connector
Linking the Triaster community

Welcome

Emma Harris // Operations Director

Another great value Connector; with part one of the Customer Experience Exchange held in September. Five very different Triaster customers shared their experience of process management and improvement with a Triaster Process Library. Some demonstrated their libraries and all shared the practical approaches that are enabling them to embed a new process culture in their organisations.

If you weren't able to attend, do read the articles which I hope capture some of the value of the day. In this edition we cover Interserve's, 3663's and Spirax Sarco's presentations. Skanska UK and Openfield in part two. And do come along to the next Customer Experience Exchange. We will certainly be holding more.

There are also the usual features: T.U.G. News, Meet…Jo Dolton, Community Events and News. There is a detailed article on the Change History and Systems Interfaces reports and as it is the Christmas edition, some puzzles for a bit of fun.

Emma Harris

emma.harris@triaster.co.uk
+44 (0)870 402 1234

In this issue//

TRIASTER
The process improvement company

Customer Experience Exchange

Sharing best practice and much more…part one

At the first Customer Experience Exchange held in September, five diverse customers shared their experience of using Triaster to support their core business processes and drive business process improvement throughout their organisations.

Interserve's, 3663's and Spirax Sarco's presentations are summarised below. Skanska UK and Openfield's presentations will be covered in part two, in the January/February Connector.

All presenters' supporting PowerPoint's and links can be viewed at http://tinyurl.com/triasterCXE

Interserve FM - Core Business Processes

Brian Nicholls, Project Leader and John Stokes, Corporate Business Process Manager, talked us through Interserve's implementation of PRISM; originally developed to make consistent process information accessible throughout the organisation, but now driving business growth.

Interserve is a very diverse construction and support services business operating in the public and private sectors both in the UK and internationally. They offer advice, design, construction, equipment and facilities management services.

They are based in the UK and are in the FTSE 250 index. They have an annual turnover of £2.3 billion and a workforce of over 50,000 people worldwide.
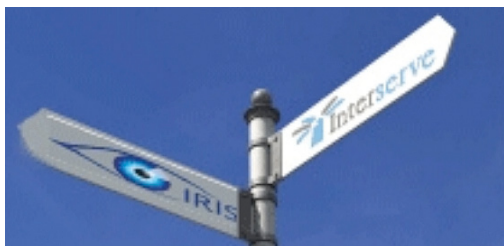
Interserve piloted their Process Library in the Support Services business, which employs half of those staff and brings in £1 billion of the turnover. Support Services is made up of five independent operating units, each with

A diverse audience gathers for the inaugural Triaster Customer Experience Exchange
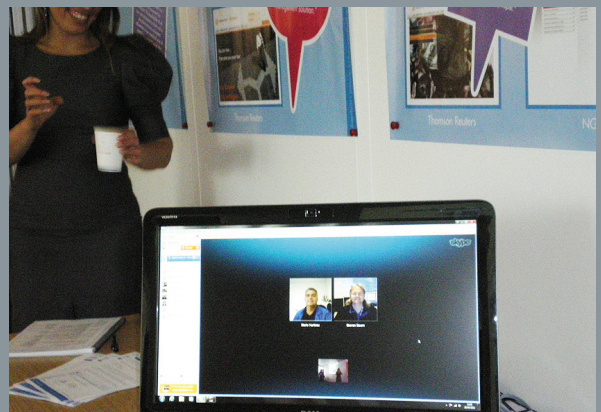
Steve Moore, Microsoft, skypes in from the USA and Mario Hurteau, Teledyne Dalsa, joins us from Canada.

Matt Selley explains how Spirax Sarco have been aligning their processes to achieve business excellence

connector
Linking the Triaster community

their own MD. There were also nine management systems in place and nine separate accreditations, so it was always going to be a challenge to impose some consistency.

Brian was clear that ninety per cent of the effort required to implement the Triaster Process Library was in selling the concept of one central system, with only 10 per cent of the effort going on implementing Triaster.

The team's initial objective was to agree a central spine of support services, which would be consistent throughout the organisation. A number of subject matter experts worked together to capture actual processes as delivered, to pull them apart and to redesign them. This was done against a background of very clearly defined objectives for the project and a clearly defined governance framework (please see ppt). Triaster gave a great deal of assistance with agreeing these ground rules.

Initially twenty core processes were captured and published to the new Process Library. These were signed off by the business units in January 2011 and then the project moved to phase two, capturing and agreeing consistent processes for a further 100 core processes.

For Interserve getting this useful and used process documentation in place was a quantum leap, requiring quite a culture change. This was helped by Marketing, who in July 2011 got involved to create a Library brand that would work group-wide and in October 2011 the Process Library was re-launched as 'PRISM' on their intranet (IRIS).
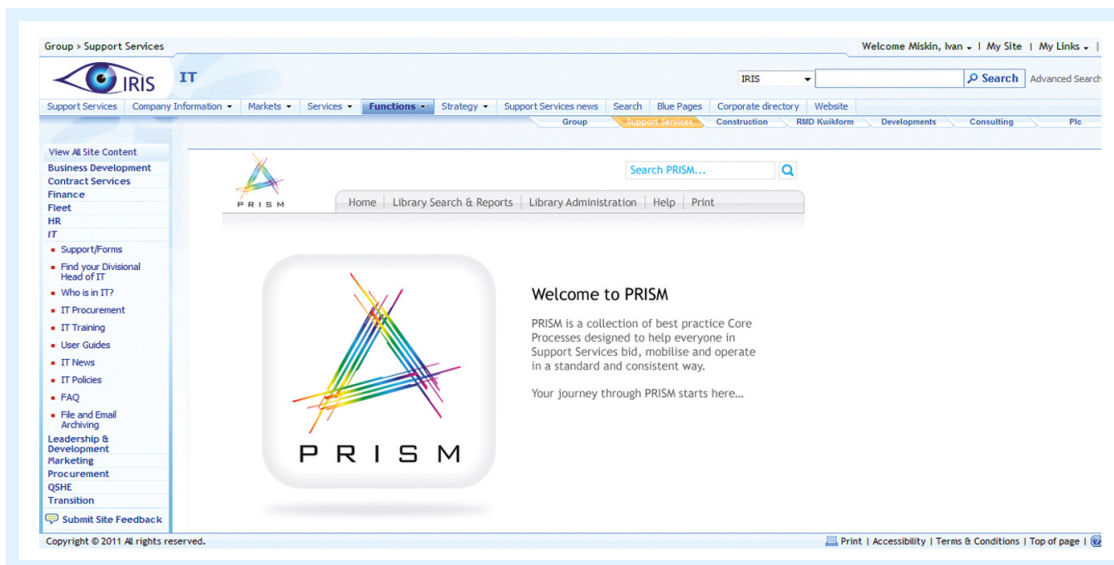
IRIS is launched on logon to any laptop or PC, by anyone with an Interserve e-mail. Brian and John demonstrated this and the easy access to PRISM from IRIS. The PRISM symbol has quickly become synonymous with processes at Interserve, as processes can't be accessed anywhere else. Effort has also been made to link PRISM to other useful sites so that it really is the single source of 'how to' information.

