



Linking the Triaster community

Congratulations Sungard Availability Services

Winners of the ITSM Project of the Year!

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Issue 25 // November 2015 - January 2016

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Welcome

We lead with congratulations to Sungard AS for their ITSM Project of the Year Award for Ask PAT. Ask PAT is their Triaster Process Library.

Next we are delighted to feature Lockheed Martin UK Ampthill's implementation of Touchstone, their Triaster Process Library, which was originally implemented to deliver a more user friendly Quality Management System and is now driving process improvement.

Driving process improvement is an important theme in this Connector. Triaster have introduced a new Continual Improvement Framework, delivering in one package all that is needed to utilise your Process Library to achieve continual process improvement. Until the end of March, we are offering this to current customers at a special price, as part of our celebration of the launch of our new product line up. We are now offering three great systems – Basic, Standard and Professional – to match customer requirements across the spectrum of capturing, managing and improving processes. Read all about it!

This bumper issue of the Connector covers the three months to end January 2016, so look out for the next one in early February.

Happy Christmas!

Emma

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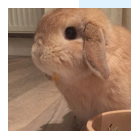
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Congratulations Sungard Availability Services

Winners of the ITSM Project of the Year!



At the ITSM Industry Awards Dinner 2015 held on 23rd November, Sungard Availability Services were announced as the winners for the IT Service Management Project of the Year.

Sungard AS has implemented a global target operating model for Service Management which is available to all staff via their Process Library called Ask PAT .

The award was for “the organisation that has completed the most successful and challenging IT Service Management project during the year”.

Many congratulations from all at Triaster!

A full article about Sungard AS's implementation of a Service Management Framework in line with best industry practice will be included in the February / March Connector.



Lockheed Martin UK Ampthill

On implementing a new QMS, which is now driving process improvement



Lockheed Martin UK, is the UK-based arm of Lockheed Martin Corporation. Lockheed Martin UK specialises in the development, integration and sustainment of advanced technology systems, products and services.

The company works with more than 100 business partners and employs more than 3,000 people in the UK, working on a wide range of major programmes spanning the aerospace, defence and civil sectors.

Lockheed Martin UK Ampthill, in Bedfordshire, is a World leader in Defence equipment design and manufacture, a very tightly controlled industry. The Ampthill site is fully compliant to AS9100 Quality Management System standard and the US parent company also sets out stringent processes and controls which the UK must comply with. These cover not only product development, but also other corporate processes.

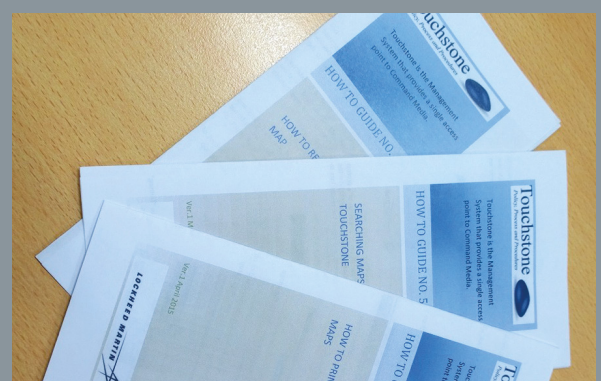
In 2012 these processes and controls were all to be found in text-based documents. There were a great many documents spread across various Networks, some of which were in the United States (USA) and some of which were specific to the Ampthill site in the UK.

Everyone was agreed that a more user friendly Quality Management System (QMS) was needed.

When the Process and Compliance team in Ampthill proposed implementing a Triaster Process Library to the Leadership team, they thought it was such a good idea that they set the team a target of six months to convert all their quality management documentation into process maps. And a further target of reducing the amount of text in their QMS by 50 percent!

Looking back the team think they were slightly optimistic to have agreed to these targets, but they really wanted to implement the Triaster Solution!

Touchstone
Policy, Process and Procedures



The Process and Compliance team's first step was to identify exactly which documentation was relevant to the Ampthill site and prioritise it for process mapping.

Following this, two Triaster Consultants worked full time, alongside two Lockheed Martin employees spending 25% of their time on the project, mapping the documented processes.

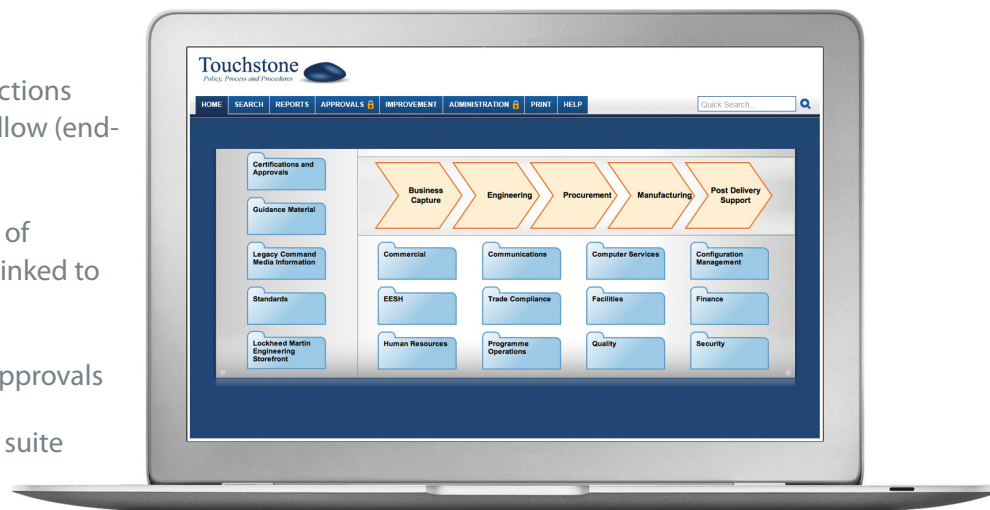
Changing from text based process documentation to a Process library was a big cultural change for the company, so the Lockheed Martin team worked with Triaster on a programme to both develop an engaging identity for their Process Library, and to explain to the rest of company that a new QMS would be coming soon and the benefits that it would bring both to individuals and the company.



Calling their Process Library 'Touchstone', an eye catching logo and brand was developed. This was used consistently in, amongst other things, posters, newsletters and awareness sessions - where the developing Process Library was demonstrated - to spread the word that Touchstone was coming.

Achieving both of the targets set by the Senior Leadership Team, Touchstone was launched in the Summer of 2013, delivering a greatly improved comprehensive QMS, which is:

- A 'one-stop-shop' for all policies, processes and procedures
- An easy to understand visual representation of their processes
- On their intranet
- Easy to access
- Easy to navigate
- Contains process linkages and interactions which are both visible and easy to follow (end-to-end business processes)
- Contains all templates, forms, means of compliance and guidance materials linked to directly from the process maps
- Shows the cross functional process approvals
- Contains a comprehensive reporting suite
- Has an excellent search facility



“

Lockheed Martin Touchstone is very easy to use.

