



## Welcome

Emma Harris // Operations Director

Quite a meaty Connector to start the year off (with a few fun photos near the end to provide some light relief). This edition picks up on many of the themes covered in the business and technical tracks of Triaster's Conference last year, with articles focusing on: supporting your Business Process Management (BPM) journey; part one of a four part series on quantifying the benefit of Process Improvement and a glimpse at future Triaster software development planned. There is also, as promised by Michael Cousins during the conference close, a 3 'U's checklist.

With the new year we are also starting on a new programme of events. One not to be missed if you are in the public sector is 'Enabling Change in the Public Sector', which is taking place on 5th February at the Microsoft offices in London. Speakers from Northamptonshire Police, Multi-Force Shared Services (MFSS) and NHS Gloucestershire will share their experiences of working with Triaster to achieve cultural transformation, process improvement and achieve their targeted budget savings.

The Functionality CatchUp event on 25th February, is also a must for anyone who missed last year's conference and who is particularly interested in the latest developments in Triaster's Simulation capabilities to quantify the benefit of Process Improvement.

We also meet Joel Evans, are reminded about User Group events and are treated to a suitably technical Tech News and some process mapping tips.

I hope this gives you a great start to 2015.

Emma Harris

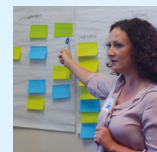
emma.harris@triaster.co.uk

+44 (0)870 402 1234

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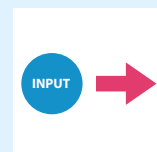
Triaster are with you every step of the way.



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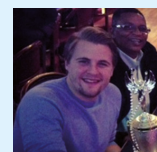
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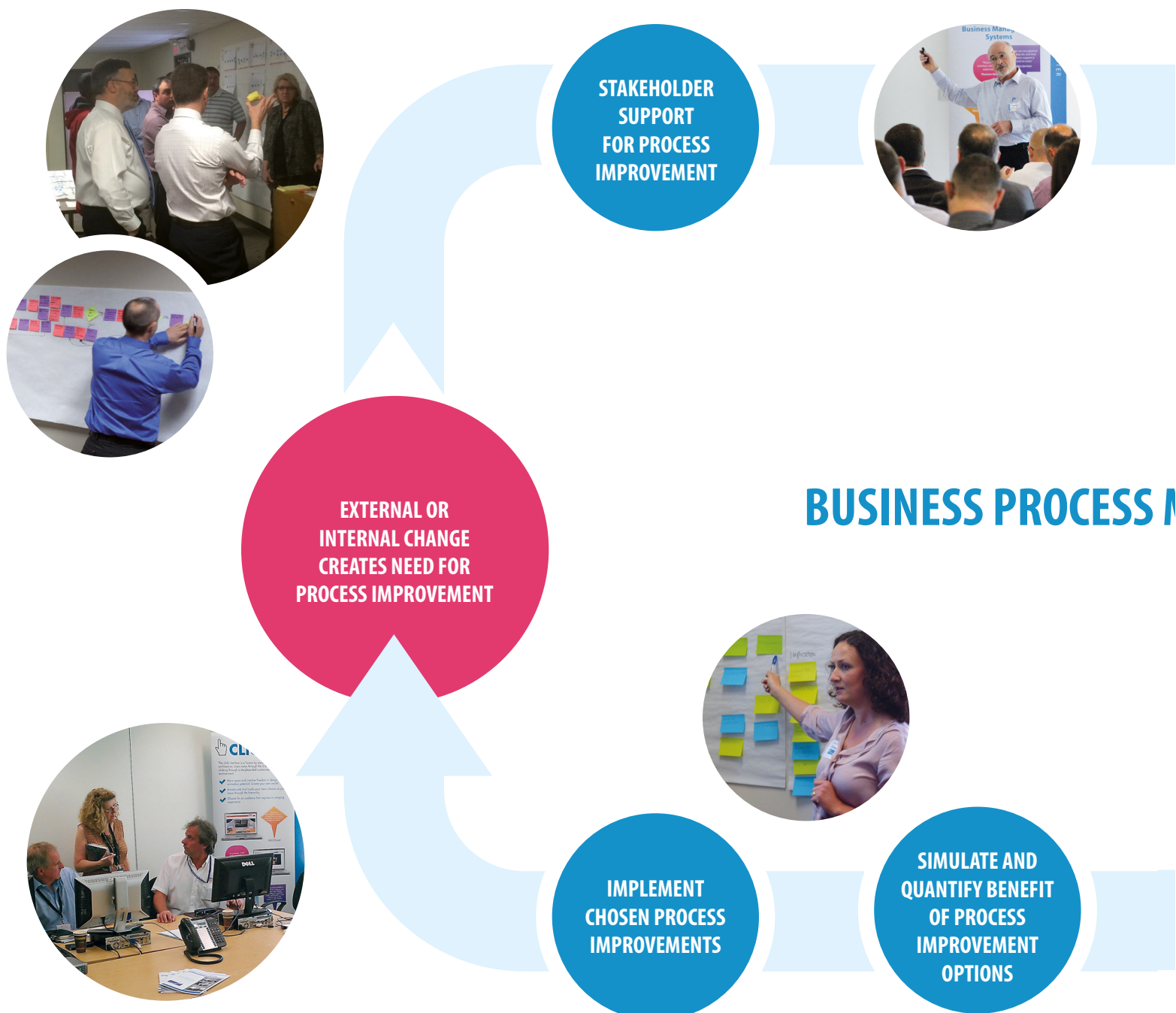
As promised at the Conference.

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# Supporting your Business Process Management Journey

**Triaster are with you every step of the way**

When we start working with any organisation – even before they become a customer - we always spend time to identify the business objective for their Process Library. The one that the Process Library needs to deliver on. We then work hard to ensure that objective is achieved - as our customers can testify. However (and it will be of no surprise to most of you) there is often more than one objective and these objectives usually change over time.





Victoria Glancy & Carma Cooper // Client Services Team

Capturing and sharing processes is only the beginning of a Business Process Management (BPM) journey. Below is a pictorial representation of some of the likely phases you will work through during a BPM journey. Notice the journey is circular. You will always be redeveloping processes dependent on business need and this ensures continuous business improvement.



