

Enabling Change in the NHS

Improving processes
and adding value at
Gloucestershire Hospitals
NHS Foundation Trust

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Issue 22 // May / June 2015

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Welcome

As promised in the last Connector, the main feature of this edition is the engaging presentation given by Ian Quinnell, Gloucestershire Hospitals NHS Foundation Trust (GHNHSFT), at the 'Enabling Change in the Public Sector' event in February.

We also have very exciting news! We are delighted to announce the launch of Triaster USA, co-founded by Stan Julien and Russ Finseth. We have been working with both for many years and we are all extremely pleased that they have joined the team and we now have a Triaster base located in the USA. You can 'Meet...' both of them in this edition of the Connector and no doubt will be hearing more about them and their customers in future.

Victoria gives us an overview of her whistle stop tour visiting many of Triaster's current US and Canadian customers in April and we have Tech news – focused on recovering maps using Windows Previous Versions – and TUG news – covering the 'Project Start-Up' workshops of the User group meeting in March.

There are the usual updates on events and community news and a goodbye to a very long standing member of the team. Karen we wish you well.

Emma Harris

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Triaster Launch in the USA

A very exciting development!

Meet... Stan Julien

Co-Founder Triaster USA and VP Sales



Meet... Russ Finseth

Co-Founder Triaster USA and VP
Client Engagement



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Enabling Change in the NHS

Improving processes and adding value at Gloucestershire Hospitals NHS Foundation Trust

Ian Quinnell, Associate Director for Programme Management and Service Improvement, Gloucestershire Hospitals NHS Foundation Trust (GHNHSFT) gave a very interesting presentation at the Triaster Event 'Enabling Change in the Public Sector' held in February. What was covered is set out below.

Introduction

Ian started by talking about the need for improvement in the NHS being widely recognised:

- Increased demand for all services, limited resources
- An increase in chronic diseases projected; with over the next 20 years those with diabetes and strokes projected to rise by over 30% and coronary heart disease by 50%
- Expected to deliver savings of £20bn by 2015

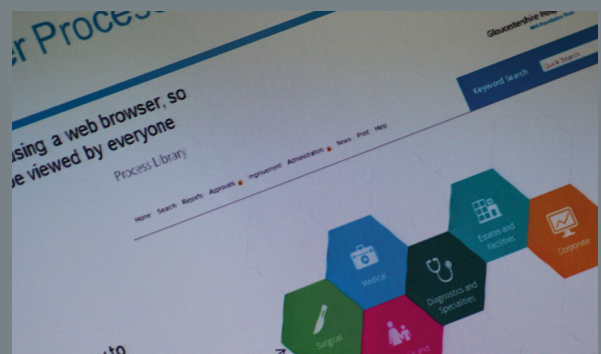


The next 5 years are going to be extremely challenging for the NHS...

NHS England, 2014

And then focused in on some of the additional challenges being faced by Gloucestershire Hospitals NHS Foundation Trust (GHNHSFT):

- One of the largest hospital trusts in the UK, providing care for 612,000 people
- A growing population: in 10 years the Trust will need to provide care for 850,000 people
- Split over two sites, 9 miles apart: Cheltenham General and Gloucestershire Royal, often duplicating services and sometimes delivering them very differently



- An aging population – Gloucestershire has had a greater than national average rise in those aged over 65 years, a trend that is projected to continue

As with every other trust, GHNHSFT has a Cost Improvement Plan (CIP) in place, setting out plans to reduce costs and deliver improvements. These cover a combination of initiatives and projects such as savings through procurement, improving Patient Pathways and working collaboratively with other trusts, such as Bristol, Hereford, Swindon.

However with all the quick and easy wins already achieved...***it is now the time for transformation.***

Harnessing the benefits of IT to improve the quality of care

Two years ago, GHNHSFT began looking at its healthcare technology. The NHS has a varied track record for successful delivery of new IT systems, so GHNHSFT approached this cautiously, with clinical leadership. However as their patient administration system (PAS) was at least 20 years old, nearing the end of its support life, and increasingly, struggling to serve current and future health information needs, it needed to be replaced to enable the implementation of a new vision for healthcare technology at GHNHSFT.

The change will be the biggest organisational change undertaken by the Trust.

Recognising that for the implementation of the new system to be a success, they would need to be absolutely clear about what they needed it to deliver, so started with the question, “what do we actually do now?”

