



Welcome

Emma Harris // Operations Director

We open this edition with an article about Gallagher Bassett Services, a Triaster customer located in Australia and New Zealand. In 2012 they selected the Triaster Solution to support an organisation-wide project to standardise the way that they do business across their multiple product offerings. Read about how they have got on.

There is an article on the version 14.1 functionality coming very soon and a step-by-step guide to 'Going Live with your Upgraded Library'. There is Tech News on the 'Identity of a Triaster Server' and the usual update on Community events and Community happenings.

We meet Michael Cousins, the Founder of Triaster and reflect on key events over 20 years of Triaster trading. If you think we have missed something important – do let me know.

The next edition of the Connector will contain a detailed agenda for the conference and lots of information on Conference sessions. However you would be wise to book on before then, to make the most of the early bird booking. This closes at the end of June. To book now, go to:

<http://tinyurl.com/TriasterConference>

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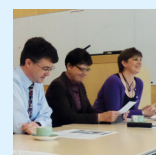
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Gallagher Bassett Services Standardising Processes

Triaster Down Under

Gallagher Bassett Services is a third party claims management specialist. They manage claims and insurance policies on behalf of insurers, brokers, government bodies and self-insured organisations.

In 2012 Gallagher Bassett's Australian and New Zealand divisions selected the Triaster Solution to support an organisation-wide project to standardise the way they do business across their multiple product offerings.

As the implementing consultant, Paul Elson-Vining was delighted to travel to Brisbane to meet the steering group for the project.

Paul's reflections following the initial 2012 implementation were as follows:



As is to be expected, claims management comprises a host of services delivered to a wide range of customers. Gallagher Bassett had recognised that different offices were delivering these services according to different processes. The steering group therefore decided to capture all the differing AS-IS processes, agree the best practice processes and adopt these as the corporate standard moving forward where possible.

Of course Gallagher Bassett already had a great deal of documentation in place but the steering group felt that it did more to satisfy the regulatory requirements than it was useful. It is also very extensive and therefore difficult to manage.

As soon as I arrived on site, workshops were held to discuss how best to achieve the project objectives. As always happens once discussions between different areas of a business start, areas for efficiency gains were immediately discovered. One I really liked was discussion of three reports produced every month and only one being used – the other two being immediately deleted by their recipients.



Paul Elson-Vining delivering on-site workshops at the Brisbane office.

We manage claims....better

There was some spirited discussion of names for Gallagher Bassett's Process Library with 'MAX' ultimately being chosen. I then worked with the steering group and Triaster's designer to agree both the Library brand and design and then implement this whilst I was on site.

Along with training on the Triaster software and methodology, establishing the governance framework for the project and customising the previously implemented Process Library, several workshops were held to discuss how best to establish standard, best practice processes. Given that this takes time, especially as variations to take into account local laws are required, the steering group agreed to Go Live with a shining light example of a small end-to-end process, giving a foundation Library to grow from.



I really enjoyed working with everyone in the steering group and being in Australia made the whole experience very special.

Tristan Moore, Applications Manager and manager of the project at implementation, commented:



The main focus for Gallagher Bassett was to put the ownership of process back into the business so they could control and be accountable for how they operate. Triaster met this scope through its methodologies being easily understood by our staff so that the business could really "own" their processes.

Albeit a little tired when he landed, Paul successfully navigated the team through the use of the Triaster Solution and the supporting methodologies. With Paul's guidance one of the workshop participants was able to reduce the number of processes that applied to a specific function from eight separate processes into three! Post Workshop and training, Gallagher Bassett are confident that these efficiencies will continue to flow through to the rest of the business.

The Triaster team over in the UK are exceptional to deal with and are extremely flexible in how and when we contact them. Emily, Jo and Carma are straight onto any request that GB have without question and are fantastic to deal with.

*Tristan Moore, Applications Manager
Gallagher Bassett*

Whilst we have of course been in close contact with Gallagher Bassett ever since (for example doing project reviews in a series of two hour web meetings) **in February 2014 Victoria Glancy was very happy to make an onsite visit.**



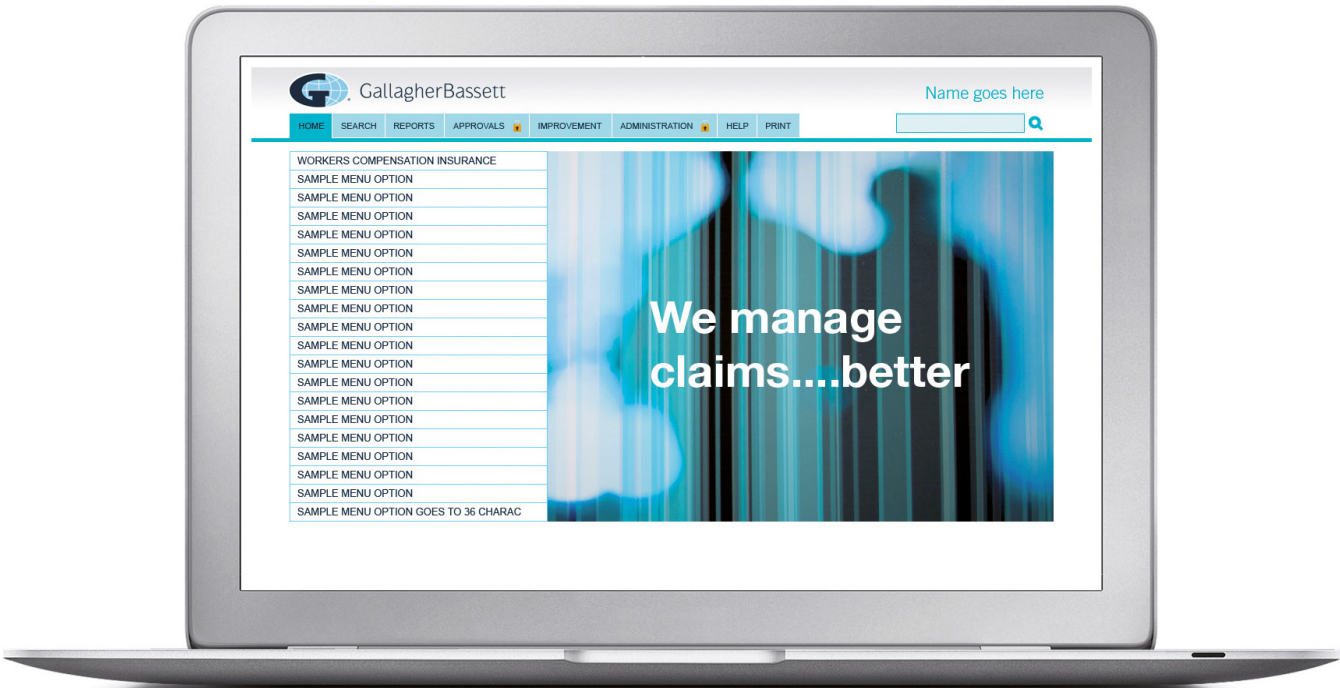
Her update is below:

I was delighted to spend a couple of days with Gallagher Bassett in February whilst on a visit to Australia. Gallagher Bassett Services went live with their shining light example of a small end-to-end process in the autumn of 2012. My visit however coincided with full completion of phase one – capture of AS-IS processes and adoption of best practice processes.

It was a pleasure to see how Gallagher Bassett has established process ownership through use of the Library Alerts and Approvals functionality. With this and very senior buy-in for a process driven approach, they had established an excellent process flow, enabling senior manager review and sign off of process maps according to best practice. So by March 2014 a set of corporate standard processes had been achieved and launched to the business.

As Gallagher Bassett are now embarking on phase two of their project – costed process improvement - I was delighted to be able to show them how the data manager supports the easy capture of Properties. Properties are now mandatory for all their process maps, as these will be used to identify further efficiencies for their customers. The team are also keen to see who is accessing the processes and associated information and are now tracking Process Library use, with WebLog Expert.

I am now looking forward to seeing what Gallagher Bassett have achieved by my next visit.



T.U.G. News

Linda Spinks presents the latest news from the User Group



Linda Spinks // User Group Chairperson

Engineering Group meeting – 12th March

WE TELL YOU

On 12th March the inaugural Engineering Special Interest group was held at Balfour Beatty Services in Sheffield. It was a really productive day, showcasing new Triaster features which are being used to support particular engineering industry requirements. It was great to have a day focused on engineering specific discussions; a lot of value was achieved from discussing best practise. The idea of having guest speakers from experts in the engineering field at subsequent events was aired, as this could bring even more value to the sessions. All customers who attended the event (as well as Triaster) are looking forward to the next Engineering Special Interest meeting being held at Skanska, in Maple Cross on 13th November.



Next Engineering Special Interest meeting at Skanska, in Maple Cross on 13th November

User Group meeting - 19th March

Host presentation:

Linda gave the group an insight into how The University of Cambridge, established in 1209 is now meeting the challenges of present day requirements. There is a real need to see students as customers, just as every other business does, but this will not happen overnight and so Linda - whose role changed in July 2013 to Business Change Manager - is focused on working in different ways to encourage new thinking within the University, so that they don't feel change is being forced upon them (which will not work).

Please see Linda's presentation slides (available on the User Group Secure page) for further information.



Workshop on Properties

The question of which properties people use now, especially now that many are using the Alerts and



The User Group convenes at The University of Cambridge.

Approvals features was a pertinent discussion point. Many customers still collect a number of different date information, so it was good to consider what is most important. There were several people who advised that the last review date is important to them, in order to see when other authors have worked on specific maps. Victoria pointed out that certain properties can be removed, but they will return/show in the list. If customers want to be able to fully delete them they should put this in as a feature request which Victoria will support.

Victoria explained that the essential properties are:

- Date of Change/Creation
- Next Review date (which can be automatically generated)

It is no longer a requirement to update the last revised date, but it needs to stay available for now, for customers who haven't upgraded yet or aren't using approvals functionality.

In terms of Reports, the 'Change History' report replaces 'Revision History', as it includes the same information as well as the approver name and date.

In terms of general property use, Julie Mack pointed out how she feels that they should have captured more at the original process discovery stage. However, as Q pointed out, adding data is now much easier to do, by using the Data Manager – allowing process owners to simply add data into a spreadsheet which can be pushed back into the Process maps.

Triaster update:

Andrew Ridgeley provided an update on development priorities over the coming year and talked through some of the new functionality coming through in 2014, with the assistance of Victoria's demonstration of the Menu Page Editor and the Web-based Configuration Settings Editor.

Jo Dolton ran through a general update on upcoming events and advised that the Feature Prioritisation exercise was postponed from March to May, but the results will still be discussed at the next Focus day on 25th June.

Workshop session on cloning

Victoria ran through how to clone and some of the tips/notes around this area of the system as follows:

- When you clone a library or site you will receive an email confirmation. However the e-mail doesn't give you the URL of the new library/site (this is in as a feature request). You currently need to find it new library site by using Library Explorer or the Process Tree.
- Once you have cloned a site/library and then deleted it, the VDX's will need to be manually deleted from the map store.

Please be aware that the full minutes from the March meeting, along with presentation slides and the current Product Roadmap can all be found via the User Group Secure page at: www.triaster.co.uk/usergroup/

Please e-mail customer.services@triaster.co.uk if you need a reminder of the username and password to access this area.

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

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

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

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

L de Spies

user.group@triaster.co.uk

Triaster Software Development

Update on the features to be released in version 14.1



Triaster Suite version 14.1 is due to be released in late May containing the following features:

Triaster Server – version 14.1

Full Triaster Library documentation

From version 14.1, the Help button on your Process Library will link to a [new Triaster Library Help](#), which is installed locally alongside your Process Library. This is designed to give instant assistance to both library administrators and everyday users. This Help system is fully context-sensitive and will open the specific on-line help page, which relates to whereabouts in the system you are at that time. For example, clicking on Help when at the Administration tool login page will display a help page related to Administration.

Administration

The Administration menu consists of the following options:

Publication	Publication Refresh Document Search	Update the current site with new or updated process maps in the site's maps folder. Update the document store with information about any files recently added to the current library.
Library Explorer	Library Explorer	Explore libraries and sites.
News Updates*	Update News Page Delete Proposals Update Document Status	Create, edit or delete headlines to the news page. Remove user-suggested proposals from the News page.
Site Management	Clone Site Delete Site	Make an exact copy of the current site. Delete a site (not the current site).
Library Management	Clone Library Delete Library	Make an exact copy of the current library. Delete a library (not the current library).
Activation	Activation	View your current licence or renew activation.

