



Welcome

Emma Harris // Operations Director

Quite a varied mix of articles in the Connector this edition.

Interserve have kindly shared details on the development of their Business Management System PRISM and some of the many benefits that they are deriving from this. Triaster are delighted to share some of the lovely feedback we have had from customers completing the Microsoft survey. Some answers to questions from the University of Cambridge and the University of Bristol.

Also, now that the Triaster Suite 11.2 has been released – what next? Andrew Ridgeley writes about Triaster's software development plans, meet...Paul Elson-Vining and a couple of articles to give you food for thought about a few aspects of the Triaster Solution.

We are giving the puzzle a rest for a few editions, please let us know if you miss it.

Enjoy this summer edition, especially if you are reading it on holiday!

Emma Harris

P.S. Everyone is welcome to sign up for the Connector. Just go to www.triaster.co.uk/connector

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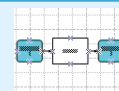
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Interserve Standardising Best Practice

PRISM – delivering process accessibility across the business and much, much more...

With the rapid growth of the business over recent years, at the beginning of 2010 Interserve recognised the need to consolidate, standardise and improve its core policies and processes for business bid, mobilisation and managing and operating its contracts.

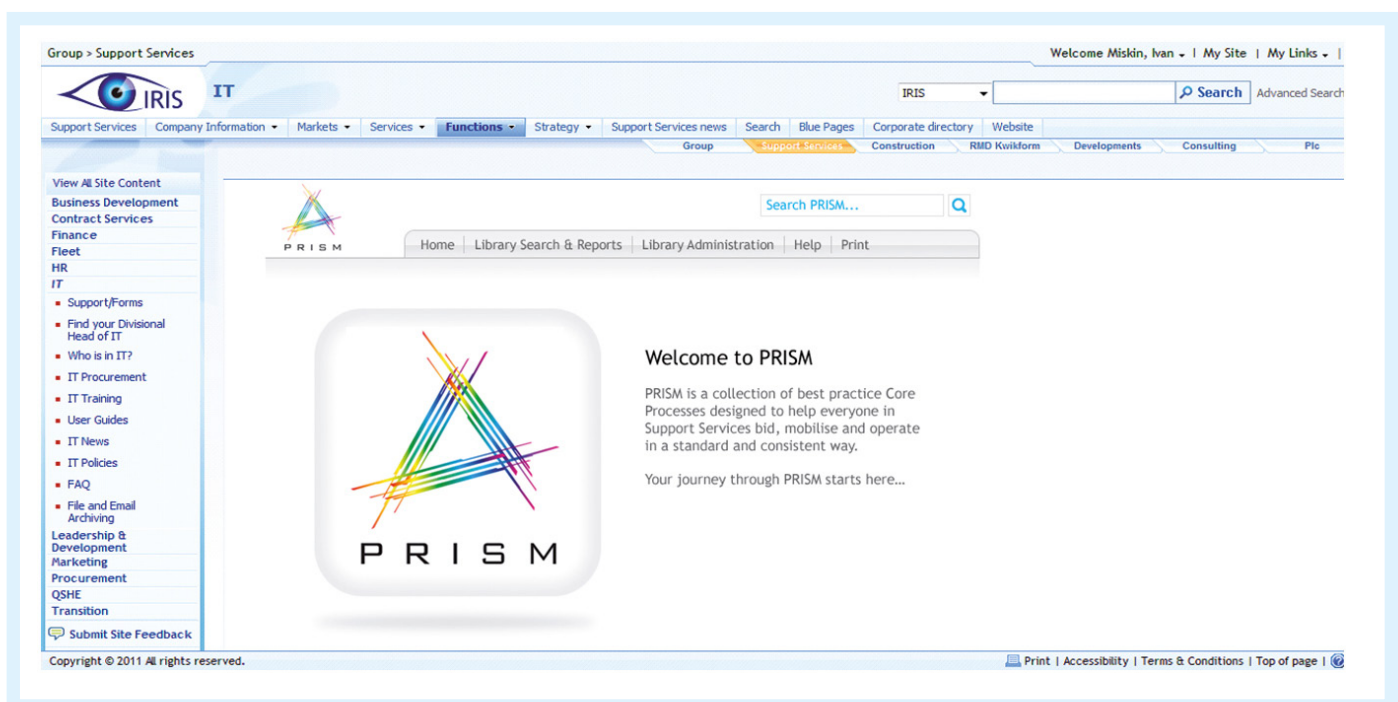
The Core Processes Team, given responsibility for addressing this project, determined that their chosen solution, as well as making consistent process information accessible, must also deliver on three key objectives:

1. It must generate curiosity
2. It must keep people engaged
3. It must support cross functional thinking

The team chose Triaster to deliver their on-line solution and develop a stand-alone, prototype Interserve Process Library: PRISM. It was presented to the Executive Board in June 2010 and adopted as the corporate standard shortly after. Cross-functional representatives worked together to establish a standard set of best practice, core policies and processes, covering all parts of the business.

The next step was to integrate PRISM with their intranet – IRIS - which was being re-branded at the time. A strong, new corporate look and feel was adopted across both IRIS and PRISM, which were launched as an integrated system in October 2011.

Anyone with an Interserve e-mail address now has fast and easy access to PRISM with one click from their Intranet homepage. Accordingly they can be in the office, at home or on the road – process information is always accessible.

