



Welcome

Emma Harris // Operations Director

I have particularly enjoyed putting together this Connector and being able to include congratulations to Skanska UK for their recent Achievement Award from the BQF. The award is for their integrated management system, which at heart is a Triaster Process Library. We are all delighted for Skanska UK and the 'Our way of working' team and are equally excited to have delivered the Solution which enabled this.

I am also delighted to be able to include the results of a research project led by James Rowell, University of Buckingham, the idea for which was triggered by his attendance of the 2012 Customer Experience Exchange. I wonder what the 2013 Customer Experience Exchange will spark?

The last User Group meeting is covered by Linda in the T.U.G. News and there is more detail on a couple of the points discussed during the day, in articles on Adobe LiveCycle and Process Library Integration with Microsoft SharePoint.

Tech News is about Library-scoped MTop Search, we also meet John Goldsmith, draw your attention to an interesting article on Quality vs Safety, there is an end of year Quiz and a brilliant services offer.

And that is not all. There is always so much good stuff in the Connector - please do spread the word. All archived copies can be found at www.triaster.co.uk/connector where anyone can also register to be notified when the next one comes out.

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Winner of the 2013 BQF Achievement Award for Innovation.



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Congratulations Skanska UK!

Winner of the 2013 BQF Achievement Award for Innovation



Triaster are absolutely delighted that Skanska UK has won the 2013 Achievement Award for Innovation from the British Quality Foundation.

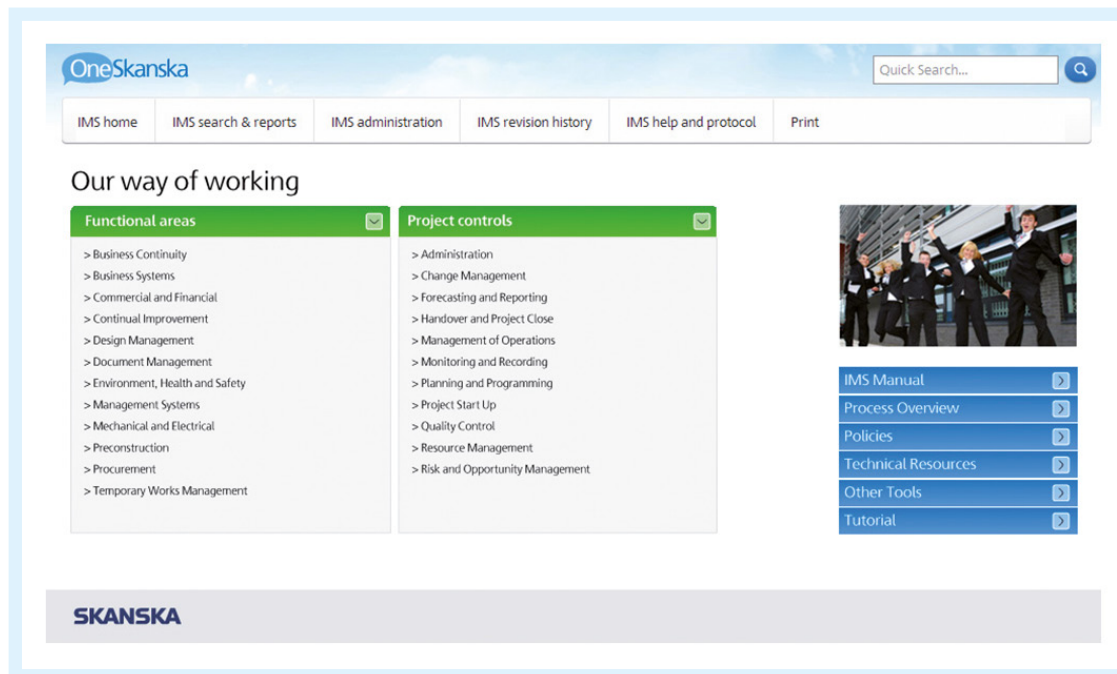
Skanska UK won the award for its integrated management system – ‘Our way of working’ - which is a Triaster Process Library with multiple library architecture.

‘Our way of working’ contains both core policies, processes and procedures common to all Skanska UK’s operating units (Functional and Project Control processes) and nine operating unit (Sector) specific processes. The multiple Process Library architecture ensures that the end user is only able to access the processes applicable to their operating unit.



Skanska’s impressive system of process sharing has significantly reduced both duplication and cost and is a very good example of innovation in practice.

Joe Goasdoué, BQF Chief Executive



The homepage for ‘Our way of working’ contains menu options for each operating unit. Once the user has clicked into the relevant Operating Unit Library, they are given ‘Functional areas’ and ‘Project controls’ menu options (as above). This navigation always takes the user to the correct processes and procedures for their operating unit.

