



# connector

## Linking the Triaster community

Issue 4 // May/June 2012



## Welcome

Emma Harris // Operations Director

A change of picture for me this edition – feedback has been that I didn't look very welcoming in my previous one and I do like to respond to feedback!

Another packed Connector this month, there is just so much going on! The upcoming Triaster software release version 11.2 is of course of much focus. However Triaster is also involved in more events than ever. Mike was delighted to join Melissa Bradley and Chloé Gallien from the University of Kent for a presentation to the AUA Conference in April and very enjoyable it sounds too. The Business Process Management Conference Europe 2012 is coming up on 18th-20th June and of course the star event will be the presentation, 'Getting Value from User Centric Process Libraries' given by Ray Mullins (General Dynamics UK) Suzy Jearum and Terry Giles (ING Direct UK) and Kerry Ann Christelow (Skanska UK). Triaster is also taking a stand at the conference so will be there for the two day exhibition. Do come and see us, we will be demonstrating 11.2.

Then there are the launch events (dates now scheduled), follow ups to the AUA and BPM Conferences, a new Customer Experience Exchange and all the usual favourites. Do look at the Community Events schedule for details.

*Emma Harris*

P.S. To sign up for the Connector go to  
[www.triaster.co.uk/connector](http://www.triaster.co.uk/connector)  
[emma.harris@triaster.co.uk](mailto:emma.harris@triaster.co.uk) // +44 (0)870 402 1234

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# AUA Conference Presentation

## How to make things simpler: using process mapping technology



Michael Cousins // Managing Director

It was great to be a part of Melissa Bradley and Chloé Gallien's (both Faculty Administration Managers) presentation to the AUA Conference in April. Melissa and Chloé, among a heap of other responsibilities, have been instrumental in moving forward with the University of Kent's Process Library. Having presented alongside the University of Reading and Liverpool John Moores University at previous AUA Conferences, I knew the session would be enjoyable and useful to the attendees and presenters alike, and it certainly was!

Attendees at the AUA (Association of University Administrators) Conference are an enthusiastic, knowledgeable and well-motivated group of professionals. They travel from throughout the UK to be a part of the conference, and I spotted quite a few delegates from the African continent as well. There is a rich mix of skill set, seniority and experience among the delegates, so at the conference dinner the evening before the session I found myself chatting with a Senior Academic Registrar with over 30 years' experience in HE, and then the newest member of a HR support office who had just herself finished College. The dinner was excellent, and my only anxiety was how Melissa and Chloé would have any energy left to present given how much energy they were burning on the dance floor. I even tripped the light fantastic myself for a short spell until my sense of self-dignity could no longer stand the affront of appearing so inept in front of so many people.

On the day of the session itself, my anxieties proved groundless, Chloé and Melissa were really on form. They started the presentation bang on time and to a room of 40 or so delegates. The delivery was excellent, and the time that had gone into rehearsing and preparing for the presentation really shone through.

The overall theme of the presentation was one of a journey, beginning in fact at the AUA Conference two years earlier when Chloé was in the audience for the presentation given by Rose Green of LJMU and myself



Melissa Bradley and Chloé Gallien present



Evening reception at the conference

assisting. What became clear during the session was just how much had been learned in the two years since then, and Chloé began the presentation by setting the scene.

The University itself is relatively modern and was founded in 1965. It now has 19,665 students and 2,887 members of staff with locations in Canterbury, Medway, Brussels, Paris and Athens. There are three faculties (Humanities, Sciences and Social Sciences), comprising 18 academic schools and 3 academic centres.

The University's vision statement in the Institutional Plan 2009-2012 states: "Operating in an efficient, effective, sustainable and professional manner" and the Faculty Manager roles at Kent were created in 2009 as a consequence of a University wide administration review which recommended that all academic administration services should be brought together under one structure. The purpose of the changes was to develop the efficiency, effectiveness, and consistency of the University's administration and provide a professional support structure (previously many of the administrative functions in the 18 academic schools had developed in an ad hoc fashion according to local contexts). The project to do this was sponsored by Academic Registrar and the initial funding was provided by HEFCE's modernisation fund. The objectives for the University of adopting Triaster were:

- To adopt a lean approach
- To ensure clarity and consistency across all the academic administration services by having a "one process" methodology
- To improve effectiveness, efficiency and communication across the academic administration (very challenging without clear processes)
- To facilitate joined up thinking and understanding e.g. breaking down silos

It was then my pleasure to go through the principles of the Noun-Verb method with the delegates before Melissa took up the reins and talked the delegates through the stages of the project and the lessons learned. I thought the diagram to the right was particularly insightful into how the organisational structure of the project was put in place.



The University has clearly benefited from the project and Melissa highlighted the following specific benefits:

- Developing a consistent and continuous improvement approach across the University
- Enhanced documentation located in a single reference point
- Improving simplicity, accessibility, transparency, clarity, quality and understanding of University processes
- Sharing best practice and staff know-how (rather than re-inventing the wheel)
- Identifying and rectifying weaknesses/critical points of failure in processes
- Avoiding repetition within processes, thus saving time

All in all a great presentation and a pleasure to be a part of.

# Triaster across the Pond

Victoria Glancy updates us on her recent trip



Victoria Glancy // Customer Project Support Consultant

With customers located throughout the world and Triaster based in the UK, we make efforts to ensure that all our customers feel equally valued and supported. Triaster's Support team in particular make great efforts to ensure that receiving support across several time zones, still results in an excellent service. Just popping in for a quick catch up is problematic however, so we try to arrange fairly regular trips in which we catch up with several customers in one continent. In March Victoria spent three weeks in the US and Canada visiting four customers and our US based business partner. We asked her to write up her reflections for the Connector and this is what she wrote:

Firstly, I hit the West coast visiting our customers in Microsoft; Microsoft Operations Shared Services and Microsoft SMS & P in Seattle. Shared Services are currently promoting their Business Process Library and wanting to expand into other areas of the Shared Services group. By providing onsite demonstrations, I was able to show them the new 11.2 functionality and hold a Q and A session on the current version of the tool they are using.

SMS & P have been using their Process Library to support business development and retail. I was delighted to meet Stan Julien, Director of Online Relationship Marketing, who spoke at Triaster's 2009 Conference. His experiences with the Triaster solution are captured in the video to be found at:  
<http://tinyurl.com/MicrosoftBuyIn>



Our USA based business partner, Wimmer Solutions, have been essential support for our customers at Microsoft over the past few years and I was also able to offer them a Triaster Solution update which has generated lots of new enthusiasm for Triaster. Watch this space for some new US based customers!



Following my week in the coffee haven of Seattle I hopped back on the plane to switch for a maple syrup based city instead. I seemed to prompt a very unseasonable heat wave in Canada while visiting our customer Teledyne Dalsa. Teledyne Dalsa are world leaders in the production of components for digital imaging. They have been a Triaster customer for several years, but only came on board with the Process Library solution in 2011. Having implemented the library last year, I was now able to help support their next stage; Process Library communication.

Due to the diversity of the system, communication plans can often be hard to put together to fit to everyone's needs. I worked with Hank Helmond the Director of Quality at Teledyne Dalsa to ensure that he had all of the correct material and demonstrable libraries to show the key benefits to each set of staff who would be using their Process Library. This includes every day end users, including a French speaking office in Montreal, line managers and business directors. The visit was also an excellent opportunity to offer assistance with support enquiries and demonstrate the full potential of the Library functionality, including creating customised reports and cloning Libraries. These benefits can often be forgotten during the first year of implementation when capturing your processes is most important.



Following a week of annual leave which consisted of hiking through snow and camping in the wilderness, I returned to the USA visiting BAE Systems Land and Armaments in Detroit. This arm of BAE Systems is currently going through a merger and plans to use the Triaster Solution to support the merger and encourage the best practice of process management. Bev Carey, the Triaster contact here, had recently acquired responsibility for the Process Library. During my visit I was able to offer Bev some one-on-one training and updates on the 11.2 functionality. I also provided her with the all of the information she needed to continue promoting the Library within the merged groups.



Just wanted to pass on my thanks for Victoria's help this week. She is very knowledgeable in your product and was able to offer a number of helpful, very relevant suggestions.