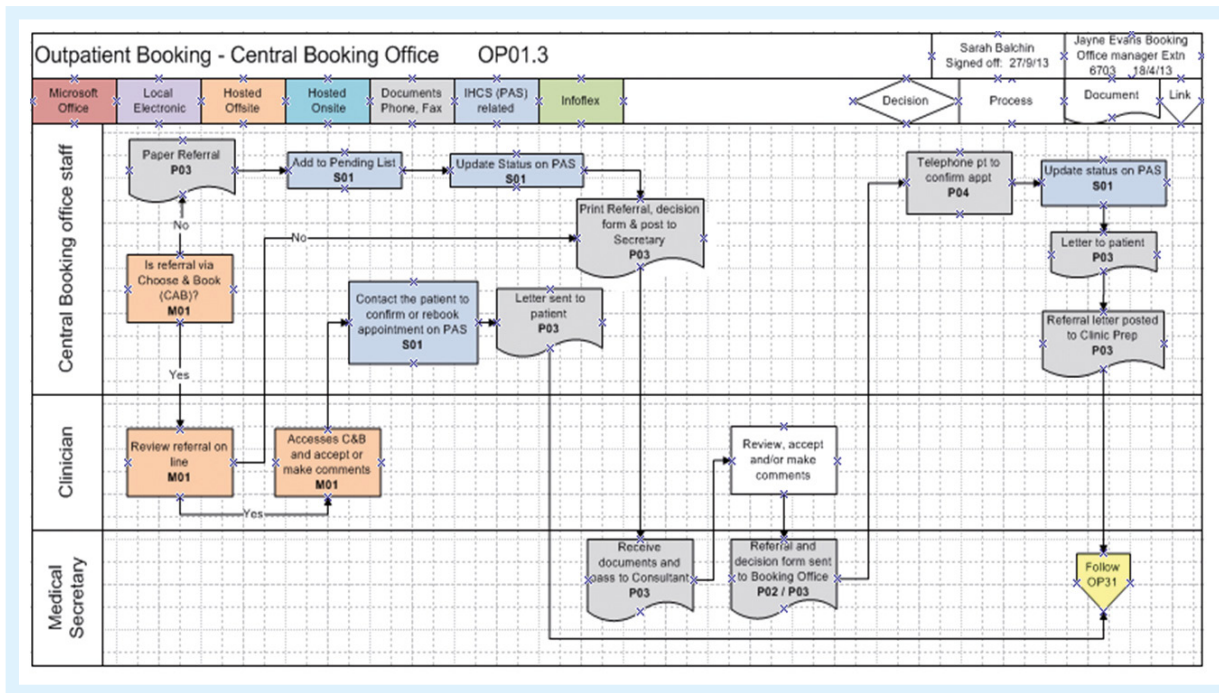
Going to ‘hands on’ operational staff – from Porters to Intensive Care – they captured the Trust’s administrative processes in Rapid Improvement Events (RIEs). These events weren’t new to the staff (they are an initiative of NHS Improving Quality); what was new was the information captured at the RIEs and what was done with it.

Engaging with operational staff in this way has several benefits:

- Operational staff really understand the processes that they deliver on a daily basis
- They often have ideas on how things could be done better and are really delighted to have a mechanism to share them
- They are engaged in the process and therefore bought into the project

261 key processes were mapped in Microsoft Visio and signed off by the operational manager who owned the process.





The person/group responsible and the system currently used were captured – as this information was a primary requirement of the project – but couldn't be searched or easily retrieved in order to be used effectively. Also the process maps were large, difficult to follow and didn't show the end-to-end process. They couldn't easily be shared, lacked version control and supporting documentation.

The information needed to be easy 'to get at' and **all in one place**.

So they looked at Triaster...

Useful, Usable, Used



The Triaster Solution delivers an intranet-based online gateway to GHNHSFT's Process Library. Currently the navigation is via the four clinical Divisions, the Estates and Facilities Division, or Corporate Division, and then by the sub-structure for each area.

It can be easily searched and the process maps can be understood and followed. Ownership, Responsibility and Systems are clearly shown, giving transparency in respect of the Trust's processes for the first time. Links to supporting information have been added and are easy to follow, enabling the Library to be an effective one-stop shop.

Ian explained that the contract for SmartCare had been signed the week of his presentation. Over the next two years this will deliver to the Trust:

- A fully integrated clinical system
- Patient centric electronic records
- Provision of electronic order communications and prescribing
- Real time data entry providing up to date information

The implementation will be driven by the Trust's processes, rather than the processes being driven by the new IT system, as so often happens. In addition all of the SmartCare training materials will be accessible from the Process Library, which will be used to support the implementation of SmartCare, (to the extent that the Trust is working with their supplier to try to hyperlink to the relevant Triaster process from within the clinical system).

The Process Library as a Trust-wide central source of information will be a massive cultural change for the NHS organisation; a slow and steady roll out is therefore planned as follows:

- Highlighting the benefits delivered by the Process Library in the IT roll out
- Introducing the Process Library as the source of accurate, up to date information
- Introducing the Process Library as a key component of a model implementation and improvement

The next step will be to model improvement opportunities both within the Trust and the wider health community. The Trust interfaces with a lot of other organisations and there are significant opportunities to both do things better and save costs by looking at these interfaces.

Triaster look forward to supporting GHNHSFT as they move forward with these projects.