The multiple Process Library architecture of 'Our way of working' has enabled Skanska UK to integrate quality, environment and health and safety management systems into one management system, which is accredited to ISO 9001, ISO 14001 and OHSAS 18001 standards under a single Skanska UK certificate.



I am so proud of the whole team for their hard work and unwavering commitment to deliver a world-class integrated management system.

Andy MacAskill, Skanska UK's Technical Services Director

It is the ability to share common processes across a number of operating facilities as well as the facility to configure those elements of process that apply to a particular business type, that impressed the judges.

The replacement of organisational silos with a process-driven business model was also highlighted, as was the embedding of the system within Skanska UK, so that training is aligned to processes and ownership has devolved to employees.

The team received the accolade at the BQF's annual Achievement Awards event in Park Lane, London, on 17th October. The occasion recognised outstanding achievements of businesses across a number of areas.

In their press release on the award Skanska UK particularly noted the benefit of the way that processes can be shared with joint venture partners and others without compromising internal systems.



I want to formally thank Triaster for your huge contribution in helping Skanska to win this award. The hours of preparation and planning with you to define exactly what we were seeking to achieve has exceeded my expectation to the extent that it is rather taken for granted internally now! The technical implementation was something quite special...

Kerry Ann Christelow, Skanska UK's Business Process Technical Manager

For more information on the Skanska UK 'Our way of working' system, please read the articles in the [March/April 2012 Connector](#) and [January/February 2013 Connector](#). These can be found at www.triaster.co.uk/connector

Processes for Business Performance

James Rowell shares his findings from research on business objectives for mapping and managing processes



James Rowell, University of Buckingham

In 2012 James Rowell, lecturer in Operations and Supply Chain Management at the University of Buckingham, attended a Triaster Customer Experience Event. He was struck by the fact that all of the organisations presenting had made the decision to map their processes for very different business reasons.

This led James to undertake a research project for which he interviewed a number of Triaster customers to explore the projects that they were managing.

The results elucidate the business objectives, implementation and the benefits achieved by the respondent companies. The companies interviewed ranged from agriculture, banking, construction, engineering, local authorities, logistics, and software development.

We are grateful to James for sharing these results with us. An extract of his findings is below. The full article can be downloaded from www.triaster.co.uk/connector

Rationale for Process Mapping Software

Companies have implemented Process Mapping Software for a whole plethora of reasons, both relating to internal and external benefits. As with all objectives there is often an overlap, for example, improving internal activities develops better service for customers. The following section lists those identified by the participating companies.

Internal Objectives

Consistency of Processes

- Internal mapping of procedures for in-company use
- Standardise processes for consistent delivery of service to customers
- Move away from paper-based procedure documentation
- Uncovering the “unknown” (processes).

Visibility of Processes

- Implement a system for capturing and mapping process information



The breadth of business objectives set out in their various presentations was extremely divergent. Thus an interesting phenomenon came to light, which, from a business research perspective appeared to be very interesting.

- Create 'one source of truth'
- Create a common operations understanding
- Create a 'process orientation' in the organisation.

Organisational Development

- Enable an approach to/for business improvements
 - Documented processes
 - Ease of understanding processes to drive improvement activity
- Enable the merger of two distinct operations departments
 - Create a common understanding of the new business model
 - Create new operational processes.

**Read the full
article here:**

www.triaster.co.uk/connector

External Objectives

- Create a capability to ensure adherence to industry standards in operations activities such as: Food Standards, HSE compliance, ISO9001, ISO1401
- Document process activity to manage commercial risk in product launch/release
- To enable operation in particular industries/sectors: without the capability to demonstrate process management, participation is not possible
- Ensure consistent and effective service delivery for customer assurance
- Create a unique selling proposition (USP), a differentiating factor in the operating industry.

Context of Implementation

Companies have applied their PMS in a range of contexts to achieve their own particular operating objectives. These include:

- Internal processes (e.g. HR tasks/activities, Financial processes)
- Customer service delivery processes (e.g. client/customer contact tasks in a call centre, service repair and maintenance tasks)
- Process management (e.g. for project-based organisations - a whole series of processes from contract bid management through to project handover)
- Product engineering and Version release management
- Process management in local authorities (Buildings Planning/Children's Services)

An interesting point was the contrast between those companies who focussed on external activities and those where internal management of the organisation was considered important. Some reasons given relied upon which part of the organisation had generated the introduction of PMS. In other instances the geographic spread and a 24-hour work pattern was a predominant driver. One organisation used PMS to ensure consistency of service delivery in a sector where staff turnover was a prevailing management issue – hence it was a key part of the infrastructure for training and staff development.