The Help pages will have their own table of contents, index and be fully searchable.

Approvals

and Reason for Rework fields for each Approver-type.

- Date of Creation/Change***
The date when the map was created or last had changes made to it.
- Change Description***
A free text field used to give a basic description of the change made to the maps. This text is logged in the Change History report and all Approval and 'What's Changed' emails so it is important that it clearly describes the significant changes you have made to the process map.
- Author***
Once the map has been approved by the Approver(s) or if rework is required, notifications will be sent to the specified author.
- Frequency (days) of approval overdue alerts**
The author sets a reminder period to reissue approval requests if approvers have not reviewed the map.
- Business Function**
Identify the area of the business this change affects. The **Functional** area will have an e-mail distribution group associated with it to which a 'What's changed alert' will be sent once the map has published to the **Live** site. If more than one **Functional** area is required, this can be added manually e.g. Finance (selected from the drop down box), Human Resources (manually typed). Multiple **functions** should be separated by a comma.

*Mandatory for the alerts and approvals workflow: the information is used in the email alerts, and the change history report.

The Approver's Role

On most systems, the Library Administrator will have set up automatic overnight publishing of maps to the PreLive site. Any maps arriving in the PreLive site that do not have a status of *Approved* trigger an *approval required* email to the necessary authorities. Your system administrator can configure the Triaster server to require multiple levels of approval, (such as content, compliance, finance, legal, etc.) but, by default, only one approver is required. Each approver receives a notification email with a list of maps waiting to be approved and their current status. The approver will be given a link in the email to the Library where they can review their list.

You will need to log into the Approvals area of the PreLive site using your email address (lowercase) and password. You should have received your password by email when the Library Administrator created your Approver account. You can change the password if

In a future release, the on-line version will be branded as per the rest of your Process Library, although for version 14.1 it will be Triaster branded only.

If you have customised specific help pages in place; these won't be overwritten, but can be manually linked to the new Triaster Help. Alternatively, you may choose to replace these with the Triaster Library Help to benefit from the automatic documentation updates that come with each product upgrade.

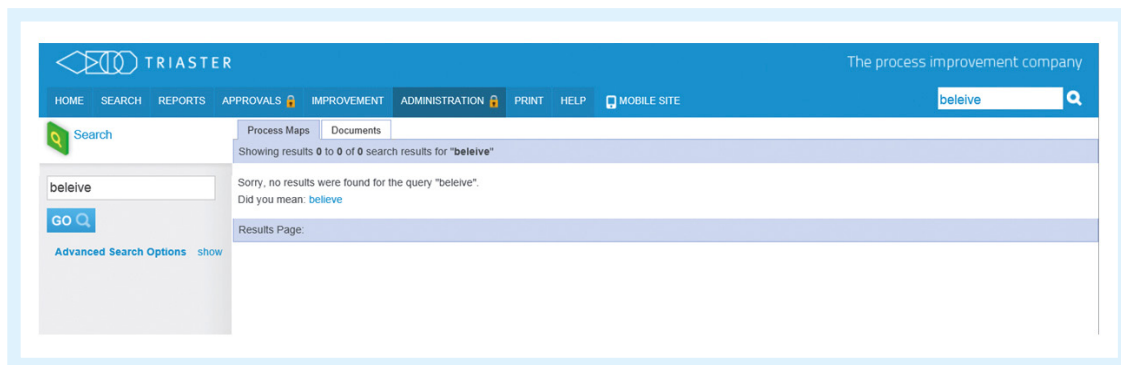
New Triaster Library Search

With version 14.1 a new [Library Search tool](#) - Keyoti - will be available.

This new tool has developed to supersede the existing search tool (MTop). The tool works in much the same way as the existing one but has the following advantages:

- [Unlimited number of configurable tabs](#) each of which can be pointed at different document sources.
- [Ability to search SharePoint document repositories](#) (provided a UNC path can be provided).
- ["Did you mean?" functionality and Auto-Complete](#) to give a richer, more Google-like experience.

**New Library
search tool available
in version 14.1**

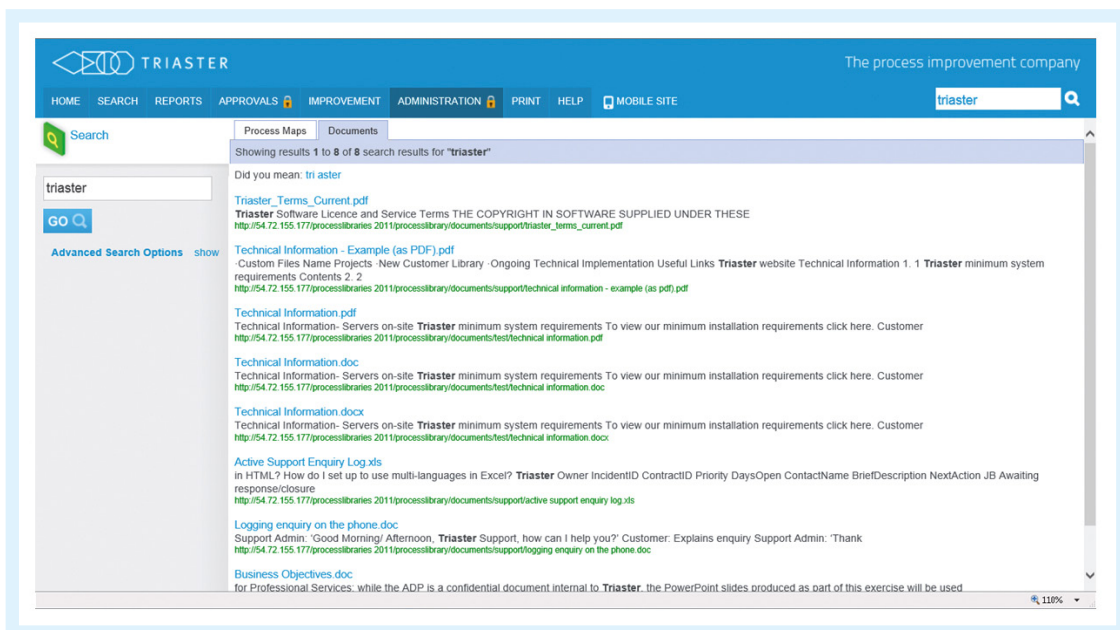
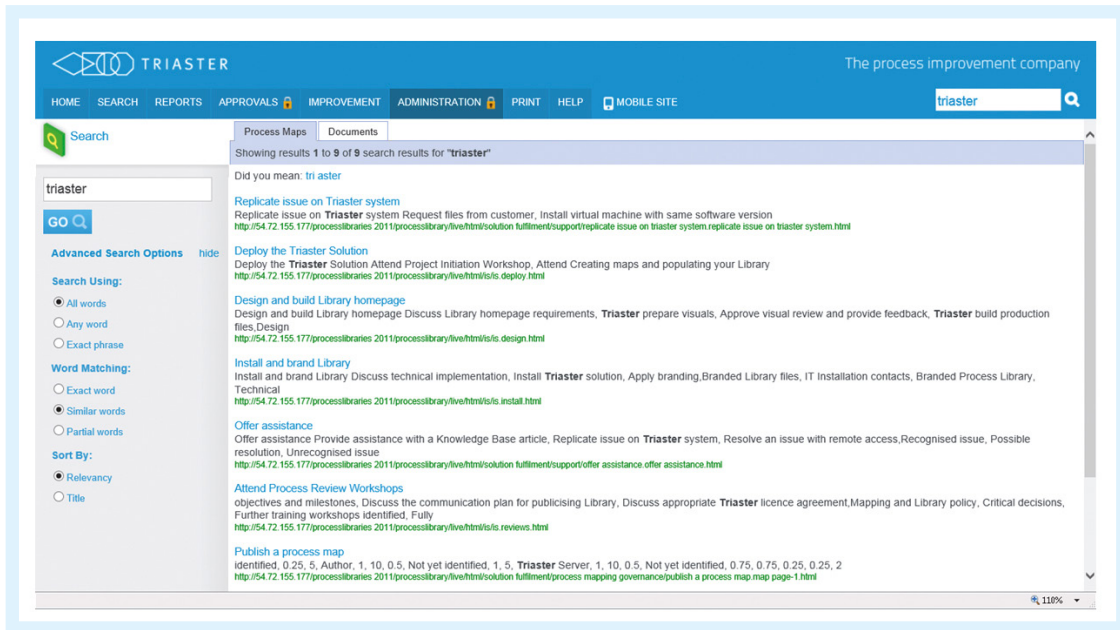


