BOOK NOW FOR CONFERENCE!

CELEBRATING 20 YEARS OF PROCESS IMPROVEMENT

Welcome

Emma Harris // Operations Director

As promised, the detailed agenda for the Conference is included in this Connector. Also how feedback from previous conferences has influenced our plans for this one. We are delighted to have a full programme of varied customer presentations at the conference, and we have made all efforts to include something for everyone. So if you haven't yet booked to attend, now is the moment:

www.triaster.co.uk/events_conference_2014.php

There is also a really enjoyable article on HomeServe's roll out of Process Central, a key component of delivering on their goal to provide customers with an effortless journey. As I am sure you will agree, Process Central has a very engaging brand and the project is most interesting. (You will also be able to learn more about it at the Conference.)

There are articles on customer feedback on software feature requests, Tech News on the Triaster Server Publication User, PEV's Pearls of Wisdom and Support Team Tips.

We also celebrate a very happy event with some lovely photos.

Enjoy!

Emma Harris

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In this issue//

TRIASTER

The process improvement company

HomeServe: Introducing Process Central

The route map to an Effortless Customer Experience

HomeServe provides home emergency assistance and domestic repairs to Britain's homes. It was established as a joint venture with South Staffordshire Water in 1993 with the aim of being one of the first places people turn to for home emergencies and repairs. And the company has never lost sight of that goal.


HomeServe understands that making things effortless for its customers is vital in achieving its goal. It also recognises that their customers' experiences will only be effortless, if its internal daily processes and interactions are as easy as possible for staff.

In 2013, HomeServe established a Transformation Team, tasked with ensuring just that. The team looked at the marketplace for a Business Process Management Solution which would support them to easily map their customers' journey and enable all staff to see and best understand the end-to-end process.

The team's core requirement was a central source of information that all staff could easily access, to view the entire customer journey and find the information - processes, policies, scripts and forms – that they need to do their job. The aim was and still is, to ensure that all customers receive the same level of effortless experience, regardless of whoever they speak to.

Triaster delivers world-class Business Management Systems (BMS) which we call Process Libraries. The Transformation Team particularly liked the bespoke front end (homepage) delivered as standard, which they saw as being key to making their BMS entirely relevant and accessible to HomeServe staff.
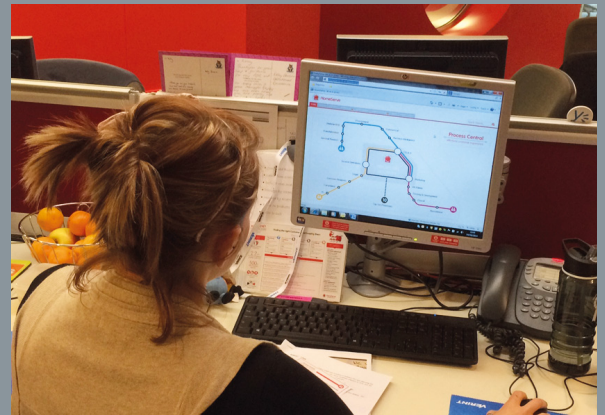
A successful roll out across HomeServe Marketing and Contact Centre.
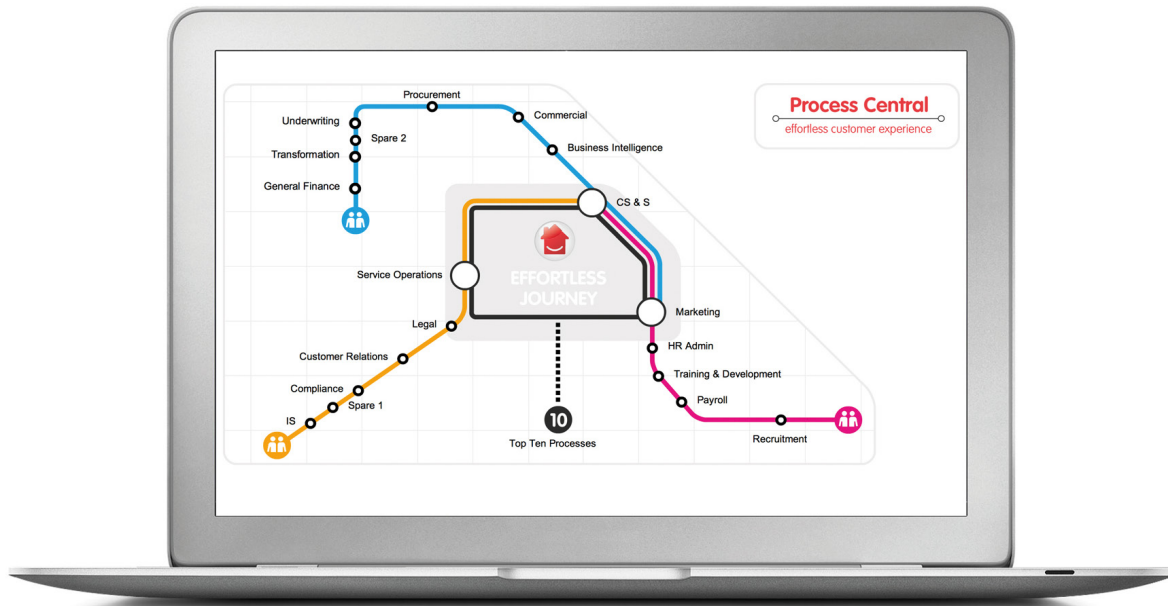
Upon implementation of the Triaster Process Library, the team made full use of the design and communication streams delivered by Triaster to develop the extremely strong and eye catching brand of Process Central for its Triaster Process Library.