To best assist our customers with every step of this journey Triaster is continually evolving the Triaster Solution, both its software and services. However we know that sometimes our customers take time to try these out in their own organisations. To try to make sure customers are realising all the benefits of the Solution, we do aim to keep everyone up to date with the latest functionality as much as possible:

1. Via Triaster Product Release and Technical Updates which you can sign up for by completing a form found at: [www.triaster.co.uk/contact.php](http://www.triaster.co.uk/contact.php)
2. Through the Connector newsletter - which you can sign up for at: [www.triaster.co.uk/connector](http://www.triaster.co.uk/connector)
3. At Triaster events and webinars - a rolling programme of events can be found at: [www.triaster.co.uk/events](http://www.triaster.co.uk/events)

Added to these, we are pleased to launch a new series of 'Where are You?' reviews for all our customers, to help you assess where you are on your BPM journey. Jo Dolton will be contacting all Triaster customers to arrange this in the near future. If you would like more information prior to this, contact her on: [customer.services@triaster.co.uk](mailto:customer.services@triaster.co.uk).

## Missed the conference?

Functionality update was a key objective of the 2014 Triaster Conference. If you missed this, there is a great opportunity join us at the free Functionality CatchUp event on 25th February from 9.30am to 2.30pm at our offices in Wallingford.

We can't possibly provide a digest of all the conference content, notably the contributions from the keynote speakers, instead the agenda will focus on these key sessions:

- **Roundup of the most beneficial Triaster Solution functionality: Triaster Releases 2014**  
Carma Cooper and Victoria Glancy
- **Simulation and Business Analysis: Quantifying the Benefits of Business Improvement**  
Michael Cousins
- **Creating Useful, Usable and Used Process Libraries: Roses, Buds and Thorns**  
Paul Elson-Vining and Joel Evans

Refreshments and lunch are provided and as usual there will be opportunities to network with other customers. Further details and a booking form can be found here: [www.triaster.co.uk/functionalitycatchup](http://www.triaster.co.uk/functionalitycatchup)

If you cannot attend this event in person, contact [customer.services@triaster.co.uk](mailto:customer.services@triaster.co.uk) to arrange to attend via a webinar.







# Business Analysis

## Quantifying the benefit of Process Improvement– part one

Michael Cousins // Managing Director

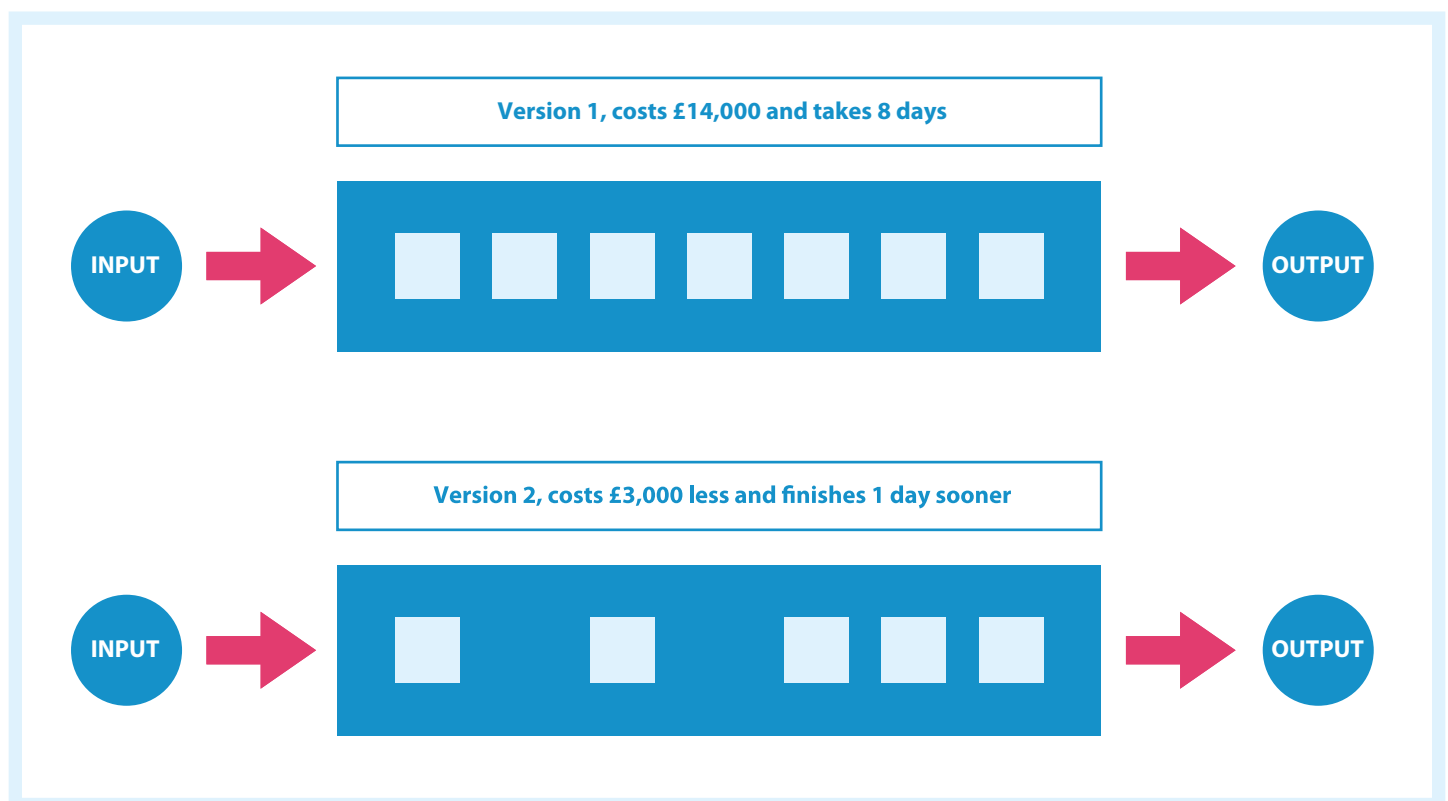
One of the key benefits of the Triaster Solution is that you can use it to model your organisation, simulate changes and measure them to find the most effective.