Above is an extract of James Rowell's paper. The full article can be found at www.triaster.co.uk/connector

Adobe LiveCycle

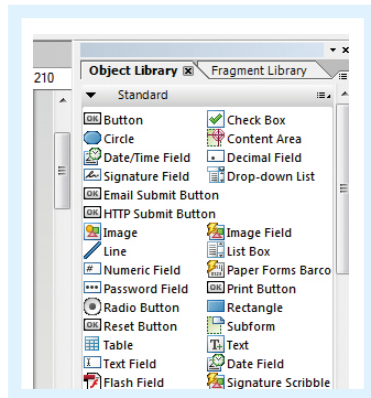
Q Tucker's reasons for using LiveCycle, its methodology and outcomes



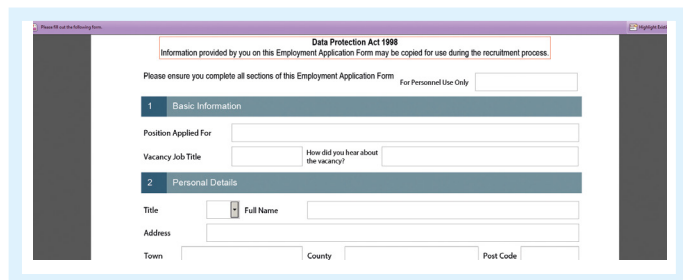
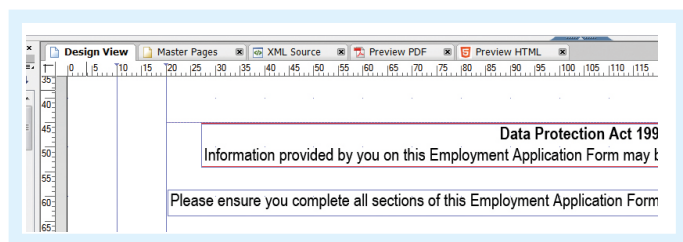
Q Tucker // Library Administrator, Fugro GEOS

Many of us have less resource than we would like. Therefore it stands to reason that anything that helps us Library Administrators to collate information and ensure its efficacy, is worth looking at. Adobe LiveCycle is a powerful tool to create PDF documents and leave those 'inventive' personnel who insist on creating bespoke documents, wailing and gnashing their teeth.

But why use LiveCycle instead of PDF Forms? LiveCycle offers much more flexibility. It allows the user to 'build' library objects over time, which makes form compilation easier.

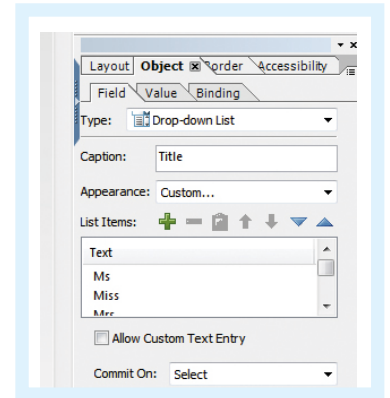


All forms can be viewed by Library users natively using Adobe Reader, which is free. You can test how the PDFs will work, by clicking on the tabs within the workspace in Design View to preview the PDF.



The forms generated are stand alone, although like standard Adobe PDF forms, you can use Word, Excel etc to generate them.

You can also generate fields with databases, copy and paste information into drop-down lists and (drum roll) can automatically chuck the returned forms into a .csv file, thus reducing the need to visit the typing pool. (Weirdly I have been unable to find ours.)



So why change? As well as the advantages set out above, you can drag and drop useful components onto your templates during document creation; Fugro GEOS now have a library of useful coded fields that can be dropped onto the forms. Also the ability to generate HTML5 versions of documents means that they can be made to work on the new fangled iPads. In addition, the more documents you create the easier it becomes to compile them. We now have a fine collection of LiveCycle templates existing in a highly polished folder.

Below are some of the ways that Fugro GEOS uses LiveCycle:

- **Leavers form.** This contains fields that allow managers to add or subtract holidays, expenses etc and auto calculate the final cost (in a fixed calculation box).
- **DSE, Driver Licence etc. data collation.** LiveCycle enables you to:
 - Easily identify issues (the easiest method is to add a bit of conditional formatting/witchcraft into the spreadsheet where you are collating the data).
 - Demonstrate to auditors how records are controlled.
 - Maintain an audit trail of the original documentation.

- **Audit form.** Drop-down boxes to examine root causes and ISO/OHSAS requirements are attached to each audit point and can be collated.
- **Technical forms.** These allow instrument configurations to be set so that if, for example, (a) is configured as (b) then only (c) can be used. This is done through simple field adjustments in the drop-down boxes and ensures the user gets compliant configuration.
- **Competencies form.** We change the bottom of the form depending on business line. This allows one form to be used where we might have had three (very good for ensuring library searches are kept simple).