From a library of support information, PRISM has now developed further. Operational procedures are being captured in operational sub-libraries. This means that someone working for William Hill (Commercial) will find their customer facing processes in a separate library from the one covering the refuelling of a Hercules (Defence). However all the Operating Units can see each other's libraries and re-use any processes as appropriate.

PRISM is also being used to collaborate with key Interserve customers, such as the Ministry of Defence and Boots. Customers really like this as they can access the specific Interserve processes and procedures by which their contract is being delivered. Interserve recognised that the Defence Library was one of the reasons that they won a new Four Islands contract with the MOD and this has recently led them to use PRISM to support new business bids, with great results, for example a new NHS contract in Leicester has been won recently.

So from a starting aim of closing off a weakness, they are now winning contracts.

3663 - Creating a process based business environment

Julie Mack, Business Improvement Manager, spoke about how 3663 have begun to embed process mapping throughout their whole organisation.

Julie explained that 3663 is a foodservice wholesale distributor employing about 4,300 great people who make about 48,000 deliveries a week, serving over 60,000 customers.

Julie said that 3663 had faced similar challenges to Interserve pre-Triaster: process manuals, departmentally owned, in different formats. Much of it written to demonstrate compliance with legislation and regulation rather than to show staff what they should be doing.

She too had recognised that there had been two distinct aspects to the implementation of 3663's Triaster Process Library: Technical Change and Cultural Change, with the Cultural Change requiring by far the most effort.

Julie summarised the Technical Changes as putting all of 3663's processes, forms, templates and supporting information at the fingertips of their staff. She agreed with Interserve, that the key to the success of the Technical Change was setting clear aims and objectives for the Library and paying attention to the detail of building a sustainable system.

The Cultural Change was all about moving from a culture in which staff are used to being sent information, to one in which they find the information they need. This required the reputation of the

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

4

Library to be built and Julie went for a phased implementation, which enabled her team to coach staff on how to use the Library on a one-to-one basis. This was important for 3663, as staff are mostly doing manual work and aren't computer comfortable - they needed their confidence building in order to be happy using their Process Library.

3663's Library is called 'Find Me' and its structure supports a functional view of the organisation, rather than a departmental one. In looking at it from this new point of view Assurance understood that many of the processes that they thought they owned, in fact should be owned by another part of the business even if Assurance have an interest in the way that things are done. For example, it was recognised that Operations own the management of agency drivers, while HR have an interest in induction and Assurance the use of tachographs.

Julie demonstrated 'Find Me' which is prominent on 3663's intranet.
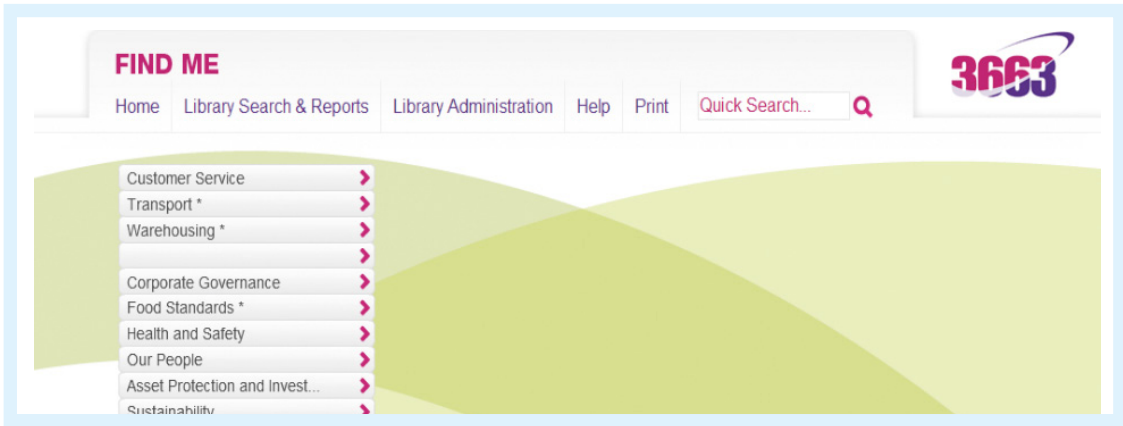
Staff are now used to the fact that they need to go to 'Find Me' for any information on how to do something – it is the single source of information. As such it enables control of the information from a compliance point of view. All process mappers work to an agreed Governance Framework, which includes strict adherence to the Triaster noun-verb methodology of process mapping. It also requires capture of who is responsible and who is accountable for each process. As Julie says, it only takes two seconds to do so and having the information supports: performance management, job descriptions, succession planning, and induction. The risk attached to each activity is also captured and shown visibly on each process map, as well as enabling reports of say all high risk activities.