- [Ability to index and search many gigabytes of data](#) with very little performance degradation.
- Simple, easy-to-use [mobile interface](#).

Keyoti Search will be configured for all new customers and will be the Search tool used via mobile devices. By default, existing customers' Library Search tool will not automatically change on upgrade to version 14.1, but the switch (from MTop Search to Keyoti) can be easily configured.

Keyoti can be scoped to return results from a global search, or per library or per site.

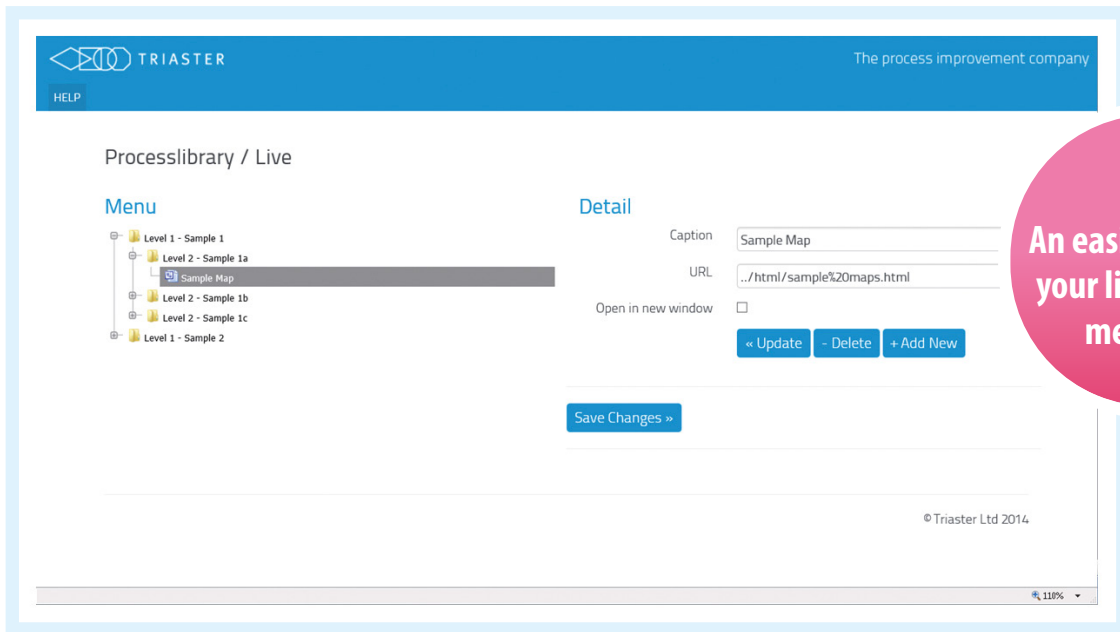
Quick Search will return results from all maps, documents, everything within the pre-defined scope.



Please be aware that the Search suggestions will not be available for 'Quick Search' in version 14.1, this functionality will be included in a future release.

