11:59:54	8	Loaded
<input checked="" type="checkbox"/>	Process a subscription payment	1,654 KB	11/07/2012 12:00:07	15	Loaded
<input checked="" type="checkbox"/>	Process an online payment	1,299 KB	11/07/2012 12:00:18	7	Loaded
<input checked="" type="checkbox"/>	Process credit and debit card payments	1,554 KB	04/12/2012 15:14:46	12	Loaded
<input checked="" type="checkbox"/>	Raise credit note	1,620 KB	01/11/2012 09:56:32	14	Loaded
<input checked="" type="checkbox"/>	Update systems after a failed payment	1,423 KB	11/07/2012 12:00:52	9	Loaded

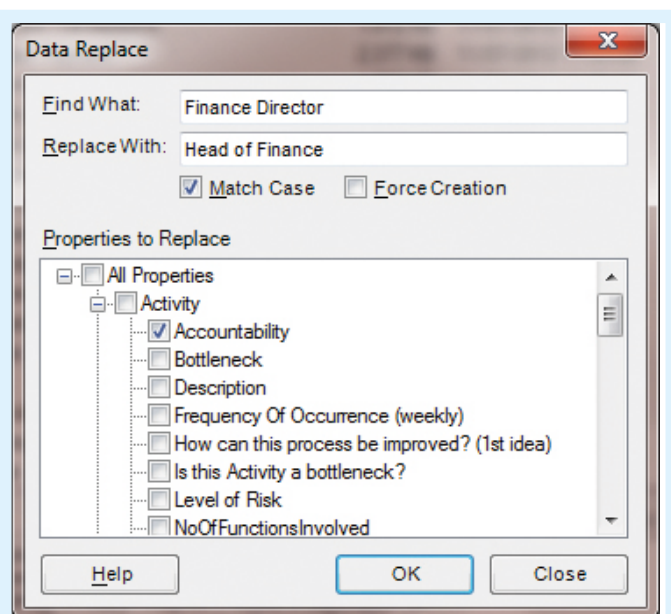
Once the process maps have been loaded, you can specify which data you would like to replace using the 'Replace Data' tool. Please note that the replaced data will be applied to all of the process maps selected. Therefore it may sometimes be appropriate to filter to an even smaller subset of maps within your MapStore or individually select the maps that you know need data replacing.

To replace the data, click on 'Edit>Replace Data'. A dialogue will appear (see below) where you can specify the property that you want to replace and what you want to replace it with. Please note you can also choose to push data into your maps where property fields have previously been left empty. To do this, leave the 'Find What' field blank.



Once you have entered the replacement data, select the property field which you are replacing. In our example, this is the 'Process Owner' – a property normally located in the process map Node. You can also replace data across Deliverables and Activities.

To select the property, expand the 'All Properties' option under 'Properties to Replace', which is a dynamically populated tree-view of the visible properties in the Node, Activity (Decision) and Deliverable. You will then be able to navigate through the Node, Deliverable and Activity properties to find the appropriate property. If the data needs to be replaced within both the Activity and Node (in our example this would be the case if say the Finance Director is also accountable for some processes), you have the option to select both of these properties. This will update both the Process Owner and Accountability fields at the same time.



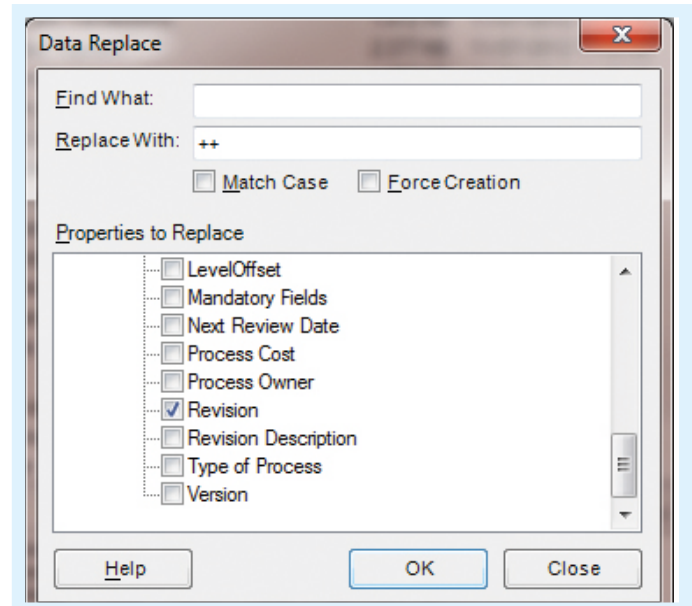
The 'Match Case' option will maintain the case sensitivity of the words you have entered in the 'Find What' and 'Replace With' fields.