Further information on Adobe LiveCycle and an evaluation can be found here:
<http://helpx.adobe.com/lifecycle.html>

Services Offer

Not to be missed!



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

Until 31 March 2014, Triaster are offering a special services package to support some of the new functionality that has been (is being) released in the last year or so. For just £7K Triaster will deliver 8 days services to cover any of the following options:

Package	What's delivered (in summary)?	No. of days
Mobile Library design	Mobile devices compatibility will initially be released in version 13.5. Additional functionality will be rolling out over subsequent releases. Very basic branding will be delivered as standard but for a bespoke mobile design a customisation package is required.	4-8 days
Process Library Quick Search integration with Microsoft SharePoint	Either of the two methods as set out in the Focus on a Feature article, with a third set of results displaying if required.	1 day
Data Manager workshop	The new Data Manager is a full synchronisation engine, enabling easy data population of process map properties to create databases for reporting against. At the last User Group meeting Mark Hanson, Balfour Beatty Support Services, said, 'This is the best thing ever. I use it every day'. Don't miss out on this way to make your life so much easier, because you don't know how it works.	1 day
Simulation and Aggregation training	New functionality released in version 13.4. At last a way to model new processes and quantify the impact on costs. The Data Manager workshop must be attended prior to this training.	2-3 days
Alerts and Approvals workshop	Although this functionality was first introduced in version 11.2, many customers aren't gaining the maximum benefit from it.	1 day
Project Review	A review of your specific project and Process Library to train you on anything you are missing and advise on what services would be most beneficial to follow.	1-2 days

The services can be used at any time within 24 months after purchase; to secure this amazing offer just purchase before 31 March 2014. The price excludes VAT and expenses.

For more information and to purchase, please contact Customer Services by either e-mailing customer.services@triaster.co.uk or calling +44 (0)870 402 1234 and speaking to either Jo or Emily.

HURRY!
OFFER EXPIRES
MARCH 2014

T.U.G. News

Linda Spinks presents the latest news from the User Group



Linda Spinks // User Group Chairperson

User Group meeting - 9th October 2013

Host presentation: Julie Mack, 3663

Julie Mack provided an insight into what 3663 do as wholesalers and how they have been bringing the company and technology used, in line with the way retail has worked for some time. With this there has been a cultural and technological change which presented its own challenges. These were met head-on by explaining that consistency is not constraint, it is management.

WE TELL YOU

Julie explained how the Triaster Process Library has become the single place for everyone to go to in order to find relevant information. People are using the Library and analysis to date has shown it is utilised at nights and weekends which indicates that people who would not previously had access to this information are now using it.

Please see Julie's presentation slides for further information (these can be found via the User Group Secure page).

Workshop on Microsoft SharePoint

Many customers use SharePoint to different extents. After everyone discussed how they use their document management systems, whether SharePoint or not, Andrew Ridgeley asked the group if there would be interest in storing process maps in SharePoint. The consensus was that the main requirement right now is the ability to search SharePoint via the Process Library, which since v13.2 is already configurable.

Please see the Focus on a Feature article on page 10 for details on how to integrate SharePoint with your Process Library.

LiveCycle

Q Tucker showed an example form that he has created using Adobe LiveCycle. This is a very useful tool which enables you to create PDF forms with fields for



The next User Group meeting will be hosted by University of Cambridge on 19th March 2014.



The recent User Group meeting included a presentation by Julie Mack on the 3663 Process Library

completion by users, without the need to create Word documents first and save both. Data can be exported from the forms too.

Please see Q's article on Fugro GEOS' use of Adobe LiveCycle for more details. This can be found on page 6.

Triaster update Victoria Glancy



- Ran through v13.4 features and urged anyone interested in a better understanding to come along to one of the Update events or attend an Update webinar.
- She also updated everyone on upcoming events that may be of interest.

Andrew Ridgeley



- Talked about v13.5 which is due out prior to Christmas, as well as giving a further update on Mobile/browser compatibility. Anyone interested in beta testing this should attend the next Focus day on 4th December.

Jo Dolton



- Advised that the customer survey sent out this summer by Microsoft provided some great feedback, as well as a high level of satisfaction.
- Server upgrades are going well and over 50% of customers are now able to upgrade themselves.
- The update on the possible Conference for autumn 2014 was that there seems to be good customer support. Further news will follow.
- Connector – remember to send in anything that you would like to share with the community.