Rachel Hulme (Lead from Transformation Strategy) and Daniel Reynolds (Library Administrator) worked with Triaster to develop the full brand identity for Process Central together with communication plans and supporting communications materials. These were used to help publicise the launch of Process Central to HomeServe's Marketing and the Contact Centre (CS&S) departments and also to explain to the wider organisation that Process Central is being developed to be the one source of truth to help everyone do their job.

The benefits of Process Central and how it will help to deliver an effortless customer journey were explained in a variety of ways – such as e-mails, briefings and newsletters - and the very engaging Process Central imagery was used to spread the word via posters, plasma screens, desktop screen savers…

On 4th June Process Central was launched to Marketing and CS&S. During the next three days, Process Champions and the Transformation Team were on hand to explain how Process Central would guide users through the sometimes complex processes, such as product processes, partner management, call scripts and more.

The response to Process Central is really positive:

"

It's really easy to find what we need and has helped to make things effortless.
CS&S

Uploading new scripts for our colleagues is much easier; it now requires minimum effort.
CS&S

I love the tube map idea, the colours and illustrations are eye catching and it's easy to navigate.
Marketing

The process flows are easy to understand and I like being able to view a document which supports the process, with ease.
Marketing

So a very promising start on the journey to an effortless customer experience.

The next leg is to use the communication materials developed to support the roll out of Process Central to the rest of HomeServe.

Just before she gets stuck into this, Triaster asked Rachel Hulme for her feedback on the Triaster Solution and the support HomeServe received from Triaster with implementing, branding, publicising and launching Process Central. This is what she said:

Triaster have been more than helpful throughout our journey so far, and with that I feel encouraged we chose the right solution. Brand and communication is a large factor in the implementation, it's been key for us to get this right from the off! Working with one of the Design team we were able to see our vision come to life and from that our Communication representative has helped to develop a full brand from logos to posters - all to come in line with our implementation dates. We had weekly conference calls to track progress and plan for the coming weeks, which certainly helped us to achieve our tight timeframes.

During our Test phase we had support on site from one of the Consultants which was considerably worthwhile. This meant we could resolve any queries there and then without hesitation. Implementation went smoothly with great feedback from our colleagues; it was also comforting to know if we had any hiccups Triaster would be on hand to treat us as priority.

As we start to develop our road map, it's nice to think some of the heavy duty work won't be required in the future, as a lot of what we have created has been designed to be reusable, so we can roll out with ease. I look forward to working alongside Triaster for the rest of our relationship, as Process Central continues to support our effortless customer experience.

Rachel Hulme and her colleague Paul Brown will be talking about, 'Supporting an Effortless Customer Journey' at the Triaster Conference, being held on 15th & 16th October.