Hank Helmond, Teledyne Dalsa

*And then it was back to sunny England.*

*So all-in-all a positive trip for everyone, Victoria really adding value to some North American customers and managing to fit in some R & R in Canada!*

# Click versus Hover

Finishing the series with a great example of the Hover architecture



Paul Elson-Vining // Professional Services Consultant

In this last article of the Click vs Hover series we take a look at Teledyne Dalsa's dynamic homepage.

Teledyne Dalsa's Library users are largely engineers or have an engineering background. They are highly IT literate and web savvy. Accordingly the aesthetics of their homepage is less important to them than the navigation.

No surprises then that they went for the Hover interface! Adopting a simple, clean, high tech look, their homepage takes their users straight to where they need to get. It looks really nice too.

Try out the user experience by going to:

<http://tinyurl.com/SitehomeViewer>

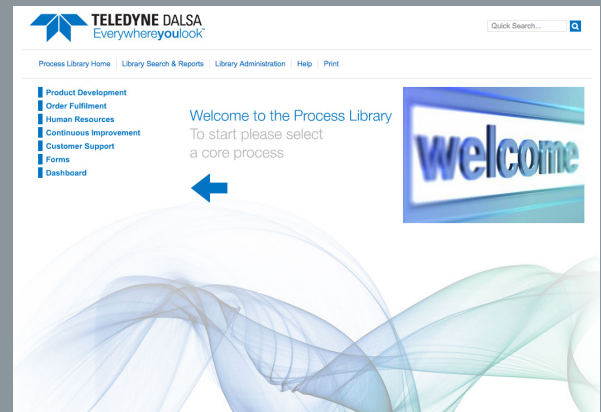
If you are interested in implementing a dynamic homepage, Triaster will develop and install a new Flash homepage to your specific requirements (either Click or Hover!) for just two Benefit Credits. It is a great way to refresh user enthusiasm for your Process Library. Please contact [customer.services@triaster.co.uk](mailto:customer.services@triaster.co.uk) or call +44(0)870 402 1234 for more information.

## Paul's Q&A Corner

**Question:** Why does the list of Roles in the RACI analysis differ from one author to another in the same organisation?

**Answer:** This is because individual authors are using different properties files. I often find this on my travels, when the properties file is not being stored centrally. To ensure that all authors are using the same job roles for the RACI analysis, you must ensure that your properties file is up to date. If you haven't already, save your stencil, template and properties file in a folder in the Mapstore called 'Templates and Stencils'. Then if the file changes all mappers automatically get the updated roles.

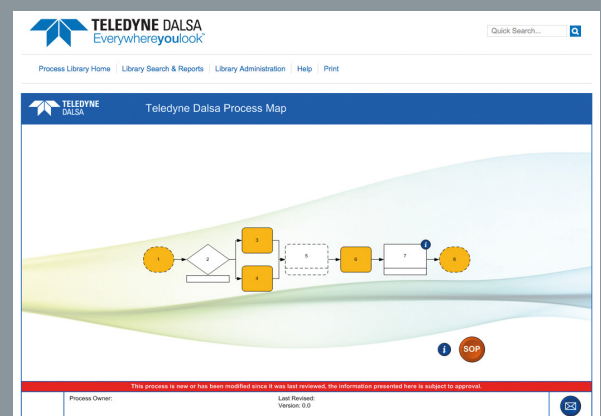
**Do you have a question for Paul? If so, please send this to [customer.services@triaster.co.uk](mailto:customer.services@triaster.co.uk)**



Level 1 interface at rest



Level 2&3 options presented on mouseover



Mapping page

# Triaster Software Release Version 11.2

Not long now!

The whole Triaster team are currently focused on the release of version 11.2, which we hope will take place at the end of May, but that date is subject to the results of final testing.

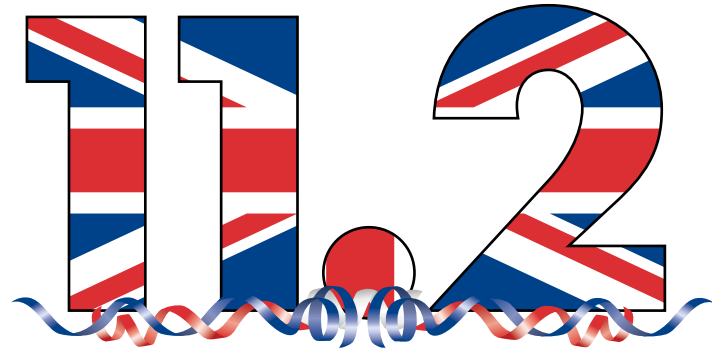
In particular, a lot of thought is going into how we can make a big server upgrade, containing a lot of new features, as painless as possible for current Library customers.

The process we are planning is set out below. As you will note, there are quite a few steps to it and we will need your input at various stages before we can move onto the next one. This means the process will take some time, but the plan is that at the end of it you are happy and comfortable with your 11.2 Library before it goes live to your end users.

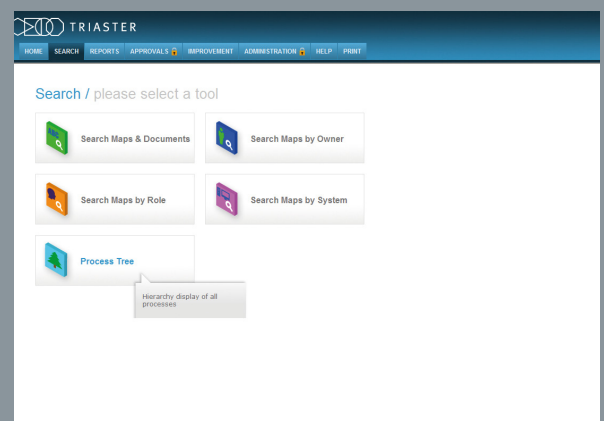
**The design and layout** of the Triaster Library has been updated to both improve consistency and styling across the whole library and separate Triaster and customer content. This will enable easier releases of additional functionality and reports in future and help simplify future upgrades. For the 11.2 upgrade, this requires us to amend your Navigation bar, so that it is consistent with the 11.2 layout, with separate Header and Menu bars. Accordingly the first thing we will need is a copy of your current branding files. For hosted customers, obviously we can access this easily; for all other customers we will need to ask you to supply it. (We will give easy to follow instructions.)

So that **your upgraded system** mirrors your existing system as closely as possible, we will be discussing with you:

- The names of your libraries and sites in use
- If you have customised your Library Help
- If you have customised your Menu pages



New tab based navigation system



Context sensitive prompts on mouseover

**Alerts and Approvals** are a brand new feature of the 11.2 release. This feature drives the process by which content is fully approved prior to Live publish. In addition it:

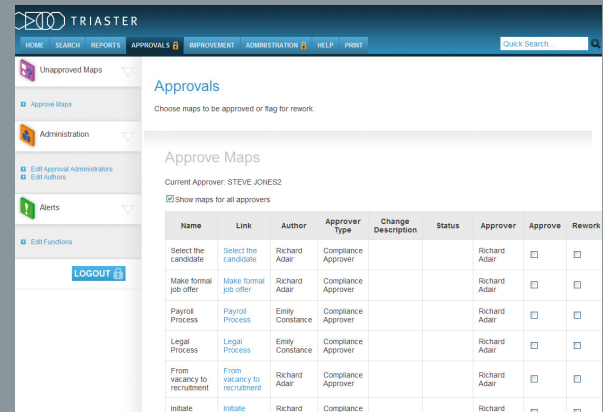
- Automatically generates records of changes for audit purposes
- Compiles a full on-going revision history with snapshots of previous map versions
- Produces targeted notifications of amendments
- Alerts users to both outstanding work and changes made to Library content

In order for you to benefit from this feature we will need to discuss the approvals process that you go through in order to verify your process maps before they are published to the Live site. Amendments will be made to your Stencil, Template and Properties file to correspond with approval types configured during the 11.2 install.