This is the first in a series of four articles setting out the steps involved in producing a business case for process improvement, based on the outcome of a simulation analysis of the as-is process, when compared with one or more variants.

These concepts and ideas were first introduced in the ‘Simulation and Aggregation’ article, published in the January/February 2014 issue of the Connector, and which can be found here: <http://tinyurl.com/tri-01-15-simulation>

## Process Improvement

The overall process of change is illustrated below:



Some process exists that transforms an Input to an Output. In Version 1 of the process, this transformation takes 8 days and costs £14,000.

Through business analysis, an improved process is developed, Version 2, and this costs £3,000 less and completes 1 day sooner.

With Triaster, this improvement happens in four distinct steps:

1. Version one is mapped out and ring-fenced into a specific business analysis library so the analysis, which might involve sensitive data, can be performed discreetly.
2. A Triaster Data Manager is created to enable easy updates of the basic performance data.
3. The Triaster simulation engine is used to estimate the value of all relevant quantitative metrics.
4. Version one is cloned into a specific site for Version two and as many other variants as the business analyst needs.

Having completed these four steps, each variant is simulated, re-engineered and refined until a better process is established and a business case for change can refer explicitly to Version one and Version two, and allow managers and stakeholders to drill-down into the detail.

## Step one: Create a Business Analysis Library

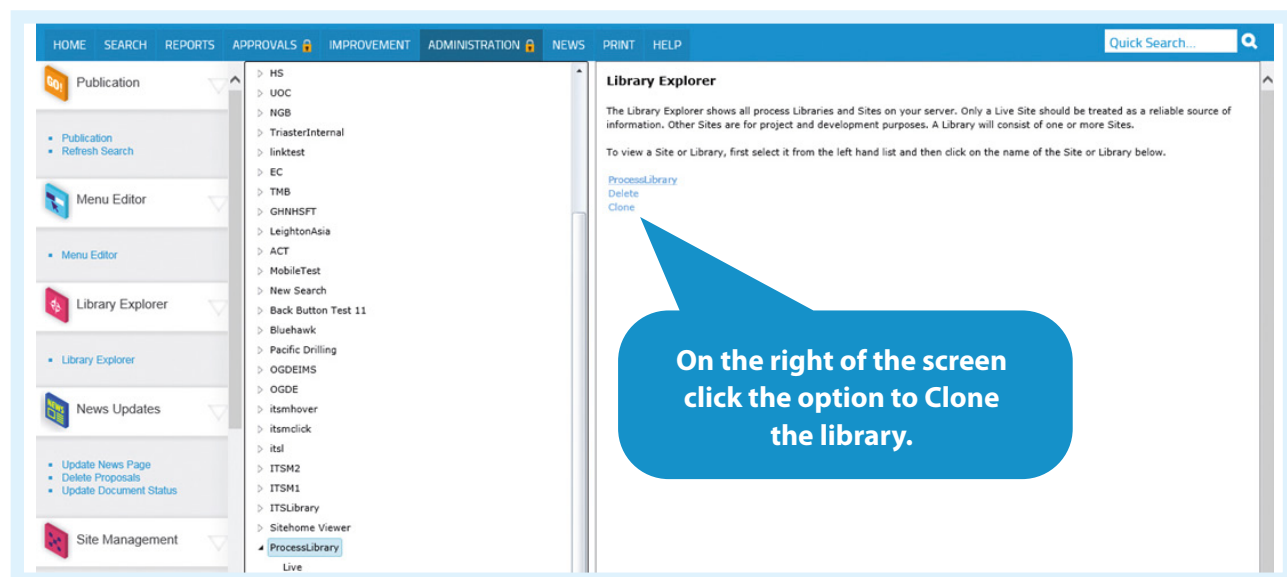
The first step is to clone your existing process library into a 'fenced-off area' where you can carry out simulation and analysis without modifying live processes. This is now considered in detail.

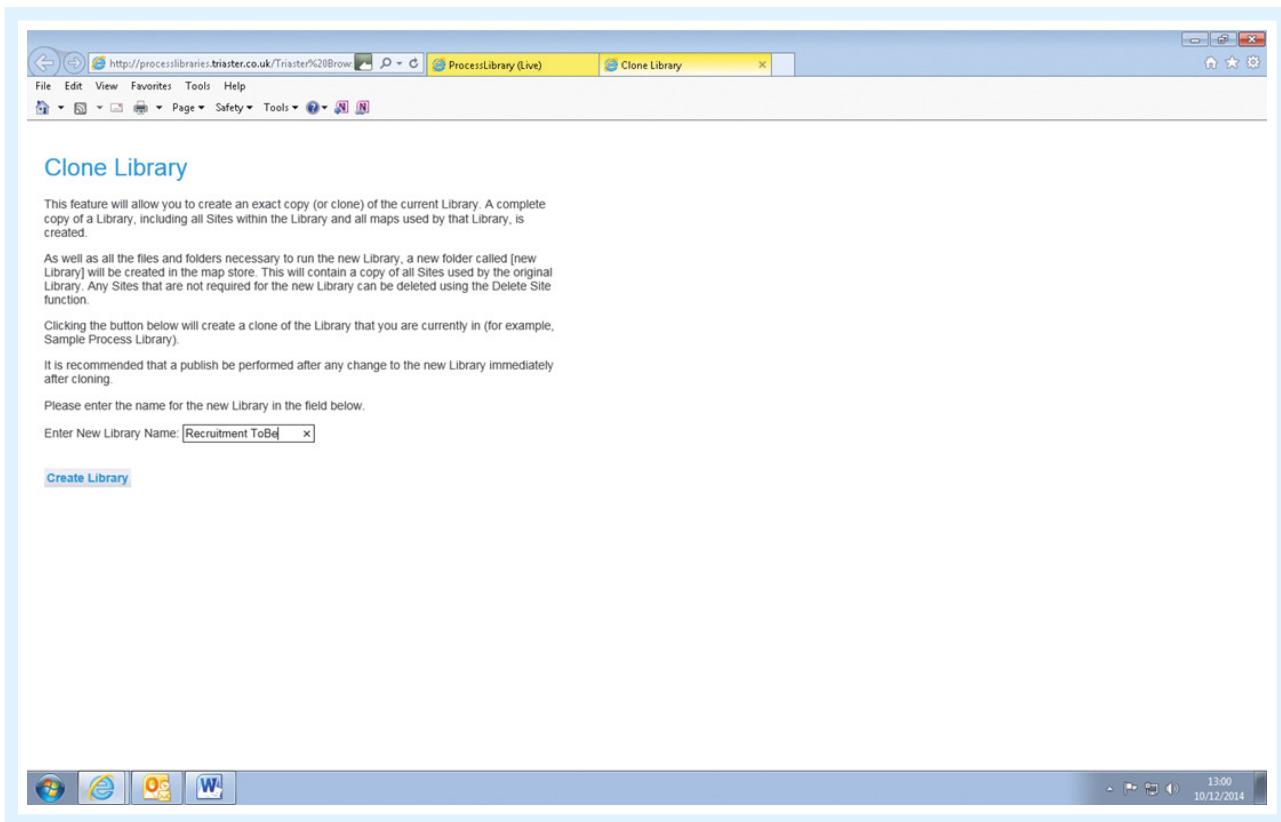
So that you can walk through the steps in this article, Triaster have an on-line demonstration library here: [www.triaster.co.uk/example-process-library](http://www.triaster.co.uk/example-process-library)