Touchstone has also enabled, far easier and quicker than previously, ISO9001, TickITPlus and AS9100 (aerospace management) accreditation.

The story doesn't stop there of course. The Process and Compliance team have continued to develop Touchstone to ensure that it is as useful as possible for their end users and are starting to think about changing the navigation away from a quality focused navigation, towards an end user focused navigation. They have an idea of having a homepage which offers suggestions, a bit like a cash machine which says "What do you want to do? Do you want to top up your phone? Take out some cash? Print a statement?"

As well as continually improving the system as a QMS and keeping Touchstone visible with How To and Reference guides, T-shirts, other give a ways, and quality focus groups, the team are now planning to use Touchstone and the Triaster Solution to drive evidence based process improvement.

The Process and Compliance team is soon to be bolstered by formally trained Six Sigma experts, who will use Touchstone as the base point for modelling process improvement.

Touchstone

Policy, Process and Procedures



Triaster Product Line-up – Simplified and Improved

Michael Cousins explains the benefits



Michael Cousins // Managing Director

With the release of so much functionality in the last couple of years – both software and services – the Triaster platform now offers the solution to a wide range of business challenges across the spectrum of capturing, managing and improving processes and organisations.

To enable easier matching of the solution to customers' requirements

we have organised our products into three systems as follows:



BASIC

An entry level system for organisations seeking to achieve basic process management

An easy to understand, easy to use, secure website, intelligently presenting all your processes, policies, forms and guidance documents

One central source of accurate information giving process visibility and transparency for unlimited users

Drag and drop process mapping tool

STANDARD

A fully integrated business management system for organisations embedding, or reinforcing, a process culture

Everything in the BASIC System **PLUS +**

The governance framework and functionality to support all major quality standards and accreditations

Strong process control and automated review and approvals workflow

PROFESSIONAL

The system for organisations implementing business improvement

Everything in the STANDARD System **PLUS +**

Process optimisation modelling

Continual improvement framework

Advanced reporting for business analysis

Quantification of return on investment

To celebrate the launch of Triaster's new product line-up, **all current customers will automatically be licenced for the Professional system feature set, at no additional cost to their current Trusted Partner Agreement.**

In addition, to enable all current customers to take full advantage of the full Professional System feature set capabilities, **Triaster's new Continual Improvement Framework is being offered to current customers until 30th March 2016 at just £24K*.**

The Continual Improvement Framework delivers both the methodology and the services – everything needed in one package – to utilise your Process Library to achieve continual process improvement.

For more information on Triaster's new systems, the Continual Improvement Framework and this fantastic offer, please contact Carma Cooper or Victoria Glancy on +44 (0)870 402 1234 or by e-mail to info@triaster.co.uk.

**RRP £30K. Offer price is net of VAT and expenses and is valid for Triaster customers (only) with a current Trusted Partner licence Agreement at 30th March 2016.*



The Triaster website - it's having a face lift!

Triaster's website is being relaunched shortly:
www.triaster.co.uk

The updated website will look very different in places. I really hope that you like it, but do recognise that you probably won't be able to find some of the things that are useful to you and that you will need to sign up to access some others. Some of the articles may have moved, or still be there but just not linked to the main site, so please do Search for anything you can't find.

For anything you absolutely can't find please e-mail me and I will do my level best to reinstate it for you. We are also launching the Triaster Blog. This will be regularly updated with articles and comments. There is a subscribe option so that you can receive an e-mail alert to our latest articles at a frequency that suits you. We would love to post contributions from the Triaster community, please e-mail me if you are interested in writing articles for the Triaster blog.

My e-mail address is emma.harris@triaster.co.uk



T.U.G. News

Great discussions at the September meeting



Linda Spinks // User Group Chairperson

User Group Meeting – 10th September 2015

Well as Christmas fast approaches the last User Group meeting seems so long ago, however I do remember it to be a very enjoyable and informative day. The meeting was hosted by Steve Ward at NG Bailey's offsite manufacturing facility in Bradford, and wow what a day we had. I don't think anyone will forget the reaction given by Julie Mack at the rather impressive Privacy Smartglass wall onto which was projected a corporate presentation, before it magically changed to clear glass, so that we were overlooking the factory. The tour was very interesting and I think we were all very impressed at the kind of savings that can be made from such offsite manufacturing. I was particularly impressed to see Lean principles being applied so effectively (having just completed Lean Six Sigma training myself). Steve also gave us a good insight into his project from the original objectives, when they first adopted the Triaster solution, through to the changes they have made in order to cater for their audience, many of whom like to see things presented in a particular way.

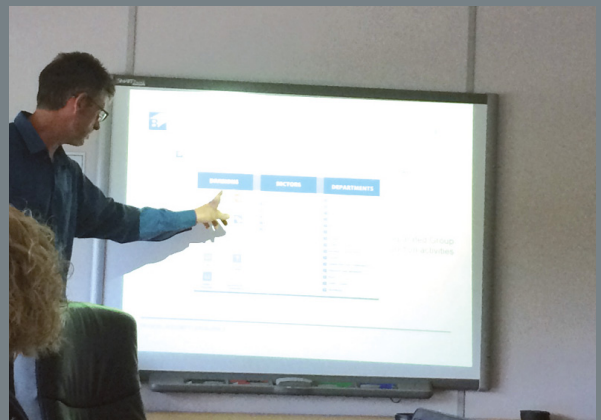
WE TELL YOU

We would also like to share with you, the Connector reader, some of the discussion points that were raised during the two workshop sessions, which we all found very useful to talk through.

How do you capture return on investment (ROI)?

This workshop was called following a number of recent discussions that came up within the customer assessments. These highlighted that many customers aren't sure how to best capture return on investment information around the use of the Triaster system and indeed in some cases the internal Business Improvement teams themselves.

The points below show that there's quite a range of factors to be taken into account when considering ROI. One of the key differentiators being whether



you have senior support for a system that is fundamental to the successful running of your business; such as conformance to industry standards and Health, Safety and Risk compliance, or whether your management team are looking for you to achieve specific savings and find business improvement solutions by mapping and analysing your processes. For many customers the answer was not so much, 'why should we do this?' but more about 'what will happen if we don't?'

We hope that the examples and comments made regarding capturing ROI, are a useful reminder of why you do what you do and will maybe help you to justify all the hard work and money that goes into it.

“ The decrease in 'how do I calls' to our HR support centre once our Library was introduced.

“ The time and cost taken to do an annual stock take was collated and showed that failure to follow the process results in increased time and costs. Financial data was provided to back this up.

“ Repeatable processes can be measured fairly easily, but unique processes are more difficult to measure.