**Report Exchange Integration.** The Report Exchange is set up and ready to use with version 11.2. A set of reports will be installed by default. However, you may have customised the reports in your current Library and want these carried forward instead. We will need to discuss and agree this with you. The reports supplied with 11.2 allow report data (such as Ownership or Systems) to be dynamically filtered, ordered and grouped.

We recommend that the 11.2 Triaster Server release is installed on more than one server. This will enable you to take advantage of the **Load-balanced Publication Capacity**. However we understand that in the first instance many of you would prefer it to be installed as an upgrade on your current server. We will need a discussion with your IT support, to confirm that your current server can meet the 11.2 minimum server requirements.

Assuming that the server minimum system requirements can be met, we will **install 11.2 side-by-side with your current Library**. This means that end users can continue to use your current Library without interruption until the 11.2 upgrade is completed and you are entirely comfortable with it. The two libraries can't be published at the same time however; they will be queued in the order that they are launched. Accordingly thought should be given to the order in which publications are launched.

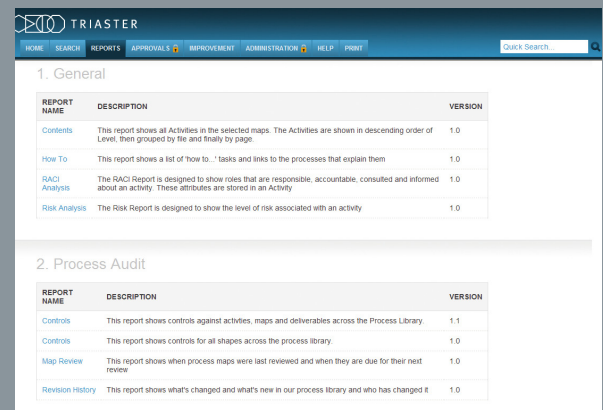


**Approvals**  
Choose maps to be approved or flag for rework.

Approve Maps  
Current Approver: STEVE JONES2  
☒ Show maps for all approvers

Name	Link	Author	Approver Type	Change Description	Status	Approver	Approve	Rework
Select the Candidate	Select the Candidate	Richard Adair	Compliance Approver			Richard Adair	<input type="checkbox"/>	<input type="checkbox"/>
Make formal job offer	Make formal job offer	Richard Adair	Compliance Approver			Richard Adair	<input type="checkbox"/>	<input type="checkbox"/>
Payroll Process	Payroll Process	Emily Constance	Compliance Approver			Richard Adair	<input type="checkbox"/>	<input type="checkbox"/>
Legal Process	Legal Process	Emily Constance	Compliance Approver			Richard Adair	<input type="checkbox"/>	<input type="checkbox"/>
From vacancy to recruitment	From vacancy to recruitment	Richard Adair	Compliance Approver			Richard Adair	<input type="checkbox"/>	<input type="checkbox"/>
Initiate recruitment	Initiate recruitment	Richard Adair	Compliance Approver			Richard Adair	<input type="checkbox"/>	<input type="checkbox"/>

## New approvals area



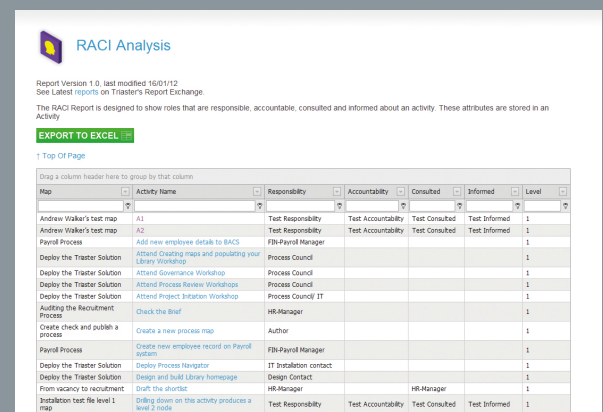
**1. General**

REPORT NAME	DESCRIPTION	VERSION
Contents	This report shows all Activities in the selected maps. The Activities are shown in descending order of Level, then grouped by file and finally by page.	1.0
How To	This report shows a list of 'how to...' tasks and links to the processes that explain them	1.0
RACI Analysis	The RACI Report is designed to show roles that are responsible, accountable, consulted and informed about an activity. These attributes are stored in an Activity	1.0
Risk Analysis	The Risk Report is designed to show the level of risk associated with an activity	1.0

**2. Process Audit**

REPORT NAME	DESCRIPTION	VERSION
Controls	This report shows controls against activities, maps and deliverables across the Process Library	1.1
Controls	This report shows controls for all shapes across the process library	1.0
Map Review	This report shows when process maps were last reviewed and when they are due for their next review	1.0
Revision History	This report shows what's changed and what's new in our process library and who has changed it	1.0

## Reports



**RACI Analysis**  
Report Version 1.0, last modified 16/01/12  
See Latest reports on Triaster's Report Exchange  
The RACI Report is designed to show roles that are responsible, accountable, consulted and informed about an activity. These attributes are stored in an Activity

[EXPORT TO EXCEL](#)

1 Top Of Page

Drag a column header here to group by that column

Map	Activity Name	Responsibility	Accountability	Consulted	Informed	Level
Andrew Walker's test map	A1	Test Responsibility	Test Accountability	Test Consulted	Test Informed	1
Andrew Walker's test map	A2	Test Responsibility	Test Accountability	Test Consulted	Test Informed	1
Payroll Process	Add new employee details to BACS	FIN-Payroll Manager				1
Deploy the Triaster Solution	Attend Governance Workshop	Process Council				1
Deploy the Triaster Solution	Attend Process Review Workshop	Process Council				1
Deploy the Triaster Solution	Attend Project Initiation Workshop	Process Council/ IT				1
Auditing the Recruitment Process	Check the Brief	HR-Manager				1
Create check and publish a process	Create a new process map	Author				1
Payroll Process	Create new employee record on Payroll system	FIN-Payroll Manager				1
Deploy the Triaster Solution	Deploy Process Navigator	IT Installation contact				1
Deploy the Triaster Solution	Design and build Library homepage	Design Contact				1
From vacancy to recruitment	Draft the shortlist	HR-Manager				1
Initiation test file level 1 map	Going down on this activity produces a level 2 map	Test Responsibility	Test Accountability	Test Consulted	Test Informed	1

## Improved Reports user interface



Upgrades will be delivered **free of charge** by remote install (only).

Following the install (and full Quality Audit) we will be asking you to review your 11.2 Library and confirm that you are **happy that it mirrors your existing system** in the areas that are important to you.

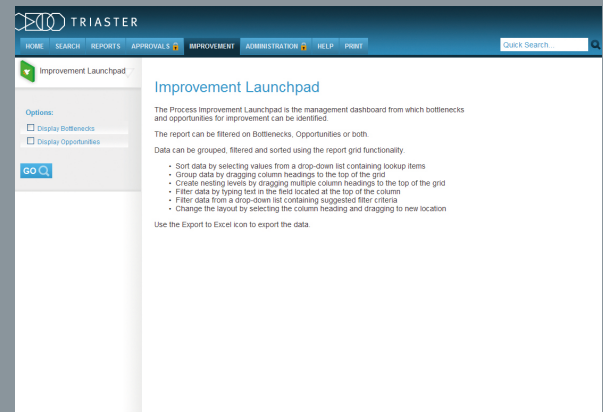
During this review period we advise you to purchase our **'Getting the most out of your 11.2 upgrade'** package. This delivers on-site time to review your 11.2 Library with you, train you on how to make the most of the new features, workshop Alerts and Approvals with your reviewers and embed the new way of content review and approval in your organisation. We will also discuss with you how to make the most of the upgrade – perhaps a re-launch and some awareness sessions; perhaps some renewed focus on the content?

Once you are ready to **go live** with your upgraded Library, we will decommission your old Library and the upgrade is complete!