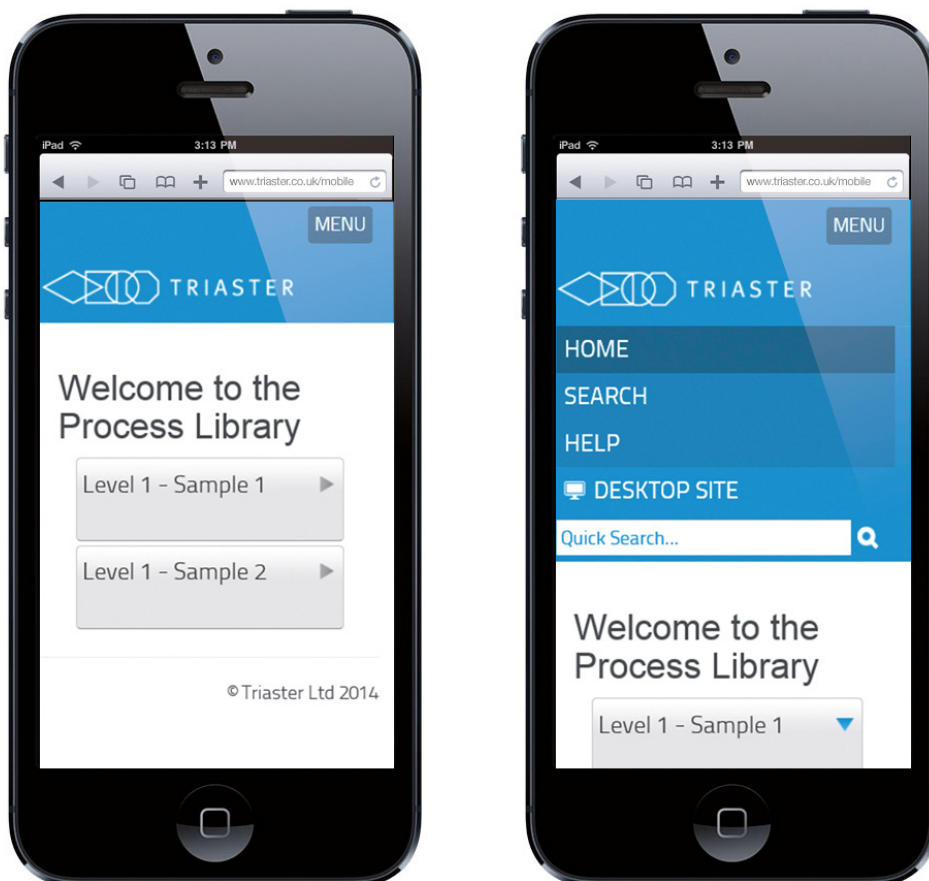
New Library homepage menu editor

A far, far more user friendly way of [updating your Library homepage menu](#) is being introduced with version 14.1. The homepage menu structure will be editable via a treeview, making it much easier than previously to add, delete and move menu options – mostly done by drag and drop.



Mobile view of your current Process Library can be trialled

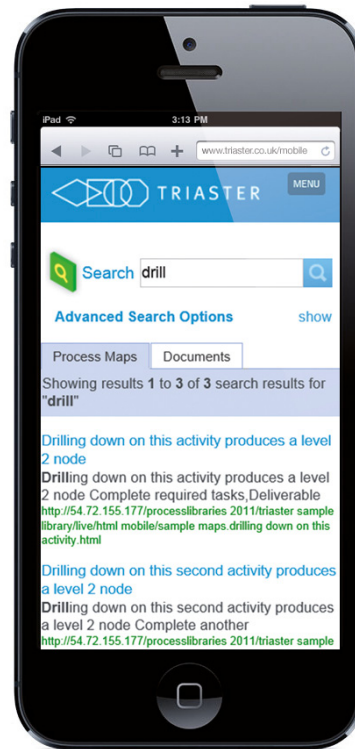
Following the release of version 14.1 customers can try out using their [Process Library on a mobile device](#). Viewing your Process Library on a mobile device will automatically bring up the mobile view for Home and Search (using Keyoti Search tool, please see above). Navigating the library using either the mobile Home page or Search tool will give maps in the mobile format. This is a cut-down version of the map without the properties or pan and zoom windows, and a reduced width toolbar.



It will be possible to navigate to the Desktop view of your Process Library on a mobile phone, for example, if you wish to use tools, such as Approvals or Admin, which do not currently have a Mobile interface

Mobile Process Library views will be simply branded as per the desktop Library view in future (Library brand colours and logo applied), but for version 14.1 will be Triaster branded only.

By default the Mobile Process Library view will be switched off, but it can be configured by Library Administrators wishing to trial it. Triaster are aware that prior to the standard use of Process Libraries via mobile devices, a number of security issues will need to be thought through and policies and protocols put in place. Accordingly release of this functionality is being tightly controlled.



A couple of other Triaster Server features are being released with version 14.1 as follows:

- A new '**Baseline Properties' file** will be installed with the Triaster Server. This will enable customers to see what has been added to the default and integrate changes into their Properties file if they wish to. Their Properties file will NOT be overwritten automatically on upgrade, the 'Baseline Properties' file will be.
- A **new report** has been added to Library reports which lists maps with more than one page.
- An option has been added to **refresh all Library HTML without deleting it**.
- There will **no longer be separate 32-bit or 64-bit installers** for Triaster Server.
- **Enhanced configuration for review alerts**. Review Reminder alerts (sent before review due date) can be configured separately to Review Overdue alerts.

The **web-based Configuration Tool** which was originally due to be released in 14.1 has had to be postponed until a later version. We are aware that customers are waiting for this functionality, which is still in development.

Process Navigator - version 14.1

- Reports are no longer installed with Process Navigator, as they are all available in the Library, Reports section and the Report Exchange section of Triaster's Knowledge Base.
- In preparation for the automation of Approvals (in development, for details please see January/February 2014 Connector) the default for drill down is being changed to open a new file (rather than a new sheet within the same file as currently). The default behaviour can be changed by the user if required.

Both Process Navigator and Triaster Server 14.1 will contain various issue fixes.

An e-mail will be sent to all customers registered to receive notifications on Product Releases and Technical Updates, on the day that Triaster Suite 14.1 is released.

If you are not already registered please do so by completing an enquiry form at:
www.triaster.co.uk/contact.php

PEV's Pearls of Wisdom

1. Data Manager

Saving so much time!

Victoria mentions (on page 4) how delighted she was to show Gallagher Bassett how the Data Manager supports the easy capture of Properties.

This is such a useful tool. It has saved me hours of time when customers have not previously recorded the properties that are required by the alerts and approvals tools; I have been helping them add these properties to their existing maps - so that they can use the alerts and approval functionality. In fact it is the only practical option, the other two ways of doing it being:

- To manually add the properties to the maps in Visio, this is incredibly time consuming.
- To use the find and replace data option from Process Navigator. This is a great way of creating or changing a single property, but you cannot change multiple properties at the same time.

What is a Data Manager?

A Data Manager is a Microsoft Excel file which is linked to the Visio source file from within Process Navigator. Using this tool you can select multiple properties to export to Excel and use all the functionality Excel has to offer. You can sync with properties that are in existence in the maps themselves or you can sync with a properties file (or new properties file) to control the Meta data of the maps.

To find out more take a look
at the Process Navigator
context sensitive Help
or click here:
<http://tinyurl.com/lyjns1h>

2. Responsibility for activities

A personal view

A question that comes up time and time again is one of responsibility for activities. There is no right and wrong answer for this, but I do have a personal view. If you associate two roles as responsible for an activity, who is actually responsible? I favour one role. You may need to create a generic role such as 'Employee' if anyone in the organisation could be responsible.