“ Look at the current level of failure vs targeted levels.

“ The fact that processes are in place and documented is a benefit.

“ The cost saving of the reduction in external audit time resulting from having documented processes.

“ Having our International Student process documented, saves time when being audited.

“ We recognise significant benefits, especially around auditing for multiple sites and regarding the visibility of documented processes.

“ For ISO certification it's essential to have a Process Library.

“ ROI from the AA's perspective is the fact that a legacy system was not upgradeable for a reasonable cost and our Triaster Library is more efficient, more stable and upgradeable.

“ Risk management is the return on investment.

“ Another ROI is the ability to have access to processes for fieldworkers.

“ Documented processes support and prevent costs in accidents / rework / litigation / fines etc.

“ Maps used as part of project work won't necessarily end up in a library, but value adds into the achievement of improvement.

“ Documented processes are perceived as fair and equal.

Triaster are now offering the Continual Improvement Framework, delivering the methodology and skills to:

- Embed continual improvement
- Quantify the return on investment
- Achieve rapid return to business as usual

For more information on the Continual Improvement Framework launched in November, please contact Carma Cooper or Victoria Glancy on +44 (0)870 402 1234 or e-mail info@triaster.co.uk



Level of Mapping

The second workshop was about what level everyone was mapping to, and how that worked for them.

The main questions asked were:

‘At what level should you stop mapping?’ & ‘How much detail should be included?’

The AA advised that they map procedures as well as process, so everything is in map format. Users are used to this, as they have been using this format for many years. There were some points to note as follows though:

- Some processes are mapped which shouldn't be!!
- Procedures are tailored to the AA user's skill level.

Other comments were:

- When the Project process is mapped, all steps should be included at top level, but the first step should have a decision about which project steps are to be included by project value, risk analysis.
- The map shows 'what' but you can include a decision matrix about 'how' the decision is made and which are the mandatory and optional documents – you can use data visualisation to identify mandatory steps.
- The level of detail may be impacted if maps are used as a training resource for new starters, although maybe work instructions sitting behind maps is the better option.

The ANSWER?

Essentially all agreed that, 'it depends on your audience'.

- “ How many levels work? Some don't use drill downs at all.
- “ Drill downs are useful for processes that are reused e.g. peer review.
- “ Running an end-to-end map when all on one level, we can easily visualise the spider's web and highlight areas to review with complexity.
- “ Respond to the 'Voice of Customer' – what do they understand from the map?

Development Update

Also covered on the day was an update from Triaster, which included a Software Development update from Andrew Ridgeley.

Work in progress:

- Map Reviews
- Document Approvals
- Process Metrics:
 - Auto-generates Lean 6 Sigma metrics (Cost, Effort, Cycle Time). Can configure custom metrics.
 - Reports Available (like Report Exchange).
 - TO-BE and AS-IS site comparison, giving Improvement Implementation Plan.
- Improved Upgrade Process (one-click installation, avoid need for manual configuration).
- Planning Chart: to be re-purposed as an Audit Scheduling Tool.

In the short term we are looking at:

- Easier Configuration: Use of 'wizards' rather than editing XML.
- Single logon for Approvals and Administration (potentially linked to Active Directory in time).
- News Page Enhancements (display as default screen, easier editing and management of items).
- New Library Hosted Solution – 100% cloud based.

In the longer term:

- New Map Publication Format
- Web-based Property Update
- Web-based Mapping Solution (offered in parallel with Process Navigator)

Several of these topics were discussed in detail during Triaster's Focus day workshop on 2nd December. An article on this will be included in the February/March Connector.



Next Main User Group meeting

The next User Group meeting is being hosted by the AA at their Oldbury offices on 9th March 2016. Space is restricted so 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.

If you are unable to attend in person (maybe you are based outside of the UK, or just can't get away from the office for the whole day) please remember that we open to making arrangements for other customers to join in particular discussions via conference call/web sessions. If this is of interest for the next meeting, please contact us and we'll see what we can do in collaboration with the host, to involve you on the day.

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

As a reminder, 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.

YOU TELL US

L de Spies

user.group@triaster.co.uk

Triaster Software Development

New Triaster Suite functionality coming soon



Andrew Ridgeley // Product Owner & Chris Mawdsley // Senior Software Engineer

The next public release will be version 15.3 (Version 15.2 was a limited release, for US customers only). This is currently expected to be released in early 2016.

Triaster Suite version 15.3 will contain the following new features:

Process Library User Specific Permissions


The e-mail based logon that is currently used for Approvals only, is being extended in version 15.3. In future e-mail based logon will also apply to the Administration tool (replacing the current system). A new Edit Users screen will enable user permissions to be specified; this will replace the current Edit Approvers screen.

The new permissions system will allow the Library Administrator precise control over which users can access which parts of the Administration system (including Approvals). In addition, users will be able to manage their own passwords.

The new Edit Users screen can be accessed from both Administration and Approvals.

The screenshot displays the Triaster Administration web application. The top navigation bar includes links for HOME, SEARCH, REPORTS, APPROVALS, IMPROVEMENT, ADMINISTRATION, NEWS, PRINT, and HELP. The current user is identified as Andrew Ridgeley. The left sidebar contains a menu with categories: Publish Maps, Library Management, and Users. The main content area is titled 'Publication Tasks' and includes a 'PUBLISH' button, a checkbox for 'Refresh all published maps (recreates all HTML)', and a 'Publication Status' section with a progress bar showing 'Publications in Progress' and 'Publications Not Started'. A 'LOG OUT' button is located at the bottom of the sidebar.

'Edit Users' will show the full current full list of Users and their permissions. Users can be added and deleted here:


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HELP


Add New

Username	Email Address	Permissions	Buttons
Andrew Compliance	andrew.compliance@triaster.co.uk	Edit News Page, Approver (Assigned files only)	Edit Delete
Andrew Ridgeley	andrew.ridgeley@triaster.co.uk	User Administrator, Publication, Create/Delete Sites and Libraries, Edit Menu, Edit News Page, Approver (All files), Reviewer (All files)	Edit
approver number 2	approver2@paulvining.co.uk	Approver (All files), Reviewer (All files)	Edit Delete
Carma Cooper	carma.cooper@triaster.co.uk	User Administrator, Publication, Create/Delete Sites and Libraries, Edit Menu, Edit News Page, Approver (All files)	Edit Delete
Installation Only	installation@triaster.co.uk	User Administrator, Publication, Create/Delete Sites and Libraries, Edit Menu, Edit News Page, Approver (All files)	Edit Delete
Joel Evans	joel.evans@triaster.co.uk	User Administrator, Publication, Create/Delete Sites and Libraries, Edit Menu, Edit News Page, Approver (All files), Reviewer (All files)	Edit Delete
Karen Compliance	karen.compliance@triaster.co.uk	User Administrator, Publication, Create/Delete Sites and Libraries, Edit Menu, Edit News Page, Reviewer (All files)	Edit Delete
Karen Content	karen.content@triaster.co.uk	Approver (All files)	Edit Delete
Paul Elson-Vining	paul@paulvining.co.uk	User Administrator, Publication, Create/Delete Sites and Libraries, Edit Menu, Edit News Page, Approver (All files), Reviewer (All files)	Edit Delete