'Force Creation' will create the property in shapes where the property does not currently exist.

To run the 'Replace Data' select OK. Once it has completed you will be able to open your process map from within the Process Navigator console, right click on the map required and select edit in Microsoft Visio, to confirm the change has been made.

### Quick Tip

Did you know that you can auto-increment a property value? For example, you may choose to auto-increment the revision value of a batch of processes that you have been editing.



Select the maps for which you want to increment the revision value and then select Edit > Replace Data. Leave the 'Find What' field blank and type in "++" (without the quotes) in the 'Replace With' field. Select the Revision property (under Node) within the tree-view. Click OK. This will auto-increment each revision value by 1. Version 4.0 will become 4.1 in one map and in another map version 2.6 will become version 2.7.

Process Owner: FIN-Finance Director  
Author: Paul Elson-Vining

Last Revised: 07/12/201  
Version: 4.1

# Tech News

## Slow program start-up



John Blight // Technical Support Manager

### The problem

We first had reports of slow start-up of Process Navigator on some systems as far back as version 4.60. This has been found to be a problem particularly on servers that didn't have Internet access.

We now have a better understanding of its cause and how it may be addressed.



The Process Navigator executable (AnalystEdition.exe) is a managed code assembly that has been digitally-signed with an Authenticode certificate identifying Triaster as its publisher. When that executable is launched, the system will try to verify that certificate over the Internet, checking that the certificate hasn't been revoked against a Certificate Revocation List (CRL) held remotely. If the connection is impossible (for example, firewall restrictions), Process Navigator start-up is delayed, and has been found to take up to 2 minutes to start in some cases.

In a recent installation of Triaster Server 12, we encountered a problem with the Triaster service executables timing out on start-up. Although that was addressed by increasing the default service time-out, it too was an issue with certificate authentication. The service executables in Triaster Server 12 are digitally-signed; those in Triaster Server 10 are not.

### How to fix it

Particularly if the host computer doesn't and shouldn't have Internet access, the certificate revocation check can be disabled.

#### *Disabling the check for a specific assembly*

A config file can be created that disables the check for its associated assembly.

1. In the same folder as the assembly, create a new text document, and name it '<Assembly name including extension>.config', e.g. 'AnalystEdition.exe.config'.
2. Open the CONFIG file in Notepad (or another suitable plain text editor).
3. Create the following:  

```
<?xml version="1.0" encoding="utf-8" ?>
<configuration>
  <runtime>
    <generatePublisherEvidence enabled="false"/>
  </runtime>
</configuration>
```
4. Save the file.

#### *Disabling the check for all managed assemblies*

If a computer is purposely denied Internet access, it cannot perform the certificate revocation check, so it's reasonable to disable this check generally. However, it should be confirmed that doing so would not breach your company's IT policies before you make the change. The process for disabling this check is as follows:

1. Open Internet Explorer.
2. Click Tools > Internet Options.
3. Click the Advanced tab.
4. In the Security section, un-check 'Check for publisher's certificate revocation'.
5. Click OK.

#### More information

Slow Process Navigator and Visio start up with 4.60 onwards: <http://tinyurl.com/bx3qp2g>



# Meet Dan Macleod

Triaster Designer



## Fact File

**Been working with Triaster since**  
2000

**Before that**  
Various marketing roles and an internship at a London design agency

**Professionally he is most proud of ...**  
Helping Triaster evolve some of their core products and services and watching them flourish

**Hobbies**  
Cycling, swimming, golf, skiing, cooking

**Likes**  
Bradley Wiggins, Barolo, France, Helvetica Neue Condensed

**Dislikes**  
Lance Armstrong, Oaked Chardonnay, Theme parks, Arial font

**Everyone at Triaster will always remember ...**  
He likes a good cheese board!



Dan is Triaster's designer. He has been working with us since 2000, firstly just on our marketing materials, but since 2005 delivering on the design elements of the Triaster Solution. He is very talented, always delivering something special, especially if given a fairly loose brief. One of his regular conjuring tricks is the Connector, which goes to him as text and jumbled images and comes back looking fantastic. We asked Dan how he does it and this is what he said:

“

All designers get a buzz from creating something from nothing and this constantly drives and inspires me. I am never happier than when sitting in front of a blank sheet of paper and a large café latte. Perhaps counter-intuitively, pen and paper is the most important tool for a digital designer – I don't go near the mac until I have sketched everything out and have a clear way forward.