The other way to look at it is to pick the lowest common denominator role – for example if you had say the roles of 'Agent', 'Shift Supervisor' and 'Manager' and they could all take responsibility, I would make the 'Agent' responsible as if the 'Shift Supervisor' or 'Manager' were performing the task, they would be doing it in the capacity of an 'Agent'.

Going Live with your Upgraded Process Library

A step-by-step guide



Emily Constance // Business Operations Manager

Over 80% of Triaster customers now have version 13.1 (or above) installed on their server, which we think is fantastic!

There have been some major changes in the software, and we know that it can be a challenge, transitioning from a test system to Live. So, we have put together a step-by-step guide to help you.

1. Familiarise yourself with new the functionality

Along with your new Library comes new functionality, but how to use it? For example how do you configure the Alerts & Approvals software and what Properties do you need to use? Triaster offer a number of options to help you with this:

Public Training

Triaster provide a one day public training workshop at our offices in Wallingford, Oxfordshire. The aim of this workshop is to help customers get the most out of their newly upgraded Library, understand the different configuration options and how they can best support your objectives.

The morning session consist of a demonstration focusing on the Alerts and Approvals, and an overview of what has changed.

The afternoon is hands-on experience of how to configure your properties and settings files - so it's important that you bring a copy of these along with you.

This workshop is free of charge to all Triaster customers. The next one is on 19th June, to book on please go to: www.triaster.co.uk/connector_maximising_upgrade_workshop.php

On-site assistance

During two days on-site with you, we will ensure that you know how to make the most of all new features, run an Alerts and Approvals workshop with your reviewers and help embed the new way of content review and approval in your organisation.

We will update the Library and Properties.xml with you whilst we are on-site, so you should be ready to start using the Alerts and Approvals by the end of the two days.

Some customers choose to bespoke the agenda, or add an additional day so that a Triaster consultant can assist with migrating content and updating any links.



An excellent way of learning how to get the most out of my upgrade.

Great for understanding the new features I received as part of my upgrade.

Xtrac

Help Documentation

Following the release of version 14.1, all Process Navigator and Library Functionality is full documented. Following your upgrade to v14.1 Library Help will be available from the Help button on your Library menu options, but prior to that it will also be accessible via the Triaster Knowledge Base as follows:

- Process Navigator Help -- all versions (from version 13.5)
- Getting started Guide – latest version
- Triaster Library Help – latest version

A Triaster Suite Technical Guide is also coming soon.

2. Preparing to Go Live

Triaster always complete a quality audit as part of the implementation; however we ask that you check that you are happy with:

- The branding. The Navigation bar and Menu pages are in a new format which we aim to match with your existing branding. If you would like to make any changes please feed this back to us.
- Any custom reports or menu pages that you requested to carry across.

In addition to this we suggest that you click through each of the tabs to familiarise yourself with the layout, and start to educate your viewers of the changes.

You will also need to migrate your content over to the new library. Some customers choose to do this alongside their training; others just simply copy over the folder content. Please remember the folder structure changed from 13.4 so you may need to copy your maps to a different folder.

Whichever route you take, we suggest that all maps are migrated to PreLive and then sent through the approvals process. This means that all maps will be approved when you go live, and you will have set a map review date.

Some customers take their upgrade as an opportunity to review all their maps or make other amends such as updating their homepage or stencil and template. If you would like any further information on how to do this please contact customer.services@triaster.co.uk

We would also suggest contacting Triaster so that we can clear your 'What's Changed' report. This is so that your viewers don't access information you may have set up during familiarisation/ testing.

If you need any assistance preparing to Go Live please contact customer.services@triaster.co.uk

3. Go Live

To Go Live you could simply inform your viewers of the new URL, or you could ask your IT Department to redirect the old URL to the new.



If you have a multiple server system, or disconnected servers please contact customer.services@triaster.co.uk before going live, as you may require a different go live plan.

You may like to use opportunity to remind users of the benefits of their Process Library - perhaps a make a little hullabaloo about it!

What to do after going live?

4. Decommissioning your old Library

If your upgraded Library is on a new server, you will now have one server running an old version of the Triaster Solution, and another running a new version. Once you are sure that the old server is no longer required we suggest we contact your IT department to switch off the auto notification emails and decommission the server.

Alternatively, you may wish to implement a test system on the old server. If this is the case please contact customer.services@triaster.co.uk who can help arrange this.

5. Upgrading

We advise that you sign up to receive notifications on Product Releases and Technical updates; this will mean you will receive an e-mail when a new version of the software is released. **If you are not already registered please do so by completing an enquiry form at: www.triaster.co.uk/contact.php**

You will be directed to information regarding what can be found in the software release, which should help you assess whether you would like to upgrade.

Please note

If a defect which you reported (or Triaster Support reported on your behalf) is fixed within a software release, Triaster Customer Success Team will notify you.

As you may be aware, you/ your IT department are now able to upgrade your own server software. We would always recommend that this is initially completed on a test server. We also recommend contacting customer.services@triaster.co.uk before scheduling a self-upgrade. This is so that:

- We can direct you to the latest self-upgrade instructions
- We can advise if you have any bespoke features or implementation set up, which may need additional steps to the standard upgrade
- We can ensure that Triaster Support are on hand should you require assistance

You can upgrade Process Navigator on your desktops without notifying Triaster, unless you are currently using PN version 11.2 or older.

If you need assistance at any point please do contact us - we are here to help!

customer.services@triaster.co.uk

+44 (0) 870 402 1234

Tech News

The identity of a Triaster Server



John Blight // Technical Support Manager

In the context of this article, a Triaster Server's identity could be its computer name or an alias. Perhaps the most obvious manifestation is in the addresses of the process library websites, e.g.

<http://processlibraries.triaster.co.uk/processlibraries2011/triaster sample library>

Minimise the dependency on identity

Wherever possible, it's best to avoid the explicit use of a Triaster Server's name or alias when configuring Triaster Server or forming links between maps or documents within a process library. Doing so will mean maps and associated data can easily be copied to another Triaster Server, and links will remain valid. This is important when copying data to Disconnected Servers, which host read-only copies of process library data. It also simplifies the changing of a Triaster Server's identity, whether its computer name or the changing or adoption of an alias.