"
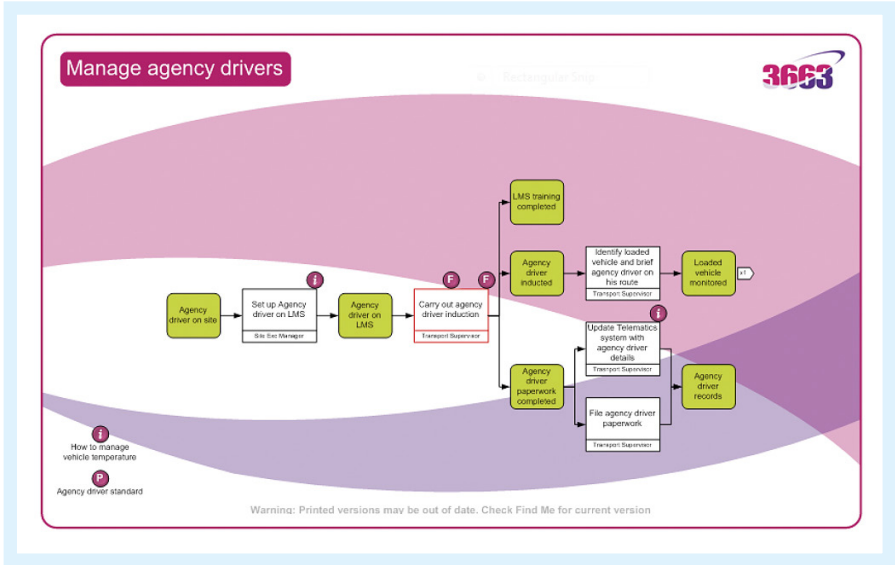
The diversity of use is encouraging. Thoroughly enjoyed this event, thank you.

SQA

When asked about lessons learnt, Julie said, 'at the start define a menu hierarchy that will support your whole organisation.' She acknowledged that this is difficult, but it saves a lot of time later on and helps with educating staff that the Library is to be a single source of information, even if their processes aren't yet included.

She also shared three tips to finding anything in 'Find Me' in under three seconds.

1. Use Quick Search, entering one word only.
2. Look at the second column, as it gives the map name.
3. Always scroll down – sometimes the results are not immediately obvious.

It all helps with the Cultural Change.

Don't miss part 2 of this article, featuring Skanska UK and Openfield in the next edition of Connector

Spirax Sarco - Using your process library to understand and improve your customers' experience

Matt Selley, Customer Care and Quality Manager UK & ROI Sales, explained how Spirax Sarco, have been aligning their processes to achieve business excellence.

Matt explained that Spirax Sarco provide steam solutions. Steam is used in virtually every area of industry for either heating or sterilisation and Spirax Sarco provide an extensive range of products and services. They employ 5,000 people worldwide, operate in over 100 countries and take great pride in both their products and their customer service.

In 2009, it became apparent that the company was very reliant on employees' knowledge and experience but that there was little in the way of process to support them and this is where the journey started. Initially, the focus was on gaining an understanding of Business Process Management and investigating best practice generally, together with raising awareness within the business. The guiding principle was that each and every customer touch is an opportunity for that customer to form an impression of the business. Our key approach was recognising that the customer's experience is of the end-to-end process and that in order to ensure the customer experience is excellent, Spirax Sarco would have to understand if from end-to-end.
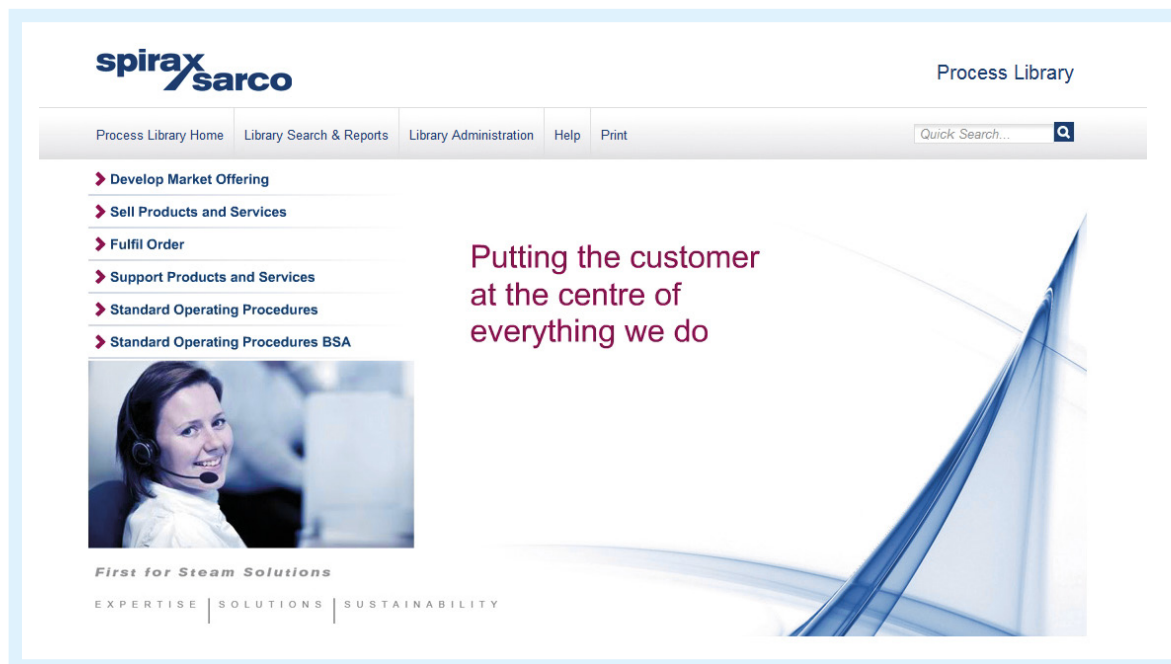
To tackle this, a project was initiated within UK & ROI Sales to capture their customer facing processes. Using Visio they mapped their top level processes using another methodology; however, it was soon clear that there had to be an easier way. They put together a specification and were pleased to discover that Triaster enables the following:

- Easy access to maps for everyone
- Easy to understand process maps
- Links to other supporting material
- A quick and easy way to produce process maps
- Support devolved process ownership
- Mechanism for approvals, version control and process governance
- Triaster noun-verb methodology really works, getting people thinking about what's being produced rather than only the activity.

"

A great way to share best practice.

University of Kent

Spirax purchased the Triaster solution in November 2011 and their Process Library 'Go Live' was in January 2012. Matt praised the fabulous support from Triaster, as well as the Spirax Sarco team which enabled this.