Ultimately I want to understand client's end objectives and create on-brand, utility based material. The simpler the better.

Good designers will be aware of the constantly shifting graphic trends. I try to take as much in everywhere I go – whether it's an art gallery, airport departure lounge or the local greasy spoon. It all helps feed the occasionally intangible process of creating something that just 'looks right'.

“

When we were considering the designs for our new front end Dan really helped us to bring these to life, this enabled us to display professional storyboards to our Senior Teams which greatly assisted in deciding the direction that we wanted to take.

*Balfour Beatty Utility Solutions*

# Community Events

Jo Dolton reviews the upcoming calendar



Jo Dolton // Customer Relationship Manager

Triaster and our customers host a number of events as listed below. 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, if you would like to discuss this further, please give us a call:

+44 (0) 870 402 1234 or e-mail [customer.services@triaster.co.uk](mailto:customer.services@triaster.co.uk)

Date	What is the Event?	Who benefits from attending?	How will I benefit?	Location
15th & 16th Jan 2013 14th & 15th Feb 2013 14th & 15th Mar 2013 16th & 17th Apr 2013	<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
22nd Jan 2013	<b>NEW! Triaster Partner Seminar</b>	Consultants interested in partnering with Triaster	The seminar will detail the Triaster Solution, how we work with our customers to create great process libraries and how you could work in partnership with Triaster to achieve the same success with your customers.	Triaster HQ, Oxfordshire
23rd Jan 2013 27th Feb 2013 27th Mar 2013	<b>Release Update Webinars</b>	All Triaster Customers	An executive briefing from the Triaster Team looking at new features from Triaster, what's happening in the Triaster Community and what's coming up next.	Webinar
20th Feb 2013	<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 with process in this particular environment.	University of Bedfordshire
28th Feb 2013	<b>Making the most of process mapping - useful, usable and used</b>	Anyone interested in process mapping	These seminars will give you an insight into the creation of user centric process libraries to support business process management and process improvement.	Triaster HQ, Oxfordshire
21st Mar 2013	<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.  "Come along to our lively and interactive user group meetings and gain an opportunity to influence future Triaster developments as well as getting to know some like-minded people." Linda Spinks, University of Cambridge, User Group Chairperson	Openfield, Grantham

Date	What is the Event?	Who benefits from attending?	How will I benefit?	Location
TBA	<b>Triaster Customer Focus Day</b>	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 results. "A golden opportunity to influence the development of the solution to deliver on your company objectives" Skanska	Triaster HQ, Oxfordshire
Dates available on application	<b>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.  "I would recommend the workshop as it gives the attendees a good insight into how all the elements of Triaster piece together." Rob Fletcher, ING Direct	Triaster HQ, Oxfordshire
Dates available on application	<b>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

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



Triaster events have included Conferences, User Groups, Focus Days, Launch Events, Special Interest Groups & Training Workshops



# From the Community

Latest news and discussion

## What a great idea! Employee recognition scheme at the University of Cambridge



A few weeks ago I was surprised to receive a letter from Human Resources congratulating me on being nominated for the inaugural UAS Employee Recognition Scheme, and not only being nominated, but that I had been selected from all of the nominations as a finalist!

The Employee Recognition Scheme was conceived of this year as a way to recognise the work carried out by individuals and teams in the UAS (Unified Administrative Service), and the shortlisted individuals and teams were drawn from a pool of nominations from across the various UAS Divisions.

All nominations were initially reviewed by the Director of the Division where teams and individuals are based, with individual nominations and nominated teams brought forward to a Nominations Committee.

The nominations had to be submitted to correspond with one of the UAS core values; I had been nominated under value 1: "We deliver an effective and high-quality service".