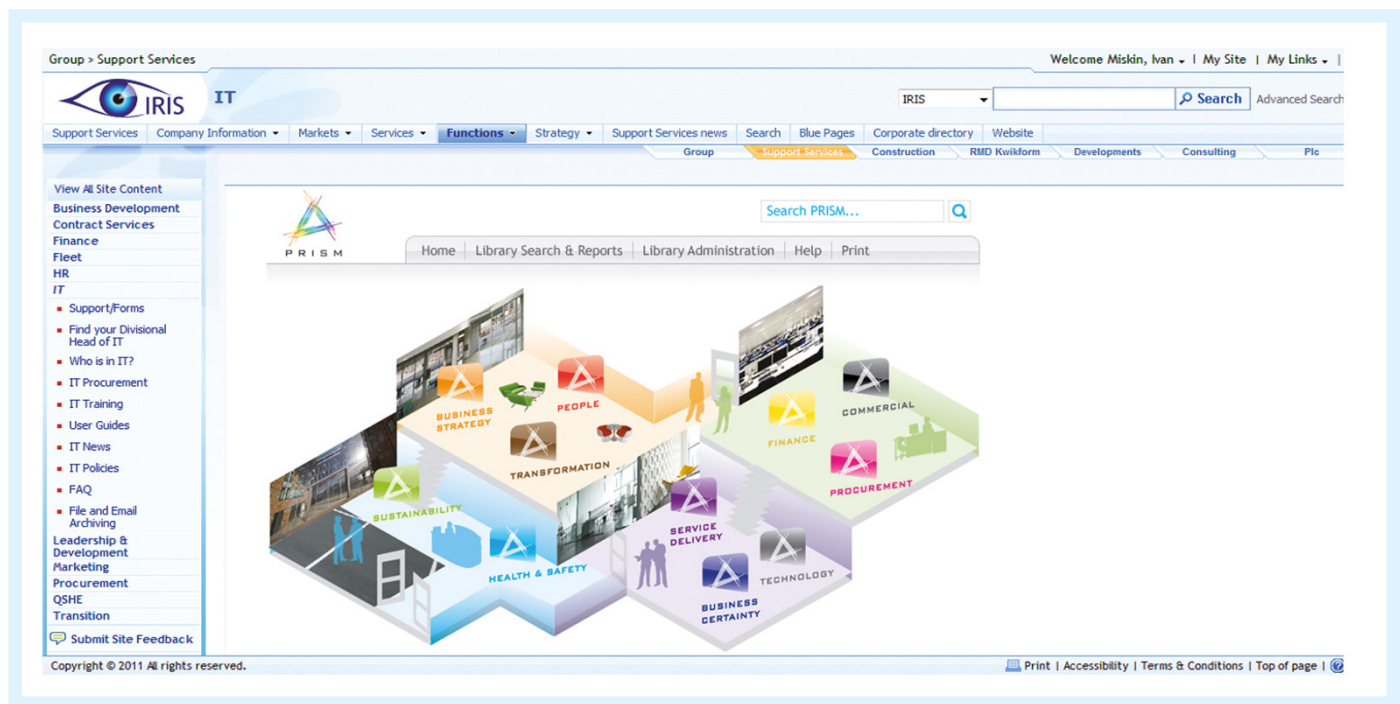


The screenshot shows the PRISM intranet interface. At the top, there is a navigation bar with links like 'Group > Support Services', 'Welcome Miskin, Ivan', 'My Site', and 'My Links'. Below this is a search bar and a list of navigation links including 'Support Services', 'Company Information', 'Markets', 'Services', 'Functions', 'Strategy', 'Support Services news', 'Search', 'Blue Pages', 'Corporate directory', 'Website', 'Group', 'Support Services', 'Construction', 'RMD Kwikform', 'Developments', 'Consulting', and 'Pic'. The main content area features a large PRISM logo and a welcome message: 'Welcome to PRISM'. Below the logo, it states: 'PRISM is a collection of best practice Core Processes designed to help everyone in Support Services bid, mobilise and operate in a standard and consistent way. Your journey through PRISM starts here...'. At the bottom, there is a copyright notice: 'Copyright © 2011 All rights reserved.' and links for 'Print', 'Accessibility', 'Terms & Conditions', and 'Top of page'.

The process content is generated according to a governance framework, which ensures that it is accurate and consistent.

Process maps are created using a standard template created by Triaster, so all process information is produced to an agreed standard. PRISM's users are certainly curious and engaged. When the Core Processes Team launched PRISM with a series of presentations and communications, feedback was very positive. Users like the strong brand and image and they particularly like being able to easily find the information that they need within a few clicks.

So as envisioned, PRISM bridges the gap between Interserve's business units providing all core, cross functional process information for their support services.

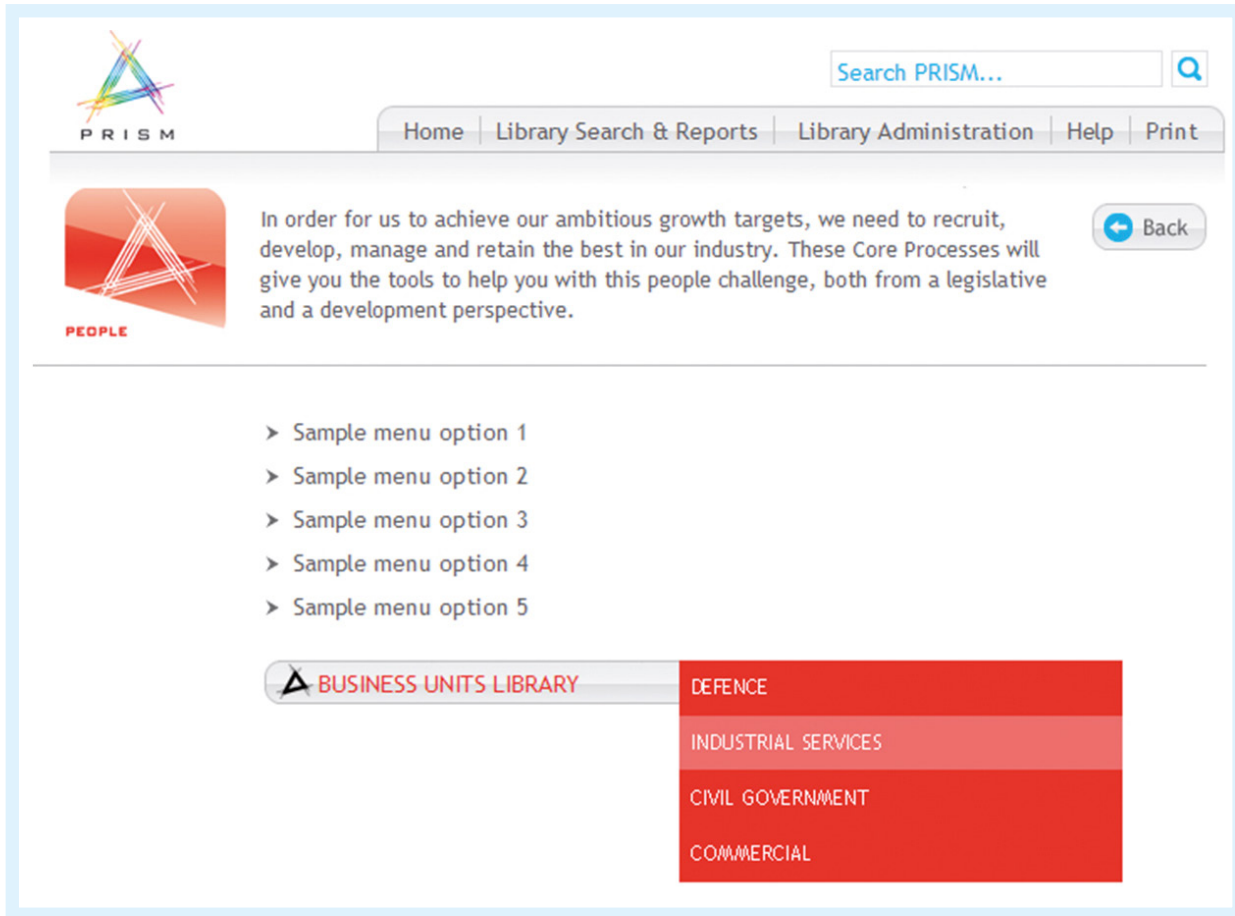


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The deployment of PRISM is a significant achievement for Interserve. The availability of all our core processes on-line and in one place ensures consistent adherence to our standard way of operating and drives home the quality message both internally and also to our customers.

Guy Bruce, Interserve Managing Director - Industrial

PRISM is also the gateway to four sub-libraries, developed/being developed by each of Interserve's business units (Defence, Industrial Services, Civil Government and Commercial). These contain business unit specific process information for service delivery (only).



The ease of creating consistent processes, to an agreed standard has meant that for Interserve's latest Defence project (Falklands & Ascension Islands) they are mobilising a contract with all (classified as 95%) processes accessible in one place, for the first time ever!

Uniquely, the Defence team share their library with their customer: the Ministry of Defence. The MOD really like the visibility this gives them of a supplier's processes and have shared MOD processes with Interserve. So processes in the Defence library are now not only cross functional, but cross organisational too.

This collaboration between Interserve and the MOD is another illustration of the benefits of PRISM: a crucial tool for driving increased efficiency, productivity and service delivery at all stages - from business bid, through mobilisation and at steady state.

Interserve's Core Processes Team, comprised initially of Brian Nicholls, Project Director, then joined by John Stokes, Corporate Business Process Manager and Steve Staunton, Defence Business Process Manager.



John Stokes, Steve Staunton, Jacqueline West and Brian Nicholls

What you have said!

Jo Dolton reports on some customer feedback



Jo Dolton // Customer Relationship Manager

Every year Triaster go through a process of being re-certified as a Microsoft Gold Partner. As part of this renewal process we regularly choose a customer survey. We find this to be a very useful exercise, because as well as giving us some of the points we need to achieve the Microsoft Gold Partner certification, (the rest are usually gained by a mix of software evaluations, staff qualifications and case studies) the responses enable us to judge how we are doing and where we need to make improvements.

A number of you have kindly just completed this year's survey. Thank you so much for taking the time to do so; there have been some lovely comments which we would like to share with you:



Triaster is an excellent organisation providing a consistently good service and reliable effective product. Staff are knowledgeable, customer-focused, and always keen to help in any way they can.

Claire Nuttall – University of Bristol



Keep doing what they are currently doing, can't fault anything - keep it up and we will be an advocate for the company for many years to come.