For more information and to book, please go to: www.triaster.co.uk/events_conference_2014.php
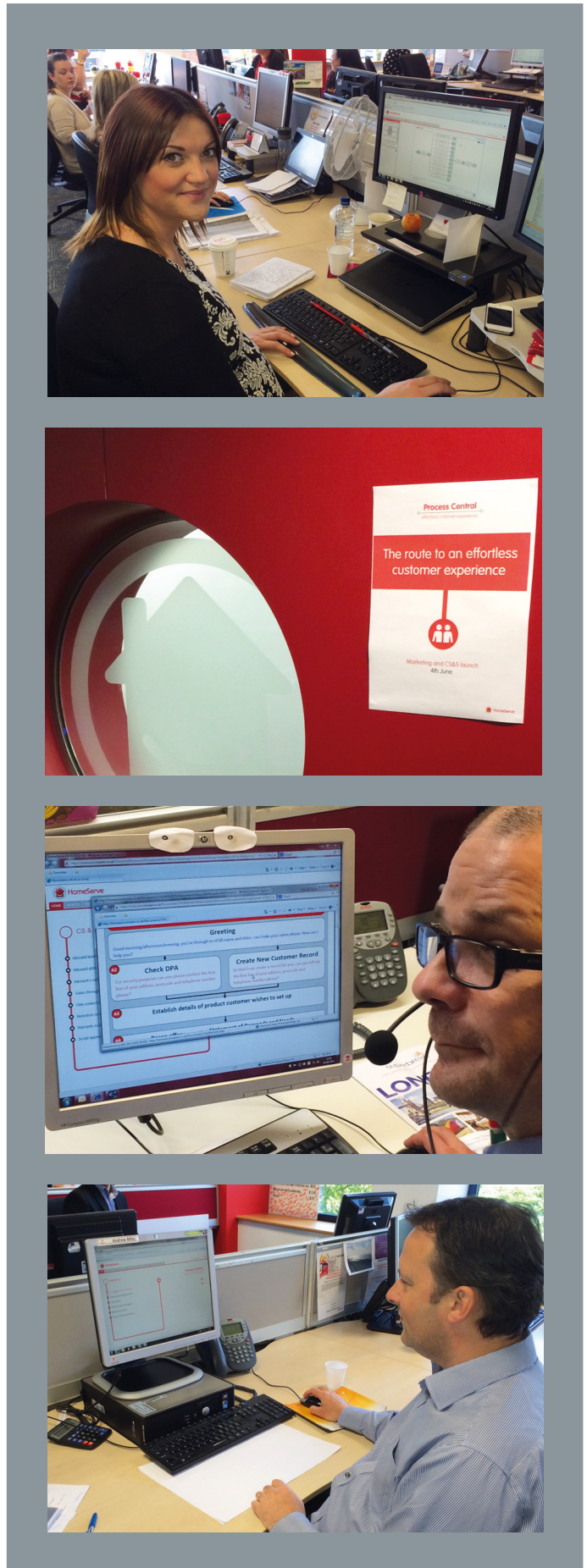
The Triaster Conference 2014

Not to be missed!

Jo Dolton // Customer Relationship Manager & Emily Wright // Business Operations Manager

As you should already know, the 2014 Triaster Conference is taking place on **15th & 16th October 2014 at Woodland Grange Conference Centre**, Leamington Spa, Warwickshire, UK.

With just three months to go, we are all very excited about the planned sessions and presentations as set out in the agenda on pages 6 and 7.

We have taken note of feedback from our previous Conferences and as a result, have scheduled regular breaks and longer changeover times, in order to allow plenty of time for networking. We have also arranged the sessions so that everyone can attend the customer presentations (Community Track), but have the option of attending the different Triaster tracks (Business and Technical) as preferred over the two days.

We are also pleased to have several partners in attendance, who will be available throughout the event for discussion with those of you who have specific interests and business requirements.
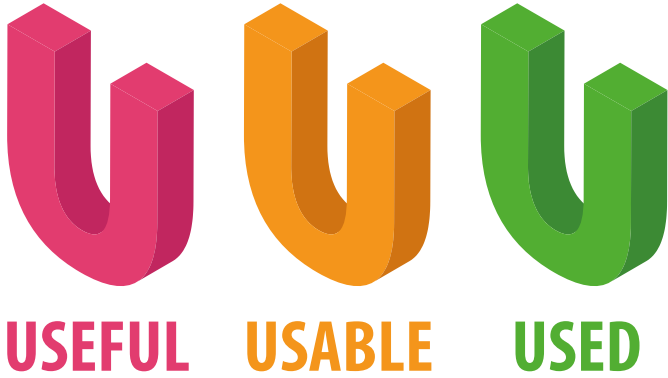
USEFUL   USABLE   USED

Spaces are limited, so don't delay and risk disappointment
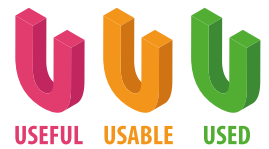
CELEBRATING 20 YEARS OF PROCESS IMPROVEMENT

20

And we will also be celebrating Triaster's 20th year, with something fun lined up for the evening's entertainment.