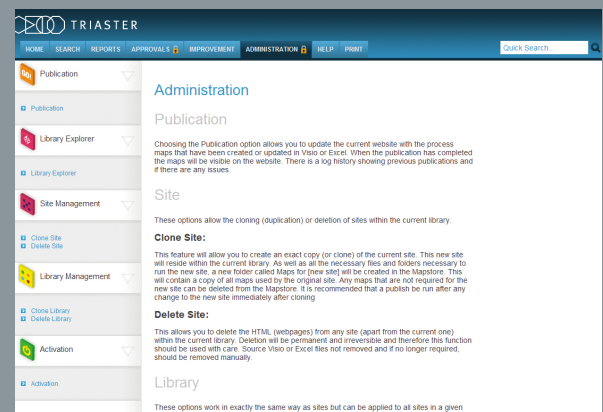
**Process Navigator version 11.2** is being released at the same time as the Triaster Server version 11.2. We will be installing this on your server, but you can upgrade your client PCs at your leisure. Provided that you are already using Process Navigator 9.1 or later you need not upgrade. As a further release of Process Navigator containing an end-to-end process diagram will follow reasonably shortly, you may prefer to wait for this.

For a reminder of all of the new features in the Triaster Software Release version 11.2, please go to [www.triaster.co.uk/connector](http://www.triaster.co.uk/connector) and have a look at the March/April Connector (pages 10 – 13).

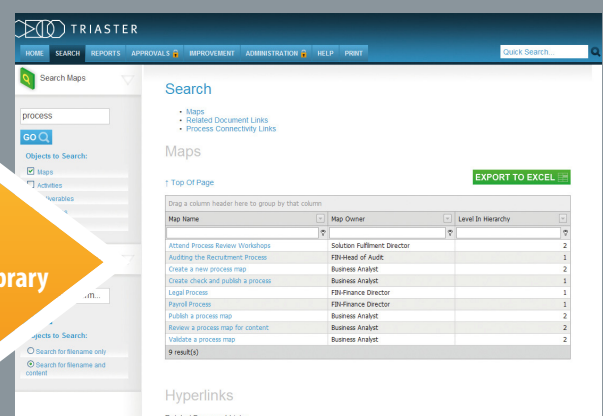
For a preview of a  
Sample 11.2 Triaster Process  
Library please go to:  
<http://tinyurl.com/TriasterProcessLibrary>



Improvement interface



Enhanced Administration area



Search report results

Images may be subject to change

# Help for Version 11.2 and Beyond

## Events and Services

### Triaster launch events for version 11.2

Given the number of new features in Triaster Server 11.2, and the number of steps involved in the upgrade, Triaster are running a series of free one day Launch Events at our offices in Wallingford, Oxfordshire. We are currently booking for the following dates:

- Wednesday 25th July
- Tuesday 14th August
- Wednesday 5th September

We will add more dates if needs be.

These events will be all-encompassing, covering the following:

- A general Library demonstration, with a particular focus on 11.2 features
- Introduction to new services available
- Technical focus on the 11.2 Triaster Server architecture
- Upgrade planning!

They will also include plenty of opportunities to network with other customers and chat to Triaster staff.

Each day will start with coffee on arrival at 9.30am and run through to approximately 3.30pm. Lunch and all refreshments will be provided.

These events will be ideal for all customers whether you are already familiar with the solution or new to it.

If you would like to attend a launch event, please register here: <http://www.triaster.co.uk/events.php> or call +44(0)870 402 1234 and ask for Emily or Jo.



Triaster events are always lively and interactive



Discussions over a spot of lunch



Meet other professionals and share knowledge

## Getting the most out of your 11.2 upgrade

This services package delivers on-site time to 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. We will also discuss with you how to make the most of the upgrade – perhaps a re-launch and some awareness sessions; perhaps some renewed focus on the content?

This is an on-site service, which is optional and costs two consultancy days plus expenses.

If you are interested in arranging this service as part of your upgrade, please contact Jo & Emily on [customer.services@triaster.co.uk](mailto:customer.services@triaster.co.uk) or call +44(0)870 402 1234 and we will look to incorporate it within your specific upgrade plan.

For information on these packages and all the other services that Triaster offer please go to:  
<http://tinyurl.com/c2t5vu9>

## Triaster Hosted Hardware option

It's recently been brought to our attention that some Triaster customers are unaware of our Hosted Hardware option. Therefore here's a reminder:

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. The only element not contained in the package is the Triaster Process Navigator software which must be installed on the machines used by the process authors.

Some of the main benefits of this service are:

- Less involvement by your internal or outsourced IT team
- Support calls regarding server side issues can be dealt with directly by Triaster Support
- Server upgrades implemented by Triaster
- No server maintenance, high specification server
- Can be paid for by Triaster Benefit Credits (therefore partly paid by your annual Agreement)

...with the release of v11.2, what a great time to move to this service.

A sample Hosted Library is available at <http://tinyurl.com/SitehomeViewer>

This sample Library is on identical hardware and bandwidth to our customer's Hosted Libraries.

If you would like further information regarding this service or indeed require costs please e-mail Jo & Emily on [customer.services@triaster.co.uk](mailto:customer.services@triaster.co.uk) or call +44(0)870 402 1234.



Utilising the Triaster Hosted Service has made the process of amending the system so much more efficient and less time consuming than using an on-site server. It has also made it very quick and easy to make small changes to the system at short notice.

Fiona Crawford, Business Systems Specialist  
Sir Robert McAlpine



# T.U.G. News

Linda Spinks presents the latest news from the User Group



Linda Spinks // User Group Chairperson

## We tell you

The University of Kent hosted the Education Special Interest Group meeting on 30th March and gave a great preview of their AUA presentation.

The next Education meeting is being hosted by Claire Lorrain at University of Winchester on 6th September 2012. Please let us know if you would like to attend this meeting.

The main User Group meeting was hosted by Balfour Beatty Utility Solutions at their offices in Sheffield on 26th April. The group discussions included best practice, business communication and Benefit Credit realisation. The minutes and copy of presentations will soon be available within the secure customer page. Please e-mail [customer.services@triaster.co.uk](mailto:customer.services@triaster.co.uk) if you require the details on how to access this.

We're pleased to announce that we have finally filled the role of User Group Secretary (Jo at Triaster is particularly pleased about it!). Nicky Roissetter from the University of Kent has stepped up to the mark. Nicky will be attending the next meeting which is being hosted by Fugro GEOS (possibly in combination with GEOConsulting) at their Wallingford offices on 18th October 2012.

Space is limited to 25 attendees, so please do book on to attend this meeting as soon as possible by emailing [customer.services@triaster.co.uk](mailto:customer.services@triaster.co.uk) or calling +44(0)870 402 1234 and speaking to either Emily or Jo.

## You tell us

Please do send your comments and feedback on this via the LinkedIn discussion group at [www.triaster.co.uk/connector](http://www.triaster.co.uk/connector) or if you are unable to access this, via e-mail to: [user.group@triaster.co.uk](mailto:user.group@triaster.co.uk)

*L de Spinks*

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



Linda Spinks confirms the day's objectives



Andrew Ridgeley takes the group through 11.2



Presentation of Balfour Beatty Utility Solution's dynamic menu interface

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



# Tech News

## Hyperlinks in Process Maps



John Blight // Technical Support Manager

Hyperlinks in process maps are commonly used to open other process maps, related documents or initiate e-mails. As a fundamental feature of any Process Library, most will be familiar with their use, but not necessarily with some details that may help to explain particular behaviour.

### A hyperlink in a Visio shape

A hyperlink is (nearly) always associated with a Visio shape. A shape's hyperlink can be viewed through Visio's Hyperlinks dialog (Insert > Hyperlinks... or CTRL+K). It may have an address that targets a file and a sub-address that targets a location within that file. If the link is to a Visio file, then the sub-address corresponds to a page within it.

### Hyperlinks in published HTML

Links from one VDX file to another (Visio process maps) are translated by Process Navigator when exporting to HTML so that the links are maintained between the corresponding HTML pages. A hyperlink that's defined in Visio to target a page, 'MyPage', in a file, 'MyMap.vdx', is translated to target a corresponding HTML file, 'MyMap.MyPage.html'. This is a significant difference between Process Navigator's export and the standard Visio Save as Webpage, where a link from an HTML page will continue to target the Visio VDX file.