Darren Garton – NG Bailey



“



I cannot fault TRIASTER. They listen to client requirements. Respond in a professional manner. Nothing is too small for them to address.

Josephine McDonald – Thomson Reuters

“

I have every confidence in our partnership with Triaster, the solution is proving to fit our needs & I have found all of the staff whom I've had contact with to be helpful, knowledgeable & attentive.

Matt Selley – Spirax Sarco



We also received a number of suggestions for improvement and I am very pleased to advise that we already have plans underway to implement some of these. More on this over the coming months.

Your feedback is always appreciated. Please send your thoughts/points of view by either e-mailing me (Jo Dolton) on customer.services@triaster.co.uk or do feel free to call me at any time directly on:

Tel: +44 (0)870 402 1229.

Paul's shortcut of the month

To get to your desktop quickly, use the Windows key + D.

Questions & Answers

How two Universities approach their process mapping and process improvement projects

Question: How do you decide what to map and where do you start?

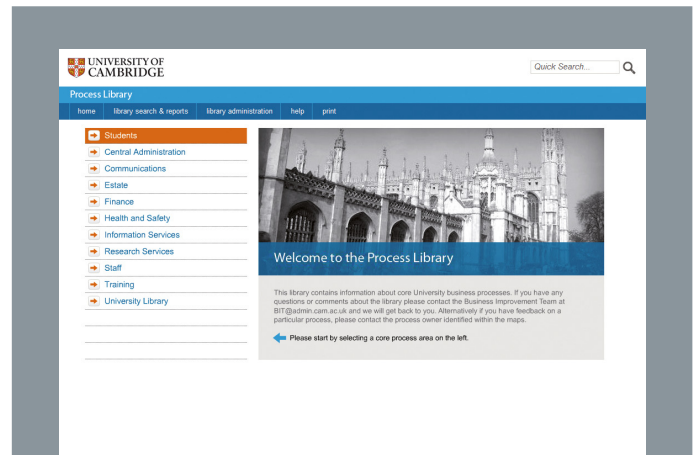
University of Cambridge: Generally our mapping is the result of a request from another area within the University Administration.

University of Bristol: We map processes that emerge from process review activities, or at the start of projects that have been initiated and are funded to make system and process changes - as the processes have been identified as being in need of change. We start with 'as-is' unless the process is so unstructured (non-existent) that it is not worth mapping, in which case we may go straight to the 'to-be' process.

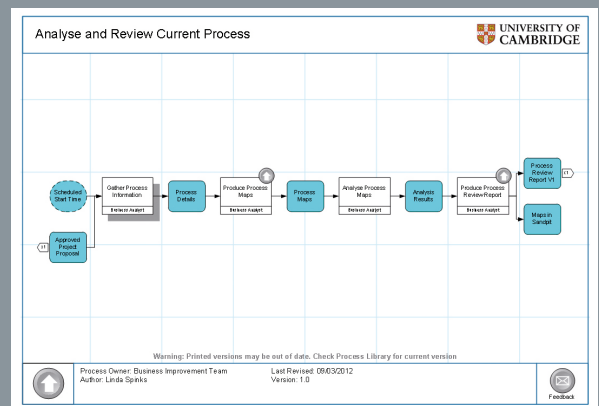
Question: If you have a number of departments doing the same thing in different ways how do you resolve this?

University of Cambridge: If this is a small process, we would generally get the interested parties into a workshop and reach an agreement about the best way forwards. On a larger scale we have recently been involved in a project which has reorganised the student administration area from a number of separate departments to a single registry team. This means that we are starting to treat all students in the same way administratively. This is an on-going project that will take some time to completely bed in.

University of Bristol: We sometimes map these separately (one for each faculty, for example) to highlight the differences and would then use workshops to review and agree changes that are recorded on proposed 'to-be' maps.



University of Cambridge homepage



University of Cambridge mapping page

Triaster software version 11.2 released

The Triaster team were delighted to release the Triaster Suite software 11.2 on 6th June 2012. In case you missed the release announcement please go to:
<http://www.triaster.co.uk/pn112release.php>

Question: How do you deal with processes that are linked by different departments/areas?

University of Cambridge: By identifying all stakeholders and either holding workshops or one-to-one interviews. This is often the case with student administration as the Central Student Administration, Colleges and Faculties/departments all have an interest in the students. At Cambridge this is further complicated by the fact that Colleges are separate legal entities and have their own view on how things should be done (potentially 31 versions of the truth). The University will impose processes where there is a statutory requirement for data.

University of Bristol: Sometimes by using swim-lanes if we want to show the movements across departments, but more often than not by showing the responsibility on the activity, so that we can see where ownership of a process lies.

Question: How have you ensured clarity and consistency across all the academic administration services by having a “one process” methodology?

University of Cambridge: See above.

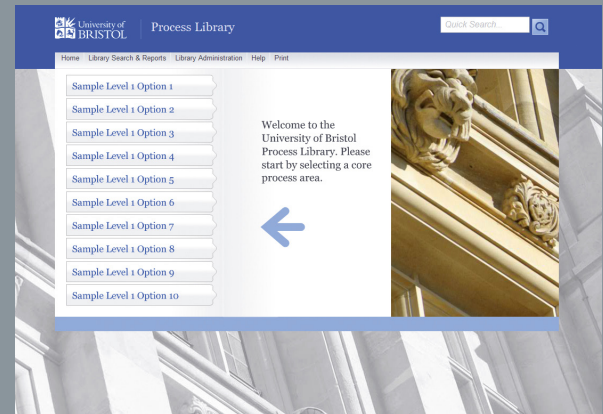
University of Bristol: We have a centralised function. All mapping is undertaken by trained Business Analysts within our Strategic Projects office or by a very few other people who we train. We have standards and documentation to support this. The publishing of maps is controlled by the central BA team.

Question: How do you implement new processes to improve effectiveness, efficiency and communication across a University?

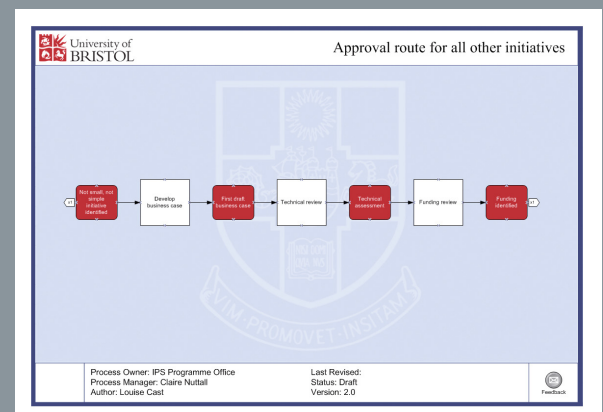
University of Cambridge: Stakeholder involvement is key as is sponsorship at senior level. This is something that we continue to work on.

University of Bristol: Via projects supported by fully costed and approved Business Cases.

Thank you for sharing this with us.



University of Bristol homepage



University of Bristol mapping page

Paul's Q&A Corner

Question: When searching for hyperlinks why do I get the result ' ';?

Answer: If you insert a hyperlink on any shape (by pressing Ctrl+K or from the insert menu) but don't link a document or other resource, the Process Library still recognises the link. Accordingly if you open the map in the Library and place your mouse over the shape, the hand icon will show. The same thing will happen if you delete a page in Visio or delete a document, but not the link itself. To correct the issue, open the map and insert a hyperlink on the affected shape, but choose the delete option. Then publish the map again.

Do you have a question for Paul? If so, please send this to customer.services@triaster.co.uk

T.U.G. News

Linda Spinks presents the latest news from the User Group



Linda Spinks // User Group Chairperson

We tell you

The next Education meeting is being hosted by Claire Lorrain at University of Winchester on 6th September 2012. The next main User Group meeting is being hosted by Fugro GEOS at their Wallingford offices on 18th October 2012.