Once the Library was live, UK & ROI Sales focused on mapping and improving some very specific areas of the business:

- Service Engineers car stock
- Warranty returns - UK & ROI Sales and UK Supply
- Field Sales key processes
- Customer Care process (complaints and escalation)

The results were excellent with better clarity and understanding of the processes achieved pretty quickly and improvements being introduced. In particular, the Customer Care process is receiving excellent customer feedback.

Matt agreed with previous speakers that implementing Business Process Management requires cultural change. At Spirax Sarco this has been achieved by focusing on the improvement, not the process mapping. Their 'End to End' newsletter, which is released two to three times a year, is a great vehicle to spread the message and share successes. Also, all team meetings at Spirax Sarco feature dedicated time for continuous improvement activity.

The next step for Spirax Sarco is to identify how each process feeds into the next. This will help create the entire end-to-end processes across the organisation.

Given such success so far, there is no doubt of the benefits that this will bring.

"

Fantastic open environment to share real experience.

Northgate Arinso

T.U.G. News

Linda Spinks presents the latest news from the User Group

Linda Spinks // User Group Chairperson

We tell you
Education Group

The Education group meeting was hosted by Claire Lorrain at University of Winchester on 6th September 2012 and as usual everyone gained a lot of value from sharing their experiences. It was good to see some new faces. Claire Lorrain gave a presentation of the Winchester process library, and outlined the involvement of students as a means to achieving a central buy-in, which had been expressed as a problem for many customers.

The University of Bedfordshire has kindly offered to host the next meeting which has now been scheduled for 20th February at their Luton site.

User Group

The main User Group meeting was hosted by Fugro GEOS at their Wallingford offices on 18th October 2012. The minutes of this meeting will be available for all customers to read via the secure User Group page shortly. However in summary:

> **The next User Group meeting will be hosted by Openfield, Grantham on 21st March 2013.**

The Soap Box discussions included:

- The issue of compliance: discussion revealed that several customers had enforced this to some degree by providing information through the maps and removing it from more traditional locations.
- There was some discussion about whether processes should be mapped 'as is'. The general feeling was that it was better to map something than nothing; Steve Ward said that within the Triaster environment feedback was the most powerful single tool.

Host's presentation:
Q Tucker from Fugro GEOS provided an overview of

their business and the various challenges they face within the Quality, Health and Safety areas.

The Triaster update:
This included a demonstration of Version 12.1 features:
- Combined Quick Search
- End–to-End process diagram
- WebLog Expert

It was noted that the next Focus Day (5th December) will be covering discussions regarding using Triaster on mobile devices and integration with SharePoint, which have been hot topics within the User Group meetings of late. Anyone interested in these areas of functionality development should attend the Focus Day if possible.

The next meeting is being hosted by Openfield at their Grantham offices on 21st March 2013. This will include the AGM at which the constitution will be reviewed and User Group officers elected. The constitution requires that there must be at least ten members present to constitute a quorum and agree changes. Constitution changes and User Group officers must be proposed in advance, so please send any suggestions to user.group@triaster.co.uk. Note that some suggested changes have already been put forward and are being considered.

If you would like to attend any of the events mentioned above please register at www.triaster.co.uk/events. Space is limited, so do book on as soon as possible.

You tell us

Feature requests should be e-mailed with a description of required functionality and perceived benefit to:
featurerequests@triaster.co.uk

L de Spinks

user.group@triaster.co.uk

Triaster Software Development
News on the latest functionality, events and future plans

Andrew Ridgeley // Senior Software Engineer

Since the release of 11.2 Triaster have moved to a system of more frequent software releases. This means that often a feature will be initially released and then developed further in subsequent releases. To enable you to keep track of this, we plan to put on regular events, e-mail frequent updates and include regular articles in the Connector explaining both our future development plans, the features currently being developed and what's currently available.

Current development and what's available now

Triaster Server – latest version 12.3

Enhanced Quick Search is now available. Quick Search, which in the past only searched process maps, now covers both process maps and document content (version 12.1 and onwards). The results are displayed within separate tabs. The results can be configured to make them useful and relevant to your Library users. For example, the results returned can be different for process maps than for documents. If URLs aren't useful they can be excluded. In addition the search results are returned quicker since search is interrogating HTML, rather than the catalogue file.
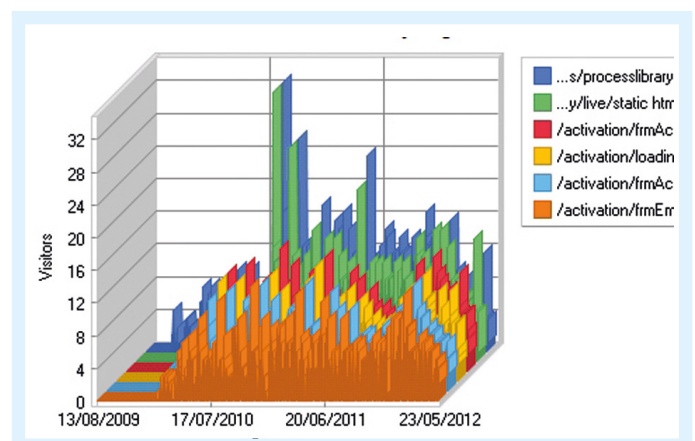
The Quick Search capabilities **will be developed further** in upcoming releases in order to scope the search by site, library or on a global level. This will give the capacity to scope individual libraries say, to individual documents repositories.

WebLog Expert is now available as part of the standard installation (version 12.1 and onwards). Weblog Expert is installed within your I.T. infrastructure to measure Library usage. A real bonus for all customers whose I.T. departments are not happy to use external software such as Google analytics. More information is available at **www.weblogexpert.com**

Delete of obsolete HTML is released in version 12.3. A configurable option to automatically delete the corresponding HTML if a Visio diagram (VDX) is deleted from the library folder structure. This will save Library Administrators a laborious job and ensure that when Quick Search is performed (see above) obsolete results are not returned. However care must be taken not to store any HTML without an equivalent VDX (such as your Library homepage) in the HTML folder, otherwise it will be deleted. All HTML of this type must be stored in Static HTML. For this reason this option will initially be 'off' by default.