Workshop session on Triaster Product Roadmap

This session enabled a review and discussion of the current Triaster product roadmap. Various features were discussed. The main outcome was that many confirmed that the Breadcrumb trail feature is something that their library users are asking for all the time. Therefore, by developing this Triaster will help to ensure take up of the system by the end users. The main point seems to be that users want to be able to find their way back from where they came from, rather than needing to see where they are within the library/map structure (hierarchy).

Andrew agreed that as this seems to be the highest requirement now, alongside the development of the mobile interface/browser compatibility, the Focus day on 4th December will include a workshop to refine the requirements for this. Any customers interested in this feature should try to attend the workshop or at least send in any specific requirements around their expectation of it, to be fed in on the day.

For more details on the 4th December Customer Focus Day agenda, please see page 14.

For reference, the full minutes from this 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 be hosted by University of Cambridge in their new building in Cambridge on 19th March 2014.

Education Group

Martin Fey at the University of Bristol has kindly agreed to host the next Education Special Interest Group meeting on 29th January 2014.

If you would like to attend either meeting, please book on via the website here:
www.triaster.co.uk/events

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

Also, the User Group Forum on LinkedIn is the ideal place for airing your thoughts. The forum can be clicked to from both 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 Jours

user.group@triaster.co.uk

YOU TELL US

Focus on a Feature

Andrew Ridgeley shines a light on integrating Microsoft SharePoint with your Process Library



Andrew Ridgeley // Senior Software Engineer

We are aware that an increasing number of customers are using Microsoft SharePoint to store and manage their documents. Indeed this was a subject of discussion at the last User Group meeting. This article aims to explain the two methods which can be used to integrate SharePoint with your Process Library, whereby documents stored in SharePoint can be searched from your Process Library.

Library Search of SharePoint documents – Library results display

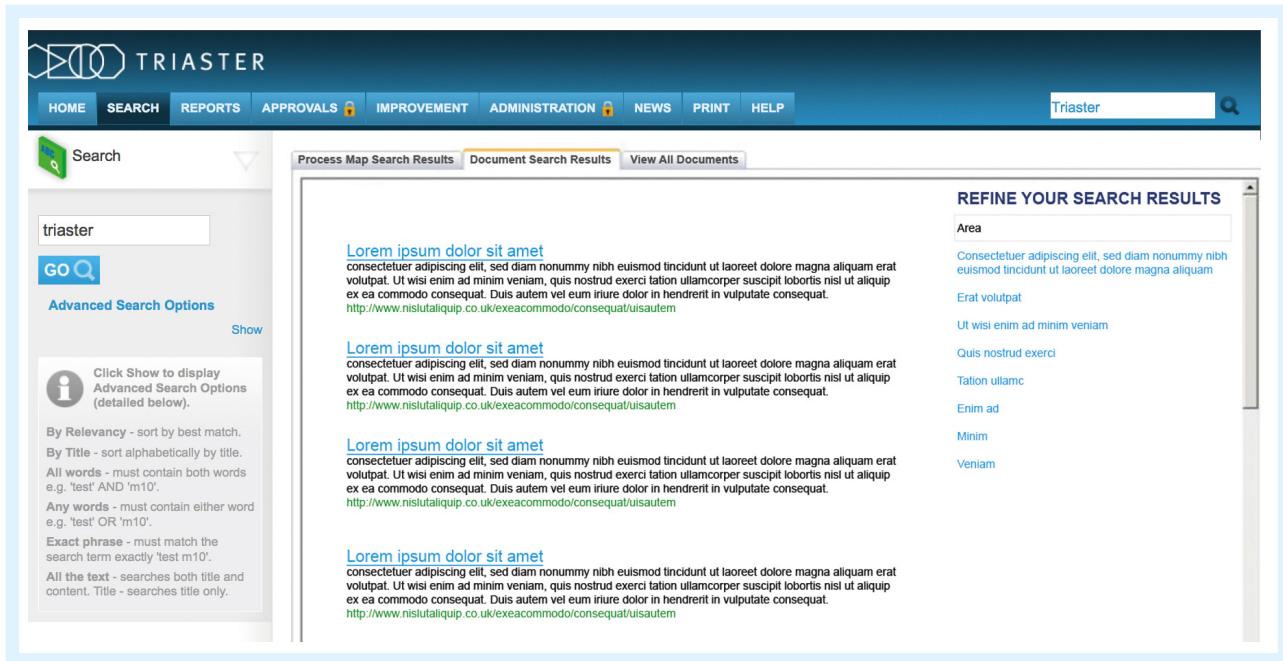
All documents stored in SharePoint can be searched via your Process Library documents search (both Quick Search and Search Documents) and the results displayed in the standard library format, within the 'Documents Search Results' tab.