Page 1 of 1 (9 Items)
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Page size: 10

Clicking 'Edit', will enable users' permissions to be changed:


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HELP

Name: Carma Cooper

Email Address: carma.cooper@triaster.co.uk

User Administrator: ☒

Publication: ☒

Create/Delete Sites and Libraries: ☒

Edit Menu: ☒

Edit News Page: ☒

Approver: Approve all files

Reviewer: Not a reviewer

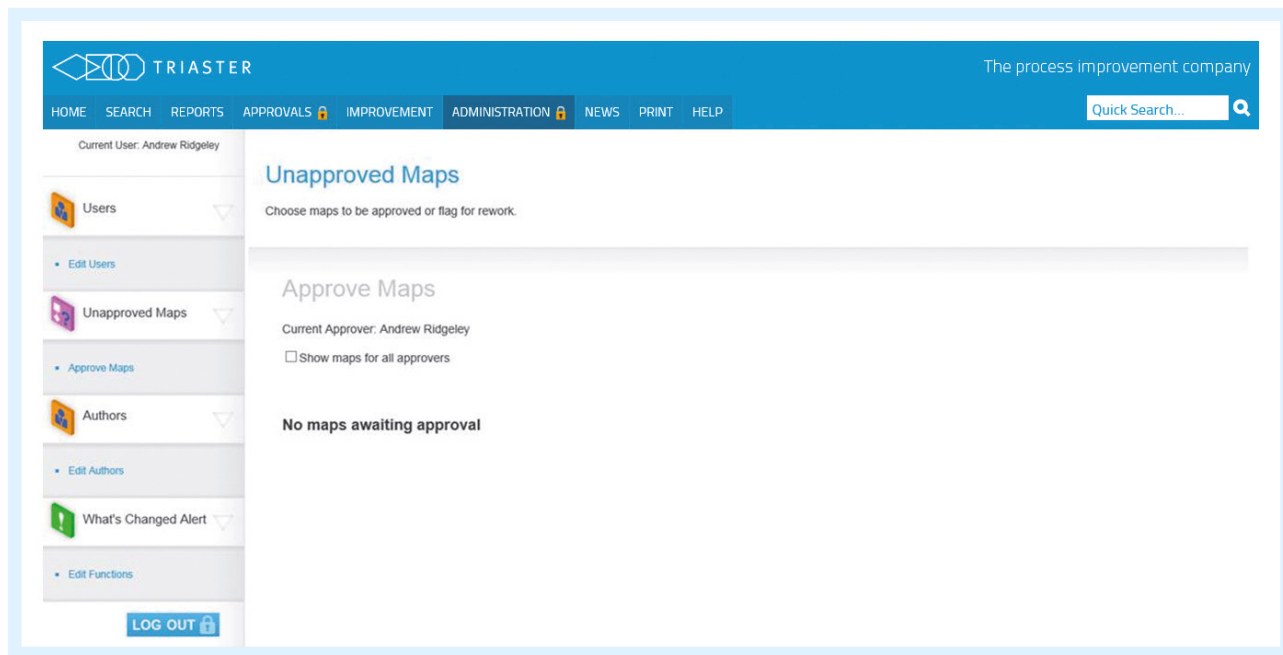
Save Cancel

The following permission options are available.

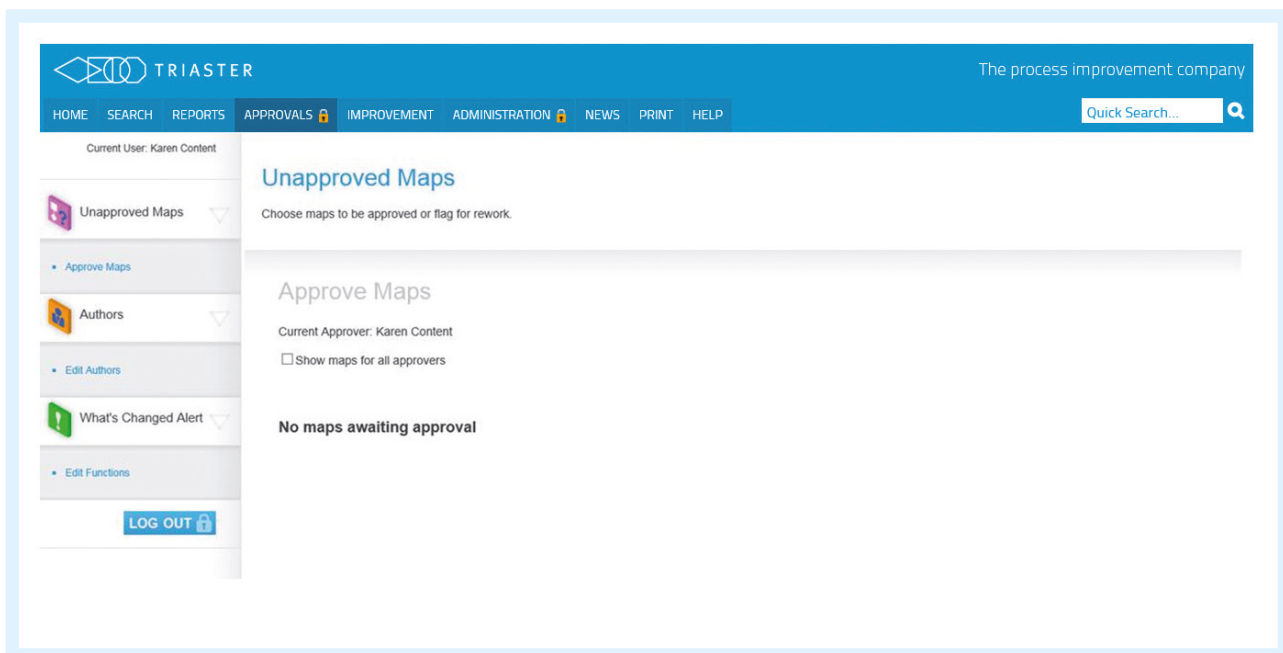
- User Administrator:** a User Administrator can change the privileges associated with user accounts, create/delete new users, and add, delete or edit map authors and functions. Any Approver who currently has library administrator permissions will be given this permission level by default.
- Publication:** allows Publish and Refresh Search.
- Clone/Delete Sites and Libraries:** allows libraries and sites to be cloned or deleted.
- Edit Menu:** gives access to the Menu Editor.
- Edit News Page:** allows update of the News Page by editing headlines, updating document status or removing proposals.