Triaster Suite version 15.1 was released in April 2015 with the following new functionality:

Triaster Server

- **Alerts and Approvals:** Automatic copy of maps and initiation of publishes as part of the approvals process.
- **Menu Editor:** Significant enhancements to the homepage Menu Editor have been released in version 15.1.

Process Navigator

- **The Triaster Simulation Engine:** Prototype software extending the feature set of the Triaster Simulation Engine has been released with Process Navigator version 15.1. The End-to-End Process (E2EP) Object representing the end-to end process in one shape.

Because each Triaster Process Library has a customised homepage design and specific alerts and approvals requirements, the configuration of the new menu editor and alerts and approvals functionality will need to be Library specific. Accordingly we are recommending that upgrade to Triaster Server version 15.1 takes place in consultation with the Triaster Customer Success Team.

If you are already on the 15.1 upgrade waiting list, or if we know that you are awaiting a specific defect fix being released in version 15.1, we will contact you with a recommended upgrade plan.

If you are not on the 15.1 upgrade waiting list, or are not sure if you are, please e-mail customer.services@triaster.co.uk or call Emily or Jo on +44 (0)870 402 1234.

Process Navigator is available for download from the Triaster Knowledge Base: Software Download page, but please read the technical notes before downloading, particularly if you are planning to use/upgrade to Visio 2013.



Triaster launch in the USA

A very exciting development!



Triaster are delighted to announce the launch of Triaster USA

Triaster USA has been co-founded by Stan Julien and Russ Finseth and is located in Seattle, Washington. Both have been involved with Triaster for many years; Stan Julien first implementing a Triaster Process Library in 2009 when working for Microsoft US, as Director of Online Relationship Marketing. Russ Finseth as a senior director of Blue Hawk Consulting, a long standing US partner of Triaster.

To see what Stan said in 2009 about Triaster and the Triaster Solution, have a look at the video:
www.triaster.co.uk/2009-great-partnership.php

It really is worth a look. Re-watching it recently, it is noticeable that whilst the music and presentation is pretty dated, what Stan says remains very relevant and what many Triaster customers still say.

A little more information on Stan and Russ follows, as well as some of their more current thinking, but before that, Triaster UK are delighted to formally welcome them on board and are already very much enjoying working with them.

Stan and Russ' contact details are as follows:

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Meet...Stan Julien

Co-Founder Triaster USA and VP Sales



Fact File

Joined Triaster
2015

Before that
Senior Director of Sales Operations Microsoft Corporation,
Redmond

Professionally he is most proud of ...
My own 2009 implementation of the Triaster Solution inside
Microsoft's Sales and Marketing and Services Group. What
an inspired decision that was!

Hobbies
Bridge (the blood sport not the 'game'),
drawing and painting (badly but blissfully),
mixology, working down the bucket list,
and I'll cook you anything so long as it's curry



Likes
My Mum's cooking, Paris, movies (most*, but esp. sci-fi),
all ice cream except pistachio, Rome, dancing, science &
natural history, Istanbul, 'real' dogs

Dislikes
*Romantic movies, oysters, reality TV, toy dogs, road-rage
drivers (they make me want to kill them!). Terrified of
spiders

Everyone at Triaster will always remember...
Stan's starring role in a great video

Stan has spent his entire career in sales, marketing, and their related IT and operations. The first ten years of his sales career as a successful enterprise account manager for IBM UK Ltd selling into large public sector accounts, and subsequently selling to the same government accounts for Microsoft UK.

Stan and family then moved from the UK to the US, to Microsoft corporate headquarters in Redmond Washington when Stan took on a role as an industry marketing manager. Subsequently he took a brief role in enterprise sales operations to help design the sales execution processes for Microsoft's first ever incentive based sales compensation system. In his next a position as group product manager in Sales and Marketing IT, Stan was responsible for the Siebel deployment into the sales force, several in-house marketing systems and databases, and the development and deployment of a worldwide customer self-service relationship management website. He left IT to go back to the business-side where he managed the headquarters team responsible for worldwide relationship marketing strategy and processes, and finishing his Microsoft career in sales operations for the midmarket customer segment and for through-partner selling.

It was in these later roles that Stan came to understand and evangelise the vital importance of business process management, even in a sales environment where the culture does not traditionally value process. He commissioned Microsoft's first reusable Triaster Process Libraries for Sales, a BPM platform that has since been replicated in seven other business units in Microsoft.



Business process doesn't make for very glamorous cocktail party conversation, but it is vital to the success of any business with more employees than can fit comfortably in a conference room.

In my experience the best way, sometimes the only way, to make businesses run better is to optimize the core strategic business processes and their data quality. That's why I'm so excited to be joining the Triaster team. It gives me the chance to share my experience and passion with many more customers.