Process Navigator - latest version 12.1.1

End-to-End process diagram: A feature preview of the first End-to-End diagram generator was released with version 12.1.1. This feature shows your entire process model and how it interlinks. It shows levels of hierarchy and connectivity between processes at each level.

Upcoming releases will include improvements to the way the diagram is presented, showing separately, Process Islands (unconnected processes) Process Chains (Islands connected to other processes on the same level) and Complex Flows (how multiple processes interact with each other).

Michael Cousins has written two articles on the potential application of the End-to-End process diagram, which can be found on the back page of the July/August Connector and the September/October Connector.

Also **in the pipeline** for Process Navigator for release is:

Properties Dialog attributed to Hyperlink Circle: This will enable Triaster's properties dialogue to be utilised on Hyperlink circles. As it is accessible from the Process Navigator menu, changes won't be needed to the stencil. This development will enable hyperlink circles to contain long urls and will also open up the mechanism to enable other shapes (e.g. connectors) to have right click properties capabilities in future.

How do I upgrade to the latest Software?
Upgrading authoring machines
Process Navigator version 12.1.1 is available for download from http://knowledgebase.triaster.co.uk/Home/software-downloads

To obtain the password you are required to enter please e-mail customer.services@triaster.co.uk or call Emily or Jo on +44 (0)870 402 1234.

If you need a reminder of your activation code, please also e-mail
 or call Emily or Jo on +44 (0)870 402 1234.

Upgrading your Library
At the time of any Library upgrade, we will install the latest software released (currently 12.3). Therefore

Software Development Events

Launch Event
The last Launch Event will be taking place at Triaster's offices in Wallingford , on 11th December.

Launch events provide an excellent opportunity to network wth your industry peers

Release Update Webinars
Anyone who has been unable to attend a Launch Event is highly recommended to book onto one of our new Release Update Webinars. Currently these are running monthly through to January 2013. E-mail reminders will be sent out to all customers registered to receive them.

If you don't receive these e-mails or if you are unsure if you are registered to do so, please go to: www.triaster.co.uk/connector/register

Customer Focus Day
The next Customer Focus Day will take place on 5th December, at our Wallingford offices. This event will cover: Triaster for mobile devices, integration with SharePoint and further developments of the End-to-End process map. The sessions are very interactive with our development team looking to understand customer requirements for development in these areas.

Andrew Ridgeley demos a feature in development

For more details and to register for these events please go to www.triaster.co.uk/events. Please book early to avoid disappointment!

connector
Linking the Triaster community

anyone on the list for upgrade to 11.2 will be automatically upgraded to the latest Triaster Server release.

The Library upgrade process from software version 10.1 or earlier is a reasonably complex process, which is delivered free of charge by remote install (only) by Triaster for all Library customers.

If you haven't yet commenced the Library upgrade process, please e-mail customer.services@triaster.co.uk or call Emily or Jo on +44 (0)870 402 1234. The lead time on upgrades is over three months, so we are currently scheduling test installs for January 2013. There is also a period of liaison and discussion regarding carry forward of customisations in respect of your current Library and integration with latest functionality, which is currently being booked to start in November.

Future plans

As part of the process of planning the new features to be developed over the course of the next year or so, some ideas from the current Product Roadmap were put forward by Triaster at the October User Group meeting. These received a good response and so will be the main areas of future development effort, although we will, of course, continue to address issues and smaller feature requests as well.

- **Better compatibility with mobile devices:** As organisations continue to roll out iPads and smart phones become more and more widely used, Triaster recognise that our solution needs to accommodate these devices. For example, it may be necessary to create more space for the process maps or design a mobile-specific Library. This will be work-shopped at the next Customer Focus Day but prior to this; we'll be starting discussions on LinkedIn (within the Triaster User Group).We forward look to hearing your opinions.
- **Improved integration with SharePoint:** We recognise that a number of our customers use this tool and we are interested in finding out how it could complement our Process Library Solution. Would it be useful, for example, to extend our search to include a SharePoint repository? Again, this will be discussed at the December Focus day and on LinkedIn.
- **Breadcrumb trail:** This is a feature to show a map's

position in the process hierarchy; a sort of 'Where am I?' view.
- **BPML/BPEL:** This is an XML-based process mapping format which will allow better integration with a number of external systems.
- **Library Management Tools:** We've been moving steadily away from requiring users to edit XML files and are heading towards fully web-based configuration of the process library. This will allow Library Administrators to explore the libraries and sites, and their associated settings, from their desktop rather than requiring access to the server. It'll also allow the quick and easy setup of areas of the library such as the flash homepage.
- **Continued improvements to existing features:** As new functionality such as Alerts and Approvals and the End-to-End diagram, start to be used 'in anger', we'll welcome any feedback that allow continuous improvements to be made to these features. Further development of the End-to-End diagram will be a Customer Focus Day session.

As a reminder if you have ideas for features that you would like to see developed, please e-mail them, with a description of required functionality and perceived benefit, to: featurerequests@triaster.co.uk

Paul's shortcut of the month

To resize multiple shapes down to the millimetre, try using the size and position window accessed from the view menu in Visio 2003/2007 or the task panes in Visio 2010. Use the keyboard shortcut of Alt V + S

Triaster Search Reports

Victoria Glancy takes a look at two Search reports: Change History and System Interfaces

Victoria Glancy // Customer Project Support Consultant

Change History

The Triaster Solution has been used to support organisations in achieving their accreditation for business standards, such as ISO 9001, and to show compliance with specific industry standards such as ISO 14001, 18001 and AS 9100. Many Triaster customers undergo annual audits where it is important to be able to show how their organisation has adapted to a process change and show how their processes have evolved over time.

In the latest version of the Triaster Solution, a Change History report is now available which tracks the changes made to process maps through the use of the new Alerts and Approvals functionality. This is coupled with new archiving functionality, which archives an HTML equivalent of the process map when a change has been made. The Change History report details all of the changes to your process and allows you to access snapshots (archive html) of previous versions of the process from the report. The Change History report is only available in Triaster Server 2011 or later and can be found under the Search tab.