However, it will work much better if you are able to clone a library on your own server. If you would like to obtain the actual maps that are used in this example, please e-mail me personally ([michael.cousins@triaster.co.uk](mailto:michael.cousins@triaster.co.uk)) and I will supply them for you.

We have two choices, we can either clone the whole library including its Live, Draft and Sandpit sites, or we can create a new site within the library. It really doesn't matter at this stage which we go for, but I shall clone the whole library in this article.

To do this, log into the Administration tool, click on Library Explorer at the left of the screen, and then select the library you wish to clone (in my case ProcessLibrary).





I am going to call it 'Recruitment To-be' in this article because this is the specific process we will be looking at.

After you click Create Library, the product will

1. Copy the process maps from the current Library into a new folder in the Map Store
2. Create the new Library itself

Once you have received the notification that the library has been cloned, the Library Explorer will contain the new Library, Recruitment ToBe.

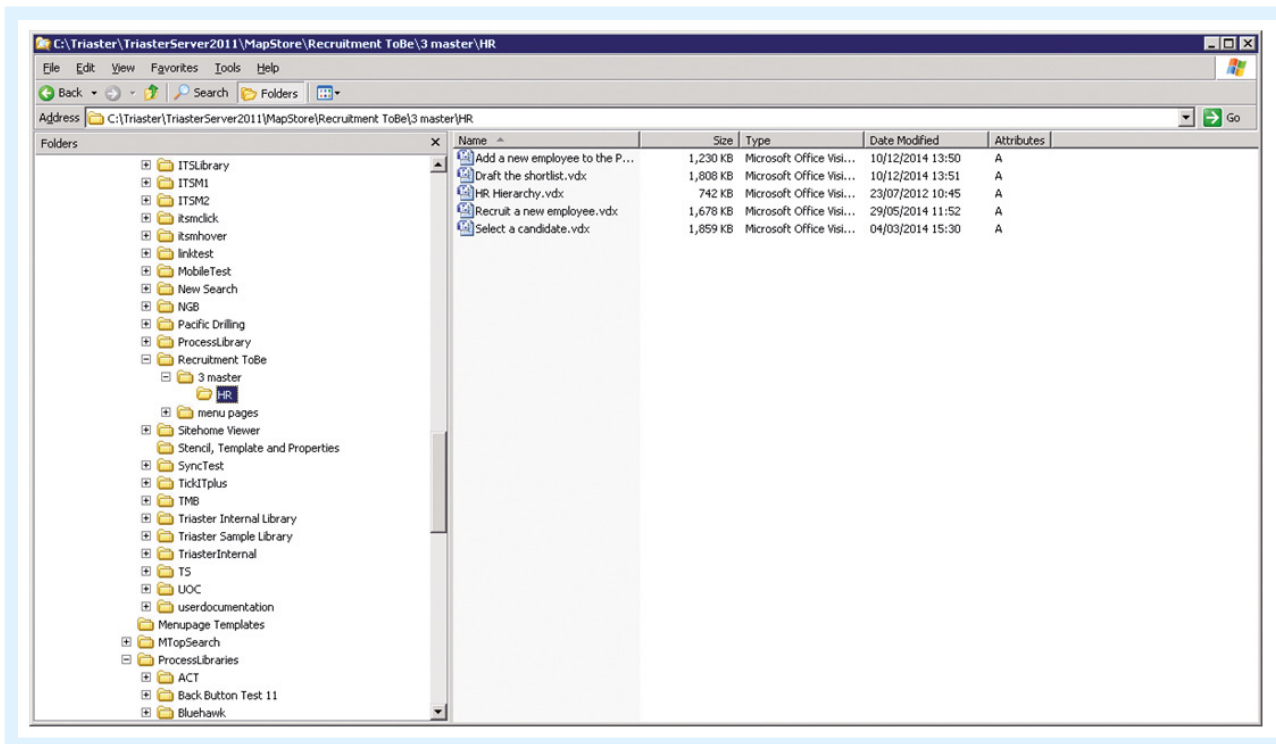
Open the Recruitment ToBe Live site, and perform a publish to ensure you are viewing the most recent maps in the Library.

Unless somebody is an Administrator (or happens to know the name of the library you have created), there is no way a person can get to your library from the interface. Therefore, any changes you make to the maps in this environment are for your eyes only. And because you are working on a copy of the maps, you will not inadvertently change the live library.

It also means that you can freely delete maps and sites from the library that you are uninterested in.

So, using the Library Explorer again, the Sandpit and Draft sites within Recruitment ToBe can be deleted, and so can the corresponding Map Stores. Within the 3 Master Map Store, all processes apart from those in the HR folder can also be deleted.

Your Map Store therefore looks like:



That completes the first step towards quantifying the benefit of Process Improvement.

In part two of this four part series, I will take you through the second step.

This will be available on the Triaster website in February 2015:

[www.triaster.co.uk/triaster-for-business-analysis.php](http://www.triaster.co.uk/triaster-for-business-analysis.php)

Part three will be in the March/April 2015 Connector.