Meet...Russ Finseth

Co-Founder Triaster USA and VP Client Engagement



Fact File

Joined Triaster
2015

Before that
Director Business Solutions @ T-Mobile

Professionally he is most proud of ...
Completed Total Quality Management professional qualification from Industry leaders Dr. Edward Deming and Dr. Joseph Juran. Applied in my professional leadership role on redesigning manufacturing resource management and lean improvement initiatives at The Boeing Company

Hobbies
Coaching Youth Sports, Reading, Gardening, Camping, Swimming

Likes
Volunteering, Family Vacations, Yoga, Ice Cream, Rock and Roll Music, American Muscle Cars, Cold Beer on a Hot Day

Dislikes
Traffic congestion, Air and Water Pollution, Fruit on my Pizza, Radio Commercials

Everyone at Triaster will always remember...
He has a lovely wife, who we all enjoyed meeting when she visited Triaster HQ recently



Russ is an extremely experienced practitioner of business process management and business process re-engineering disciplines, expertise rooted in his early career at the Boeing Corporation when he was hand-selected to participate in Boeing's new TQM program. In that one year program he trained under some of the world's most influential BPM thought leaders and institutions - Dr. Edward Deming, Dr. Joseph Juran, the Battelle Institute and the American Supplier Institute - and participated in a global study of the best practices for quality management [in Japan and other leading nations]. He went on to lead the four year strategic process re-engineering program that reinvented the way Boeing builds aircraft, completely transforming the 737 manufacturing process from discrete assembly to continuous flow manufacturing.

Subsequently Russ further expanded and honed his BPM skills and knowledge in senior roles with several other fortune 500 companies and large enterprises : IBM - Rational Software, Premera Blue Cross, Microsoft and T-Mobile.

For the last 10 years as a consultant in strategic business and systems transformation Russ has been bringing the benefits of BPM to many other companies, often implementing a Triaster Process Library.



The techniques and improvement methods of BPM really empower business leaders to achieve strategic goals.... Including improving customer satisfaction, streamlining and reducing costs, increasing revenue, and opening new markets... And for businesses scrambling to move to the cloud and mobility platforms, I believe BPM is the best – perhaps the only - route to success.

I get immense personal satisfaction from helping leaders be successful, so my overarching professional goal is to help as many as I possibly can. I already know from experience that the Triaster Solution multiplies my impact, and I am sure that Triaster USA will multiply my ability to reach and help many more.

Victoria on Tour

In the USA and Canada



Victoria Glancy // Client Services Manager

Once again this April saw Victoria head off on a tour of customers in the US and Canada. Leaving on Easter weekend after giving up chocolate for Lent, Victoria took several Easter treats to eat on the plane as she headed to her first stop in Houston, Texas to catch up with the business improvement team at National Oilwell Varco.

This is what Victoria had to say about her visit to Houston:



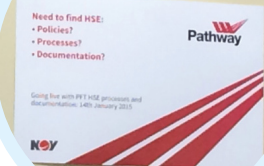
It was great to spend time with Mark Curtin at National Oilwell Varco and gain a better understanding of how the system is bedding down after going live with their HSE Management system 'Pathway' in January 2015.

I was delighted to see that following this, process capture has really accelerated across other areas of the business. Processes are being captured to support various projects at quite a rapid rate. One core initiative is to implement a standard ERP system.

Currently, in some areas, 17 different systems are being used, so understanding the current state of processes is very important. To accommodate the increase in process mapping activities around the business, the business improvement team at NOV has grown and many more process facilitation sessions are now taking place (frequently with Triaster consultancy support) in both the US and the UK.



HOUSTON, TX



Whilst in Houston, Victoria continued her marathon training, although the heat in Texas provides a tough running environment for those not used to it. Despite these challenges, she managed to make a trip to the Moto GP in Austin with Mark and his family, and had a very enjoyable day....

Next stop; Seattle, where the weather is more like home, to spend a few days with Steve Moore at Microsoft (some of you will remember Steve's presentation at the Triaster Conference 2014) and see how his plans and preparation for rolling out Visio 2013 are getting on...



SEATTLE, WA

Whilst in Seattle, Victoria was able to spend some time with Stan Julien and Russ Finseth at Triaster USA. But there is already enough about them in this Connector!



It was great to hear about Steve's progress with his current total of 11 Process Libraries and to work through his plan to update the look and feel of his Library design. We also ran through some standard set up configuration, to ensure all the latest features are ready to run on his new system once the upgrade to Visio 2013 is complete.

It was a particular pleasure to show Steve the new Menu Editor functionality, as this was the deciding factor in Steve adopting a Triaster homepage design. The new functionality means that it is now much easier to manage Microsoft's Process Library homepages through Triaster, rather than using the (pretty utilitarian) bespoke front end which has been used to-date to auto populate their processes into a menu structure.



Whilst in town, Victoria was also able to catch up with our contact at T-Mobile, with whom she worked onsite last year, to see progress with mapping their HR processes.