Change History

Map: Raise credit note

Change Date	Change Description	Category	Author	Approver	Process Owner	Version	Link to Map
21/08/2012	Updated risk level for transaction updates	Finance	Victoria Glancy		FIN-Finance Director	5.0	Click here

Map: Manage Credit Card Transactions

Change Date	Change Description	Category	Author	Approver	Process Owner	Version	Link to Map
05/09/2012	Approved	Content Approver	Victoria Glancy	Victoria Glancy	FIN-Finance Director	4.0	
05/09/2012	updated risk of the activity	Finance	Victoria Glancy		FIN-Finance Director	6.0	Click here

In addition to traditional properties captured on all maps such as Process Owner, Content Approver, Author and Version, the Change History report uses new properties such as Change Description, Change Date and Category (Business Function). The Change History report clearly outlines the who, what, when and why which is exactly what the auditors want to see. The report can also be filtered to provide results for individual maps or on all maps over a specific period of time.

connector
Linking the Triaster community

Change History for an individual map across a specific date range

Change History for all processes across a specific date range

The Change History report content is also used for the What's Changed E-mail Alert that is sent to end-users when the process has been approved and published to the Live site. The What's Changed Alert email contains Map Name, Change Description, Change Date, Author and provides a link to the new process in the Live site. The Category (Business Function) defines which business area should be alerted of the process change.

The addition of the Change History report strengthens the auditing capabilities of the Triaster Solution by offering a dynamic capability of tracking process change which was not available in versions prior to 11.2. As many of you will be upgrading to the latest version of the Triaster Solution soon and to see the maximum benefit from the Change History report it would be useful for you to think about incorporating the completion of these new property values in to your Library and process mapping policies. If you would like a copy of the new Properties to add to your current properties.xml file, please contact customer.services@triaster.co.uk.

The Systems Interfaces report

The Systems Interfaces Report enables you to search your process maps for the systems that are used throughout your organisation. As you can identify which systems are required to produce key deliverables you can more easily assess the importance of systems and better understand the impact of replacing them.

For example, if you are planning to change from one IT system to another, select the system from the drop-down list and all of the processes that depend on it will be reported upon. System details are normally held against the deliverables of any map.

To see a list of all deliverables, select the "-All Systems-" value from the list. Otherwise, select the required system from the list. You can only search on one system at a time.

The list of deliverables is sorted by level in hierarchy, showing the deliverables in higher level maps first, then alphabetically
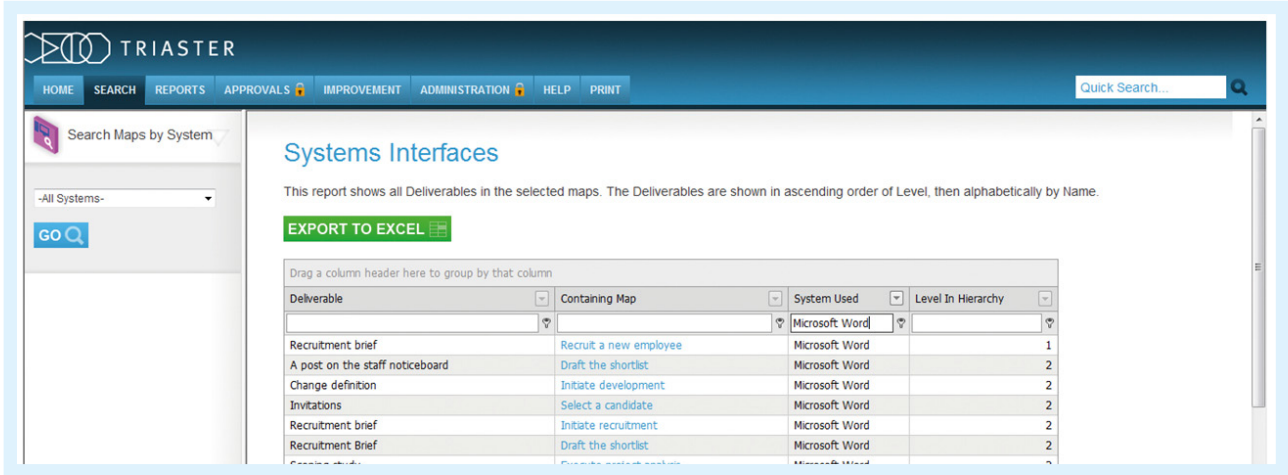
With the new interactive grid report functionality, you can analyse the various systems used in a single process
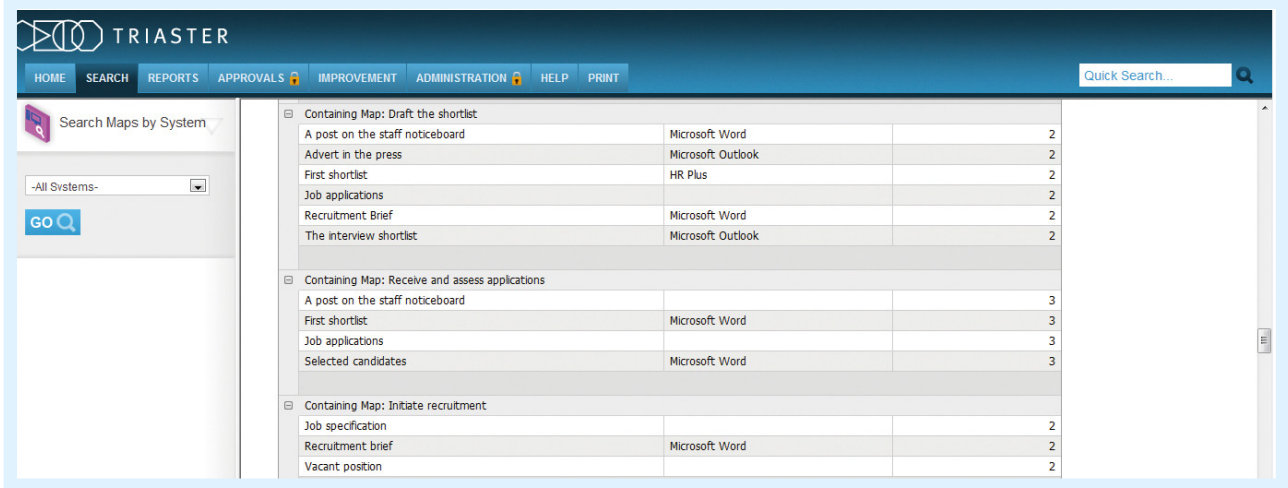
It is again important to remember you will only gain benefit from this report and search if you are capturing the data when you create the maps. Systems data can easily be populated using the import properties functionality or you can use the batch update tool under Edit > Replace Data in Process Navigator.