Booking and details on ticket prices and accommodation packages can be found here:
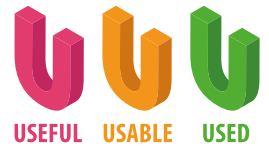
www.triaster.co.uk/events_conference_2014.php

connector
Linking the Triaster community

Conference Agenda
15th October 2014

USEFUL   USABLE   USED

DAY ONE 15/10/14	MAIN CONFERENCE & TRIASTER COMMUNITY TRACK	BUSINESS TRACK	TECHNICAL TRACK
9:00 - 10:00	Check-in and Conference Registration		
10:00 - 10:20	**Welcome and Overview** Michael Cousins sets out the objectives for the conference and introduces the team.	*Sessions to improve your understanding of how the Triaster Solution can help you achieve your business objectives*	*Sessions focusing on the Triaster software*
10:20 - 11:05	**Lewis Gabb and Dave Hill from Northamptonshire Police** Provide a vision of organisational development and transformation.		
11:05 - 11:20	Tea and Coffee & Networking		
11:20 - 12:05	**Informal opportunity to ask the experts regarding:** Communications package, HTML 5 design, ITIL, TickIT+.	**A roundup and demonstration of the most beneficial Triaster Solution functionality** Carma Cooper and Victoria Glancy.	**Getting the most Useful information from your Stencil & Template workshop** John Blight & John Goldsmith.
12:05 - 12:10	Session transition time		
12:10 - 12:55	**Rachel Hulme and Paul Brown from HomeServe** Talk about supporting an effortless customer journey.		
13:00 - 14:00	Lunch		
14:00 - 14:45	**Steve Moore from Microsoft** Explains how he approached the adoption and expansion of the Triaster Solution.		
14:45 - 15:00	Tea and Coffee & Networking		
15:00 - 15:45	**Another informal opportunity to ask the experts regarding:** Communications package, HTML 5 design, ITIL, TickIT+.	**How to make the most of the Triaster Business Analyst Tools** Steve Odeyemi & Nicholas Hall.	**Technical workshop focused on the Triaster server configuration and upgrades** Ashwin Jayapaul & James Harvey.
15:45 - 15:50	Session transition time		
15:50 - 16:35	**Another informal opportunity to ask the experts regarding:** Communications package, HTML 5 design, ITIL, TickIT+.	**Successfully delivering a Useful, Usable and Used Triaster Process library** Paul Elson-Vining & Julie Savage.	**A glimpse of the future** Andrew Ridgeley & Chris Mawdsley.
16:40 - 16:45	Session transition time		
16:45 - 17:00	**Day one summary and closure**		
17:00 - 18:30	Free time		
18:30 - 23:00	**Drinks reception, Evening meal & entertainment and 20th Birthday celebration**		

connector
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Join the discussion at www.triaster.co.uk/connector
Call us on +44 (0)870 402 1234

Conference Agenda

16th October 2014

DAY TWO 16/10/14	MAIN CONFERENCE & TRIASTER COMMUNITY TRACK	BUSINESS TRACK	TECHNICAL TRACK
08:00 - 9:00	Breakfast for overnight attendees in Restaurant		
09:00 - 09:15	**Day 2 - Welcome back**		
09:15 -10:00	**Kevin Prior from Woodside Energy** Gives his perspective on process management within a large corporation.		
10:00 - 10:05	Session transition time		
10:05 - 10:50	**Mark Braham MCQI CQP, is the ISO 9001 Team Leader on the CQI Standards Panel** Another chance to hear the ISO9001:2015 briefing given by Mark at Microsoft London in July.	**How to make the most of the Triaster Business Analyst Tools** Steve Odeyemi & Nicholas Hall.	**Getting the most Useful information from your Stencil & Template workshop** John Blight & John Goldsmith.
10:50 - 11:05	Tea and Coffee & Networking		
11:05 - 11:50		**A roundup and demonstration of the most beneficial Triaster Solution functionality** Carma Cooper and Victoria Glancy.	**A glimpse of the future** Andrew Ridgeley & Chris Mawdsley.
12:00 - 12:15	**Conference wrap up**		
12:15 -13:15	Lunch and End		

Please note the Conference agenda may change prior to the event.