It was a pleasure catching up with Cindy Wise at T-Mobile. There is lots of process capture currently being carried out to support the launch of a new HR system in July. From July, their Process Library will be used to support day-to-day business relating to HR at T-Mobile. There has also been lots of interest in the Process Library from other areas of the business since our last visit; providing opportunities to make access to the information even wider and increasing the transparency of how these processes are performed.

Cindy also has a new colleague, Christine Preble, in the team responsible for the Process Library, and Triaster look forward to training Christine as a Library Administrator in the near future. I also got to experience a great Thai restaurant with Thai Chai Tea Latte which has rather a lot of caffeine in it! That's one way to deal with travel tiredness!

VANCOUVER, BC



As many of you know Victoria isn't one to take things easy and she likes to see as much of the world as she can, so following a week of customer visits in Seattle, she popped up the West Coast to Vancouver for the weekend. It's an impressive city where you can sit on the beach and look up at snow-capped mountains. Any of our customers out there with offices in Vancouver... do let us visit!

From the West Coast it was back eastwards up to Waterloo, in Canada to visit Hank Helmond at TeledyneDalsa where the weather was a bit cooler and it even snowed at one point.



It was great to see how TeledyneDalsa have streamlined their processes by having one end-to-end process to cover multi-site usage. All three TeledyneDalsa sites have access to their Process Library and this has enabled the company to reduced three differing procedures to one standard process. This has been received well by the end users. As their Process Library is becoming more established, the company are continuing to use it to move forward with achieving their operational excellence targets.

The creation of their French language Process Library also ensures that their organisation is compliant with Canadian law which requires employee information to be available in both English and French.

They are now looking forward to having Joel Evans on site for a week in June to assist them with their Go Live plan for the upgraded system

WATERLOO, ON



From here the final stop on the way home was HomeServe USA in Norwalk, New York.

Following Triaster assistance in 2013 to get underway with their process mapping, HomeServe USA have been able to map a significant number of their processes. They have a centralised approach with a core team who support internal projects with identifying processes which will ensure efficient use of time and resources. Victoria found it very interesting to catch up with the team and learn more about their continuous improvement initiatives. As I am sure many of you are experiencing in your organisations, there is a current drive on value stream mapping, establishing a Lean culture and ensuring that once processes are established they are reviewed and improved on an on-going basis. This focus ties in really well with the business improvement features of the Triaster Solution, which are of current development focus.

And in good Victoria fashion she managed to squeeze in a quick visit to 5th Avenue before her flight home.



The weekend after she got back to the UK, Victoria ran the Milton Keynes marathon in a time of 3hrs 53 minutes. And looked as fresh as a daisy afterwards!



NORWALK, NY



“The team explained to me that with the most recent reorganisation, they have had departments come to them asking for their processes to be mapped, so that knowledge is captured before key employees leave – ensuring that their knowledge doesn't leave with them. Having a single source of knowledge in an organisation is always a risk and this further illustrates the requirement to capture what everyone does, to ensure that business can carry on as usual, even when significant change is taking place.



It is always such a pleasure to visit our customers onsite and see the benefits that their Process Libraries are delivering. One of the points that came up with all the customers I met – and it is very common for this to be mentioned by our UK based customers too - was how useful it is to be part of such a broad and approachable customer community. Everyone commented how being able to reach out and contact other customers and learn from their experiences is a fantastic resource.

Triaster will be continuing to promote the strong communication between our customers throughout 2015, hosting a variety of events and workshops offering learning and networking opportunities. Many of the customers that I visited commented on how it will be useful to join the regular Triaster webinars held bi-monthly to give updates on Solution functionality. Triaster have carefully selected the time of our product release webinars to incorporate working hours for all of our global customers.

T.U.G. News

Linda Spinks presents the latest news from the User Group



Linda Spinks // User Group Chairperson

At the last Triaster User Group meeting on 5th March 2015, one of the decisions made by the group was to share information more widely within the Triaster community, so that everyone (not just the meeting attendees) can benefit from the expertise in the room at the User Group meetings.

WE TELL YOU

Accordingly, please find below the output notes below from the workshop held at the last meeting, which we hope will at least add something new to any existing knowledge that you may have around this subject.

The workshop was about Project Start Up - either new customers starting from scratch implementing the system, or getting ready to go live, or simply re-launching an existing system in some way. The meeting attendees were all at different stages with their Triaster roll out, and had varied background experiences as well as different organisational cultures.