- **Approver:** the Approver role now has 2 modes; “Approve Assigned Files Only” and “Approve All Files”. The latter enables users to approve documents on behalf of others and replaces the concept of Super User which is currently used.
- **Reviewer:** a new Reviewer role has been created for 15.3. Currently the reviewers’ drop-down list on a map is populated with Approvers. From 15.3 it will be possible to separate these lists if required.

These permission levels will apply for both the Approvals and Administration tool. Items in the left hand menu pane will be hidden or shown based on whether these permissions are enabled for the current user.



Andrew has all permissions granted so the full menu options are visible in the screen shot above. Karen has Approver permissions only, so the menu options visible to her logon are restricted. See screen shot below.



This development is a step towards integration with Active Directory, which will remove the need for users to log on multiple times.

Please note the current Admin usernames and passwords will not be valid from 15.3 onwards. Users who currently have Administration rights within the Approvals tool will be able to publish. If additional publication users are required, these can be created by one of the Administrator users. There will be more information on this at the time of the release of Triaster Suite version 15.3.

Cloud-based Library Hosting

Upgrade to 15.3 will also allow use of a new cloud based hosted solution to replace our present hosted offering. The cloud-based nature of these servers will allow very quick set-up times. Process mappers will continue to use Process Navigator on their own machines with the maps being continuously synced between the mappers' machines and the server.

This feature will only be relevant for customers who would like Triaster to provide Process Library servers, not those organisations using their own servers.

Coming next

There are a number of other product enhancements that are in the final stages of testing which we plan to release next, after version 15.3.

Process Metrics

Process Metrics is functionality to generate evidence-based reports directly from the data contained in your Process Library/ies.

- **Process Status Report** – contains information about processes, various data and analyses. Some of the data is derived from Process Simulation (such as Cost, Time, Effort, Resources & Lean Six Sigma) and some of the data is the fixed values that are entered by the Process Authors (such as Risk and non-conformances logged).
- **Process Comparison Report** – sets out how potential TO-BE scenarios (proposals for change) compare with the AS-IS (current model). The purpose of this document is to promote discussion on possible improvements to the process.

Samples of these reports can be viewed in the Example Process Library, AlphaChoco:

<http://tinyurl.com/alphachoco>

They are also currently available for beta use. This can be arranged by directly contacting Michael Cousins by e-mail: michael.cousins@triaster.co.uk.

Process Metrics is a very exciting development, building on Simulation and Aggregation and making the ability to collate and present an evidence-based business case for change far more user friendly.

Process Metrics also enables quantification of the return on investment in your process management and improvement system - as standard.

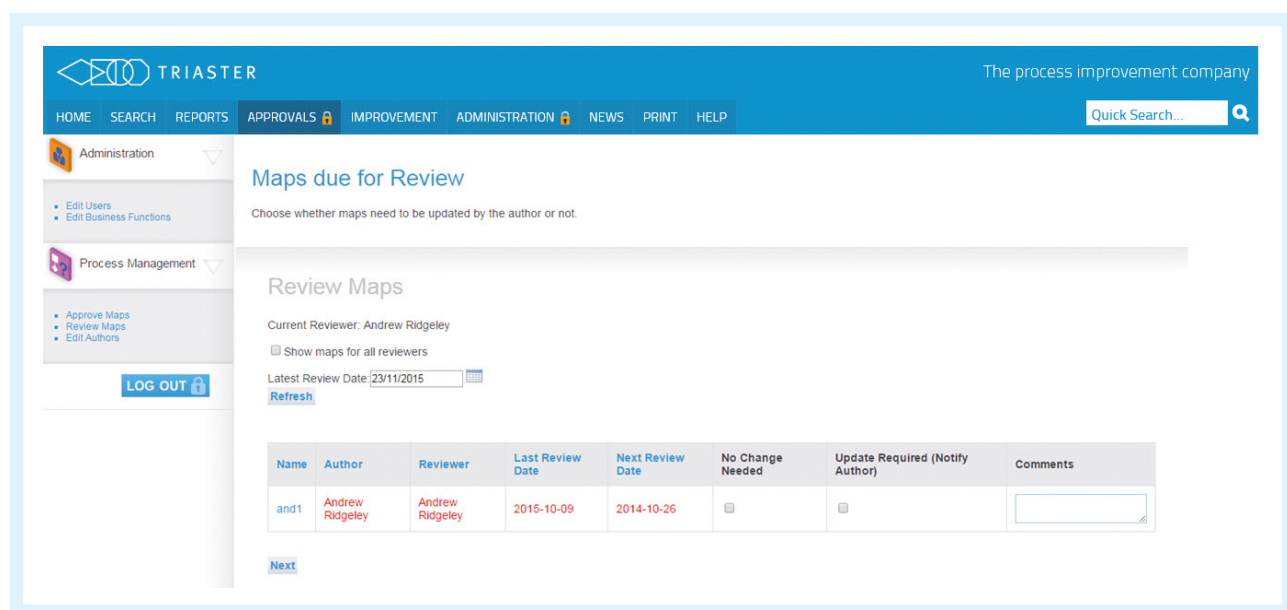
A further report - Process Transformation Report - is in early stage development.

Triaster Server installer

We are working on a new version of the Triaster Server installer which (once the initial publication account details have been entered and stored) will make upgrading a genuine one-click process. We have updated the minimum requirements checks as well as adding a summary of version numbers and key installed features to give better transparency on the state of your system. This will decrease the need for access to your system by the Triaster technical team, leading to faster upgrades and giving more control to your Library/Technical Administrator.

Process Library Map Review

The Map Review tool is now in final testing. Currently when a map is reviewed, changing the review date and notifying the author is a manual process. With this new feature, if a map has been reviewed and no change is required, the next review date will be automatically changed on the map. If a map requires updating, the author will receive an email alert and the status of the map will be changed to Rework.



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HOME SEARCH REPORTS APPROVALS IMPROVEMENT ADMINISTRATION NEWS PRINT HELP Quick Search...

Administration

- Edit Users
- Edit Business Functions

Process Management

- Approve Maps
- Review Maps
- Edit Authors

LOG OUT

Maps due for Review

Choose whether maps need to be updated by the author or not.

Review Maps

Current Reviewer: Andrew Ridgeley

☐ Show maps for all reviewers

Latest Review Date: 23/11/2015 [Refresh](#)

Name	Author	Reviewer	Last Review Date	Next Review Date	No Change Needed	Update Required (Notify Author)	Comments
and1	Andrew Ridgeley	Andrew Ridgeley	2015-10-09	2014-10-26	<input type="checkbox"/>	<input type="checkbox"/>	

[Next](#)

Web-based Configuration Settings Tool

This is currently undergoing final testing and will be released in early 2016. Details on this feature were included in the September/October 2015 Connector.