Please let us know if you would like to attend either of these meetings. Space is limited, so please do book as soon as possible by e-mailing:

customer.services@triaster.co.uk

Triaster Technical Workshops

In the last issue of the Connector I asked you for your feedback on the Triaster Technical Workshops. For this issue I asked John Blight, Triaster Technical Support Manager, to summarise what is covered during the day:

“

The workshop is intended to give an overview of a Triaster Server - the roles it performs, its components, structure and mechanisms - primarily from the perspective of an IT administrator, but also pertinent to those who have an interest in how the Triaster Server works. Fundamental procedures, such as activation, are covered, as well as common configurations and tweaks (a Triaster Server is highly configurable!).

We also touch on those Process Navigator-related tasks that are often asked of IT Support staff - configuring Visio and installing Process Navigator. This is all summarised in a 'handbook' that delegates are free to take with them.

We hope that this offers enough for IT and Library administrators to more easily maintain the system themselves, although we're always available to help.



The Technical Workshop in action

Rob Fletcher from ING Direct UK attended a workshop in June:

“

The main benefits for me were the more in-depth areas of configuration which allow us to tweak our installation of Triaster to improve the customer experience. It was also nice to meet Triaster and put faces to names. I would recommend the workshop as it gives the attendees a good insight into how all the elements of Triaster piece together.

You tell us

User Group influence on the Triaster Product Roadmap

As many of you will be aware, Triaster's software development plans are summarised in their Product Roadmap. Customers can feed into this by submitting feature requests and discussing the development ideas it contains; this often takes place at the User Group meetings.

Customers are also welcomed at Focus Day workshops, which are held every three or four months at Triaster's offices. These workshops include detailed discussions of key features directly with the software developers. There are sessions on longer-term ideas, as well as demonstrations and workshops focusing on work-in-progress. These Customer Focus Days have proved very useful from both the attendees' and Triaster's perspective and everyone really seems to enjoy them. Do try and attend one if you can, but if that isn't possible, join in with the discussions in the LinkedIn User Group Forum. Please go to <http://tinyurl.com/User-Group-linkedin>

Following the recent release of Triaster Suite 11.2, I am pleased to be able to report just how much influence the User Group has had on feature development. So, please keep sharing your thoughts on what Triaster could introduce into the solution. Triaster log and evaluate all feature requests for feasibility and where possible add them to the Product Roadmap. Feature requests should be e-mailed with a description of required functionality and perceived benefit to: featurerequests@triaster.co.uk

L de Spies

user.group@triaster.co.uk

P.S. There are currently two Triaster Customer LinkedIn Groups – the first for members of the main user group (Triaster User Group) and another specifically for the Triaster Education Special Interest Group. Search for them in the LinkedIn Groups area.



Andrew Ridgeley kicks off proceedings



Discussion ensues



Jo Dolton takes the floor

The next User Group meeting will be hosted by Fugro GEOS in Wallingford on 18th October 2012.

Triaster Reports

Paul Elson-Vining takes a look at the Map Review and Risk Analysis reports



Paul Elson-Vining // Professional Services Consultant

For many years now it has been possible to add metrics or properties to a process map and with the ability to import properties from Excel (introduced in Process Navigator 11.1) it is even easier to populate maps with this data.

Some customers have mentioned to me that they think it is difficult for end users to view this data as they believe that they have to Control+click on each shape and view the information on a map-by-map, shape-by-shape basis. However this is where Triaster Reports come in.

The Report Exchange was a feature introduced in 2010 to make metrics in published process maps far more accessible. With the integration of the Report Exchange in 11.2 and the introduction of the 'Grid View', the data can now be filtered directly in the Library, giving end users much better control over how they want the results to be presented. Results can also be exported to Excel for further manipulation (with a right click option in 10.1 or the export to Excel button in 11.2).

There are a number of Reports which Triaster categorise as follows:

1. General (Contents, How To, RACI, Risk Analysis)
2. Process Audit
3. Process Improvement
4. Library Administration
5. Publication Checklist

This month I am focusing on Map Review, from the Process Audit category and Risk Analysis from the General category.

In future Connectors I will look at other reports.

The Map Review report (first developed for 10.1) uses the 'Last Reviewed Date' and 'Next Review Date' properties to populate a complete list of maps, which can then be ordered and managed for audit purposes.

This report has been developed further in 11.2 and is utilised by the Alerts and Approvals feature to notify the content approver when the review date has been reached and to remind them if the review date has not been updated. So, even if you are not planning to upgrade to 11.2 just yet, it is a great idea to start capturing this information now.

Map	Next Review Date	Last Reviewed Date	Process Owner	Author	Content Approver	Compliance Approver
Resolve an issue with remote access	01/02/2013	31/05/2012	SF-Director	Paul Elson-Vining	John Blight	
Replicate issue on Triaster system	01/02/2013	31/05/2012	SF-Director	Paul Elson-Vining	John Blight	
Record a support enquiry	01/02/2013	31/05/2012	SF-Director	Paul Elson-Vining	John Blight	
Provide assistance with a	01/02/2013	31/05/2012	SF-Director	Paul Elson-Vining	John Blight	

The next report is the Risk Analysis report. This is a very simple report that collates the information from two properties recorded for each Activity – the first being 'Risk Level' (property name risklev) which highlights four conditions: High risk, Medium risk, Low risk and Risk not yet assessed. The second is a free text field called 'Risk Description' (property name riskdesc). This is a great report to help you with process improvement or to use in conjunction with your risk register.

Map	Activity Name	Risk Level	Risk Description	Level
Overview of creating and publishing a process map	Publish process maps to Live	High Risk		1
Perform closure tasks	Update Support site	High Risk		1
Identify type of connection required and make connection	Request username and password from customer	High Risk		3
Identify type of connection required and make connection	Retrieve token from secure location	High Risk		3
Overview of creating and publishing a process map	Create or amend a process and publish to the Sandpit	Low Risk		1
Perform closure tasks	Publish process maps to Live	High Risk		1

Remember though you will only get out of the reports what you put in – if you don't record the information, you can't report against it.

How can we help you?

A reminder of Triaster's services



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

People are often surprised about the range of services that Triaster deliver; so we set out below a reminder of the packages that we offer and the benefits that they will deliver.

This information can also be found by going to www.triaster.co.uk/how_can_we_help.php. For any further information, please do contact us by calling: +44 (0) 870 402 1234 or e-mailing: customer.services@triaster.co.uk. If there is something you would like that isn't listed below, please do contact us and we will do our best to deliver what you need.

Package	Summary	What's the benefit?	What's delivered (in summary)	Cost indication
Getting the most out of your 11.2 upgrade	On-site consultancy support during the upgrade process.	You will know how to maximise the benefit of the 11.2 features from the word go, as well as how to use the upgrade to enthuse your Library users.	We will review your 11.2 Library with you, train you on how to make the most of the new features, workshop Alerts and Approvals with your reviewers and embed the new way of content review and approval in your organisation.	2 days
Stencil and Template Data Visualisations	An easy to use Stencil & Template with data driven shapes.	Visualise process metrics.	Stencil & Template with data driven shapes.	A minimum of 2 days depending on requirements
Library Communication Programme	A full communication programme to engage your end users. See the article on page 15 for further information.	The main benefits of your Process Library are realised when it is used. Keeping your Library users informed, will ensure that they use it.	4 or 8 days, on-site as appropriate, to develop and deliver a full communication programme: <ul style="list-style-type: none">Bespoke plan proposed and documentedBespoke presentations & demonstrations developedCommunications draftedPostersCommunication eventsNewsletter template developedNewsletters drafted Very flexible package which will be tailored to your needs.	1-2 Benefit Credit depending on requirements
Triaster Hosted Hardware	Gives you a fully managed hosted Library.	The Triaster Hosted hardware solution provides you with a physical server dedicated to your specific project comprising all the hardware and software you need to run the Triaster Solution.	A fully managed hosted Library; <ul style="list-style-type: none">Less involvement by your internal or outsourced IT teamSupport calls regarding server side issues can be dealt with directly by Triaster SupportServer upgrades implemented by TriasterNo server maintenanceHigh specification server	2 Benefit Credits per annum