From the Community

Congratulations to Rachel Hulme, HomeServe, recently engaged during a holiday in New York.

The most travelled cats? Mark Curtin from National Oilwell Varco has lived in many different countries over the years, taking his cats with him.

Welcome to Nicholas Hall and Joel Evans who have recently joined Triaster's Customer Success team as Project Delivery Consultants.

T.U.G. News

Linda Spinks presents the latest news from the User Group

Linda Spinks // User Group Chairperson

I have been advised by Triaster that there have been a growing number of requests from both new and more established customers for contact details of other Triaster users to talk with, and on occasion meet. Some people are looking specifically for other users in their area of the UK, or for non-UK customers, users in their country, whereas others are looking for people who have similar objectives for their projects. Triaster are happy to make such information available, once permission has been granted of course. However, please remember that no matter where you are located, you can always share ideas and make contact with other customers via the Triaster User Group forum.

The User Group Forum on LinkedIn is also the ideal place for airing your thoughts and raising new ideas. The forum can be both clicked to from the User Groups Secure page and via this link: http://tinyurl.com/pv5vnkp

WE TELL YOU

If you aren't already a member of this group, please simply request to join and the group owners will approve your request.

Engineering Group meeting

Remember that the Engineering Group is open to all customers working with/within the Engineering industry. Therefore even if you are working for a Defence or Manufacturing company, you may find that the areas of interest overlap. The next Engineering Special Interest meeting is being held at Skanska, Rickmansworth on 13th November.

Next Engineering Special Interest meeting at Skanska, Rickmansworth on 13th November

Next Main User Group meeting

The next User Group meeting will now be in March 2015, further details will be made available nearer the time. In the meantime, we are looking forward to getting together at the Triaster Conference in October 2014.

If you would like to host a User Group meeting, please drop us an e-mail with some suggested dates to user.group@triaster.co.uk

YOU TELL US

The last User Group meeting was at the University of Cambridge.

Triaster Software Development

Customer input to feature requests

Jo Dolton // Customer Relationship Manager & Victoria Glancy // Client Services Manager

In May, Victoria Glancy and Jo Dolton held a conference call with several customers, in order to discuss the results from the most recent round of software feature prioritisation voting by customers. The call was found to be very useful, as the customers taking part were able to imagine real world examples of why certain features may be good to introduce, as well as those that may not be as ideal as they first seem.

Thank you once again to those customers who took part in this exercise. The results will be taken fully into account in our software development planning.

The tables below provide a summary of the top ten Process Navigator and Triaster Library features voted for by our customers, and the comments made during the discussion. The final table sets out features requested and discussed, which in fact have been recently released.

Process Navigator Features

Priority given from vote	Feature Description	Customer Comments
1	**Feedback email link to process map**: Automatically embed a link directly to the process map from within the body of the email.	**Agreed** - This will make it easier to find the map for which the feedback has been left.
2	**Introduce hyperlink hotspots**: Enable hyperlink icons (e.g. hyperlink circle) to snap and glue to a specific spot on an activity	**Agreed** - This will eliminate the need to use auto-layout functional override.
3	**Create horizontal processes easier**: Automatically create a connecting map from an end deliverable.	**Maybe.**
4	**Store feedback on processes**: Allow interactive comment boxes on process maps to capture feedback. The feedback should be collated in a database and delivered to the process owner in some format.	**Unsure** - This could clutter the maps. Perhaps the News Page is a better place to achieve this.
5	**Add shapes to the stencil and template easily**: Enable SmartMatching so that Process Navigator can automatically load any shape from any stencil and treat it as a Triaster shape.	**Unsure** - This could cause confusion to the end-users if too many unfamiliar shapes are used. Triaster recommend using a concise set of standard shapes.
6	**Multi-select option within the properties dialog**: Enable the author to multi-select items from a drop-down list within the properties dialog.	**Agreed** - This would be helpful for the author; however, it would need to be configurable, as some customers may not want authors to multi-select items (i.e. roles).
7	**Wrap connected shapes inside the frame of the Node**: Currently, if there are too many shapes on a drawing page, auto-layout allows shapes to extend beyond the width of the Node frame. Suggest auto-layout either wraps the processes within the Node frame or decreases the connector length between shapes.	**Maybe** - It may be better to have a fit to page option.
8	**Detect and attach default stencil to map**: Upon opening a map, Process Navigator should check if the default stencil (as configured in Mapping Options) is attached to the process map. If the default stencil is not present, then the Process Navigator will attach the stencil automatically.	**Maybe** - This may be an issue with some customers but can be overcome with the correct set-up.
9	**Edit properties.xml via an easy-to-use interface**: Apply an interface to edit the properties.xml file.	**Agreed** - This would eliminate the need to edit xml directly.
10	**Improve handling of manually added connection points**: Any connection points manually added via Microsoft Visio should be handled in the same way as they are handled in Process Navigator.	**Agreed**.