My nominator was Linda Spinks in appreciation of the support that I have given to the Business Improvement Team in the implementation, day to day running and upgrading of our Triaster environment.

There were three other nominees in this category and we, with the nominees for the other values, were all invited to an evening presentation on Wednesday 12th December where the winners would be announced. The presentation ceremony was held in the Combination room at the Old Schools, the Old Schools is the central administrative building of the University and its earliest parts are about 600 years old, the Combination room is one of the oldest rooms in the building.

We were treated to a finger buffet and mulled wine while the winners were announced by the head of the administrative service, the Registry.

I did not win on this occasion; however I am very honoured to have been nominated and shortlisted, thank you Linda, the Business Improvement Team and all at Triaster.

**Dean Johnson, Windows System Administrator,  
University of Cambridge**

Do you have a brilliant idea  
like this to share? Go to  
[www.triaster.co.uk/connector](http://www.triaster.co.uk/connector)  
and let us know





## Travel Competition

Don't forget to cut out the image in the September/October Connector and take a picture of you holding this when you go on your travels, then send it to [customer.services@triaster.co.uk](mailto:customer.services@triaster.co.uk).

The person that takes the sign the furthest from their office will win a £50 Amazon Voucher.

The winner will be announced in the 2013 May/June Edition of the Connector.

Here is Emily on her trip to Disneyland Paris.



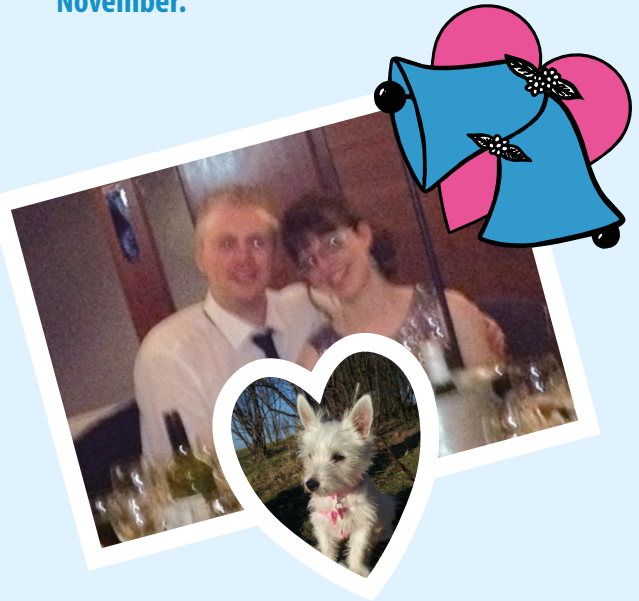
Thank you to Steve Staunton, Interserve (Defence) Ltd who has sent us the following photos from Ascension:

'I expect someone will go further away (Ascension is only 4,100 miles away from Benson), but I doubt anyone will go to such a remote location. The climb from bottom to top is over 2,800 feet and about 3 miles following the road for the first two thirds of the way then tracks/walkways to the top. On the day I went the top was in the clouds and hence damp (reason for the rather wet looking Triaster marker), I left at 6am and was back down the bottom by 9am.'



## Congratulations!

**To Emily Constance, Triaster's Business Operations Manager, who became engaged in November.**



**Whose next we wonder?!**

## Welcome

**To recent new members of the Triaster team:**

**Hazel Bell, Business Support Administrator  
Ashwin Jayapaul, Technical Assistant**

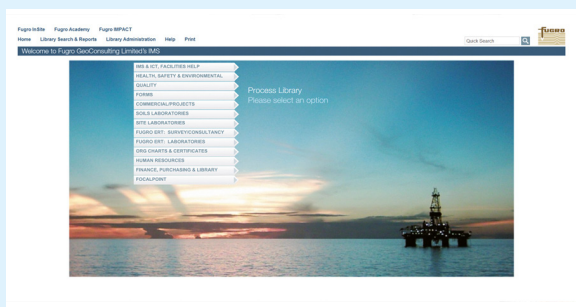


**Great to have you on-board.**

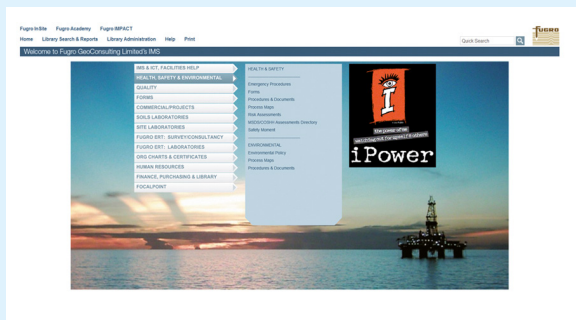
## Fugro GeoConsulting Library Re-Launch