Some explicit references to a host are necessary. For example, an alert e-mail that contains a link to library content would need that link to be fully-qualified. Any item that is outside of a Triaster Server but needs to link in would require it; items that reside within a Triaster Server shouldn't.

Hyperlinks to maps

Hyperlinks between maps, such as drill-down links, should automatically be changed to relative links by the export engine, if necessary, when maps are published. Hence, if a set of maps is transferred from one server to another, the links between them should remain valid.

Links to maps in a Flash Menu XML file should be relative, typically prefixed './html/'

Hyperlinks to documents

A hyperlink from a map or a Flash Menu XML file to a document could be of the form:

<http://processlibraries.triaster.co.uk/Documents/My Document.doc>

but would be better expressed as:

</Documents/My Document.doc>

Note the preceding forward-slash, which denotes the path is relative to the root of the website. Not only is this URL independent of the host identity, it would remain valid if the protocol were to change from HTTP to HTTPS. A slight disadvantage is that such a link is unlikely to work from a Visio file, but that's only relevant when developing maps, not when they are published.

Changing a server's identity

A server's identity may be changed where:

- An alias is to be used in website URLs.
- The server's computer name is to be changed.
- One Triaster Server is created as a copy of another (creating a production server from a test server, or vice versa), and the copy's identity needs to change.

When changing a server's identity, these are the configuration changes that would need to be made.

Settings.xml

[Triaster\TriasterServer2011\Settings\Settings.xml](#)

This is the main configuration file, and any changes should be preceded by taking a copy that could be restored.

Settings/PublicationServer/ServerName

This is the server's identity as a Publication Server as seen by Triaster Server's Token Server service, and should correspond to an entry in the Token Server's Server List.

It doesn't have to correspond to a server's computer name, but for consistency and clarity, it should. This needn't change if just adopting the use of an alias for website URLs.

`Settings/TokenServer/ServerList/ServerName`

This should correspond to the 'ServerName' above.

`Settings/PublicationSettings/<Library>/<Site>/URL`

The fully-qualified URLs are pertinent to the construction of links from e-mails to a process library. These should change whether changing the computer name or using an alias.

Libraries.xml

`Triaster\TriasterServer2011\ProcessLibraries\Libraries.xml`

URLs need to change.

MTop INI Files

`Triaster\TriasterServer2011\MTopSearch\(<Library>)\
docs.ini
maps.ini`

There are unlikely to be any host-specific references, particularly in later implementations, but that should be checked.

flash-menu.xml

`Triaster\TriasterServer2011\ProcessLibraries\<Library>\
<Site>\static html\flash-menu.xml`

These may contain explicit references, but needn't.

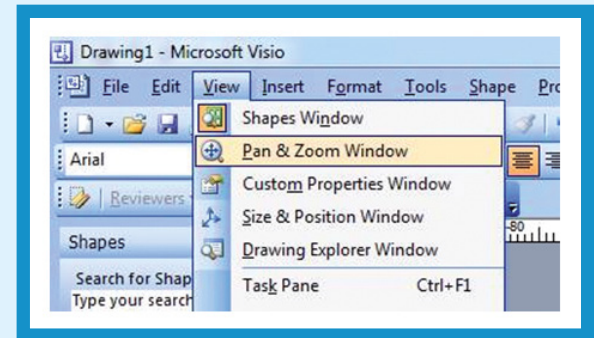
So in the simplest case of adopting the use of an alias, all that should need changing are the site-scoped URL settings in 'Settings.xml' and host references in 'Libraries.txt'.

By restricting the use of a Triaster Server's identity to things that work from outside a Triaster Server, content within is made more portable, and the identity itself is easier to manage.

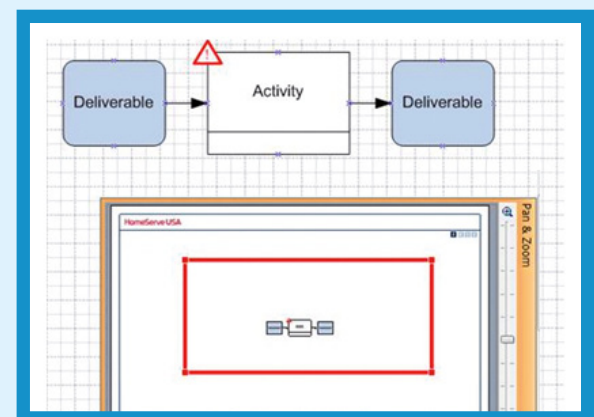
Support Team Tips - James and Ashwin on the things that can get forgotten

1. Pan & Zoom in Visio

To open the 'Pan & Zoom' pane in Visio, go to View and select Pan & Zoom.



The pane appears on the page. You can use this to navigate around the map you are working on.



2. Mouse scroll

Normal scroll goes up and down. Shift + scroll goes left to right.

3. Publish after approval

Remember to publish your site after approvals, to update the Library.

4. Multi Map Root

When making changes to a set of maps, configure your Multi Map Root in Process Navigator to point at the maps you are working on. This way you can use Process Navigator functionality on all maps, rather than selecting specific maps in the Map Control Console.

Meet...Michael Cousins

Triaster Founder



Fact File

Been working with Triaster since 1994

Before that
Research Mathematician, barman, construction worker, lifeboat man, farm labourer it's a much longer list than fits!

Professionally he is most proud of ...
Triasters' 20 years of successful trading, and all of the opportunity that has given to people over the years.

Hobbies
Helicopter flying, skiing, hope to do more sky-diving with my sons this year, bit of keep fit, singing, guitar, motor biking and cryptic crosswords

Likes
The Polotsvian Dances from Prince Igor

Dislikes
Pay and display parking at train stations

Everyone at Triaster will always remember...
You need nerves of steel to be a passenger when Mike is driving – whatever the vehicle!



Mike founded Benchmark Software in 1994 and following a company merger and name change became Triaster's Managing Director in August 1995. At that stage Triaster - the first Visio Partner in the UK - delivered bespoke Visio development services. As a result of developing Visio process mapping solutions for Phillips Lighting and Nokia, Mike became convinced that in order for process mapping projects to be successful, they must engage the people responsible for delivering the process (i.e. doing the work) and he set about developing a software product to do this. The result, in the year 2000, was Process Navigator v.1!