Package	Summary	What's the benefit?	What's delivered (in summary)	Cost indication
Annual Priority Support	A dedicated contact, bypassing the normal Support process.	Ensures that your enquiry is always given the highest priority and saves your time making those little configuration changes.	A dedicated contact that will take all technical queries directly, log them bypassing the usual Support process. They can also make those odd configuration changes for you when required without further cost.	2 Benefit Credits per annum
Process Discovery Workshop	We work with your subject matter experts to map their processes and publish them to your process library.	Delivers an understanding of process and process mapping techniques, as well as some content for your Library.	A facilitated mapping day focused on your processes resulting in a fully mapped process accessible through your Process Library.	1 day
Process Discovery Facilitation Workshop	Learn some techniques for capturing processes.	Transfers process discovery skills and techniques to your own employees.	Training that covers the skills and approaches that will enable you to successfully facilitate your own process discovery workshops.	1 day
Train the Trainer	Gives you the skills to train your own delegates.	Enables you to run ad-hoc training sessions as per your own requirements.	A skills transfer session, followed by the delegates delivering a mini training session.	A minimum of 1 day depending on requirements
Creating Maps for your Library	Process Navigator Training.	Enables you to quickly create and update maps with a consistent look and feel in line with your Mapping Policy.	This training course covers the basic software skills needed to create process maps with Process Navigator and publish them to your Library.	2 days
Library Administration Workshop	Advance Triaster Software skills.	Enables you to maintain your Library to a high standard and gives you the skills to fix & resolve issues.	This workshop ensures Library Administrators have all the skills they need to update & maintain their Library. We cover everything from reporting, to properties to how to update your menu pages.	1 day
Disconnected Servers	A MSI package to enable the deployment of the system to multiple machines.	A cost-effective way to deploy disconnected servers (read only libraries). It will also be possible to copy documents over with the updates if required.	Project to agree the implementation approach, and install.	1 Benefit Credit. Additional Remote User Support charged on a time and materials basis.
Library Health Checks and Desk Side Assistance	Very specific help and support for you and your Process Library.	Have you got an Audit coming up? Is there functionality that you are not making the most of? Do you need help with Library cloning or Properties? Targeted consultancy to deliver just what you need right now.	Whatever you need whilst we are on-site.	A minimum of 1 day depending on requirements.
Managing Library Content	Establishes a rock-solid Governance Framework to keep your Library content current and your Users updated.	Your Library content is always current and useful and your Users are always fully informed.	1 day on-site to establish a Library maintenance process to ensure your Library content is never out of date.	1 day

Package	Summary	What's the benefit?	What's delivered (in summary)	Cost indication
Dynamic Homepage Design	New dynamic homepage design installed: Click or Hover.	An engaging, easy to use Library homepage that meets your user requirements.	New dynamic homepage design installed to Sandpit/Pre-live: Click or Hover. 1 day on-site consultancy to cover how to link your menu options to your process maps and on-going administration. Also, publish to Live.	2 Benefit Credits
Alternative Document Search	Improved Document Search.	Immediately improved Document Search, rather than needing to wait for the release of V. 12.1.	Alternative Document Search, providing enhanced search options, installed and ready to use.	1 Benefit Credit
Populating your Process Library	Your processes mapped and published to your Library, together with associated documentation. We also revisit your Governance Framework and ensure that everything is in place to support your project in the long term.	This package takes you very quickly to the next stage. It will benefit anyone wanting to add more content to their Library at any time.	<p>A planning day to agree objectives and time scales. Also to review and update the Governance Framework. Part of this day can be used for process discovery/mapping if appropriate. The remaining days can be used in the following ways:</p> <ul style="list-style-type: none"> • Process discovery and mapping • Process discovery facilitation • Process mapping training <p>(the appropriate combination will be agreed with you individually) to deliver content in your Library.</p>	1 Benefit Credit for each 4 days on-site. Package price offered for blocks of 20 days. Delivery can be over an extended period of time rather than in one block if preferred.
Scaling your Process Library	Your Process Library scaled to cover additional business units or departments.	This is a very cost effective way of getting more benefit from your Library.	A planning day to agree objectives, timescales and approach. The main question to consider is if the new business units or departments will adopt the existing Library or set up their own. We review the technical, design and content production options with you to agree the best approach for you. Following the planning workshop a formal project plan with any associated costs will be sent.	A minimum of 1 day
Joint Venture Library	A customised Library to support your joint venture.	A cost-effective way to ensure the effectiveness of your joint venture project	A planning day to agree objectives, timescales and approach. The main question to consider is how closely the joint venture Library will mirror an existing Library. We review the technical, design and content production options with you to agree the best approach for you. Following the planning workshop a formal project plan with any associated costs will be sent.	A minimum of 1 day
Bid Library	A Process Library specifically to support your new business bids.	When going through a tender process, bidding for large projects, you have to demonstrate that you have all the processes in place to support your proposal. This package enables you to easily and cost effectively benefit from your existing Library content to do just that, in a way that positively differentiates you from the competition.	A planning day to agree objectives, timescales and approach. The main question to consider is how closely your Bid Library will mirror your existing Library. We review the technical, design and content production options with you, to agree the best approach for you. Following the planning workshop a formal project plan with any associated costs will be sent.	A minimum of 1 day

Focus on the Communication Package

A full communication programme to engage your end users

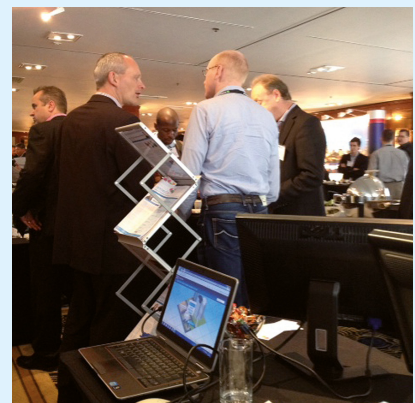
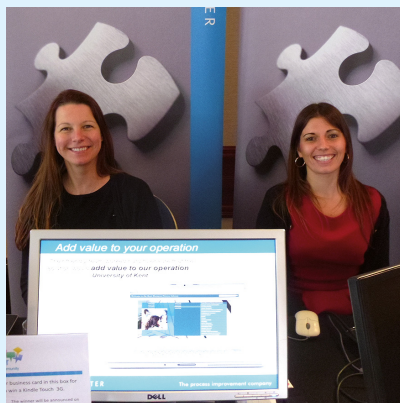
Triaster's Communication Package is proving very popular. Many of you are recognising that whilst developing a useful and usable Process Library is of course key, it will only be used if the people in your organisation know about it. This is where the Communication Package comes in. The programme can be tailored to support a Library launch, re-launch (on upgrade perhaps) or to raise awareness of a live but under-used Process Library.

The communication programme developed will be bespoke to your requirements and will contain a combined programme of: e-mails, presentations, events, posters and newsletters... All developed according to your Library and corporate branding. Both the design and the content will be developed by Triaster for your review and sign off. Templates will be developed as appropriate so that once established, you can easily continue the programme in-house.



BPM Conference Europe 2012

Ray Mullins (General Dynamics UK) Suzy Jearum (ING Direct UK) and Kerry Ann Christelow (Skanska UK) gave an excellent presentation 'Getting Value from User-centric Process Libraries' at the BPM conference in June. The presentation triggered lots of questions and discussion. Many thanks to all three of them and Terry Giles (ING Direct UK) who was also very involved with the presentation development.



Tech News

John Blight on Visio's Drawing Explorer



John Blight // Technical Support Manager

Visio's Drawing Explorer

Visio's Drawing Explorer is a useful tool for analysing the content of a Visio drawing, and can identify issues that may otherwise be hidden or difficult to address.