Tech News

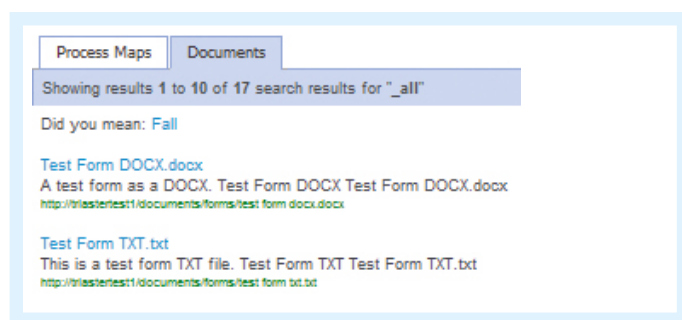
Document Categories in Search



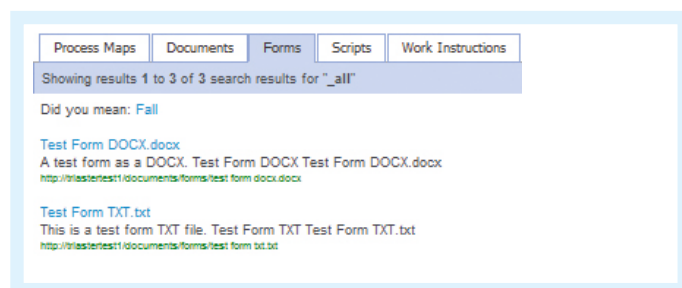
John Blight // Service Desk

Displaying search results

Quick Search results are commonly displayed on two separate tabs: one for process maps, the other for documents.



However, you may want to separate your documents into different categories, and have Quick Search present results separately for those categories.



Documents folder structure

You may have documents organised in this way:

```
\Documents\
  Forms\
  Scripts\
  Work Instructions\
  <The rest of your documents>
```

or perhaps this:

```
\Documents\
  Forms\
  Scripts\
  Work Instructions\
  Miscellaneous\
  <The rest of your documents>
```

The pertinent difference is whether documents that aren't in a particular category are in a common root folder that also contains those specific document categories. This is the case in the former example, but not the latter. The significance of this will be explained as the different implementation configurations are described.

Configuring Triaster Server's search

Scenario 1

With the former document folder structure.

```
\Documents
  Forms\
  Scripts\
  Work Instructions\
  <The rest of your documents>
```

There could be four different categories, each of which would be defined as a DataSource in the Keyoti search engine's configuration file.

```
Triaster\TriasterServer2011\KeyotiSearch\
IndexDirectory\indexableSourceRecord.xml
```

```
<DataSource ID="43"
  type="FileSystemDocumentStore" location="C:\
  Triaster\Documents\" query="http://
  TriasterTest1/Documents/" uniqueColumn=""
  resultURL="" ExtensionData="">
```

```
forms|scripts|work instructions@True@">
  <t:Categories>
    <t:Category>Documents</t:Category>
  </t:Categories>
  <t:Locations />
</DataSource>
<DataSource ID="44"
type="FileSystemDocumentStore"
location="C:\Triaster\Documents\Forms\"
query="http://TriasterTest1/Documents/
Forms/" uniqueColumn="" resultURL=""
ExtensionData="@@True@">
  <t:Categories>
    <t:Category>Forms</t:Category>
  </t:Categories>
  <t:Locations />
</DataSource>
etc.
```



In this example, the general 'Documents' and specific 'Forms' categories are depicted. Others for 'Scripts' and 'Work Instructions' would be analogous to that of 'Forms'.

Each document root location is represented by a DataSource. Each DataSource includes:

- **ID** – a unique number. At the top of the file, there's a LastUsedID setting that should equate to the highest used ID.
- **Location** – a file path that represents the root location to index. The terminating '\' is required.
- **Query** – a URL to that indexable location. The terminating '/' is required.
- **ExtensionData** - @<Exclusions, separated by '|'>@<Whether to recurse sub-folders>@
- **Category** – the tab(s) on which search results are displayed.

The order in which these DataSources are defined is important if common locations are involved. DataSources are indexed sequentially, with the indexing information generated by subsequent DataSources superseding that of previous ones if common locations are indexed by different DataSources. The above configuration for indexing general documents has exclusions, as it's futile to associate documents with one category when a

subsequent indexing action is going to change that. Even without exclusions, documents in the sub-folders associated with the more specific categories wouldn't be displayed on the general 'Documents' tab. The initial linking of documents in the 'Forms' folder with the 'Documents' category is supplanted by the association with 'Forms'. How documents can be displayed on more than one tab is described later.

Perhaps the two main points to note in this scenario are:

- The locations of the more specific types of document reside within the general documents location.
- The 'Documents' configuration excludes the other locations when indexing this DataSource, as that index information would otherwise be overwritten when indexing the subsequent, more specific DataSources.

Scenario 2

A possibly neater implementation would be to have completely separate root folders for all categories of document.

```
\Documents\
  Forms\
  Scripts\
  Work Instructions\
  General\
  <The rest of your documents>
```

The configuration in 'indexableSourceRecord.xml' would then be:

```
<DataSource ID="43"
type="FileSystemDocumentStore"
location="C:\Triaster\Documents\General\"
query="http://TriasterTest1/Documents/
General/" uniqueColumn="" resultURL=""
ExtensionData="@@True@">
  <t:Categories>
    <t:Category>Documents</t:Category>
  </t:Categories>
  <t:Locations />
</DataSource>
<DataSource ID="44"
type="FileSystemDocumentStore"
location="C:\Triaster\Documents\Forms\"
```



```

query="http://TriasterTest1/Documents/
Forms/" uniqueColumn="" resultURL=""
ExtensionData="@@True@">
  <t:Categories>
    <t:Category>Forms</t:Category>
  </t:Categories>
  <t:Locations />
</DataSource>
etc.

```



The difference here is that the general documents have their own unique root folder that doesn't contain the more specific categories of document. Exclusions are unnecessary, so there isn't the danger of excluding documents from searches inadvertently. However, if your document repository already has an established folder structure, this may not be practicable.

Displaying search results

So far, one set of indexing information (as defined by a DataSource) has been associated with one search tab (as defined by a DataSource's Category). That means that search results for particular documents will be displayed on one search tab only. If you wanted the 'Documents' tab to show results for all documents, not just those that aren't associated with a certain type, then each of the document type DataSources would need to include 'Documents' as one of its categories.

```

<DataSource ID="44"
type="FileSystemDocumentStore"
location="C:\Triaster\Documents\Forms\"
query="http://TriasterTest1/Documents/
Forms/" uniqueColumn="" resultURL=""
ExtensionData="@@True@">
  <t:Categories>
    <t:Category>Documents</t:Category>
    <t:Category>Forms</t:Category>
  </t:Categories>
  <t:Locations />
</DataSource>
etc.