If you missed the conference join us at our free **Functionality CatchUp** event on 25th February, for more information visit:

[www.triaster.co.uk/functionalitycatchup](http://www.triaster.co.uk/functionalitycatchup)

## Simulation and Business Analysis – how do I learn more?

Are you keen to see more about how Triaster's Simulation capabilities are designed to provide fantastic new decision-making support for Business Analysts? Join the free **Functionality CatchUp** event on 25th February from 9.30am to 2.30pm at our offices in Wallingford, when Michael Cousins' session will take you through the highlights:

1. Automatic generation of end-to-end process costs
2. Breakdown of end-to-end process costs into each individual pathways and outcomes
3. How to easily compare several 'to-be' processes with the 'as-is'
4. How to produce tables and visualisations to support a business case for change

In all of the above, 'costs' can be read as any set of metrics which is most meaningful to your business analysis activities - cost, effort, time, resources etc.

Refreshments and lunch are provided and as usual there will be opportunities to network with other customers.



# T.U.G. News

Linda Spinks presents the latest news from the User Group



Linda Spinks // User Group Chairperson

As a new year starts, I'm pleased to look forward to some of the meetings planned for 2015, at which we will discuss our respective projects and feedback comments and ideas to Triaster.

WE TELL YOU

## Next Main User Group meeting

The next main User Group meeting will be on 5th March and is being hosted by Lockheed Martin UK at Ampthill in Bedfordshire; because of the secure nature of this site we need to have a list of attendees available as soon as possible in order to enable the required security clearance. Please click here to register:

[www.triaster.co.uk/connector-events-user-group.php](http://www.triaster.co.uk/connector-events-user-group.php)

Please note that this meeting will include the User Group 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)

## Engineering Group meeting

The Engineering Group meeting which was due to be hosted at Skanska (Maple Cross) on 27th January has unfortunately had to be postponed. Another date will be scheduled following the main User Group meeting in March. For those of you who aren't aware, this group is open to any customers working with/within the Engineering industry. Therefore even if you are working for a Defence or Manufacturing company, you may find that areas of interest overlap. If you would like to be informed of the new date as soon as it becomes known please contact [user.group@triaster.co.uk](mailto:user.group@triaster.co.uk).

As a New Year reminder, the User Group Forum on LinkedIn is the ideal place for airing your thoughts and raising new ideas.



Triaster customers and staff at last year's conference.

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.

The User Group agenda includes workshop sessions where we discuss topics of particular interest to the attendees. If you are attending (or thinking of attending) and have a burning topic to discuss, please contact me via the e-mail address below so that we can pencil it into the agenda.

YOU TELL  
US

And finally, Jo Dolton is sending e-mails to Triaster customers asking for your feedback on the Triaster User Group, I encourage you to respond to this short survey as we want to ensure that the User Group community and meetings are as beneficial as possible to all Triaster customers.

*L de Jours*

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

IMPORTANT  
FORTHCOMING  
EVENT!

## 5 February: Enabling Change in the Public Sector

“ Today I can announce a raft of reforms that we estimate could save over 2.5 million police hours every year. That's the equivalent of more than 1,200 police officer posts. These reforms are a watershed moment in policing.  
*Theresa May*

“ At the Health Foundation we're in quality improvement for the long haul, but real success will be when Quality Improvement is business as usual for everyone in health care.  
*Jo Bibby, Director of Strategy, The Health Foundation*

At Triaster's Enabling Change event on 5th February 2015, we will showcase how we have been working with Public Sector organisations to help them support their approach to organisational development, culture transformation and process improvement. Speakers from Northamptonshire Police, Multi-Force Shared Services (MFSS) and NHS Gloucestershire will share their experiences of focussing on improvement initiatives and operational transformation while ensuring the delivery of effective and efficient services.

Hosted at Microsoft in London, this free event runs from 9am to 1pm (including lunch) and there will be time for networking before the event and at lunch after the presentations finish.

To sign up for the event and for further details, please go to [www.triaster.co.uk/publicsector](http://www.triaster.co.uk/publicsector) or contact Victoria Glancy by e-mail [info@triaster.co.uk](mailto:info@triaster.co.uk)



# Triaster Software Development

## A Glimpse of the Future



Andrew Ridgeley // Lead Software Engineer & Chris Mawdsley // Senior Software Engineer

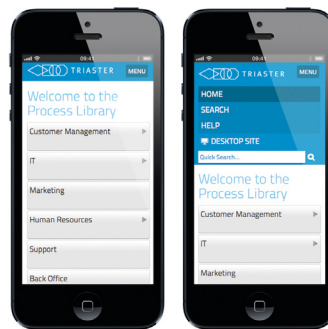
A Glimpse of the Future was a technical track Conference session led by Andrew Ridgley and Chris Mawdsley. Below is their write up of what was demonstrated and discussed and how they have taken your input on board.

The theme of the 2014 Conference was the 3 'U's (Useful, Usable and Useful). So, how did our 'Glimpse of the Future' session relate to this concept? Well, in a nutshell, the library is already Useful and our planned new features will make the library more Usable and more widely Used.

## General Usability

A number of features to help usability were discussed. These were:

- **Menu Editor:** The initial version of this was released in May 2014 in version 14.1. Further enhancements are planned including automatically creating a menu structure from the maps' folder structure. This functionality is planned to be released in late spring 2015.
- **Breadcrumb Trail:** This will show position in hierarchy, as well as displaying a history of pages visited to show the route taken to the current location.
- **Hyperlink Integrity Checks:** a checklist of links from the homepage, hyperlinks from maps and links across maps.
- **Mobile Interface:** In version 14.1 a mobile version of the homepage was launched. A possible enhancement to this is the ability to add rolling news content.