Displaying the Drawing Explorer

Visio 2003, Visio 2007 - View > Drawing Explorer Window

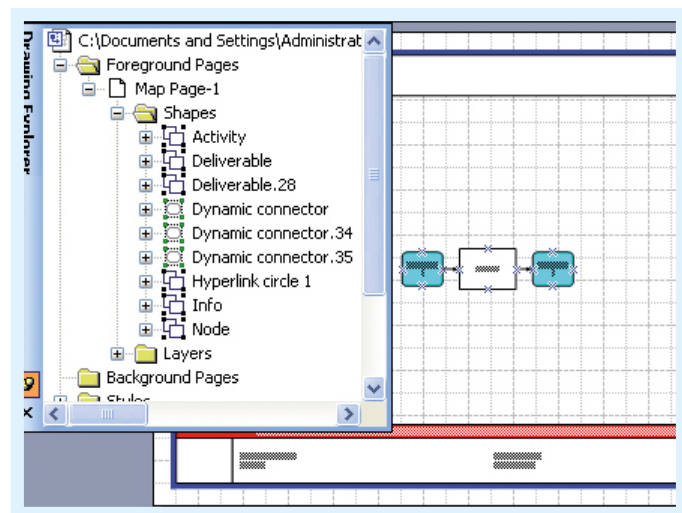
Visio 2010 - Developer tab > check 'Drawing Explorer'

Note: In Visio 2010, the 'Developer' tab is invisible by default. To enable it:

1. File > Options.
2. Click 'Advanced'.
3. Under 'General', check 'Run in developer mode'.
4. Click OK.

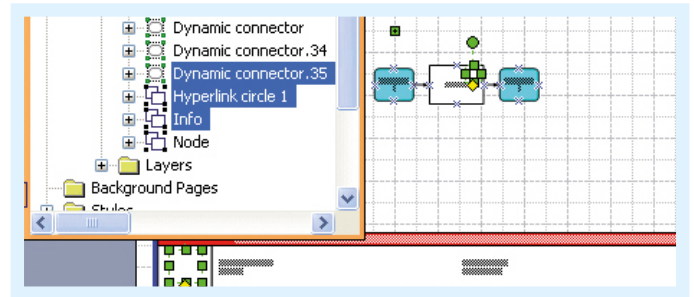
Drawing Content

The Drawing Explorer is a collapsible tree-view of the drawing's content.



You may notice that there are shapes listed that aren't apparent on the drawing (and there's nothing behind the Drawing Explorer window).

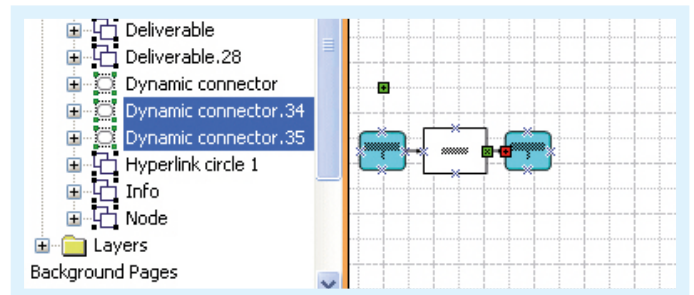
The 'Info' and 'Hyperlink circle 1' shapes are hidden behind others, and the 'Dynamic connector.35' shape has zero dimensions.



Non-Triaster Shapes

Process Navigator may report the presence of non-Triaster shapes, which can interfere with functionality, e.g. Export to Excel. There is a specific report, available from Report Exchange or from Process Navigator, that can identify such shapes. The name of the shape is usually given, and so it can be easily highlighted in Drawing Explorer.

Connectors that aren't glued to other shapes at each of their ends are usually identified as non-Triaster shapes.



A glued end is depicted by a red square, an unglued end by a green one (or blue, depending on the version of Visio). The connector shape has to be selected for this to be evident. If a connection isn't glued, it won't be recognised by Process Navigator, and so neither will a shape's position within the flow of the map. In this example, the final Deliverable won't be recognised as an output of the process map, although visually it's obvious that it should be.

These are all examples of observations made on real maps, and Drawing Explorer has been a valuable tool in addressing them.

Looking to the Future

Triaster Software Development Plans

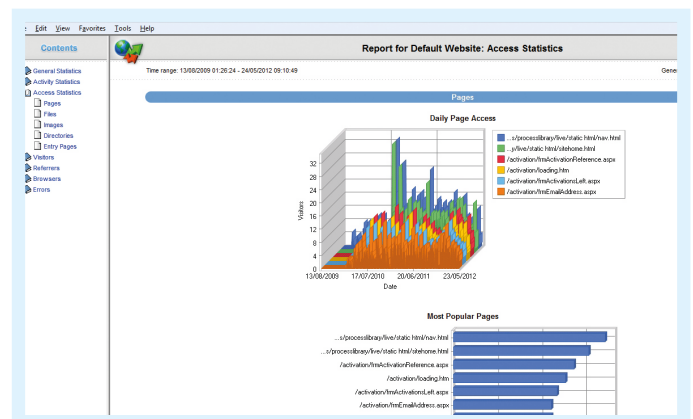


Andrew Ridgeley // Senior Software Developer

Following the release of 11.2, Triaster are moving to a system of more frequent, smaller product releases. This is to bring new product features to customers' libraries much more quickly than currently. The following features will be included in the next couple of releases planned:

- **Enhanced search:** An improved Quick Search, displaying both process maps and document content. Configurable search scope on a per site, or per library or global basis. Option for end users to limit their search scope as appropriate e.g. to HR documents only.
- **Implementation** (if required) of the library usage tracking tool, WebLog Expert, as part of the standard 11.2 install process. This will enable customers without a current mechanism to measure library usage, to easily do so. More information is available at www.weblogexpert.com and in the March/April Connector article "Measuring Process Library Usage".
- **End-to-End process diagram.** This feature will put all process maps specified on a single large page and connect them up horizontally. It will also show vertical connectivity. Michael Cousins has written more on this in his article on the final page.
- The **End-to-End diagram** also enables more advanced features to be developed such as Export to BPEL (Business Process Execution Language) and a first version of a BPEL export is planned for this summer.

to 11.2, further upgrades will be implemented by simply downloading an installer and running this on the server - in the same way that Process Navigator is upgraded presently. Accordingly after upgrade to 11.2, upgrading to the Triaster Server will be a simple process. Triaster do recommend however that any server upgrade is made to a test server in the first instance and urge you to take advantage of the test install being offered with the 11.2 upgrade package.

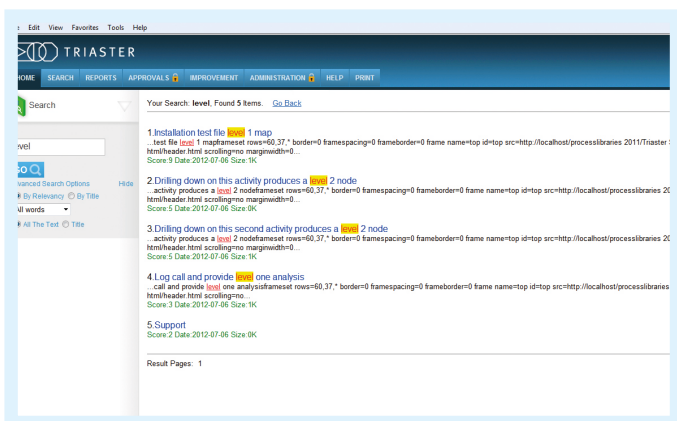


As the 11.2 Alerts and Approvals feature starts to roll out, I am keen to hear feedback as the product is used 'in anger'. I understand this is a key enhancement for many customers and look forward to releasing Alerts and Approvals 'phase two' in due course. Please e-mail: featurerequests@triaster.co.uk with your comments.

Please be aware that at the time of any upgrade Triaster install all current functionality to your Library. Therefore, any new functionality released before your Library is upgraded to 11.2, will be included on upgrade.

As well as general feature development, Triaster are also keen to undertake bespoke development work for customers, either as minor tweaks to existing software or larger projects. Please contact: customer.services@triaster.co.uk or +44 (0)870 402 1234 if you wish to discuss this further.