Fugro GeoConsulting re-launched their Triaster Library on Friday 7th December. Richard Hall, QHSE Coordinator, explained that they had upgraded to a dynamic home page in order to refresh and update the look of their Information Management System. It's certainly worked as the new look was unveiled to very positive comments.

The additional menu options have enable the team to restructure the way information is presented in the Library, so that it is now consistent with their corporate project management handbook and there are many more direct links to useful supporting information.



## Home page interface at rest



### Level 2 hierarchy displayed with supporting images



## Richard Hall presents Fugro's re-launched library

**Send us your news!**  
We love to include your news in the Connector. Please e-mail [customer.services@triaster.co.uk](mailto:customer.services@triaster.co.uk), or just mention it next time you call in. Would you like to feature your project in one of the main Connector articles? Just let us know.

## The Triaster Christmas party 2012



**Triaster take the dancefloor by storm at the Madejski Stadium Conference Centre!**

# Festive Puzzles

## The answers!

## 1. Anagrams

Believer lads = Deliverables

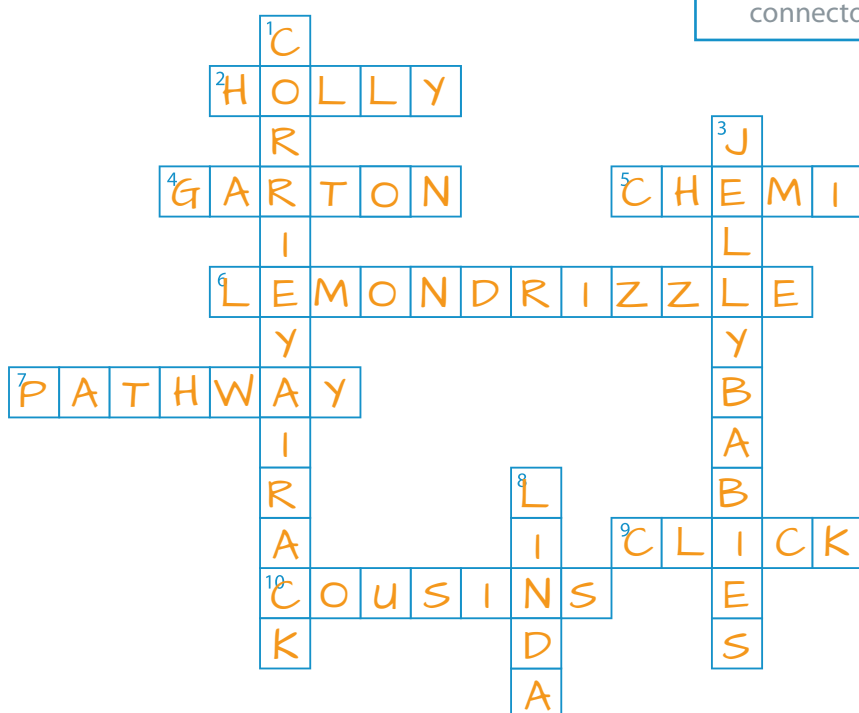
It ace visit = **Activities**

To concern = **Connector**

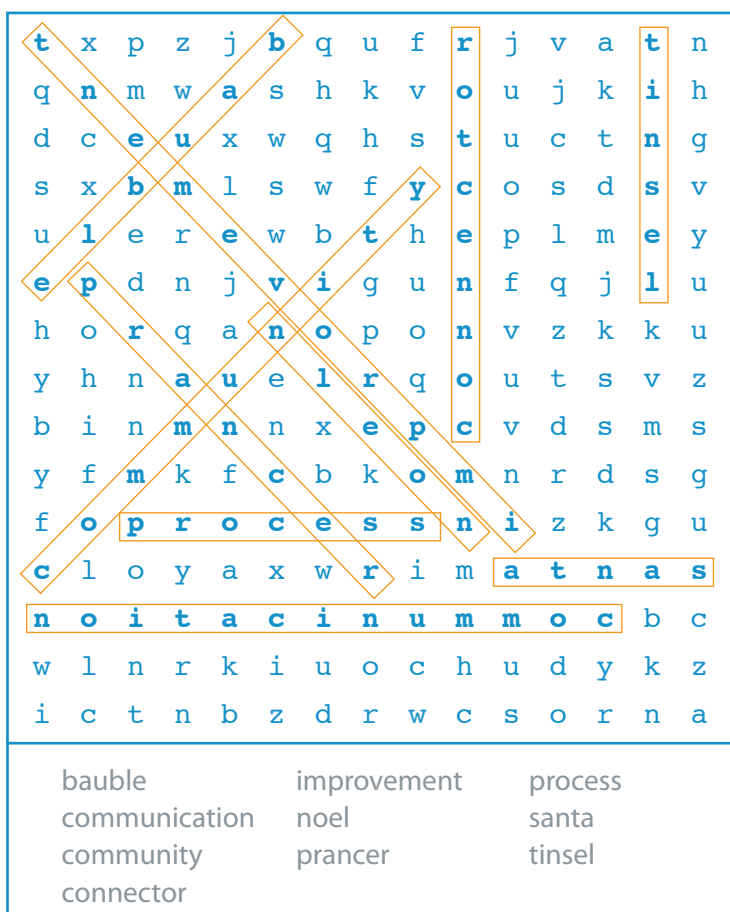
Camp oppressing = **Process Mapping**

Pity sharp chasm = Happy Christmas

### 3. Crossword



## 2. Word Search



- ## Across

- 2 The name of Emily's dog
- 4 Darren \_\_\_\_\_ NG Bailey Triathlete
- 5 What does John have a PhD in?
- 6 Jo's cake
- 7 The name of Thomson Reuters Process Library
- 9 \_\_\_\_\_ versus Hover
- 10 Surname of the person who usually writes the article on the back page of the Connector

- Down

- 1 Craig McCallum's annual challenge
- 3 Sweets Victoria doesn't like
- 8 First name of User Group Chairperson

# Thank You

## Michael Cousins looks back on 2012



Michael Cousins // Managing Director

2012 was quite a year; the UK continued to experience its worst recession since 1932, it hosted the Olympic Games, and coped with the biggest amount of annual rainfall seen since 1910! The pleasure of seeing so many amazing athletes compete in the Paralympics are my own personal highlight of the year, it was an inspiration to watch so many champions at work.