Meet Jo Dolton
Customer Relationship Manager

There is not much about any of our customers which Jo doesn't know. Whilst excellent customer service is really important to all the Triaster team, Jo is every customer's champion. So if she is concerned for any reason that a customer might not be having the best possible experience, she will work tirelessly to ensure that they do. We asked Jo to tell us about being the customer's champion and this is what she said:

"

I am quite well known at Triaster for saying "I don't think our customers will like that" or asking "How will our customers benefit from that?" This is not about being negative, it's all about thinking through any new ideas from a customer's perspective. If I can't see the benefit to our customers, I will always say so.

My role is to be the customer advocate and to ensure that they receive the best possible software and service. I realise that this may not always happen, but I pride myself in picking up on anything that customers' feel requires attention. Also I would far rather customers feed back to me about their experiences with us, whether good or bad, than keep it to themselves. If it's not up to their expectation, it's usually not up to my own, and therefore I will do everything in my power to rectify the situation.

Fact File

Joined Triaster
2003

Before that
Worked in Sales and Account Management for a number of companies, selling anything from safety equipment to Helpdesk software.

Professionally she is most proud of …
Building such good relationships with our customers that they all feel like friends.

Hobbies
Cooking, travelling to far flung places, keeping fit and gardening.

Likes
Tea, very dark chocolate, cars and animals

Dislikes
Bad manners, reality shows, soap operas and so called celebrities.

Everyone at Triaster will always remember…
That she got married in Las Vegas.

"

Jo, you have really helped us this week, and the team's response to resolving and improving the search problem we flagged was just astonishing.
Aero Engine Controls

Community Events

Jo Dolton reviews the upcoming calendar

Jo Dolton // Customer Relationship Manager

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

Date	What is the Event?	Who benefits from attending?	How will I benefit?	Location
13th Nov 2012	**The UK Oracle User Group JD Edwards Conference 2012**	All Triaster Customers	Triaster and Spirax Sarco will be co-presenting a session on Supporting BPI initiatives using Triaster. Gain an insight into how Spirax Sarco are using the Triaster solution to increase process efficiency and deliver excellent customer service.	Madjetski Stadium, Reading
28th Nov 2012 23rd Jan 2013 27th Feb 2013 27th Mar 2013	**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
3rd Dec 2012	**NEW!** **Triaster Partner Seminar**	Consultants interested in partnering with Triaster	The seminar will detail the Triaster Solution, how we work with our customers to create great process libraries and how you could work in partnership with Triaster to achieve the same success with your customers.	Triaster HQ, Oxfordshire
5th Dec 2012	**Triaster Customer Focus Day**	Project Leaders interested in influencing the development of Triaster software & services	Customer Focus Days give the opportunity to workshop with Triaster development regarding both software and services and directly influence and impact the end results. "A golden opportunity to influence the development of the solution to deliver on your company objectives" Skanska	Triaster HQ, Oxfordshire
11th Dec 2012	**Triaster Launch Event**	Anyone interested in the latest Triaster Solution	A one day event at Triaster to cover all aspects of the Triaster 11.2 software and onwards. Attending will bring you up-to-date with new functionality in the software, explain how to best prepare and plan for your upgrade, and explore what the changes will mean for your organisation.	Various
15th & 16th Jan 2013	**Triaster 2 day Training - Creating Maps for your Library**	Anyone needing to map their processes	This training course covers the basic software skills needed to create process maps with Process Navigator and publish them to your Library. "The whole course was useful. I have been busy with Triaster for some 6 months - and I finally get the concept...before that I was just messing about really..."	Triaster HQ, Oxfordshire

Date	What is the Event?	Who benefits from attending?	How will I benefit?	Location
20th Feb 2013	**Education Special Interest Group Meeting**	Triaster Customers in the Education sector	Meeting users in the Education sector who are able to share, understand and solve each other's problems with process in this particular environment.	University of Bedfordshire
28th Feb 2013	**Getting the most out of your processes - how to make your processes useful, useable and used**	Anyone interested in process mapping	These seminars will give you an insight into the creation of user centric process libraries to support business process management and process improvement.	Triaster HQ, Oxfordshire
21st Mar 2013	**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	Openfield, Grantham
Dates available on application	**Triaster Training - Technical Workshop**	Library Administrators, IT and Support professionals	The workshop answers in-depth all of the commonly asked technical questions about the Triaster Server installation; as well as providing plenty of opportunity for delegates to discuss their own systems. "I would recommend the workshop as it gives the attendees a good insight into how all the elements of Triaster piece together." Rob Fletcher, ING Direct	Triaster HQ, Oxfordshire
Dates available on application	**Triaster Training - Process Discovery Facilitation**	Anyone responsible for process discovery	Training that covers the skills and approaches that will enable you to successfully facilitate your process discovery workshops. (Triaster can also deliver on-site process discovery workshops.)	Triaster HQ, Oxfordshire

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

World Quality Day

Best wishes to everyone putting on an event for World Quality Day on 8th November. Let us know how they go.

From the Community
**Latest news and discussion**

AMHEC Workshop

In September the Association of Managers in Higher Education (AMHEC) held a two day workshop at Stranmillis University College, Belfast. Triaster sponsored the event and Michael Cousins was delighted to attend. His reflections on the event are as follows:

"

I very much enjoyed being part of this workshop. AMHEC is so obviously a well led, motivated group, committed to making a difference in their sector. The workshop title was 'Delivering Excellence in the New Framework' and took place against a background of recent figures released from the Universities and Colleges Admissions Services (UCAS) which shows that applications have dropped by 50,000 as potential students are put off by annual tuition fees of up to £9,000 and the London Metropolitan University's visa curb being prominent in the media.