Join the discussion at www.triaster.co.uk/connector
Call us on +44 (0)870 402 1234

The table below provides a summary of the top ten Triaster Library features voted for by our customers, and the outcome comment following the discussion.

Process Library Features

Priority given from vote	Feature Description	Customer Comments
1	Check hyperlink integrity across the Process Library: Develop a hyperlink integrity-check tool that will report upon all broken hyperlinks across the entire Process Library.	Agreed - This will be especially useful prior to launching the Library.
2	'Breadcrumb trail' or 'Where am I': Produce a 'breadcrumb trail' that displays the path to the current location in the Process Library.	Agreed - This will help end users enormously.
3	Increase map size when viewed in the Process Library: Maximise the use of the space on the screen by increasing the size of the map displayed or produce an alternative option to the pan and zoom.	Maybe - The mobile interface could also help with this.
4	Improved publication checklist: Modify the publication checklist report to include all critical checks prior any publish. In addition, develop a tool to help resolve mismatched deliverables.	Agreed.
5	Review escalation: Develop an escalation process whereby if the reviewer does not review the process within a specified period, another reviewer will be prompted to review the process.	Agreed - This feature will be covered within further planned updates to the approvals functionality.
6	Expand publish formats: Publishing to expand to other formats such as PDF, Microsoft PowerPoint and Microsoft Word.	Maybe.
7	Access to Process Navigator from Library: Launch the map control console within Process Navigator from the Process Library to enable quick edits to the process map.	Unsure - There would need to be very strict controls in place and even then it is felt that the development required probably is not worth it right now. Perhaps this could be considered for future development.
8	Rework email list map store location: Add a column to the rework email, which shows the location of the map to aid authors in finding the map quickly to make edits.	Agreed.
9	Approve all maps function: Introduce a "select all" function to enable all maps to be selected within the approvals area of the Library. Currently the approver must select each map to be approved.	Agreed - This would be useful but it should be configurable.
10	Select specific maps to report upon from within the Library: Currently, reports display data for all processes within the Library. Enable the ability for end-users to select specific processes to report against from the Library.	Agreed.

The following is seen to be very important to a number of customers; although it should be noted that Triaster is only in control of part of this functionality, as much of the output comes from each customer's printer settings. However, it was felt that by just amending the language on the newer print tool, there could be an improvement, as it will make more sense to the users (A3/A4 only not portrait/landscape):

An improved print tool to produce higher quality output and more flexible page size settings.

There were also a number of features requested and discussed which have been released recently as follows:

Brief Description	Released in version
Data replace tool to enable a range of shape properties to be updated simultaneously.	**13.5**
Configurable option to auto-size a shape to fit its contained text.	This is now available for new or amended Stencils
Search Enhancements: to include the following: a. Enhancement of the search engine to optionally return "similar phrases" to the search term used. b. Clearing old search phrases automatically.	**14.1**
Enable library compatibility with mobile devices such as iPhone, iPad and Blackberry Stretch shape (on a touchscreen, like an iPhone, or with a mouse) to get more information or help. Enable grab and move when zoomed in.	**14.1** (will be more in 14.2)
Enhancement of the search interface to cater for more advanced search specification (wildcards etc.) and multi-word searching in without quotation mark.	**14.1**
Wildcard search conventions.	**14.1**

PEV's Pearls of Wisdom
Utilising a value chain library architecture

Many customers structure their Process Library architecture around their functions. Some have even created separate Libraries to ring fence content. There is nothing wrong with creating libraries like this, especially if they are for audit or regulatory requirement purposes.

However to achieve real improvement from implementing a Process Library, you also need to ensure that your processes are linked not just within each function, but cross functionally too.