### Drill-down

Drilling down on an Activity in Visio will automatically set the hyperlink to the intended target. Process Navigator seeks the page which contains the Node of the same name as the Activity, and sets the hyperlink sub-address accordingly. It should be emphasised that the sub-address corresponds to a page name, not the name of the Node, although the two will often match. Whether there is a hyperlink address will depend on the Activity's navigation behaviour setting (the 'Navigation' tab on an Activity's Properties dialog): the default behaviour is to target a page within the same file (so the address will be blank), but the recommended



behaviour is external drill-down that targets a separate VDX file. Drill-down also ensures that the back-button on the child Node has a hyperlink that targets the page which contains the parent Activity. Clicking on an Activity in a map published to HTML just executes the hyperlink. The accuracy of that link is dependent on it having been set properly in the Visio VDX file.

### Renaming an Activity or Node

An Activity and its associated Node are matched through name. If one is renamed, that breaks the logical link between them, and they'll no longer be regarded as parent and child. However, if the pages that contain the shapes aren't renamed, and the drill-down isn't refreshed, they will still hyperlink to each other, perhaps giving the impression of a continuing relationship, which was meant to have been broken.

### Renaming pages

If a target page of a drill-down is renamed, then the

drill-down should be repeated so that the hyperlink sub-address is reset correctly. If it isn't, the link in the published map may target a page that doesn't exist, with the consequent error, but if the target map has been published previously, the link could still target the HTML that's associated with the old page name: exporting to HTML does not remove HTML related to Visio files and pages that no longer exist.

Similarly, if the page on which the parent Activity resides is renamed, the drill-down should be re-executed so that the hyperlink on the child Node's back-button is refreshed.

## Navigation behaviour

If an Activity has a drill-down, the hyperlink should not be set through Visio's Hyperlinks dialog. Doing so would change the Activity's navigation behaviour to 'Link to document'. Even though the target may be the same, the parent/child relationship between the Activity and its corresponding Node would be lost.

## Linking to a document

When linking to a document, the hyperlink is commonly set through Visio's Hyperlinks dialog. The sub-address may represent:

- A bookmark in a Microsoft Word document
- A page number in a PDF (where the sub-address would be expressed as, for example, 'Page=3') [1]
- A named destination in a PDF (which requires the named destination to be defined within the PDF) [1]
- An anchor in an HTML page (where an anchor could be defined as <a name="MyAnchor"></a>)

## Factors affecting behaviour

Executing a hyperlink can involve opening an application associated with the file-type or action specified in the hyperlink, and the behaviour can depend on numerous factors such as:

- The version and configurations in Windows
- The identity and version of the application
- The version and settings of Internet Explorer

The behaviour in one environment may not be experienced in another.

To be able to open a Word document at a bookmark requires a configuration associated with the document

file-type, e.g. '.doc', '.docx'. This setting, 'Browse in same window', is different when Word 2003, Word 2007 or Word 2010 is installed. The default behaviour when Word 2003 is installed is to open a Word document within Internet Explorer, and to open it at a bookmark if specified, whereas the default behaviour if Word 2007 or Word 2010 is installed is to open the document in a Word application window, but not to navigate to the bookmark [2]. It's usually simple to configure this behaviour in Windows XP, but unhelpfully, the setting isn't as accessible in Windows 7.

Recent support issues concerned a problem where a hyperlink was executed and an application window opened to display a document or create an e-mail. The map page was replaced with a blank page [3]. When the hyperlink target was closed, the browser back button needed to be clicked to return to the map page. This behaviour was found to be influenced by Windows User Access Control (UAC, a feature of Windows Vista and 7), Protected Mode (a security feature of Internet Explorer that requires Windows Vista or 7) and Internet Explorer security zones, requiring a combination that may have been common within a particular organisation, but difficult to identify when trying to reproduce the problem. The solution was to ensure the Process Library web pages were located in a security zone for which Protected Mode is enabled [3].

## References

[1] Link to Pages or Destinations within PDFs

<http://knowledgebase.triaster.co.uk/help-for-process-mappers/visio-process/link-to-location-within-pdf>

[2] Hyperlinking bookmarks in Word document will not open the document at the bookmark

<http://knowledgebase.triaster.co.uk/help-for-it-administrators/triaster-server/hyperlinktobookmark>

[3] A blank page is displayed after a hyperlink is opened

<http://knowledgebase.triaster.co.uk/help-for-library-administrators/internet-explorer/blank-page-following-opening-hyperlink>



# Data Visualisation

Andrew Walker explores the possibilities

Andrew Walker // Technical Implementer

As a bit of a techy I'm a massive fan of intuitive interfaces. I believe that any software which doesn't make important information visible to its end users is not doing its job properly. At Triaster, one of the things that I work on is customising Triaster interfaces, I work to make them as intuitive as possible and I really enjoy it.

## Imagine...

...being able to look at a process and see the cost of each Activity and the cumulative cost on the Node

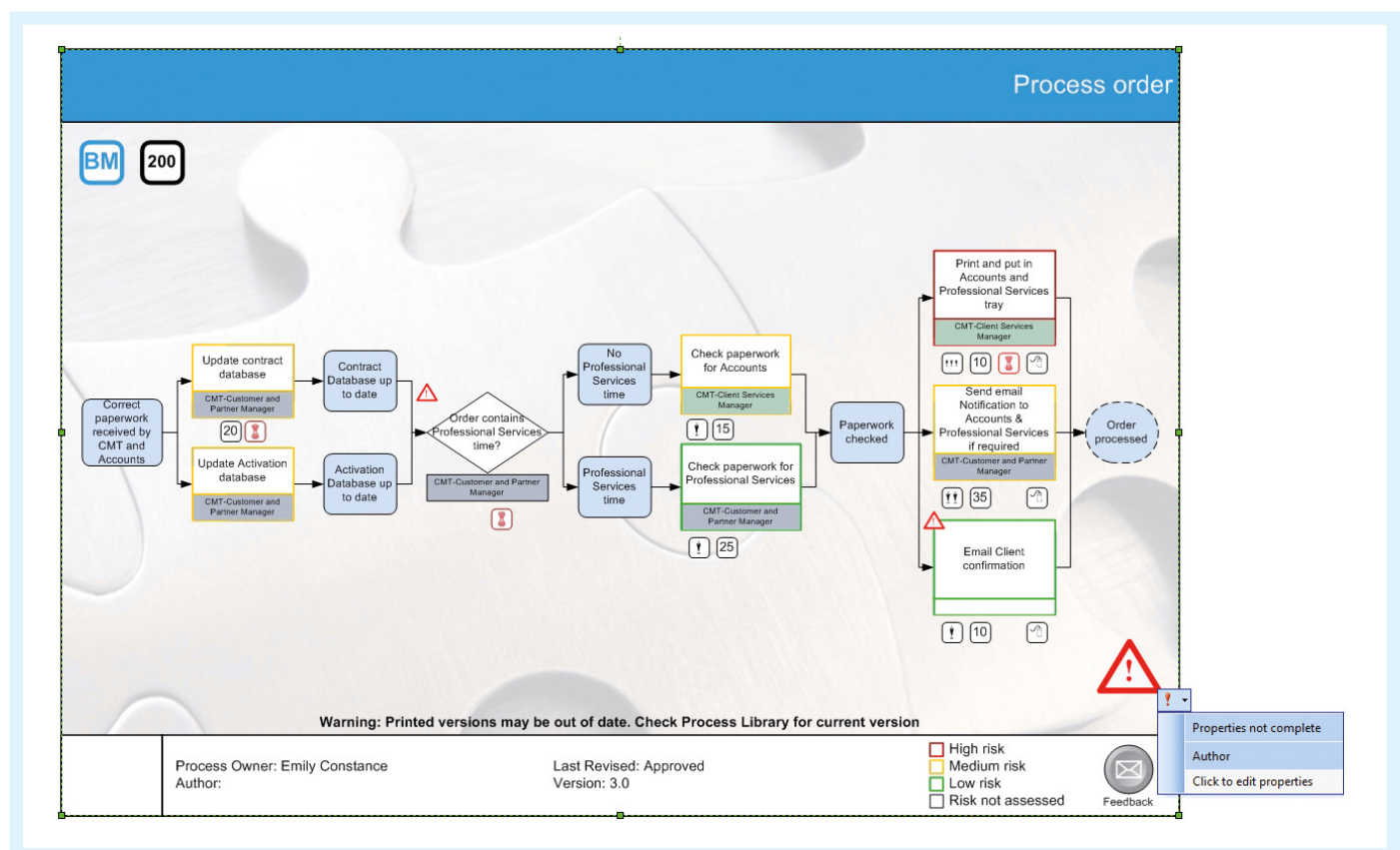
...shapes telling you when you haven't filled in all of your important shape properties

...process maps that can tell you when each and every activity has been able to pass the latest important standard that your organisation has adopted

Imagine all this without even having to Ctrl+Click!