Images might be subject to change.



The faster release cycle planned is enabled by the Triaster Server software 11.2. Once a Library has been upgraded

Meet Paul Elson-Vining

Professional Services Consultant



Fact File

Joined Triaster
2008

Before that
Various software training roles

Professionally he is most proud of ...
Training worldwide, including the Falkland Island, USA & Australia

Hobbies
Exploring, scuba diving, food!

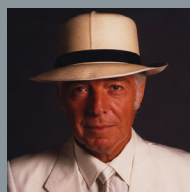
Likes
Driving, the sea... & again food!

Dislikes
Winter nights & bad food

Everyone at Triaster will always remember...
His man from Del Monte suit!



The Man from Del Monte says yes



Paul also says yes

Paul is Triaster's principal professional services consultant and as such he travels extensively to deliver training and consultancy. He really likes a challenge and is certainly not afraid of a long journey. He is spending a fair bit of July in Australia (Brisbane) implementing the Triaster Solution for Gallagher Bassett. He's looking forward to this as he gets itchy feet if he's in the UK for too long.

One of Paul's key skills is adjusting to the situation, be that the skills level of the people he is training, the IT set-up he is working with or the differing outcomes that his customers are looking to achieve. We asked him to tell us about some of the challenges he faces and how he responds (whilst no doubt keeping his calm and his sense of humour at all times). This is what he said:



My biggest challenge is how to help customers get from the theory learnt in the training room to a live Process Library. Once they are back in the real world, it can often be difficult for mappers to know where to start. They know how to map a process, but how to get the information they need from multiple people's heads into a process that make sense to everyone?

This year I have had a couple of engagements doing exactly this on the customer's behalf and had really great results. I even went on to present their Libraries at launch events in various locations. As I leave, I love being able to pass over a Library containing a solid foundation of end-to-end process documentation for the customer to build on. I always enjoy going back onsite at a later date too and reviewing the progress made.

Where I know though that process authors are going to be mapping their own processes right from the start, I try to equip them with all the skills to populate their library – so that's as much about setting realistic project objectives and milestones, as learning Triaster software functionality. I share the approaches I have seen other customers use successfully and I always try to encourage people to ask questions – there is no such thing as a stupid question. Another challenge I have is not to be too obsessive about my process maps. I always like my arrows to be straight and never like to cross Connectors, even when doing a quick demo - I just can't help it!



Visual Excellence

Andrew Walker looks at the Level Indicator

Andrew Walker // Technical Implementer

Over the years I have developed a vast array of bespoke shapes and features for customers' process maps. This is the first in a series of articles exploring the varied options developed; in this article I am focusing on the Level Indicator.

Level Indicators are shapes or fields embedded into the process map Node, that indicate the level of the process map that you are looking at. The benefit to the Library end user, is that when they use a search tool to find a process map, the Level Indicator will show them what level the process map is on, without them needing to drill up to the top level to find out. I've set out my view of the pros and cons of each, in the hope that this may be helpful for you when determining the Level Indicator that best meets your requirements.

Level Indicators fall into four categories:

Traffic light

A series of shapes that change to highlight the level.

Pros

- Looks great!
- Useful at a glance.
- Every one we've done so far has been unique.

Cons

- They can take a lot of space from the rest of the Node.
- They often take the longest to build.
- They are limited to a certain number of levels.



Single Shape

A single visual element on the Node that contains level information and more!

Pros

- Nice and simple while still visually appealing.
- Take very little space from the Node.
- You can use them with any number of levels, important if your Mapping Policy supports drill-down to any number of levels.

Cons

- Need to be careful that they stand out on the Node, without clashing with other similar design elements, i.e. the Feedback E-mail shape and the Up-to-Parent button.
- There is no indication of the total number of levels.



Custom text on the Node

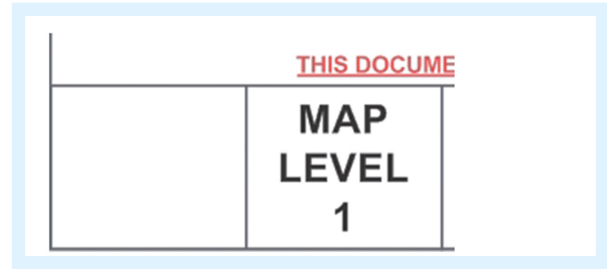
An area on the Node that contains a text description of the level.

Pros

- Very simple.
- Doesn't distract from the basic look of the Node.

Cons

- Doesn't add much to the look of the Node.



A whole Node change

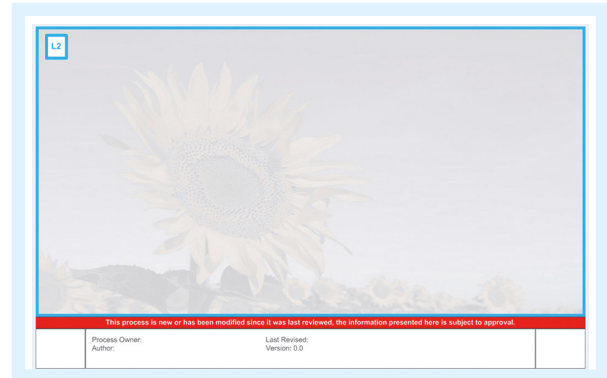
A visual change to the Node to indicate the level on which the Node resides.

Pros

- It looks great!
- It takes no space on the Node what-so-ever, because it's integrated.
- It can change colour with each level.
- Useful at a glance.

Cons

- Can take over the look of the Node - wouldn't work where strict branding guidelines apply.



Are you interested in having a Level Indicator on your process maps or looking to improve the functionality of your Stencil and Template? If so, customer.services@triaster.co.uk would be happy to discuss this with you.

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

Date	What is the Event?	Who benefits from attending?	How will I benefit?	Location
25th July 2012 14th August 2012 29th August 2012 5th September 2012 25th October 2012	Triaster 11.2 Launch Events	Anyone interested in the latest Triaster Solution	A one day event at Triaster to cover all aspects of the Triaster 11.2 software. Attending will bring you up-to-date with the new functionality, explain how to best prepare and plan for your upgrade, and explore what the changes will mean for your organisation.	Various
20th & 21st August 2012 24th & 25th September 2012 8th & 9th November 2012	Triaster 2 day Training - Creating Maps for your Library	Anyone needing to map their processes	This training course covers the basic software skills needed to create process maps with Process Navigator and publish them to your Library. "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

Date	What is the Event?	Who benefits from attending?	How will I benefit?	Location
6th September 2012	Education Special Interest Group	Triaster customers from the Education sector	Meet users in the Education sector to share, understand and solve each other's problems with process, in this particular environment.	University of Winchester
13th & 14th September 2012	NEW! AMHEC Workshop 2012	Anyone from the Higher Education Sector who wants to discuss current issues and share best practice	This workshop has interactive sessions on business process engineering, creating capacity, financial performance and a high quality student experience. Claire Lorrain from University of Winchester will be running a session- and will be sharing some of the process maps from the University's Library.	Stranmillis University College, Belfast http://www.amhec.org.uk/events
26th September 2012	Customer Experience Exchange	Existing Triaster customers and potential customers from all sectors	Each Triaster customer has a different experience of working with the solution. Both existing and potential customers frequently say how beneficial it is to hear and discuss how other customers are working with the Triaster solution. That is what this event is all about – five very different Triaster customers share their experiences.	Triaster HQ, Oxfordshire
18th October 2012	Customer User Group	All Triaster customers	A great opportunity to meet customers from a variety of industries and share your views and experiences of Triaster. "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	Fugro GEOS, Oxfordshire
Dates available on application	Triaster Training - Technical Workshop	Library Administrators, IT and Support professionals	The workshop answers in-depth all of the commonly asked technical questions about the Triaster Server installation; as well as providing plenty of opportunity for delegates to discuss their own systems. "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	Triaster Training - Process Discovery Facilitation	Anyone responsible for process discovery	Training that covers the skills and approaches that will enable you to successfully facilitate your process discovery workshops. (Triaster can also deliver on-site process discovery workshops.)	Triaster HQ, Oxfordshire
Date TBC	Triaster Customer Focus Day	Project Leaders interested in influencing the development of Triaster software & services	Customer Focus Days give the opportunity to workshop with Triaster development regarding both software and services and directly influence and impact the end results. "A golden opportunity to influence the development of the solution to deliver on your company objectives" Skanska	Triaster HQ, Oxfordshire