There has been a lot of development since then: of the Triaster Library, the Solution, the Team and the Triaster Community... We asked Mike for his reflections on 20 years of Triaster and this is what he said:



A particular joy of the last 20 years with Triaster has been to see the accomplishments of the individuals and of the team itself. For example we often receive very warm and generous praise from our customers, invariably coming from a team effort, as we overcome significant engineering challenges quietly and consistently. Over the years I have seen many people develop themselves and their skills and realise their greater potential, and in so doing they also move Triaster forward in big steps. They say that in the most successful businesses, the founders surround themselves with people that are better at doing their job than the founder would be, and therein lies my own personal achievement. Well done to everyone that has ever helped Triaster over the first 20 years, and a massive thank you.

Rare to have the top guy really understand his customers and their business.

Attendee at CQI event at which Mike presented

Community Events

Jo Dolton & Emily Constance review the upcoming calendar



Jo Dolton // Customer Relationship Manager & Emily Constance // 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
21st May 2014	New! Feature Prioritisation On-line Meeting	Triaster customers interested in impacting future development of the Triaster Solution	<p>This on-line meeting has been set up to discuss prioritisations of Feature requests currently within the Product Roadmap.</p> <p>We will ask you to review the current Roadmap and tell us your top 10 Feature requests for each area of the solution - Process Navigator and Library - to talk through on the day and prioritise for future development.</p> <p>The session will be split into one hour for Library features and one hour for Process Navigator features.</p>	On-line meeting
21st & 22nd May 2014 14th & 15th July 2014 11th & 12th Sep 2014 17th & 18th Nov 2014	Triaster 2 Day Training - Creating Maps For Your Library	Anyone needing to map their processes	<p>This training course covers the basic software skills needed to create process maps with Process Navigator and publish them to your Library.</p> <p>"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</p>	Triaster HQ, Oxfordshire

Date	What is the Event?	Who benefits from attending?	How will I benefit?	Location
19th Jun 2014	Maximising the Use of Your Latest Upgrade	All Triaster customers on Server 11 or above	Now that you have had a chance to try out your upgraded Library, come along to understand the different configuration options and how they may best support your objectives. "An excellent way of learning how to get the most out of my upgrade." "Great for understanding the new features I received as part of my upgrade." Xtrac	Triaster HQ, Oxfordshire
25th Jun 2014	Triaster Customer Focus Day	Project Leaders interested in influencing the development of Triaster software & services	Customer Focus Days give the opportunity to workshop with Triaster Development regarding both software and services and directly influence and impact the end results. "A golden opportunity to influence the development of the solution to deliver your company objectives." - Skanska	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
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, Rickmansworth

Date	What is the Event?	Who benefits from attending?	How will I benefit?	Location
19th 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. "Come along to our lively and interactive User Group meetings and gain an opportunity to influence future Triaster developments as well as getting to know some like-minded people." Linda Spinks, University of Cambridge, User Group Chairperson	University of Cambridge
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	Triaster Training - Process Discovery Facilitation	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! Feature Prioritisation On-line Meeting - 21st May

Don't miss this opportunity to influence Triaster software feature development.

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

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 here:
www.triaster.co.uk/connector/register.php

Twenty years of Triaster

What do you remember?



1994

Benchmark Software
founded by Michael Cousins

Company name
change to Triaster

1995



2000



Process Navigator Mapping
Edition version1 released

2006

Office move to
Fugro House



Triaster becomes Microsoft
Gold Certified Partner

2008

First Triaster Conference
(at Cambridge University)



2009

Process Navigator – mapping
with Excel launched



Interactive Flash
homepage launched



2014

20 years of Triaster!

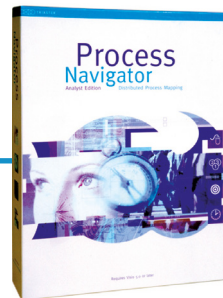


Skanska win BQF achievement
award with Triaster Process Library



Venture capital raised to enable significant investment in software development

2001



Process Navigator Analyst Edition version1 released

webaccelerator launched (first Process Library)

2004

webaccelerator



Inaugural Triaster User Group meeting held (at ITNET in Birmingham)

First Customer Focus Day

Triaster Implementation Framework launched

2010



2011



Connector newsletter launched

2013

Simulation and Aggregation functionality released



Triaster Solution services extended extensively

2012

Alerts and Approvals functionality released

From the Community

Latest news and discussion



Not the Boat Race...

...but Chris Mawdsley rowing a coxed 4 at Abingdon Head in April.



Happy Birthday Ashwin

Ashwin Jayapaul celebrating his 21st Birthday in March!



The Connector on tour!

This time with Jo Dolton on holiday in New Zealand, visiting the Hobbiton Film set.

Cyber Security: Why it matters to all of us - a talk by Professor Sadie Creese, University of Oxford.

Professor Sadie Creese, the Director of the Institute of Cyber Security at the University of Oxford, talked about how our dependence on the internet and computing technology leaves us at risk to those who wish us ill, or who would like to profit from our vulnerability.

Professor Cresse explained that cyber-crimes are often very similar to those that take place in the 'real' world. However, the internet means that real-world limitations, such as those provided by local jurisdictions, or the sheer physical impossibility of being in more than one place at one time are less relevant.

One example of a recently 'fashionable' security breach is so-called 'hostage' software. Software that is embedded on a company's system that disables a key function and brings about a potential loss of revenue. The company is contacted and offered the antidote for a ransom fee. Professor Cresse commented that this had begun with bigger companies, but that perpetrators of this crime are moving into holding small and medium sized enterprises to ransom. The release fee that is charged is fairly market sensitive. It is a figure that a company will be pleased to pay, no questions asked, simply to get back to a state where they can do business.

Science Exchange Wallingford

Triaster sponsors the Science Exchange Wallingford and found one of their recent events very interesting. We thought that Connector readers might too.



From a business standpoint, simple security measures can go a long way. The importance of back-ups - taking them regularly, storing them safely and making sure you can restore from them is paramount. It is also important to consider the worth of what it is that you want to protect alongside an assessment of the risk that a cyber-attack is likely. How easy will something be to replace, and why would anyone want to misappropriate it? This gives strategic decision makers a good idea of the resources that should be put into mitigating the threat.

In response to a question about the security of information technology in medical devices, Professor Creese confirmed that it had already been recognised that pacemakers could be compromised, but also reassured the audience that the stand-alone types of devices used in medicine are also likely to be the easiest to make secure.