The screenshot shows the Triaster Process Library interface. At the top, there's a navigation bar with tabs: HOME, SEARCH, REPORTS, APPROVALS, IMPROVEMENT, ADMINISTRATION, NEWS, PRINT, and HELP. A search bar is on the right. Below the navigation bar, the 'Search' section is active. On the left, there's a search input field with 'triaster' entered and a 'GO' button. Below that, 'Advanced Search Options' are listed with a 'Show' button. The main content area is titled 'Process Map Search Results' and 'Document Search Results'. It shows 'Your Search: triaster, Found 24 Items.' followed by a list of search results. The first result is '1. Triaster_Terms_version20100701' with a description of the software license and service terms. The second result is '2. Live Simulation1.xls' with a description of the settings stored in a hidden sheet. The third result is '3. Technical Information - Example (as PDF).pdf' with a description of the technical information contents. The fourth result is '4. Technical Information - Example (as PDF).pdf' with a description of the technical information contents. Each result includes a URL, score, date, and size.

In order to set this up, a UNC path to your SharePoint repository needs to be set up by your SharePoint administrator. Triaster can then configure your Library's documents search to list the documents stored in SharePoint.

Library Search of SharePoint documents – SharePoint results display

Documents stored in SharePoint can also be searched via your Process Library documents search by passing a search term through to SharePoint. The results then displayed within the 'Documents Search Results' tab, are as returned by SharePoint.



The results of a SharePoint search will typically be displayed in the format shown above. Actual results have been replaced with dummy text.

This search is configured by specifying the URL of the SharePoint repository that is to return the results within the 'Document Search Results' tab. The Triaster software will automatically add two additional parameters to the URL – search term and library. This allows the search phrase entered by the user to be passed into SharePoint without the need to re-enter the phrase. The library parameter allows separate document areas for each library to be set up in SharePoint if required.

It's also possible for a third tab to be used to display the Search results. In the example above, a third tab has been set up called 'View All Documents'. This is completely configurable however so the third tab could be used, for example, to expose the full SharePoint search interface to the users (while say the 'Document Search Results' show the results from passing a search term through to SharePoint - as described above). If a URL is configured for this, an additional tab will automatically become visible; otherwise the third tab will stay hidden.

If you are interested in integrating your Process Library documents search with Microsoft SharePoint please contact Customer Services by either e-mailing customer.services@triaster.co.uk or calling +44 (0)870 402 1234 and speaking to either Jo Dolton or Emily Constance, to discuss your specific requirements. Do have a look at our services offer (on page 7) too!

Multi-Year Contracts - a (second) reminder

For more information on Multi-Year Contracts please contact Jo Dolton at customer.services@triaster.co.uk

Triaster offer reductions on Agreement renewal costs to all customers making a single payment of multi-year renewals. These are usually based on 3 or 5 year renewals and not only do you benefit from the reduced cost and price protection over the term of your contract, but all Benefit Credits are made available immediately.

A multi-year renewal can be arranged at any time, so if you are looking to bring your renewal in line with budgets and/or know what your requirements are likely to be over the longer term, please contact Jo Dolton.

Tech News

Library-scoped MTop Search



John Blight // Technical Support Manager

The current Quick Search and Document Search are based on MTop Search Composer. Our standard implementation of the MTop-based search has changed recently to one which uses separate sets of files per library. The original implementations used a common index and set of indexing files, used by all library sites, with the search facility filtering results to the appropriate library site. We found that this configuration was limited in the number of libraries it could manage; hence the change to handle libraries separately.

Library-scoped MTop search will be the implementation for new installations, but existing, older installations, when upgraded, will retain the original configuration, as configuration files are deliberately not replaced on upgrade. Migrating from a global- to a library-scoped system isn't difficult, and an understanding of the structures and mechanism may help in this, and in identifying issues, should there be any.

Global-scoped search configuration

Folders and Files

```
Triaster\TriasterServer2011\
  MTopSearch\
    DocumentResults\
      <Common document index files>
    MapResults\
      <Common map index files>
    Docs.ini
    Maps.ini
    MTop Re-index.cmd
```

Configuration in Settings.xml

```
<Settings>
  <ServerGeneral>
    <LibraryLevelMTopINIFile>false</LibraryLevelMTopINIFile>
  </ServerGeneral>
  <PublicationSettings>
    <Library Name="triaster sample library">
      <Site Name="Live|PreLive|Sandpit">
        <PostPublish>
          <task1 Filename="C:\Triaster\TriasterServer2011\MTopSearch\MTop Re-index.cmd">
            </task1>
          </PostPublish>
        <ResultsURL>../../MTopSearch/DocumentResults/searchresult.asp</ResultsURL>
```



Note: There is no equivalent pointer to 'MapResults'.


Library-scoped search configuration

More recent implementations scope the search components to a library.