For the business sector, as delightful as a drop of rain and a sporting event can be, the recession most definitely hit hard. Which makes it all the more remarkable that in spite of really quite severe inclemency in the commercial environment (as well as the real one!), Triaster enjoyed one of its most successful years in 2012. We increased investment across the board, grew our team, released more software, removed more defects, improved support efficiency and operational efficiency and provided more on-site help to more customers than ever before.

An element of this success can be traced to the efforts we have had underway year-on-year to continuously improve our own processes. The need to improve will never end; we will never be good enough not to need to improve further. But we have made substantial investments and improvements across the board in all of our key processes for many years now and it is proving to be a competitive differentiator.

If I really try to pinpoint the reasons behind the success Triaster enjoyed in 2012 however, I'd put it down to the staff at Triaster, and the friendly, supportive, business-focused relationships they develop with you, our customers. Because of the strength of these relationships, we can benefit from the insight and wisdom of our customers when deciding on the strategies we should adopt to create business growth – in the 18 years or so that I have been the MD at Triaster, there is nothing so powerful or insightful to me as a businessman, than the softly spoken, freely offered observations of a caring customer.

And so, as much as I feel it is to the Triaster team I must look for our success in the face of so much external adversity, it is to you, that I wish to offer the most sincere of thank you's. For every email you send, for every workshop you have participated in, for every kind remark you make to your friends and colleagues about Triaster, for every phone call you make or receive from us, for all the efforts you put in to making our software platform the business success it is, for all of these reasons I thank you.

**Here is to 2013, may we all continue to go from strength to strength, together.**