All the sessions run throughout the workshop were extremely interesting and led by some very senior people in the Higher Education sector. It was Claire Lorrain's session that I was particularly interested in attending though. Claire is Organisational Development Officer at the University of Winchester, one of Triaster's customers. Claire's session, 'From the Excellence Model to LEAN: the story at Winchester', drew on methods used in the private sector that can create efficiencies in the Higher Education sector. Claire's very clear, authoritative presentation explained the EFQM excellence model and talked through the University of Winchester's approach to implementing LEAN, using a Triaster Library and Triaster methodologies to enable this. Her audience took a lot from this as well as enjoying it very much.

So thank you Claire, for a great session and also making the introduction between AMHEC and Triaster. I very much look forward to the relationship growing.
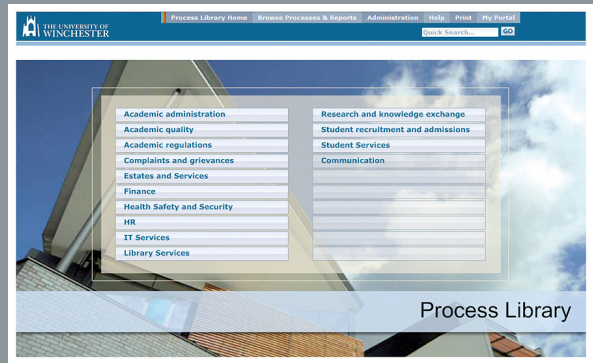
University of Winchester's home page

Claire Lorrain explains the EFQM excellence model

Evening social

connector
Linking the Triaster community

Travel Competition

To give you an idea of what we are looking for, here are pictures taken by Jo and James during their recent trips.

As members of staff they aren't eligible to enter the competition, but we hope that their example encourages you to!

As a reminder, cut out the image in the September/October Connector and take a picture of you holding this when you go on your travels, then send it to customer.services@triaster.co.uk.
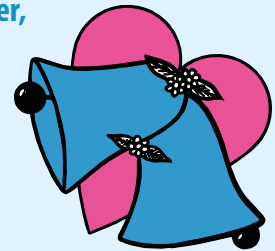
The person that takes the sign the furthest from their office will win a £50 Amazon Voucher. The winner will be announced in the 2013 May/June Edition of the Connector.

Congratulations!

To Anne Heaney, BAE Systems Surface Ships, on the birth of Taihana on 23rd August.

To Carma Cooper, Triaster's Client Services Manager, who has recently become engaged.

Send us your news!
We love to include your news in the Connector. Please e-mail customer.services@triaster.co.uk, or just mention it next time you call in. Would you like to feature your project in one of the main Connector articles? Just let us know.

Do you have a brilliant idea like this to share? Go to www.triaster.co.uk/connector and let us know

What a great idea!

David Macaulay, Balfour Beatty Capital is linking his Library homepage to www.triaster.co.uk/connector so that all Library users can enjoy the Connector.

connector
Linking the Triaster community

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

Festive Puzzles

Just a bit of fun! Answers in the January/February edition

1. Anagrams

Believer lads

It ace visit

To concern

Camp oppressing

Pity sharp chasm

2. Word Search

```
t x p z j b q u f r j v a t n
q n m w a s h k v o u j k i h
d c e u x w q h s t u c t n g
s x b m l s w f y c o s d s v
u l e r e w b t h e p l m e y
e p d n j v i g u n f q j l u
h o r q a n o p o n v z k k u
y h n a u e l r q o u t s v z
b i n m n n x e p c v d s m s
y f m k f c b k o m n r d s g
f o p r o c e s s n i z k g u
c l o y a x w r i m a t n a s
n o i t a c i n u m m o c b c
w l n r k i u o c h u d y k z
i c t n b z d r w c s o r n a
```

bauble
communication
community
connector

improvement
noel
prancer

process
santa
tinsel

3. Crossword

Tip: Answers can be found from previous Connectors!
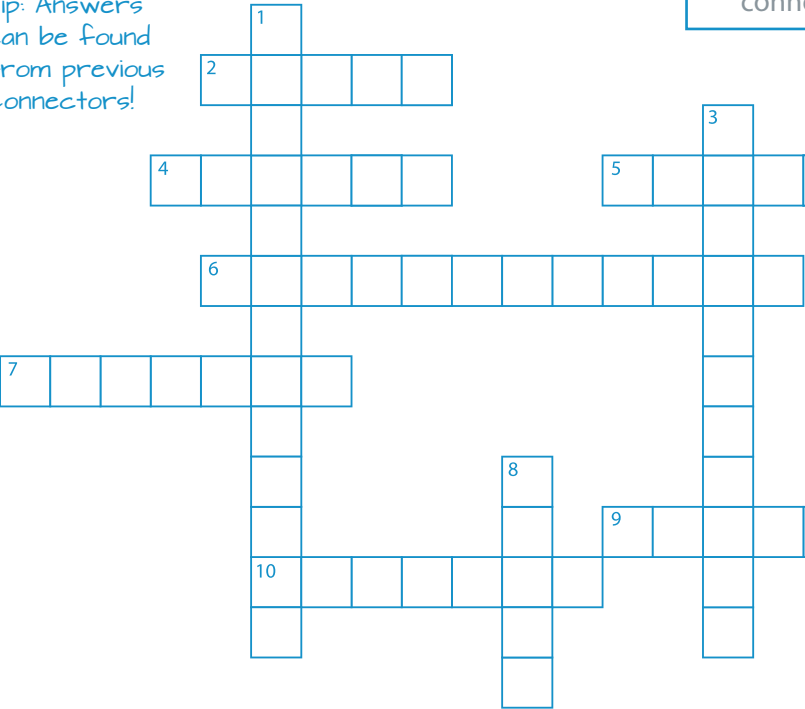
Across

2　The name of Emily's dog
4　Darren _____ NG Bailey Triathlete
5　What does John have a PhD in?
6　Jo's cake
7　The name of Thomson Reuters Process Library
9　_____ versus Hover
10　Surname of the person who usually writes the article on the back page of the Connector

Down

1　Craig McCallum's annual challenge
3　Sweets Victoria doesn't like
8　First name of User Group Chairperson

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

© Triaster Limited 2012

connector
Linking the Triaster community