Folders and Files

```
Triaster\TriasterServer2011\
  MTopSearch\
    Triaster Sample Library\
      DocumentResults\
        <document index files>
      MapResults\
        <map index files>
      Docs.ini
      Maps.ini
      MTop Re-index.cmd
```

Configuration in Settings.xml



```
<Settings>
  <ServerGeneral>
    <LibraryLevelMTopINIFile>true</LibraryLevelMTopINIFile>
  </ServerGeneral>
  <PublicationSettings>
    <Library Name="process library">
      <Site Name="Live|PreLive|Sandpit">
        <PostPublish>
          <task1 Filename="C:\Triaster\TriasterServer2011\MTopSearch\Process Library\MTop Re-index.cmd">
            </task1>
          </PostPublish>
          <ResultsURL>../../MTopSearch/Process Library/DocumentResults/searchresult.asp
        </ResultsURL>
```

There are two primary parts to the search mechanism:

- Creating an index
- Linking a library site's search facility to the appropriate index

Creating an Index

Maps and documents are indexed by a post-publish task that's defined in Settings.xml. The 'MTop Re-index.cmd' script launches sessions of MTop Search Engine Composer configured by the appropriate INI file (docs.ini or maps.ini). Amongst other things, these INI files define:

- The folders to index
- The output folder to which to write the index files
- The base URLs from which to build hyperlinks to indexed items

For the global- and library-scoped search systems, some configurations will be different (for example, the output folder), so the INI files aren't interchangeable. Early versions of the 'MTop Re-index.cmd' scripts may have explicit references to the full paths of the INI files, so aren't interchangeable without modification. However, later versions should be: a common copy could be found in each of the library sub-folders of 'MTopSearch'.

Linking Search to the correct index

The maps search results page will be in either:

Triaster\TriasterServer\2011\MTopSearch\MapResults
or
Triaster\TriasterServer\2011\MTopSearch\<Library>\MapResults

depending on the <LibraryLevelMTopINIFile> setting in Settings.xml.

The documents search results page is set for each site as <ResultsURL>. This is set explicitly because it could be configured to target a webpage associated with a system other than MTop, for example, a SharePoint page.

Of course, if Search is to report results from an index generated by MTop, then the results page setting must match the output location of the indexing process. A mismatch may result in a '404 - File or directory not found' error or a set of results that doesn't reflect the current contents of the library.

More information

This article is reproduced in a little more detail in our Knowledge Base.

<http://knowledgebase.triaster.co.uk/help-for-it-administrators/installation/configuring-scope-mtop-search>

Customer Focus Day - 4th December

The agenda has now been agreed for the next Customer Focus Day, which is being held at our Triaster offices in Wallingford on 4th December.

There will be sessions as follows. If you are interested in contributing to any of the following sessions, please go to www.triaster.co.uk/connector_events_public_focus_day.php to register for this event.

Alerts and Approvals Enhancements

Presentation and discussion of proposed enhancements, as below:

- Sequential Approvals (categorising approval types into tiers, so approvals happen in a structured order).
- Governance (automatic moving or copying of maps on Publish or Approval to replace current manual processes).
- Groups of Approvers (where responsibility for approvals is shared between a number of individuals).
- Any additional enhancements that are felt to be needed.

Mobile Compatible Library Development

This session will consist of the following:

- A demonstration of the current work in progress, with the opportunity to give feedback on proposed designs.
- Demonstration of new HTML5 homepage designs.
- Proposed designs of new menu editing tool.
- A beta test library will be made available a number of weeks in advance to give customers the opportunity to try out the proposed designs on their own devices.

Breadcrumb Trail

The following will be discussed during this session:

- Clarification on what is required.
- Proposed designs will be presented for feedback.

Triaster Website

A new Triaster website, currently under development, will be demoed and discussed for usability feedback.

We look forward to seeing you on the day.

Meet John Goldsmith

Microsoft Visio specialist



Fact File

Been working with Triaster since 2012

Professionally he is most proud of ... having been a recipient of the Microsoft Visio MVP award every year since 2008

Hobbies

...well Visio really, but also cooking and woodwork with the kids (independently of course)

Likes

Creating and building new visual solutions to data that once lurked in spreadsheets and databases

Dislikes

Data with no insight

Everyone at Triaster will always remember... John's attention to detail matches John Blight's



John is Triaster's Microsoft Visio Specialist. John is one of sixteen Microsoft Visio MVPs worldwide and has been working with the product for over 9 years. He has extensive, in-depth knowledge of the software and a great deal of experience in fulfilling customisation requirements for multiple, varied organisations. This includes Microsoft themselves.