At the beginning of your project, it may not be clear how the processes interlink, but thinking about the value chain (what your organisation is paid to deliver) may help you to focus on what needs to link. Doing so will identify handover points, thus potentially preventing duplication of processes or process islands. It is well known that processes generally fail where they hand off between functions, as this is where communication is often poor. By identifying these handovers early you may be able to achieve some quick wins, say avoiding defects, delays or non-conformities.

To follow this thinking further, you may want to think about changing the way users navigate through your Library and present the value chain as a focal point on the menu. Changing the architecture may be as simple as moving where maps are accessed from, you may not even need to re-engineer them.

If you would like to discuss the options available for your Process library, please contact our Customer Success team who will be delighted to help.

Top tip

If you are trying to convert a flowchart that just shows activities to a process map, one good technique is to add deliverables between each section and just put a '?' in the box, letting the process spill off the edge of the page. Once you can see the end-to-end process, what the deliverables should be and where the natural breaks in the process are, usually becomes clearer.

Tech News

The Triaster Server Publication User

John Blight // Technical Support Manager

The Triaster Server Publication User (or Triaster Services User) is the account under which automated publications run. It would be the account under which we'd install and configure Triaster Server, Visio and Process Navigator; it's particularly important that Visio and Process Navigator are configured under this account, as such configurations are user-specific. This article describes how that account can be identified, any dependencies, and how it can be changed.

Why might the account change? In the initial set-up of a Triaster Server, we may be supplied with a temporary account while a dedicated service account is sought. Or a Triaster Server where all resources are initially hosted on the one server, so a local account would suffice, may be reconfigured to, say, use a map store on a separate file server. In that case, a domain account would be required to replace the local one.

Requirements

These are the requirements of a Publication User account:

A local administrator
If a domain account is used, it only need be a local administrator.

An interactive account
Components of the solution are configured and run under this account.

Password never expires
Perhaps this isn't strictly true, but managing password changes for this account would be onerous, as is hopefully explained later.

Identifying the Publication User

Perhaps the easiest way to identify the Publication User is to check the account under which the 'Triaster

Publication Server 2011' service runs.

Dependencies

There are components and their configurations that depend on the Publication User account, which would need to be amended if the Publication User account was changed.

'Triaster Publication Server 2011' service
This service would need to be reconfigured to run under the new account.

'Triaster Improvement Workbench Server 2011' service
If all resources are on the one server, this service would be expected to be run under the local System account, in which case, nothing needs to change. However, if resources processed by that service are elsewhere – for example, maps on a separate file server – it would need to run under a domain account, typically the Publication User account.

Visio
Although sessions of Visio run in an automated publication aren't interactive (as they are run by the 'Triaster Publication Server 2011' service), Visio does need to be configured under the Publication User account. This is the usual configuration for use with Process Navigator, described in this KB article:

'Configure Process Navigator for first use'
http://knowledgebase.triaster.co.uk/help-for-process-mappers/process-navigator/how-to-configure-process-navigator-for-first-use

DCOM configuration
On some systems, Visio automation instability needs to be addressed by a setting in DCOM, associating 'Microsoft Visio Drawing' with the Publication User, described in this KB article:

'Visio related errors on a server'
http://knowledgebase.triaster.co.uk/help-for-it-administrators/triaster-server/how-to-configure-visio-run-as-publication-user

This is a configuration where credentials are required.

Where 'Microsoft Visio Drawing' isn't listed under DCOM Config's 'Component Services', other remedies have been found to be sufficient. This has been more prevalent on 32-bit Windows Server 2008, but rare on other versions.

Process Navigator
Process Navigator's activation is user-specific, so activation would need to be checked and re-applied if the Publication User were to change.

'KillVisio.cmd' and 'KillVisioTasks.cmd' scripts
These scripts end Visio.exe processes run by the Publication User that may otherwise interfere with Visio automation. They are found in this location:

Triaster\TriasterServer2011\PublicationFiles

They contain explicit references to the Publication User user-name (note, just the user-name; a computer or domain prefix isn't required).

Scheduled Tasks
There are Windows scheduled tasks related to Triaster Server that run under the Publication User account. Although, in some cases, they do not strictly need to, it's at least tidier that they do. This is another scenario that would require the credentials of the account.

MTop Search
The search capability commonly uses MTop Search Engine Composer, although a new search engine is available in Triaster Server 14.1. Its licence is user-specific, and is licensed by running MTop Search Engine Composer and using the details in 'readme.txt' in the MTop installer folder.