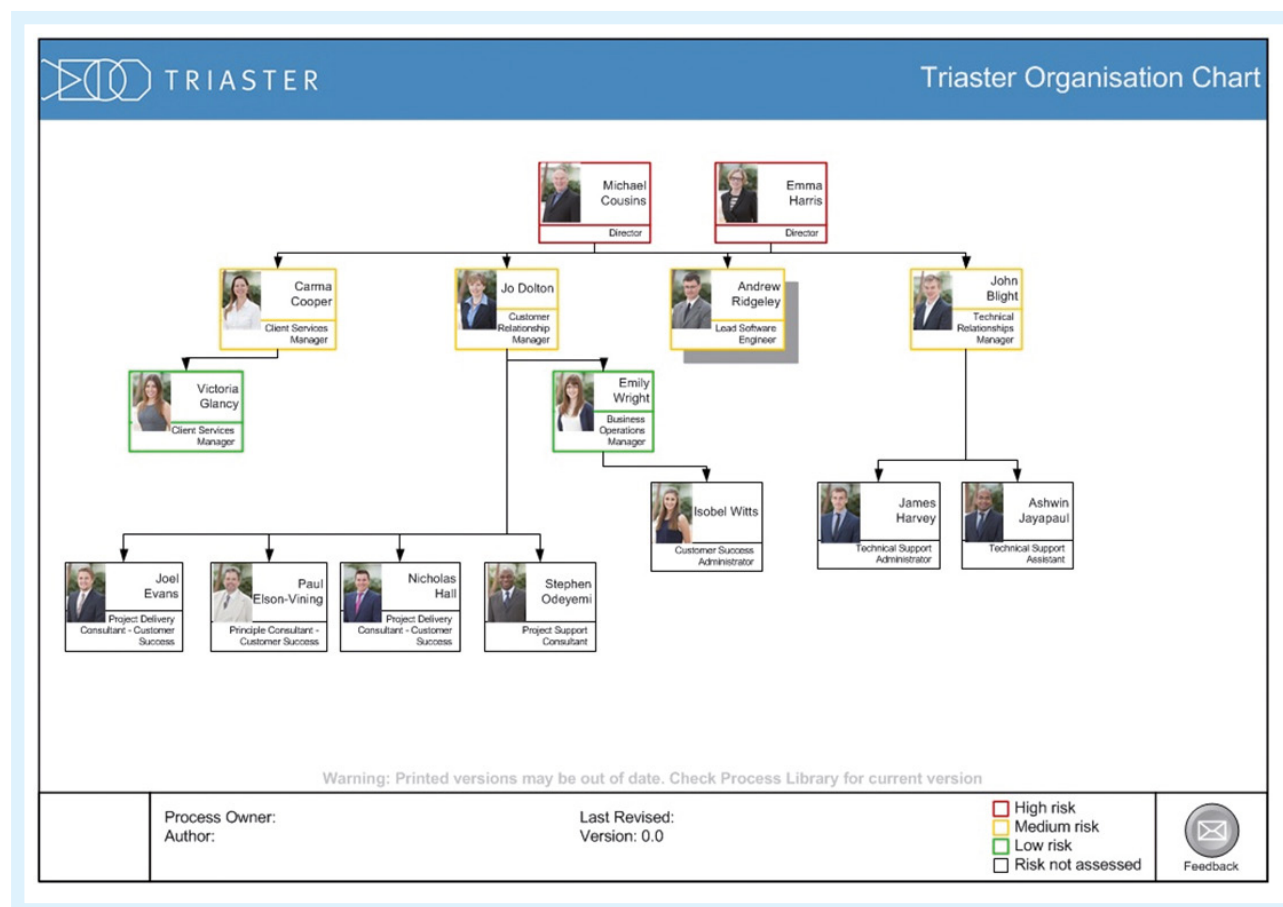
## Alerts and Approvals

Following the release of auto map synchronisation with version 14.3, work will begin on the development of further enhancements. The next step is to make the review of process maps much more automated. Although 'review due' e-mail alerts are issued in the current system, the process is still quite manual, with the need to edit Visio files to re-set the review date or request re-work on a process map. A web-based interface will be created allowing reviewers to either set a map as approved until next review date or notify the author that re-work is required to update the map.

The general consensus of our conference session attendees was that web-based (rather than Visio-based) systems are the way forward and so, in time, the approvals functionality is likely to become fully web-based. This will allow features such as document approval, simultaneous approval status of multiple maps (including showing parent/child dependencies) and better visibility of the status of maps in the approvals process.

## Organisation Chart

One new concept demonstrated, was the Organisation Chart (Org Chart). Many of the organisations that Triaster deals with have complex HR structures; maintaining these manually in organisation charts can be a lengthy and time-consuming process. Triaster's concept is to import data from Excel (which may have been generated from external data source, such as Oracle database, for example). This data would be then used to create an organisation chart (see below) in much the same way Excel can currently be used to create process diagrams. It would be possible to drill down to explore a hierarchy, for example, drilling down into a team to see its individual members. These Org Charts would then be published into a process library in the same way as process maps, allowing data (such as job titles or names) within the diagrams to be searched on in the same way as process maps.



## New publication format

Triaster are aware of the need to make our solution fully cross-browser and mobile-friendly. We have been working on a proof of concept using a new publication format (using SVG files) and this was demoed at the conference and well received.

This publication format will allow the properties pane to be replaced with a pop-up which will save screen space, be mobile-friendly and be more intuitive to use. It will also open the door for more customisation and configuration of the properties interface.



The pan and zoom pane will be replaced with by Google maps style zoom control, or simply by the pinch and zoom capability of a mobile device screen.

In the long-term this will allow the Triaster solution to become more web-orientated and less reliant on Visio. We may see the editing of shape data being done on the web, with the advantage of instant updates to the process library.

## Personalisation

Over the time, another direction the product may take is 'getting to know' a particular user. For example, by keeping track of their favourites, listing their Top 10 process maps or documents, showing targeted news or updates which are targeted to their area of the business, or even showing their task list.

## Have your say...

To input into discussions regarding Triaster software development please attend future User Group meetings and Customer Focus days. Dates and information about both can be found at: [www.triaster.co.uk/events](http://www.triaster.co.uk/events)

### Triaster Suite version 14.3



Triaster Suite version 14.3 is being released in early 2015.

To receive a Triaster Product Release and Technical Update e-mail informing you of this, please make sure you are signed up by completing a form found at: [www.triaster.co.uk/contact.php](http://www.triaster.co.uk/contact.php)

## Naming Maps and their activities and inputs or outputs

*Or how to stop using special characters!*

Many Process Navigator users will know that solely alpha-numeric characters should be used when titling process maps or their activities and deliverables. If you have attended Triaster's Creating Maps Training, this will have been repeated a good number of times!