Triaster saw how this would improve our ability to deliver more functionality to our customers and since October 2012 John has been building and amending our customer-specific Stencil and Templates. He has a great attention for detail and is fantastic at taking unformed ideas and creating new easy to use features.

And this is what John says about working with Triaster...



I've found working with the team at Triaster a very rewarding experience, both from a technical perspective and a professional relationship one.

At the technical level the core Triaster solution is flexible enough to accommodate the differing requirements that naturally occur between industries and individual organisations. This gels particularly well with Visio's inherent flexibility that enables you to rapidly build custom functionality and logic unique to an individual project. A recent example of that flexibility would be a Node master shape, developed for Skanska UK, which provides swimlane functionality when dropped on a flowchart template, but hides this functionality when used in a process template.

On a personal level, it's genuinely satisfying to be involved with a team who work so hard to solve problems and who really care about their customers. So, I get to use software that I love and interact with people that are a pleasure to work with. Beat that for a job!

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

Date	What is the Event?	Who benefits from attending?	How will I benefit?	Location
14th Nov 2013	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
19th Nov 2013	Triaster Solution Update	All Triaster customers	This event will provide a demonstration of all new features released throughout 2013 including the Simulation and Aggregation features, as discussed in the July/August Connector Newsletter and released in 13.4.	Triaster HQ, Oxfordshire
27th Nov 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
4th Dec 2013	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
9th & 10th Dec 2013* 20th & 21st Jan 2014 5th & 6th Mar 2014 *Now fully booked	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

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29th Jan 2014	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 Bristol
12th Feb 2014	Making the Most of Process Mapping - Useful, Usable 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.	Microsoft, London
19th Mar 2014	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
Dates available on application	Triaster Training - Technical Workshop	Library Administrators, IT and Support professionals	The workshop answers in-depth all of the commonly asked technical questions about the Triaster Server installation; as well as providing plenty of opportunity for delegates to discuss their own systems. "I would recommend the workshop as it gives the attendees a good insight into how all the elements of Triaster piece together." Rob Fletcher, ING Direct	Triaster HQ, Oxfordshire
Dates available on application	Triaster Training - Process Discovery Facilitation	Anyone responsible for process discovery	Training that covers the skills and approaches that will enable you to successfully facilitate your Process Discovery workshops. (Triaster can also deliver on-site Process Discovery workshops.)	Triaster HQ, Oxfordshire

Not to be missed! Triaster Customer Focus Day - 4th December

Customer Focus Days give the opportunity to workshop with Triaster development regarding both software and services and directly influence and impact the end results.

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

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

From the Community

Latest news and discussion



Quality vs. Safety

Priorities at odds in the oil and gas industries

We have been sent an interesting article on this topic by Kevin Prior at Woodside. The 'In 50 Words or Less' summary is as follows,

- Quality is often viewed as secondary to safety in the oil and gas industries.
- Unless quality is elevated to a top priority, safety in these industries will be compromised, possibly leading to loss of life, pollution and damage to a company's reputation and revenue.

You can read the full article by either downloading it from www.triaster.co.uk/connector or clicking on the following link, which Quality Progress have kindly made open access for us, although a registration is required: <http://tinyurl.com/asq-article>

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.



An update on the 'Triasthletes'

We are pleased to let you know that Emily Constance and Victoria Glancy both completed the Oxford Half Marathon even though the weather was atrocious and part of the course was flooded! Emily raised over £300 for local charity Friends of O.S.C.A.R, supporting children in Oxfordshire who have brain or spinal tumours.



Triaster scales new heights!

We are all taking a break from sporting events for now, however I am sure we will be back in action in the New Year.

Please take note



Microsoft is withdrawing support for Visio 2003, Windows XP, Excel 2003 and Project 2003 in April 2014. It will therefore not be possible for Triaster to offer support on these products to our customers after this date.

Triaster Support will assist customers who are running older versions of Process Navigator that are still compatible with these versions of Microsoft software. However if new issues are found we will have to advise to upgrade to a later version.

Live from **LinkedIn**

Mapping of management processes

I am just wondering if anyone has attempted to map a management process, as opposed to a business or transformation process.

Firstly what do I mean by a management process?

We have a project/programme management process that is basically a set of high level gateway reviews that pull information from lots of functions at set points during the design and development phase of a project.

This information is reviewed by the management team who if everything is ok, agree to proceed and place actions to mitigate risks etc. (resources, costs etc.).

What I don't want to do is to show a series of reviews that don't link together, but each one has 50+ inputs and one or two outputs.

From Malcolm Smith -
MCQI CQP, Quality Systems
Engineer at Aero
Engine Controls

Post your comments here:

<http://tinyurl.com/management-processes>

Do you have a
response
for Malcolm?