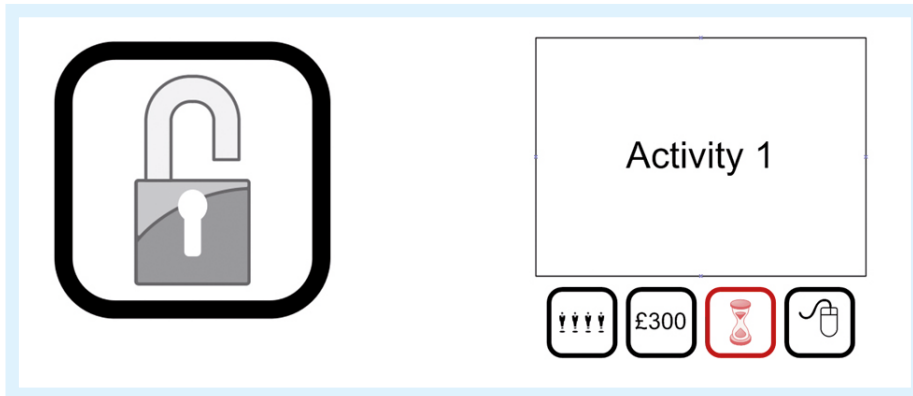
That is Data Visualisation.

My latest project delivers exactly that, have a look at the visual below:



## Data Visualisation

The headline feature of Data Visualisations for me has to be the core Data Visualisation shape.



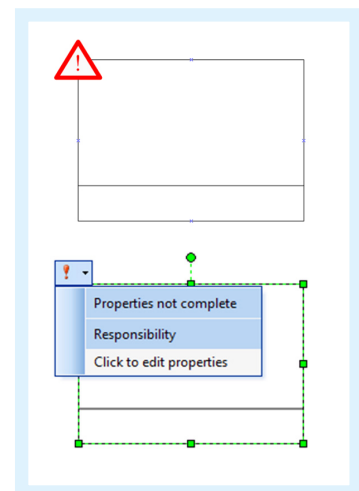
Triaster can add this shape to either a Node, Activity or Deliverable. It can be set to look at a property and become visible if that particular property is populated. The shape can also change colour to reflect the chosen property. It can have any image added or can have text that has been taken from a shape property, i.e. Process Cost. This has so many applications - it's a very exciting step forward for everyone!

## Data Validation

Another exciting feature has to be Data Validation. This is a new addition to the Node, Activity and Deliverable shapes. You can list a group of required properties for each shape and should the mapper fail to complete one of these properties, a Data Validation alert will be displayed.

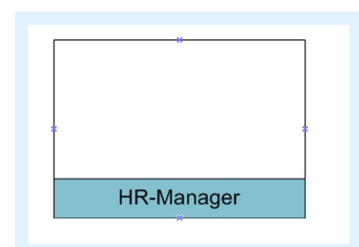
Taking this a step further, we have developed this feature to also list the properties which are incomplete.

Finally, maybe there could be one shape you really don't mind missing some properties and you'd just want to publish the library and sort it out later. You wouldn't want it to be visible on the published content however. Accordingly the Data Validation triangle has been designed not to export to your HTML sites.



## Variable responsibility colours

While this might not be to everyone's taste, it is something that has been requested. It involves having a colour for each and every Activity responsibility. In the past this has required applying some very difficult methods of changing the list of roles and their colours, which we thought we would try to make easier. This feature will change the colour of the responsibility field to a randomly generated colour that will be consistent for each job role of the same name. Whilst it will not be possible to choose the colour of the responsibility using this method, it will eradicate an arduous and inconvenient process for existing users, as well as adding a new feature for other customers to take advantage of.





## Extra deliverable types

For a number of years customers have been requesting two main new types of Deliverable. They have been called by many different names, but have all conformed to two basic requirements. The names that we have given them are 'Handover' and 'Disconnected'.

The Handover Deliverable is an internal Deliverable which is used for the handing over of responsibility from one department to another. Process Navigator will add an off-page connector to this shape (if possible).

The Disconnected Deliverable is an external Deliverable which is used where the Deliverable starts/terminates within the organisation. For example where records are archived or brand guidelines start a process.

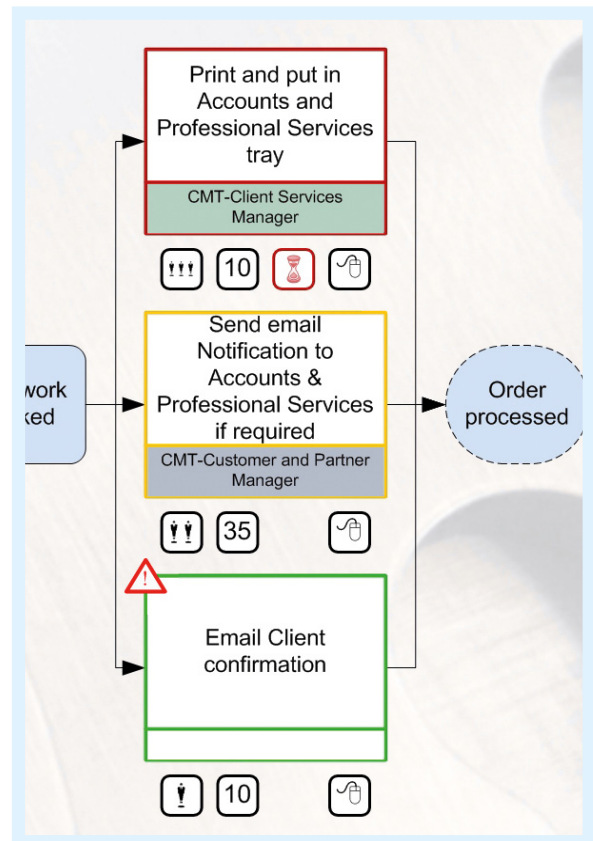
Both are valid types of Deliverable but have not been possible without a custom stencil in the past. Now they are!

## Auto-sizing shapes

This feature has been added to the Activity shape and will be added to the Deliverable shape in the future. It looks at the text in the Activity and the Activity sub-shapes, such as Responsibility or Level and ID and it will change the height of the Activity to accommodate the required text for the combined shapes. This allows you to just drag on a shape and type without having to worry about manual changes.

## Self-populating feedback e-mail shape subject

This feature has been around for a while now and has been provided to a lot of customers, it hasn't however been publicised very much so I felt it worth mentioning here. In the past when clicking a Feedback e-mail shape on a process map it has opened a new e-mail with the subject "Feedback on <enter name of process here>". This is not particularly intuitive and you can understand why some users requested it to be changed to automatically populate the Node name in the Subject. Well we found a way to do it! Our current Feedback e-mail shape will look at the Node title and will generate an e-mail Subject including the name of the Node that it has been placed on.



## More on the way...

Customers are always asking for new features on their Stencil and Template designs and we try to make them as generically useful as possible and add them as new (Stencil and Template) features available in all future customisations.

Can you see the new Data Visualisations being useful to you? Please note that you will require a new Stencil and Template for these features as they cannot be retro-fitted to your existing Stencil and Template.

Please contact Jo and Emily by e-mailing [customer.services@triaster.co.uk](mailto:customer.services@triaster.co.uk) or calling +44(0)870 402 1234 to discuss further.