Topic one: Documentation of processes

The following were highlighted as important:

- Testing – getting feedback via exposure to end users
- Spend more time planning – ask why the project is being carried out – what are the objectives?
Consider the following:
 - Structure
 - Aims and Objectives
 - Vision
 - Seek feedback from other Triaster users via meetings, LinkedIn Group
 - Check “Lessons Learnt” feedback
 - Plan your own Lessons Learnt exercise
 - Don’t underestimate the training requirements for end users
 - Think about the optimum timing for training delivery
 - Ensure that there is a process in place post implementation for new starters – e.g. Lockheed Martin have regular drop in days which are well attended
 - Consider a phased launch – selected user groups then follow with full launch, videos and webinars. Good feedback has been received by this approach at National Oilwell Varco.
 - Take a continuous improvement approach – don’t wait until all is perfect, place emphasis back on users to provide feedback.
- Ensure that process owners take responsibility
 - Give people time to review content
 - Manage expectations
 - Sell it -> stress the benefits
 - Ensure engagement at high enough level with major decision makers

- **How to ensure compliance – audit and self-assessment**
 - Consider the scope of your project:
 - Start with small group to prove concept and gain buy in
 - Look at key processes e.g. HR
 - Measure “How do I?” calls before and after implementation
 - Find group of users who will gain most benefit
- If no audit is in place, look at KPI’s for the department, ensure that senior people are engaged
- Show aims in terms of waste management, compliance – carry out cost benefit analysis
- Don’t underestimate cultural change – think about change management approach
- Sell it by:
 - Showing that variation is removed
 - New initiatives / Process Improvement managed properly – demonstrable

Topic two: Where to start the mapping exercise?

- **How can we estimate?**
 - Use small areas to aid estimates for larger areas
 - Build in time-lag for approval and rework as this can cause bottlenecks
 - Don’t give anyone a blank piece of paper
 - Use ISO9001 2008 as a guide
- **Understand when compromise is acceptable – when planning consider scope and priorities – time/cost/quality**
 - Understand must do’s – identify primary area of delivery
 - Understand areas of biggest risk
- **Have a review team available for checking/testing – a trusted band of people you can rely on**
- **The process owner should be the custodian of the map but the entire organisation is responsible for the business process**

The next User Group meeting will be hosted by Steve Ward of NG Bailey in Bradford on 10th September

If anyone has any questions, please feel free to air them via the LinkedIn forum. This is the ideal place for airing your thoughts and raising new ideas at any time and the more customers that contribute the more value everyone will gain from it. 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.

Next Main User Group meeting

Steve Ward of NG Bailey has offered to host the next main User Group meeting at their Bradford site, on 10th September 2015. If you would like to attend this meeting please either register via the Triaster website here www.triaster.co.uk/connector-events-user-group.php or e-mail customer.services@triaster.co.uk.

Engineering Group meeting

The second planned Engineering group meeting was originally going to be hosted by Skanska, however they are rather busy on some large projects over the coming months and so have suggested that we open it back up for someone else to host this meeting. It may be worth thinking through any specific topics that you may want to discuss with other likeminded people and asking if anyone else wants to meet up about it, before any date is actually agreed. This can be done either via the Forum on LinkedIn (details as above) or again by contacting customer.services@triaster.co.uk

If you would like to host a meeting, or have any questions about the User Group please drop us an e-mail to user.group@triaster.co.uk

L de Jours

user.group@triaster.co.uk

YOU TELL US

Tech News

Recovering Maps using Windows Previous Versions



John Blight // Technical Support Manager

Occasionally, a map may be lost, perhaps deleted inadvertently or through corruption of the file. In the latter case, we can sometimes recover at least some of the map. If the file has been truncated, the degree of success is determined by at what point the file has been truncated. If too little is recoverable, then resorting to a back-up copy may be necessary.

An additional possibility is restoring a file using 'Previous Versions', a feature of Windows. Previous Versions can be a standalone feature in client versions of Windows, such as Windows 7, but is arguably much more useful when used in conjunction with Shadow Copies of Shared Folders, a feature of Windows Server.

Shadow Copies of Shared Folders

Shadow Copies of Shared Folders are copies of files in shared folders taken at particular times determined by a configurable schedule.

There can be up to 64 copies, so the age of the oldest copy will be determined by the frequency of copying. The default is twice a day, but this can be changed by reconfiguring the associated scheduled task.

These copies are available to users as previous versions, accessible through a file or folder's 'Properties' dialog.

This feature allows you to:

- Recover files that have been deleted.
- Recover files that have been overwritten.
- Compare versions of a file by opening and examining a previous version.

Further Information

'Shadow Copies of Shared Folders'
<https://technet.microsoft.com/en-us/library/cc771305.aspx>

Enabling and configuring Shadow Copies

Shadow Copies apply to all shared folders on a volume for which it's enabled.

The feature is enabled in Windows Server through 'Computer Management' – Shared Folders > All Tasks > Configure Shadow Copies...

When enabled, a scheduled task is created automatically to take copies at 07:00 and 12:00, but this can be reconfigured in Task Scheduler.

'Enable and Configure Shadow Copies of Shared Folders'
<https://technet.microsoft.com/en-us/library/cc771893.aspx>

Further Information

Best Practice

Microsoft's recommendations include:

- Store shadow copies on a separate volume.
- Consider how files are used before configuring shadow copies and their schedules.
- Perform regular back-ups of your files.
- Do not schedule copies more frequently than once an hour.