```



Summary

Documents can be categorised, and these categories searched separately or in combination with others. Defining such categories is highly flexible, and relatively simple when using existing ones as examples.

Feature Voting update

It was great to receive so many votes in this year's round of feature voting. This exercise provides the very important input of the customer perspective, which the Development Team rely on when planning Triaster's future feature development.

We can advise that the features:

- ✓ Ability to Drill across in a similar way to Drill down
- ✓ Hyperlink Integrity check tool
- ✓ Spell check to include Properties
- ✓ Breadcrumb trail within the library

...came highest on the list of priorities and the full results were discussed in detail with customers attending the Focus day workshop at Triaster's offices on 2nd December.

More on this in the February/March Connector.



Community Events

What's been going on?



Victoria Glancy & Carma Cooper // Client Services Team

Triaster's **conference to celebrate world Quality Day**, held on 3rd November was a great success. Simon Feary, Chief Executive of the CQI gave a really interesting keynote speech covering the status of the Quality profession and how this should and could be elevated.

The rest of the day was spent in a series of workshops and presentations working through a case study of tough supply chain issues in the cocoa industry. Everyone seemed to enjoy this and also all the chocolate on offer!

Feedback from attendees was very positive:

- “ Most enjoyable interactive event, focused on continual improvement.
- “ Enabled me to better understand and fulfil my project needs, and better understand process improvement.
- “ Enjoyed collaboration and exploration of ideas with other delegates. Working the problem, developing solutions.
- “ Great event, excellent planning – do more!

James Rowell, Lecturer on Operations and Supply Chain Management at the University of Buckingham Business School was the guest blogger on the CQI website on World Quality Day, with his write up of the event.

Please go to: <http://blog.thecqi.org/> to read.

This event was so popular that Triaster are repeating the format at our Achieving Better Processes and Systemic Improvement events in Manchester on 9th February 2016 and London on 21st April. For more information and to book please go to: triaster.co.uk/connector-events-better-processes.php



Triaster's 'Sweet Dreams of Continual Improvement' Conference

The **Implementing Process Improvement in the Police event** was hosted jointly by Dave Hill - Head of Special Projects, Criminal Justice, University of Northampton and Institute of Public Safety Crime and Justice (IPSCJ) - and Triaster on 30th September.



At this very practical event, reviewing a proven methodology for process improvement in the Police, an interactive workshop around the custody process from 'arrest to incarceration' was held, followed by discussion of the Critical Success Factors to enable continual improvement in the Police.

These were agreed to be as follows:

1. Senior leadership engagement. Everyone was in agreement that this is key in the Police.
2. Data Clarity. For example is the cost of a Constable a loaded cost or their salary divided by the number of hours they work?
3. Goal clarity. The definition of the improvement aim; for example is improvement defined as reducing cost or improving service delivery? When Leicestershire police only sent a policeman when a house with an even number was burgled – what were they trying to achieve?
4. A strong understanding of the impact of change, before it is implemented.
5. Strong change control – basic quality management, approval, communication...
6. Bring strong governance into the scope of the project. Pick up on what's there and build on it.
7. It's not all about the process, it's about the culture and mind-set too. Especially of the more senior staff.
8. The need to ensure the capacity for change implementation. Can the Service handle the change requests generated?
9. The need to tap the knowledge of the real subject matter experts (SMEs)
10. The need to reduce the time to benefit.

No doubt much of this resonates with many organisations working in very different sectors.



Implementing Process Improvement in the Police

The first **Treehouse School Food for Thought networking lunch**, also took place on 4th November.

In the lovely surroundings of the The Partridge Inn, Wallingford, Triaster staff and customers met with a number of diners from local businesses to enjoy a delicious lunch prepared and served by the Treehouse School children. The menu was:

Pheasant casserole or Apple squash and lentil casserole, both served with cheesy bubble and squeak cakes and seasonal vegetables

Apple crumble served with ice cream, cream or yoghurt

The event was "delicious" and "heart-warming and inspiring" and we are all looking forward to the next one on 2nd March 2016.

TRIASTER
100005982 12345678 12-34-56
Date: 10th September 2015
Pay: The Treehouse School
Four thousand pounds only.
Amount: £4,000.00
M. Cousins
Payee: Michael Cousins, Managing Director

Your referral will benefit the Treehouse School by £4000!

We also hope to be able to honour our referral pledge before too long. Triaster's Treehouse referral scheme, pays the School £4,000 for every referral made quoting 'Treehouse', once they become a customer. More details here: www.triaster.co.uk/treehouse



Food for Thought networking lunch

Great New Framework; Great New Offer

DON'T MISS OUT!

Triaster's fabulous new Continual Improvement Framework:

- ✓ Embeds continual improvement
- ✓ Quantifies the return on investment
- ✓ Achieves rapid return to business as usual



The Continual Improvement Framework delivers both the methodology and the services – everything needed in one package – to utilise your Process Library to achieve continual process improvement. It is included as standard in the new Professional system – one of Triaster's great new product sets.

To celebrate the launch of Triaster's new product line up, our new Continual Improvement Framework is being offered to current customers until 30th March 2016 at just £24K*.

This is to enable our customers to make the most of the full feature set of the new Professional system, which customers are automatically licenced for – at no additional cost to their current Trusted Partner Agreement.

For more information on Triaster's new systems, the Continual Improvement Framework and this fantastic offer, please contact Carma Cooper or Victoria Glancy on +44 (0)870 402 1234 or by e-mail to: info@triaster.co.uk

**RRP £30K. Offer price is net of VAT and expenses and is valid for Triaster customers (only) with a current Trusted Partner licence Agreement at 30th March 2016.*

Events Summary

The full events list



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; all deliver great value. Of course, all Triaster training courses can also 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
7th Jan 2016 - 10:30 20th Jan 2016 - 15:00 1st Feb 2016 - 14:00 18th Feb 2016 - 10:30	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
8th Jan 2016 - 09:00 1st Feb 2016 - 16:00	Software Update Webinars	All Triaster customers	A one-hour executive briefing from the Triaster Consultancy Team for all interested in looking at new features from Triaster, what's happening in the Triaster Community and what's coming up next.	Webinar
18th & 19th Jan 2016 14th & 15th Mar 2016	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
9th Feb 2016	Achieving Better Processes and Systemic Improvement	Anyone interested in Continual Improvement - in action	During a lively and interactive day, we will cover: implementing a repeatable framework for continual improvement, rapid return to business as usual (BAU) and quantifying the return on investment (ROI).	Manchester
2nd Mar 2016 - 12:00 11th May 2016 - 12:00	The Treehouse School 'Food for Thought' Networking Lunches	Thames Valley businesses, looking to support a local charity, enjoy a 21st century school dinner prepared by the students of the Treehouse School and network with local businesses	By enjoying a delicious lunch, with like-minded people and local businesses.	The Partridge, Wallingford
9th Mar 2016	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.	The AA, Oldbury