# Meet Andrew Ridgeley

Senior Software Developer



## Fact File

**Joined Triaster**  
2008

**Before that**  
Worked for a number of software companies from various sectors including banking, agriculture & travel

**Professionally he is most proud of ...**  
The upcoming 11.2 release!

**Hobbies**  
Travel, badminton, gardening, 'days out with my kids'

**Likes**  
Banoffee Pie, The Apprentice, wheat beer

**Dislikes**  
Wasps, TV talent shows

**Everyone at Triaster will always remember that...**  
He doesn't like to be asked about his previous career with Wham!!

Andrew's role at Triaster goes far beyond developing Triaster software. He has overall responsibility for the development process and ensuring that all software developed is to high standards of quality and robustness, as well as a great deal of influence on the choice of features developed.

In the last couple of years he has moved far out of his comfort zone to engage with Triaster customers both at User Groups and Customer Focus Days. This has meant that there has been an unprecedented amount of customer input into the version 11.2 feature development.

Andrew mentions in his fact file that he is professionally most proud of this upcoming release, we asked him to explain why:



It's been great working with different groups of people across the entire software lifecycle, from producing initial concepts and ideas from long-term strategies, through to code development where technical solutions are devised and then onto liaison with our delivery and training teams to hand over the (almost!) finished product. It's been fantastic to see the positive reaction of both colleagues and customers to the upcoming release.



# Community Events

Jo Dolton reviews the upcoming calendar



Jo Dolton // Customer Relationship Manager

Triaster and our customers host a number of events as listed below. Many of these events are free of charge to organisations with a Trusted Partner Licence Agreement. Of course, all Triaster training courses can be delivered on-site, if you would like to discuss this further, please give us a call:

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

Date	What is the Event?	Who benefits from attending?	How will I benefit?	Location
31st May 2012	<b>NEW! AUA Conference follow up event at Triaster</b>	Attendees of the AUA Conference and anyone else in the education sector who would like to find out more about process mapping and Process Libraries	A workshop event to discuss realising the benefits of process mapping within the education environment and understanding the practical applications of a process library in the education sector. Supported by Melissa Bradley and Chloé Gallien of the University of Kent.	Triaster HQ, Oxfordshire
14th June 2012	<b>Triaster Training - Technical Workshop</b>	Library Administrators, IT and Support professionals	The workshop answers in-depth all of the commonly asked technical questions about the Triaster Server installation; as well as providing plenty of opportunity for delegates to discuss their own systems.  "Helps you understand the product better; how it works making it more likely you can fix problems yourself without having to contact support." Fujitsu	Triaster HQ, Oxfordshire
18th-20th June 2012	<b>BPM Conference</b>	Anyone interested in Process Management	'Getting Value from User Centric Process Libraries' jointly presented by General Dynamics UK, ING Direct UK and Skanska UK.  Don't forget to visit the Triaster stand!	London, Radisson Blu, Portman Hotel <a href="http://www.irmuk.co.uk/bpm2012">www.irmuk.co.uk/bpm2012</a>
21st & 22nd June 2012 19th & 20th July 2012 20th & 21st August 2012	<b>Triaster 2 day Training - Creating Maps for your Library</b>	Anyone needing to map their processes	This training course covers the basic software skills needed to create process maps with Process Navigator and publish them to your Library.  "The whole course was useful. I have been busy with Triaster for some 6 months - and I finally get the concept...before that I was just messing about really..."	Triaster HQ, Oxfordshire
28th June 2012	<b>Triaster Customer Focus Day</b>	Project Leaders interested in influencing the development of Triaster software & services	Customer Focus Days give the opportunity to workshop with Triaster development regarding both software and services and directly influence and impact the end results.  "An invaluable opportunity to influence the development of the product." Aero Engine Controls	Triaster HQ, Oxfordshire

Date	What is the Event?	Who benefits from attending?	How will I benefit?	Location
9th July 2012	<b>Triaster Training - Process Discovery Facilitation</b>	Anyone responsible for process discovery	Training that covers the skills and approaches that will enable you to successfully facilitate your process discovery workshops (Triaster can also deliver on-site process discovery workshops.)	Triaster HQ, Oxfordshire
25th July 2012 14th August 2012 5th September 2012	<b>NEW! Triaster 11.2 Launch Events</b>	Anyone interested in the latest Triaster Solution	A one day event at Triaster to cover all aspects of the new Triaster Software upgrade to bring you up to date with new functionality in the software, how to best prepare and plan for your upgrade, and what the changes to the software will mean for your organisation.	Triaster HQ, Oxfordshire
18th July 2012	<b>NEW! BPM Conference follow up event at Triaster</b>	Developing a User Centric Process Library	A visit to Triaster HQ to understand the capabilities of the Triaster Process Mapping solution and how Triaster supports the creation of User Centric process libraries to support process creation, visibility and improvements to process through a diverse range of organisations including manufacturing, finance, defence and construction.	Triaster HQ, Oxfordshire
6th September 2012	<b>Education Special Interest Group</b>	Triaster customers from the Education sector	Meeting users in the Education sector who are able to share, understand and solve each other's problems with process in this particular environment.	University of Winchester
26th September 2012	<b>NEW! Customer Experience Exchange</b>	Triaster customers and new prospects from all sectors who want to share their stories of using the Triaster solution	Each Triaster customer has a different experience working with the solution covering a wide array of objectives and obstacles. It is often very useful for existing and new customers of Triaster to hear how our customers are working with the tool and why the Triaster solution is so important to the work they do and their organisations.	Triaster HQ, Oxfordshire
18th October 2012	<b>Customer User Group</b>	All Triaster customers	A great opportunity to meet customers from a variety of industries and share your views and experiences of Triaster.	Fugro GEOS, (possibly in combination with Fugro GEO Consulting) Oxfordshire

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





# From the Community

## Latest news & discussion

We thought that with the forthcoming London Olympics, we would mention the many Triaster customers who regularly compete in all sorts of sports and athletic challenges. I'm sure that there are some we are unaware of, however here's a selection of the challenges that we do know about:

**Darren Garton** of NG Bailey Ltd is now well on his way to completing the Midlands Sprint triathlon series which consists of: -

- Lincoln on 22nd April
- Southwell on 3rd May
- Woodhall spa on the 3rd June

Darren is not the only Triaster customer to enjoy such challenges. Just read what **Craig McCallum** (Balfour Beatty Regional Civil Engineering Ltd) says about his Mountain bike challenge.....



Team XTR Souls are having a go a raising a big bunch of monies for the Badaguish Centre, a small independent charity helping children and adults with learning difficulties and other special needs enjoy 24 hour respite care and activities in the Cairngorms National Park, getting them out in the places that we love.

We are doing the Corrieyairack Challenge named so because it is a bit of a challenge. 43 Miles in total, with a 2500 feet climb in the first 10 miles using General Wade's Corrieyairack Pass, more riverbed than road, then 7 miles down the other side to pick up 26 miles of tar. Starting in Fort Augustus at the foot of Loch Ness we'll cross from the Great Glen over the Monadhliath

Mountains into the Spey Glen to finish just short of Aviemore at Kincaig.

We've done it before, it hurts, but we're doing it again, dig deep and sponsor us please:

[www.justgiving.com/xtrsouls](http://www.justgiving.com/xtrsouls)

See the route here:

<http://www.mapmyrun.com/routes/view/6876426>

...we are obviously not right in the head.

**Craig McCallum, Herbie McLean and Murray Flemming, XTR Souls 2012**

**March/April Puzzle Winner**  
The winner is...  
**Tom Hamilton from SQA,**  
**Congratulations! Your £20**  
**voucher is on its way to you!**

Tom's answer was :

**Useful - The information can be understood by the intended audience**

**Usable - The information can be accessed quickly, and ideally more quickly than any other possible means**

**Used - Staff understand that changes to the process are communicated via the Library, and therefore reference it periodically**

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

As well as completing her first half marathon on 11th March, Pauline Blake, along with Linda Spinks (University of Cambridge) took part in the London Moonwalk on 12 May, raising money for Breast Cancer. If you would like to sponsor them, the fundraising link is:  
<http://tinyurl.com/cam-blumooners>

Other keen athletes within the Triaster community include:

**John Bridger;** (General Dynamics UK)  
 various Running/Cycling

**Mark Britchford** (University of Leeds)  
 Mountain biking

## Going Live!.....

A number of customers have just gone "Live" with their Triaster System as follows:

## Live from LinkedIn



Is it a sin to use Orphan Override?