However a reminder may well be useful, as special characters must be avoided to ensure successful publishing of your maps to your Process Library. This includes full stops, commas, brackets, ampersands and colons.

Here are a couple of tips.

- If your activity has a full stop in it, this is likely to indicate that there are two activities which could be easily represented by two separate shapes. Remember, use the 'how to' test in front of the title. It works for map titles as well as activities. Keep your useful map usable and used by keeping descriptions to a minimum. If you need further detail, attach a document.
- Use the power of conjunctions! Commas and ampersands can be replaced by and, with or then. E.g.
  - ✗ Sign off the purchase order, confirm with line manager & release funds.
  - ✓ Sign off the purchase order and provide confirmation to operations manager then release funds.
- Split your activities up to avoid overly long activity names and negate the need to use punctuation. Can you spot the obvious improvement opportunity above?

Triaster is of course able to deliver advice and consultancy services to create your process maps.

Please contact Customer Services on 0870 402 1234 or [customer.services@triaster.co.uk](mailto:customer.services@triaster.co.uk) for more information.





# Tech News

## Using Notepad++ to edit and check XML files

John Blight // Technical Support Manager

We know that some struggle to maintain, for example, the 'flash-menu.xml' files that define the menus on a process library site's homepage; even though XML is a text format, not everyone is comfortable editing it.

Notepad++ is a free text editor with extensive enhancements in comparison to Microsoft's Notepad, included in Windows.

<http://notepad-plus-plus.org/>

Notepad++ can help by colour-coding an XML file's content for easier readability, and with the numerous features of its XML Tools plugin.

**Notepad++  
can be downloaded  
free from:**

<http://notepad-plus-plus.org>

## Installing the XML Tools plugin

### Using Plugin Manager

1. Run Notepad++.
2. Click 'Plugins' > 'Plugin Manager' > 'Show Plugin Manager' (Available plugins not already installed should be listed on the 'Available' tab).
3. Tick the 'XML Tools' check box, and click 'Install'.
4. When prompted, choose to restart Notepad++.
5. If warned about the version of the plugin updater, just click OK.
6. Check that 'XML Tools' is available from the 'Plugins' menu.

### Manual installation

If installing through Plugin Manager isn't successful, manual installation is simple.

Download the files by clicking on the 'XML Tools' link here:

<http://tinyurl.com/mheofew>

The ZIP will contain these files:

```
ext_libs\  
iconv.dll  
libxml2.dll  
libxslt.dll  
zlib1.dll  
XMLTools.dll
```

These need to be copied to the Notepad++ installation.

```
C:\Program Files (x86)\Notepad++\
plugins\
  XMLTools.dll
iconv.dll
libxml2.dll
libxslt.dll
zlib1.dll
```

## Working on XML files in Notepad++

### Colour-coding

When an XML file is open in Notepad++, if not already, apply colour coding:

'Language' > 'XML'

```
<?xml version="1.0"?>
<menu name="links">
  <menu name="Level 1 - Sample 1">
```



Upgrade to an HTML5 homepage. For more information on the benefits of upgrading visit: <http://tinyurl.com/qe7hdfa>

### Checking syntax

Check the XML syntax:

'Plugins' > 'XML Tools' > 'Check XML syntax now'

For example, a homepage that doesn't display a menu suggests an error in the XML of the site's 'flash-menu.xml' file.

### Applying 'Pretty print' layout

'Pretty print' will lay out the XML with indenting to reflect the XML structure, making it more readable and easier to understand.

'Plugins' > 'XML Tools' > 'Pretty print (XML only – with line breaks)'

Note that this is a change to the file, adding extra whitespace, unlike the application of colour-coding, which is just a different way of presenting the content.

These are just some of the features of Notepad++ that can facilitate the maintenance of text files, such as XML files. There are so many more, which makes it a very popular utility here at Triaster, and indeed with many of our customers.



Related Article

A version of this article is on our Knowledge Base.

<http://knowledgebase.triaster.co.uk/help-for-library-administrators/notepadplusplus-xml-files>

# Meet...Joel Evans

Project Delivery Consultant



## Fact File

Joined Triaster  
June 2014

Before that  
Implementation and Training Coordinator in  
Health and Safety Compliance

Professionally he is most proud of ...  
Maintaining great  
business relationships

Hobbies  
Music, sports  
and history

Likes  
People, animals,  
food, shorts and  
flip flops

Dislikes  
Arrogance,  
traffic and rum

Everyone at Triaster will always remember...  
Joel's fantastic French accent as 'Pierre, The Chef  
Mariniere' at the Triaster Conference Murder  
Mystery – it was so good it won a prize!



Joel 'dragged out to  
dinner' and a pub quiz  
with the NOV team...

Since Joel joined the team as a Project Delivery Consultant, he has worked with a number of customers on various projects, but is currently focusing on process facilitation and process mapping with National Oilwell Varco (NOV) in Houston and Ohio. We asked Joel to share his experiences of working overseas with this multi-national company:



Visiting the USA/Canada five times since joining Triaster in June has provided me with some fantastic experiences so far. NOV are currently making great progress with their process improvement and it has been a pleasure to help them along the way. Each of my visits has differed greatly from the last, and splitting the time between Houston, Texas and Dayton, Ohio has given me some brilliant memories (and taught me a few things!).

My visit to Dayton in November was to work with a team of people from three different facilities, from three different parts of the world. Although these facilities all produce the same products, they were all going about it in different ways. Having previously mapped their current state processes in September, we spent a week putting all our energy into creating a future state process that they will all follow. And what have I learnt? Always check the weather for your destination before travelling, I was a little bit cold when I packed for summer in Ohio, and it was snowing when I arrived!

Joel would support the Team daily from 7am – 6.30pm answering any questions that were thrown his way and at the end of a hard day he would then request that he go back to his hotel and try to finish off the maps - we would have to drag him out to have dinner with us and the other members of the Team.