Store shadow copies on a separate volume

Storing shadow copies on a separate volume from the source files should enhance reliability and performance. Adding a separate volume should be simple, particularly on virtual servers, which are common these days.

Consider how files are used before configuring shadow copies and their schedules

If a single server hosts all three roles (file, web and publication servers), all files are within the 'Triaster' folder and that folder is shared, then all Triaster files will be subject to shadow copying. However, that's not always the case. The map store may be on a different volume or on a separate file server. In that scenario, the maps may be configured separately for shadow copying.

Questions that should be considered include:

- What files are most likely to be changed and would benefit most from shadow copying?
- When and how frequently are files edited?
- Should a shadow copy be taken prior to scheduled publications?

Perform regular back-ups of your files

Shadow copying should be in addition to taking file back-ups, not a replacement technique.

Do not schedule copies more frequently than once an hour

Server performance could be hampered if shadow copies were taken too frequently. The limit of 64 copies per volume determines how old the oldest copy can be.

Windows Previous Versions

With shadow copies of folders and files available, retrieving older copies is straightforward.

Recovering a deleted file

1. In Windows Explorer, right-click the folder from which the file was deleted > 'Restore previous versions'.
2. Select a previous version of the folder from the list > click 'Open'.
3. From the Windows Explorer view opened, copy the file into place.

Recovering a previous version of a file

1. In Windows Explorer, right-click the file to be replaced with a previous version > 'Restore previous versions'.
2. Select a previous version of the file.
3. Click 'Restore...'

Check an older version of a file

1. In Windows Explorer, right-click a file > 'Restore previous versions'.
2. Select a previous version of the file.
3. Click 'Open'.

Summary

Windows Previous Versions in conjunction with Shadow Copies of Shared Folders provides convenient methods for retrieving lost and older versions of folders and files without further intervention needed from technical staff. Just ensure sufficient thought is given to the implementation!

'Best Practices for Shadow Copies of Shared Folders'

<https://technet.microsoft.com/en-us/library/cc753975.aspx>


**Further
Information**

Business Analysis: Quantifying the benefit of Process Improvement

The fourth and final article in this informative series by Michael Cousins was released in April and is available on our website here: www.triaster.co.uk/triaster-for-business-analysis.php (as are articles one to three). If you would like a hard copy booklet containing all four articles please contact customer.services@triaster.co.uk to request this.



Community Events



Jo Dolton & Emily Wright review the upcoming calendar



Jo Dolton & Emily Wright // Customer Success Team

Triaster and our customers host a number of events as listed below. Many of these events are free of charge to organisations with a Trusted Partner Licence Agreement. Of course, all Triaster training courses can be delivered on-site, if you would like to discuss this further, please contact either of us by calling: +44 (0) 870 402 1234 or e-mail customer.services@triaster.co.uk

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
27th May 2015	Open Forum Conference - Continuous Improvement: Change for the Better	Anyone interested in embedding Continuous Improvement in their organisation	This conference will explore the theories and practicalities involved within a CI programme. A line up of expert CI practitioners and experts will discuss the benefits and provide guidance as to how to successfully apply and sustain CI, ensuring it becomes part of an organisation's DNA. Triaster's MD, Michael Cousins will be delivering one of the best practice case studies with the following theme: "It is easy to talk about implementing Continual Improvement; it is harder to achieve. This session will explore how Triaster customers are embedding Continual Improvement in their organisations and the practical steps that they take to achieve it."	Manchester Conference Centre
29th May 2015 - 14:00 3rd Jun 2015 - 16:00 9th Jun 2015 - 10:00 15th Jun 2015 - 13:00 25th Jun 2015 - 11:00	Why Triaster?	Anyone interested in managing and improving their business processes	This 30 minute webinar will introduce you to the Triaster Process Library approach to managing and improving processes.	Webinar 
23rd Jun 2015 - 10:00 23rd Jul 2015 - 10:00 19th Aug 2015 - 10:00	Quantifying the Benefit of Process Improvement	Business Analysts and anyone interested in evidence-based process improvement	A hands-on seminar, taking you through the four stages of producing a business case for improvement.	Triaster HQ, Oxfordshire 
20th & 21st Jul 2015 14th & 15th Sep 2015 23rd & 24th Nov 2015	Triaster 2 Day Training - Creating Maps For Your Library	Anyone needing to map their processes	This training course covers the basic software skills needed to create process maps with Process Navigator and publish them to your Library.	Triaster HQ, Oxfordshire
23rd Jul 2015	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

Date	What is the Event?	Who benefits from attending?	How will I benefit?	Location
10th Sep 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.	NG Bailey Bradford site
4th Nov 2015	BQF - Process Improvement Event	Members of EFQM Excellence Model User Group	This event welcomes users at any stage of their excellence journey and as such is an ideal opportunity to share and learn from the experience and knowledge from within the membership.	University of Winchester
Date TBC	Triaster Customer Focus Day	All Triaster customers	Customer Focus Days give the opportunity to workshop with Triaster development regarding both software and services and directly influence and impact the end results.	Triaster HQ, Oxfordshire
Date TBC	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.	TBC
Dates available on application	Triaster Training - Process Discovery Facilitation	Anyone responsible for process discovery	Training that covers the skills and approaches that will enable you to successfully facilitate your process discovery workshops. (Triaster can also deliver on-site process discovery workshops.)	Triaster HQ, Oxfordshire
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.	Triaster HQ, Oxfordshire

FREE EVENT



Not to be missed!