These details should help to give an insight into the role of the Publication User account. Changing that account isn't difficult, but the steps required are varied, and aren't obvious.
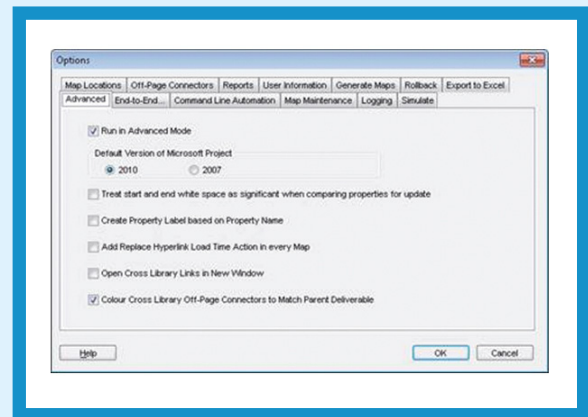
Support Team Tips

James and Ashwin remind us about things that can get forgotten

1. Run in Advanced Mode

To enable Advanced features like Data Manager and Import/Export data functionality tick the 'Run in Advanced Mode' option in Process Navigator (Tools > Options > Advanced).

2. Forgotten Password in Approvals

If you forget your Approvals password then use the 'Forgotten your password' option to reset the password.

The server will send a link to the specified e-mail address from which you can reset the password.
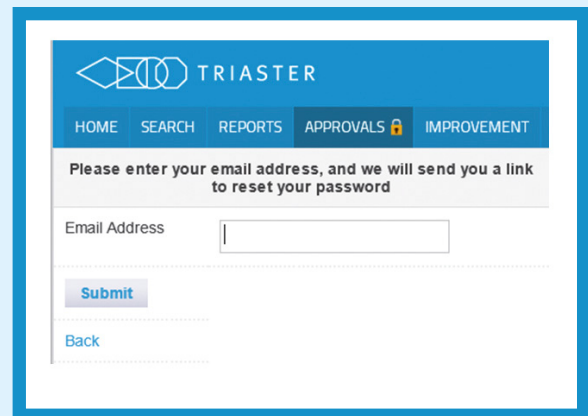
Community Events
Jo Dolton & Emily Wright review the upcoming calendar

Jo Dolton // Customer Relationship Manager & Emily Wright // Business Operations 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

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
20th & 21st Aug 2014 11th & 12th Sep 2014 17th & 18th Nov 2014	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. "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
15th Jul 2014	ISO9001:2015 Briefing	Anyone interested in understanding the significant changes in the new ISO 9001 standard.	ISO9001:2015 will enhance your business and reflect changes in the increasingly complex, demanding and dynamic environments in which organisations operate. Don't under-estimate the significance of this change. Be prepared by attending this briefing on ISO9001:2015 to update your knowledge.	Microsoft, London
15th & 16th Oct 2014	Triaster Conference 2014	All Triaster customers and anyone interested in process improvement	A very informative and fabulous networking 2-day event. The Conference will offer three 'streams' or types of session: Community, Business and Technical. The Community sessions will predominately feature customer presentations; whilst Business and Technical will cover areas of interest that will help you make the most of your Process Library. It will also be a celebration of Triaster's 20th year.	Woodland Grange Conference centre, Leamington Spa

Date	What is the Event?	Who benefits from attending?	How will I benefit?	Location
13th Nov 2014	**Engineering Special Interest Group Meeting**	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, Rickmans-worth
TBC Mar 2015	**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.	Bedfordshire
Date TBC	**Release Update Webinars**	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	**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

Not to be missed!
ISO9001: 2015 Briefing – 15th July 2014

Get prepared for the significance of the change that ISO9001:2015 will bring.

Book online at: www.triaster.co.uk/events.php

For more information and registration for Community Events please go to:
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

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Join the discussion at www.triaster.co.uk/connector
Call us on +44 (0)870 402 1234

Emily and Dan

CONGRATULATIONS TO EMILY CONSTANCE AND DAN WRIGHT ON THEIR RECENT MARRIAGE AND A BEAUTIFUL WEDDING DAY
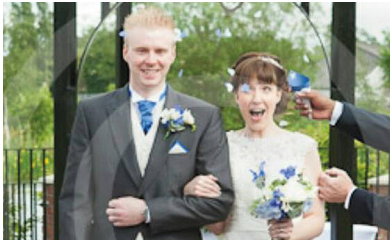
HENCEFORTH EMILY CONSTANCE WILL BE KNOWN AS EMILY WRIGHT

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