Mark Curtin, Program Manager – Business Process Management, National Oilwell Varco

# Community Events

Jo Dolton & Emily Wright review the upcoming calendar



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 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 contact either of us by calling: +44 (0) 870 402 1234 or e-mail [customer.services@triaster.co.uk](mailto: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
19th & 20th Jan 2015 16th & 17th Mar 2015 11th & 12th May 2015 20th & 21st Jul 2015 14th & 15th Sep 2015 23rd & 24th Nov 2015	<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.  "Just a short note to thank you and the team for the hospitality & quality of the training course I attended with a colleague earlier in the month. Everything was first rate, from the warm welcome on first arrival through to the end of the course, and we look forward to further on-going training in the future." Spirax Sarco	Triaster HQ, Oxfordshire
5th Feb 2015	<b>Enabling Change in the Public Sector</b>	Triaster customers and prospective users from the public sector	Speakers from Northamptonshire Police, Multi-Force Shared Services (MFSS) and NHS Gloucestershire will share their experiences of focussing on improvement initiatives and operational transformation while ensuring the delivery of effective and efficient services.	Microsoft, London
25th Feb 2015	<b>Functionality CatchUp Event</b>	Triaster customers who were unable to attend the 2014 Conference	The purpose of this event is to provide you with an overview of current Triaster Solution functionality available, with particular focus on Triaster's Simulation capabilities to quantify the benefit of Process Improvement.	Triaster HQ, Oxfordshire
5th Mar 2015	<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.	Lockheed Martin UK - Ampthill, Bedford
17th Mar 2015	<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.	Triaster HQ, Oxfordshire

Date	What is the Event?	Who benefits from attending?	How will I benefit?	Location
Late April - TBC	<b>Triaster Breakfast Seminar : How Do I..?</b>	All Triaster customers and prospective users in the Triaster community	This interactive round table workshop steers you to make the most of your Process Library. What should be in your Library? How do you ensure your content gets used? Making processes personal really does work, and this seminar focuses on real customer experience. If you fix problems for people, then your system is going to be used.	TBC
TBC 2015	<b>Triaster Customer Focus Day</b>	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.  "A golden opportunity to influence the development of the solution to deliver your company objectives." - Skanska "	Triaster HQ, Oxfordshire
Date TBC	<b>Engineering Special Interest Group Meeting</b>	Triaster customers in the Engineering sector	Meeting users in the Engineering sector who are able to share, understand and solve each other's problems with process in this particular environment.	Skanska UK, Rickmansworth
Date TBC	<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
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)

Also, please be aware that you can sign up to receive e-mail updates on events by completing an enquiry form here:  
[www.triaster.co.uk/contact.php](http://www.triaster.co.uk/contact.php)





# From the Community

Latest news and discussion

## Snapshots: Nov & Dec @ Triaster!

There was a 'moustache-off' as some of the Triaster team took part in Movember...



...but the hands-down winner was John Blight's little cousin Florence!

December saw blizzard conditions in the office, a visit from secret Santa...



...and a particularly worrying outbreak of 'Christmas knitwear'.



Must try harder next year Victoria.

## Hidden talents

Lewis Gabb, Project Improvement Officer, Programme ASPIRE, Northamptonshire Police creates amazing leatherwork, often used in films.



Do you have a hidden talent? Share it with us in the Connector. Send your photos to [customer.services@triaster.co.uk](mailto:customer.services@triaster.co.uk)

## Answers to the November/December puzzles

So were you paying attention?

ACROSS

- 3 WRIGHT
- 5 NORTHAMPTONSHIRE
- 7 DEXTER
- 8 STEVE
- 9 BRISTOL
- 10 BRACELETS

DOWN

- 1 HOBBITON
- 2 BRAHAM
- 4 WOODLAND
- 6 RESPONSIBILITY

E V N T L O M V S U B N G N E  
Y R A R B I L I T L U M E O W  
C H U O S F H S P S P C V I I  
K O T T W S E N A K N M S T F  
U M N V C N E N W E X A X A Y  
G E Z N A E R C R Y P O M G X  
V S I J E Y T E O P R C E E H  
M E L K I C F I R R R D P R Z  
B R E Y T N T O H R P X O G A  
X V H L O O V O B C S O G G C  
T E F C C A L L R M R O G A M  
S I M U L A T I O N F A C X B  
Y S S S Q E D I S D O O W J H  
V C U P K G C X D G R T Z R W  
A Z P L B O B Q H B N W Y E Y

SCAMPERING POPS  
PROCESS MAPPING  
REST FIERCER NEON CAT  
TRIASTER CONFERENCE  
MOVEMENT RIP  
IMPROVEMENT  
REM TASTES RICH  
CHRISTMAS TREE  
DINER ERE  
REINDEER  
ADVANCED ANTLER  
ADVENT CALENDAR



# 3 'U's Checklist

As promised at the Conference

Michael Cousins // Managing Director

The 2014 Triaster Conference was a real joy to be a part of. There were so many excellent presentations and opportunities to learn and share from peers.



Throughout the conference, the underlying 3 'U's theme kept surfacing. In each session, the speakers related their thoughts and ideas to the key principle of the 3 'U's. This is: ROI from a Process Library comes from its Use, and this will only happen if it is Useful and Usable.

I promised a checklist at the conference close; to help Triaster customers understand where their own projects are at with reference to the 3 'U's. Well, I have decided to go one better and to implement the checklist as a survey. You can still use it as a checklist though by simply printing out the questions.

Draft 1 of the survey is here:

<https://www.surveymonkey.com/s/triaster3us>

This survey takes just a few minutes to complete, and we'd be very happy to work with any of our customers that might like to use this survey with their own organisations. Please email me personally if you would like to do this ([michael.cousins@triaster.co.uk](mailto:michael.cousins@triaster.co.uk)).

If you'd like to complete the survey from your own perspective for your own organisation, Triaster will receive the results and our intention is to anonymise them but publish an average score as a way of allowing benchmarking between customers. Should there be a reasonable number of survey completions we will share the average in a future edition of the Connector.

The absolute scores do not matter so much, what matters more is their trend over time. So, if you do decide to survey your staff, consider repeating the survey a year later and see if the scores have shifted in one direction or the other. This will clue you in quite quickly to any positive or negative changes in the 3 'U's.



Mike introduces the 3'U's theme at last year's conference.