Quantifying the Benefit of Process Improvement Seminar – first one 23rd June. This two hour seminar takes you through the steps involved in producing a business case for process improvement. Free to attend!

Duration: 2 hour seminar, with option to stay for lunch afterwards.

Location: Triaster HQ, Oxfordshire

Arrival at: 9:30 a.m. for 10:00 a.m. start

More dates, details and registration online at: www.triaster.co.uk/quantifying-benefit

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

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



From the Community

Latest news and discussion

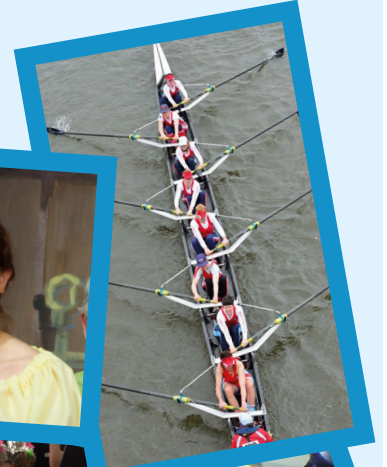
Kathy Woolley, Gloucestershire Hospitals NHS Foundation Trust

*...when she isn't
process mapping...*



Goodbye and good luck to Karen Walker who leaves Triaster at the end of May

She joined Triaster in 2002 and since then has been a valued member of the team in both Accounts and Quality Assurance; her accuracy and attention to detail being key assets to both. She lives very close to Triaster HQ though, so we look forward to her keeping in touch and updating us on her varied and lively hobbies and interests.



Joel has moved into a new house

*...and bought a house
rabbit (as you do!).*



Paul joins the 'Village People'?

*...no, Paul at National Oilwell
Varco in Harvey, New Orleans.*



Welcome back to
Tom Hamilton (SQA) who has been
off on long term sick leave since
Autumn 2014 – it's great to
have you back Tom!

John reached a milestone birthday

*...which he celebrated with
a day in the office ☹️ and a
lovely cake made by his 13
year old daughter. 😊*



The Connector

...(and Jo) in Hawaii.



A picture tells a thousand words
– but with video you get both!
Have a look at Superintendent
Dave Hill, in conversation
talking about business benefits
delivered by Triaster.



www.triaster.co.uk/04-15-northamptonshire-police.php

From the Community

Latest news and discussion



Science Exchange Wallingford Café Scientifique



Triaster sponsors the Science Exchange Wallingford and thought Connector readers might find a summary of the March talk interesting.

The Beauty of Networks – a talk by Professor Mason Porter, University of Oxford

Mason Porter gave a whistle-stop tour of network theory and its applications. A surprising range of networks impact on our daily lives, from the physical, such as the internet, through the biological and economic, to the purely social, such as Facebook, and all of them can be modelled using network theory.

A network can be described as a series of connected nodes. The connections can be unidirectional or bidirectional and can be equal or weighted; they can change over time. How a network is connected can change how it works. For example, If a network is viewed as a large circle of connected nodes, a network where each node is connected directly to its four closest neighbours will be relatively slow to transmit information to the opposite side of the circle. In contrast, in a network with random connections, information will be transmitted faster. A network with local clusters and random connections between clusters may be the most efficient way to disseminate information. These different types of network can be represented mathematically, allowing us to predict for example how quickly information or disease will be disseminated or transmitted.

Mason Porter explained how network theory can be used to predict the spread of disease, the likely effectiveness of vaccination programmes, even the likely involvement of known criminals in a particular crime.

For more information on networks, please see:
<http://t.co/uaNZae5JXJ>

Customer Journey Assessments

Triaster have started a new programme of **Customer Journey Assessments**, the first round of which we are looking to complete over the next year. These will mostly be completed at face-to-face meetings, but on occasion over the phone. They focus on Triaster Suite functionality being used, the business areas involved and value/ROI being realised.



An extensive list of questions has been created that aims to identify how and where Triaster can support our customers more and also enable value reports to be created that can gain/sustain senior sponsorship for your projects.

We thank those customers who have helped us to finalise the assessment questions during the early part of this year and we are pleased to advise that we are now ready to open them up to everyone. We will be in touch to arrange this shortly.

Following these assessments we will be providing Value reports that you can use to both help gain more senior buy in for your project and help you decide on what features to roll out next, for the maximum benefit.