Date	What is the Event?	Who benefits from attending?	How will I benefit?	Location
21st Apr 2016	Achieving Better Processes and Systemic Improvement	Anyone interested in Continual Improvement - in action	During a lively and interactive day, we will cover: implementing a repeatable framework for continual improvement, rapid return to business as usual (BAU) and quantifying the return on investment (ROI).	London
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
TBA	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

POPULAR EVENT

Achieving Better Processes and Systemic Improvement

9th February 2016, Manchester
21st April 2016, London

During a lively and interactive day, we will cover: implementing a repeatable framework for continual improvement, rapid return to business as usual (BAU) and quantifying the return on investment (ROI).

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

Community round up

A launch, lots of exercise and a couple of goodbyes

HomeServe – another successful launch

Thank you to Rachel Hulme, Head of Transformation Process & Change at HomeServe, who sent us these photos of the launch of their Process Library, Process Central, to their Claims department in Preston, in September.

“Another successful launch with great feedback; slightly different approach for the team as many of them are on the phones, so we had a drop in stand along with a number of group training sessions (this week and last week).”



Please do all share your launch photos with us – they are very inspiring.

Triaster Team – Sponsored Cycle 4th – 7th September

Just in case you haven't heard and were worried 😊 Mike, Joel, Nick, James and Ashwin from Triaster together with their friends Andrew, Oliver and Sam completed the whole 234 miles cycle to Paris – without incident. Not only this, they raised over £7K for Diabetes UK.

Really well done guys and a big thank you to everyone who sponsored them.





No Skanska employees drowned during the making of these photos!



Chris Needham, Skanska UK, sent us these photos of white water rafting saying:

"I arranged for fellow Business Systems Specialist Josh Welbelove, future Process Author Sam Pullinger from our Utilities division (who braved the front seat with me) and a few friends to go hit the rapids at Lee Valley White Water Centre in September. We couldn't take the Connector with us as a soggy issue would have made for a difficult read... Two fell in and had to be hauled back aboard – A rather undignified process of essentially hauling the person back in and on top of you with all the strength you can muster. Suffice to say you get a lot closer to your colleagues than you do in the office, but a great day was had by all."

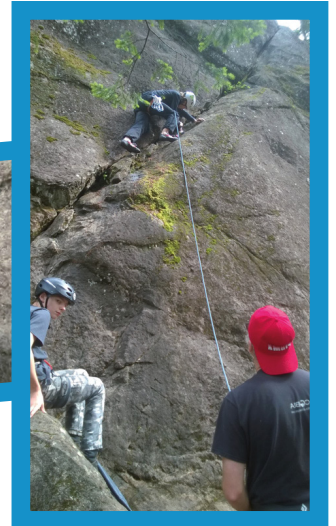
Have you or any of your colleagues done anything adventurous? If so please send us photos. We all love to see them – including Jo Dolton's gorgeous puppies (who have grown enormously!).



Steve Moore; Microsoft Shared Services; has sent us the photos of his family rock climbing.



We are always pestering keen rower **Chris Mawdsley, Triaster**, for photos. He relented with these:



Goodbye and thank you to Steve Odeyemi and Nicholas Hall



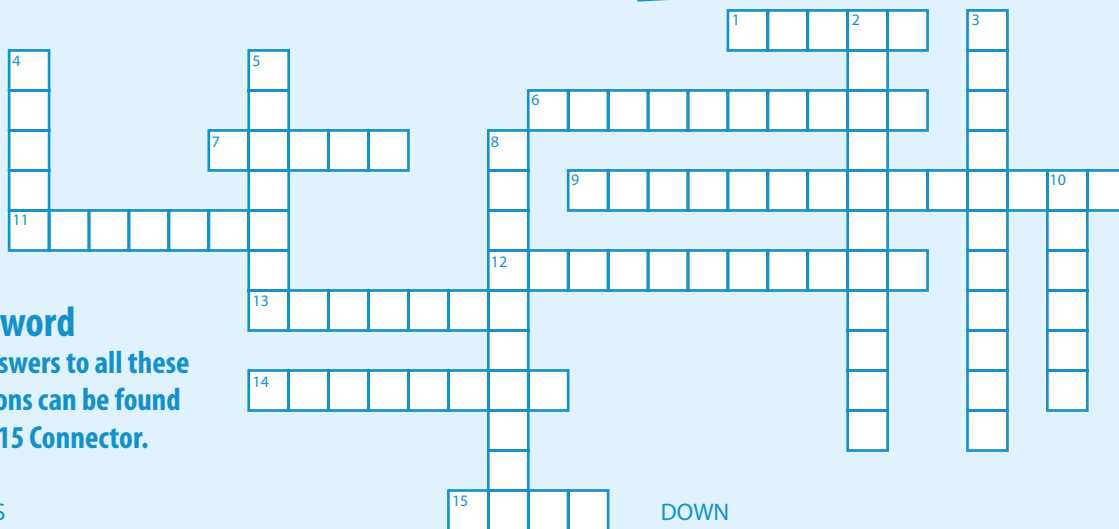
Both Steve and Nick have moved on from Triaster in the last couple of months. We thank them both for all their hard work and wish them all the very best for the future.

End of year Quiz

It's traditional! Just a bit of fun

Match the pet to the owner

Most of these pets have made an appearance in the Connector at some point (although not necessarily in the picture shown) - but not all!



Crossword

The answers to all these questions can be found in a 2015 Connector.

ACROSS

- 1 The name of Interserve's Process Library.
- 6 Mark Curtin, National Oilwell Varco, has a collection of what?
- 7 Which big birthday did John celebrate in April?
- 9 The name of the Treehouse School's networking lunches.
- 11 Where did Russ Finseth work before joining Triaster?
- 12 What are the names of Jo's new puppies?
- 13 Triaster USA is based where?
- 14 Who hosted the Triaster User Group in September?
- 15 The name of Isobel's horse.

DOWN

- 2 The name of our World Quality Day Conference (...of Continual Improvement).
- 3 Who did Victoria meet when she visited NOV in Houston?
- 4 What does Julie Savage really dislike?
- 5 What is Stan Julien, Triaster USA scared of?
- 8 Which charity were the Triaster team raising money for when they cycled from London to Paris?
- 10 Where did Jo go on holiday this year?

Answers will be published in the February / March Connector.