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



From the Community

Latest news & discussion

Update on athletic challenges

Terrific Triathlons

Darren Garton of NG Bailey Ltd has shared his Triathlon results for this year with us:

- **Southwell** – Total time of 1 hour 15 minutes for 400m swim, 17.5km bike, and 5k run
- **Lincoln** – Total time 1 hour 30 minutes for 400m swim, 24km bike and a 5k run
- **Woodhall Spa** – Total time 1 hour 36 minutes for 400m swim, 24.5km bike, and a 5k run.
- **Big speedo swim, Nottingham** – Total time 1 hour 34 minutes for 750m (outdoor) swim, 20km bike and 5k run.

XTR Souls Corrieयरack challenge

The XTR Souls raised just over £650 from their sponsored mountain bike ride in June. This means that since 2008 Craig McCallum (Balfour Beatty Regional Civil Engineering Ltd) has had a hand in raising over £4500 for the Badaguish Centre (a small independent charity helping children and adults with learning difficulties) - 'thanks to you lovely lot out there'.

Wow - well done to both of you!

May/June Puzzle Winner
The winner is **Linda Spinks**
from the University of
Cambridge. Congratulations!
Your £15 voucher is on its way
to you!

The answer was:
Closest: Toronto and Detroit
Furthest: Perth and Toronto

**Many thanks to everyone else
who took part - and don't forget
to enter this month!**

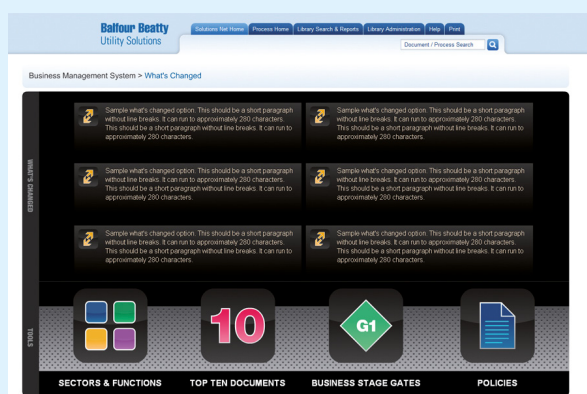
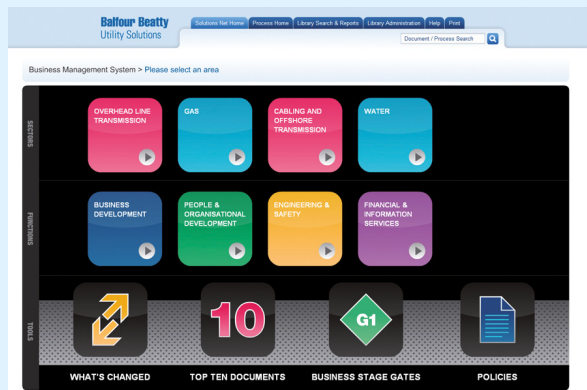


Craig McCallum (Balfour Beatty Regional Civil Engineering Ltd) in action in the Highlands.

Going Live!.....

Balfour Beatty Utility Solutions will be going live with their re-launched Library shortly.

Balfour Beatty Utility Solutions



Please do let us know if you are planning to Go Live or re-launch your library. Also would you like to feature your project in one of the main Connector articles? We are always happy to provide a copy of the article for your own use.

Jo's lemon drizzle cake

As anyone who has attended a Customer Focus day workshop will know, Jo makes a mean lemon drizzle cake. Many of you have asked for the recipe, so we have persuaded her to share it with us here:

100g/4oz Butter or Margarine
175g/6oz Caster Sugar
2 Eggs (lightly beaten)
175g/6oz Self-raising Flour
4 Table Spoons Milk

Optional: 100g Good Quality,
Dark (70% + cocoa) Chocolate
cut into large chunks



For topping: Half-cup Lemon Juice with 1 Table spoon
Caster Sugar. Mixed together.

Cream the sugar and margarine/butter together. Gradually mix in the eggs, flour, and milk until you have a smooth mixture. Stir in the chunks of chocolate, if using, then pour into a lined loaf tin (2lb) and bake in an oven at 180C/350F/Gas mark 4, for approx. 40-45 minutes or until you can put a knife into it and the knife comes out clean.

Whilst still hot and in the tin, pour the lemon juice and sugar mixture over the cake and allow to cool slightly before removing to cool completely.

Tip: this cake freezes really well. Freeze on the day after cooling and take out to defrost at least 12 hours before you need it.

Enjoy!!

Live from LinkedIn

LinkedIn

"Proving users are aware of/have been communicated to in respect of updates and changes - can anyone advise if they have to demonstrate communication of changes/updates to their user community for ISO standards and if so, how do they do it?..."

Do you have any advice for Julie Mack, 3663? If so please go here: <http://tinyurl.com/ISOStandards>



A Word on Process Improvement

Roll on the End-to-End Process

Michael Cousins // Managing Director



To improve a process, cellotape yourself to the input and walk round the organisation and see what happens to it.

Apologies for I do not know who said this, or how close it is to the original, but I have captured the gist of the underlying idea of the speaker (a wise person indeed!)

We are now releasing capabilities in the Triaster solution that make Process Improvement easier than ever before, that enable you to virtually 'cellotape' yourself to the input and see what happens in the process.

You are probably in the position where you have a repository of Triaster process maps. If these maps are well formed, they will have:

- Vertical hierarchies, where increasing levels of detail are revealed by drilling-down on Activities
- Horizontal flows, where the Output of one process links naturally to the Input of the next

These hierarchies and flows should model the reality of your organisation's operational processes closely enough that you are able to make inferences from the process maps that apply in reality. For example, suppose you have mapped a process and have added cost data. By adding or removing Activities, the cost therefore changes. If the model is sufficiently accurate, you can therefore infer the effect on cost if you were to add or remove Activities in the real world.

The term 'model' is used to describe abstract versions of reality, the better the model, the more accurately it predicts real world outcomes. Models are rife in studies of climate, weather, economics, physics, psychology and so on. In each case, the modeller is trying to predict the response of a real world system to a real world change by making a change in the abstract model and seeing how the abstract model changes. "If the temperature rises by 1c, how will sea levels alter?" "If interest rates rise by 0.5%, how will inflation alter?" and so on.

A Process Library, and the maps within it, are models of how the people and systems in your organisation perform their work. Therefore, for the model to be useful, a change made to the model should enable you to predict the corresponding change in the real-world; but of course without the cost, time or risk of doing so.

From studying how Triaster customers use their Process Libraries, we know two things:

1. A whole Process Library is too 'big' a model to draw practical inferences – a way is needed to enable subsets of the model to be analysed
2. A single Process Map is too 'small' a model

We need a new way of thinking about and modelling processes, one that builds on the process maps that have already been drawn but is a finer level of detail than a whole Library.

Roll-on the "End-to-End Process", which in shameless technobabble I shall from hereon refer to as E2EP. An E2EP is defined solely by its start and end points. In Triaster, the start and end points are of course Deliverables. The E2EP is the entirety of the process between the start and end points which may span dozens of individual process maps (each of which has its own vertical hierarchies).

The E2EP is a model of cellotaping yourself to the Input, and walking round the business seeing what happens to it. E2EPs are about to massively enhance the benefit you receive from drawing out your process maps, and in the next Connector I shall explain more fully just how significantly E2EPs are going to transform the way you can improve your processes easily.