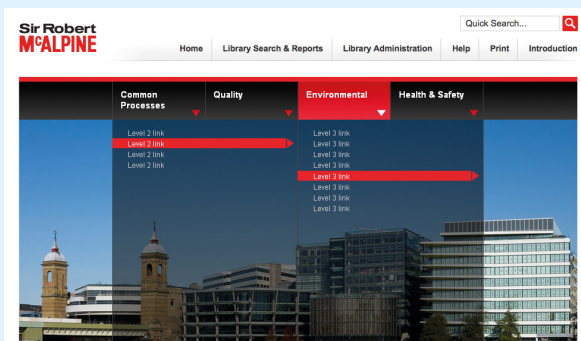
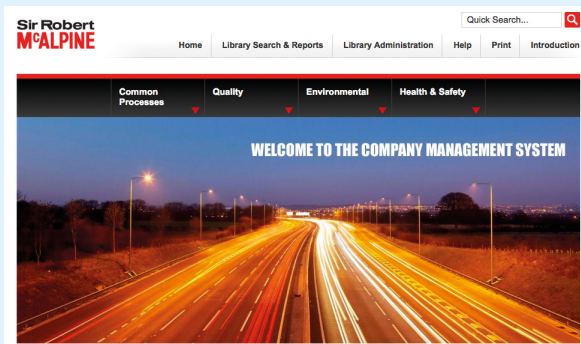
Let Iain Pendry (Aero Engine Controls) know your view by going to: <http://tinyurl.com/orphanoverride>

The Triaster User Group and the Triaster Process Mapping Group are great ways to get feedback from the Triaster Community. So if you have a question why not post it?! Not a member of these groups? Follow the links below for more information:

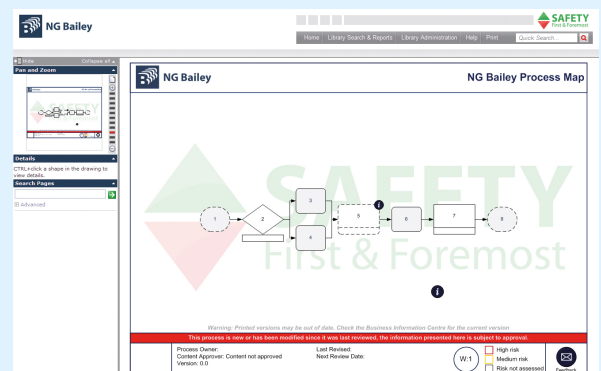
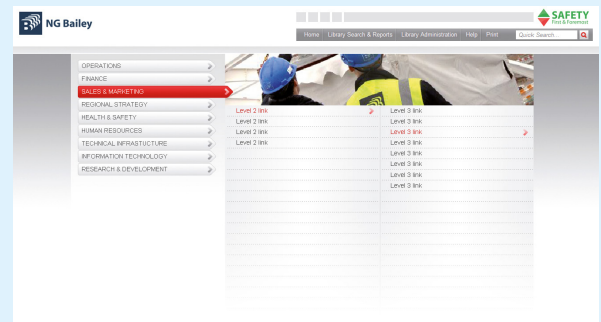
**Triaster User Group:**  
<http://tinyurl.com/TriasterUserGroup>

**Triaster Process Mapping Group:**  
<http://tinyurl.com/TriasterProcessMapping>

## Sir Robert McAlpine – 30th April



## NG Bailey – 30th April



We are looking forward to hearing how it went over the first few weeks. Please do let us know if you are planning to Go Live or re-launch your library at any point. It may just be a good time to feature in one of the main Connector articles, which we are always happy for you to use on your own internal communication.

## A message from the Triaster Customer Success Team

We recognise that over the last few years we have introduced quite a number of e-mail addresses for our customers to contact us.

Currently you may be contacting individuals directly, or using one of our distribution groups like [professional.services@triaster.co.uk](mailto:professional.services@triaster.co.uk) or [crt@triaster.co.uk](mailto:crt@triaster.co.uk)

We are sure that this can sometimes be confusing and that it is not always clear who to contact. Also, individuals are not always in the office to pick up your e-mails, so you might not get a response straight away.

In light of this, we are now simply using the following two e-mail addresses:

For technical help please e-mail

**[support@triaster.co.uk](mailto:support@triaster.co.uk)**

And for anything else, ranging from general queries to quote requests please e-mail

**[customer.services@triaster.co.uk](mailto:customer.services@triaster.co.uk)**

which will be received by Jo Dolton & Emily Constance.

This will ensure that your query will be dealt with as soon as possible, and there will always be someone available to help you.

**Congratulations to Jamie Jeffery of Skanska UK who has just become a father to a little boy called Ethan.**

## Puzzle Competition

To win this edition's puzzle, simply let us know which of these two cities, which Triaster staff have visited since the last Connector, are the furthest apart from each other as the crow flies, and which two are the closest?

**Seattle  
Perth  
Dubai  
Toronto  
Dubrovnik  
Ahmedabad  
Detroit**

**Win a £15  
Amazon  
Voucher!**

The winner will receive a £15 Amazon voucher. Please e-mail your answers to [puzzle@triaster.co.uk](mailto:puzzle@triaster.co.uk) by 5p.m. GMT Friday 29th June 2012. All winning answers will go into a price draw and the winner will be drawn at random. The winner and their winning answer will be announced in the next edition.

## Paul's shortcut of the month

If you want to load all maps in Process Navigator; select one row, so that it turns blue, then hold Ctrl+A (which is the shortcut for 'select all' in most applications) and then press the space bar.

## What a great idea!

For Danwood Group to introduce new employees to the concept of processes by building paper airplanes according to processes mapped in their Library.

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

# What future is there for the Mouse and Keyboard?

And what does this mean for Process Libraries?



Michael Cousins // Managing Director

Small form screens on smartphones and tablets, and their touch screen interfaces, have changed the industry of end-consumer computing. It is now the case that some 50% of the UK adult population own a smartphone.

The data are not clear just yet on how much tablets are changing the industry. Tablets are clearly appearing in homes all over the UK. The ability to hold them in one hand, use them without power or data cables and with no requirement to have a keyboard or a mouse attached means the traditional laptop/desktop PC is being replaced as the primary web browser in most homes by a handheld browser.



Convergence of telephones and computers with televisions is now massively underway. Televisions are computers, and so are telephones. I can watch TV on my smartphone, and run computer software on my TV. Most TVs these days have their own internet connectivity built in. One can video-conference from a TV using Skype, browse the web, watch films on YouTube all achieved directly without interfacing to a PC. The latest generation of Toshiba televisions have a built-in camera to watch the viewers' eyes, and uses this to transmit different images to each eye (of up to 9 people at once!) thereby generating a 3D image without the need to use glasses!

And payment systems seem to be showing signs of moving to a smartphone platform too. Expect in 2013 to see the emergence of small cash transfers being replaced by a 'swipe' of a smartphone. Vending machines, parking machines etc. could all offer cashless purchasing. Smartphones, and their variants, will become an essential commodity in time.

So, what future is there for the mouse and the keyboard? And what does this mean for Process Libraries? The writing is clearly on the wall. The consumer drive to touch screen technology will inevitably change the business environment. If you have any doubts over this, have a look at the following article:

<http://tinyurl.com/AmericanAirlinesiPad>

Traditional desktop computing in organisations will be replaced by cloud-based applications (note cloud here does not necessarily mean outside of the corporate firewall, I am using the term in the sense of the application software being stored remotely to the local device) accessed using whatever device the individual has to hand. There will of course always be a need for mice and keyboards, but over time this will reduce to the set of content producers (people who write, design, engineer etc. for a living). For people who consume the content, it is clear they neither want nor need a mouse or keyboard.

For Process Libraries, this is a big consideration – and we at Triaster are looking into this closely and thinking about solutions we can offer that will follow the industry trends away from mice and keyboards. What will we do when we can no longer zoom by dragging a mouse? Or simply hover the mouse over an item to see a menu drop-down? Interesting times ahead....!