connector

Linking the Triaster community

Issue 6 // September/October 2012

Welcome

Emma Harris // Operations Director

I hope that you have had an excellent summer. We may not have had brilliant weather here in GB, but at least we had the Olympics and the Paralympics. I was hooked, just couldn't see enough – nothing got done!

It's fortunate that we have the Connector to keep us cheerful now that it is all over. This edition contains a feature on Spirax Sarco, who are on a fascinating journey to Process Excellence and Linda spills the beans on the Triaster Launch Events.

There is also focus on three Triaster Reports, a slightly different Tech News this time, meet…James Harvey, Community Events and News and some more detail on the end-to-end process feature to be released in version 12.1.

Everyone is welcome to sign up for the e-mail notification that the latest Connector is available for download. Just go to www.triaster.co.uk/connector. If you aren't currently receiving a printed version and would like to, please e-mail customer.services@triaster.co.uk to let us know.

Conversely if you would prefer to stop receiving a printed copy, let us know that at the same e-mail address.

Emma Harris

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

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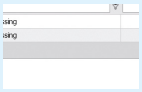

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Spirax Sarco

Driving excellence through process

Spirax Sarco provide steam solutions through their extensive range of products, services and technical expertise, which enable customers to meet their energy efficiency targets, to increase productivity and to deliver long term sustainability.

In 2011 the UK Sales organisation, having established their Process Excellence Road Map, started to plan the implementation of their business process management (BPM) programme. Their aim is to achieve excellence and to align all aspects of their business to meet the wants and needs of their customers to ensure that they are the steam users' first choice steam solution provider.

Customers first

UK Sales put their customers' right at the heart of their process improvement approach.

In 2011, Spirax Sarco commissioned an independent market research company to carry out Customer Experience research. As part of this survey customers were asked for their top priorities for improvement and this has been an important input to the business improvement projects.

The right partnership

It was important to Spirax Sarco to partner with a BPM solution provider who aligned with their way of thinking. Having assessed the options, UK & ROI Sales embarked upon a three month evaluation of the Triaster solution. They were pleased to find that the software and approach matched their requirements and they felt supported by Triaster's exceptional customer service.

With the BPM solution selected, Triaster worked closely with Spirax Sarco to achieve an accelerated implementation. Initial training was provided in December 2011 and the Process Library was launched in January 2012.

> As we work together to develop and manage our processes, it is key that we put the customer at the centre of everything we do. We should be considering the value from the customers' perspective, applying outside-in thinking.
>
> *Mary Derrick, Strategy Support Manager*

> Triaster have exceeded our expectations. We have found everyone at Triaster to be professional, knowledgeable and helpful, the Triaster solution has proved to be a good fit with our requirements and their support has enabled us to achieve our objectives.
>
> *Matt Selley, Customer Care & Quality Manager*

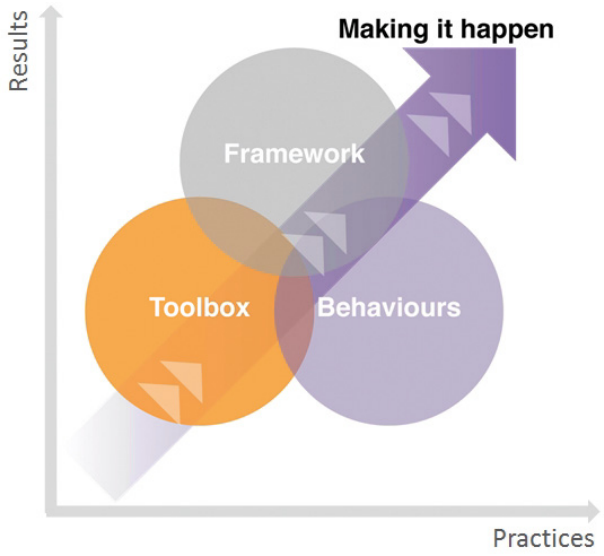
To reach the launch date, the internal support teams were very enthusiastic and worked fast to enable available standard operating procedures to be loaded into the Process Library ready for 'Go Live'. Storing all the documents in one place which everyone had access to was a quick win, that achieved good interest levels from everyone within UK Sales.

Putting in place the foundations

The Process Management Group (PMG) has evolved since the launch of the Process Library and has a vital role in achieving effective process ownership, fully supported by the Process Design Team.

There are three key components to Spirax Sarco's business process management approach.

- The framework: the Process Excellence Road Map
- The toolbox: the Process Library and mapping workshops
- The behaviours: supported by empowering employees to contribute to best practice



Spirax Sarco believe that their people are key to 'making it happen' and that success is 80% dependent on the right behaviours with 10% framework and 10% toolbox. Involving people in creating a new way of working is therefore a top priority. The Triaster solution supports the behaviours needed to achieve a continuous improvement culture.

Empowering to improve

Information about the improvement projects and the benefits they are delivering is shared in an internal newsletter 'End to End,' which is released twice a year. In addition there are quarterly staff briefings given by the UK Sales Director, demonstrating the interest and importance that he places on the BPM programme.

> A considerable amount of effort is made to involve everyone in a meaningful way in our journey to process excellence. 'End to End', internal case studies and team meeting updates are part of this. The key aim is for everyone to have the opportunity to contribute their expertise and ideas through workshops and process discovery sessions, which then result in improvement actions.
>
> *Mary Derrick, Strategy Support Manager*

New processes delivering benefits

Since the adoption of the Triaster solution, UK Sales have achieved some great successes. These are summarised below:

Customer complaints and escalation process

The project team set up to look at this process began by looking at the current complaint process and then led on to discussions about how the process could be improved. It was agreed to pilot the improvement suggestions made regarding acknowledging the complaint for the customer.

The Customer Care team 'closed the loop' with customers to ensure that they were fully updated on the course of action taken to resolve the issue. Based on the success of the pilot, Customer Care fully integrated the process changes and it was agreed to roll the new process out to Engineered Systems and Services too. The customer feedback to the changes was really positive.

> That's brilliant. Thanks for your help and support, we've been really impressed with your approach.
>
> *Claire Chapman, Customer Care Team Leader*

Service Engineer car stock process

This process was mapped from end-to-end and a number of problems were identified.
Once the problems were understood, process gaps were identified and filled. The improved process,

published to the Process Library, with supporting documents in place resulted in good stock integrity and improved confidence that the parts and products required will be available at the customer site, giving improved service levels. The process is more efficient making it easier to deliver customer service and reducing waste.

More Triaster Process Libraries

With the unrestricted licences available for the first year of the contract, other parts of the Spirax Sarco organisation have started to use the Triaster Process Library to capture their processes; sometimes with a very specific focus such as looking at the time and effort spent on certain activities. To enable some tight deadlines to be met, Triaster delivered an intense set of facilitated process workshops and training sessions.

Continuing the journey

To now maximise the benefit of understanding processes, the new challenge for Spirax Sarco is to communicate functional area process knowledge with the wider audience to identify how each process feeds into the next. This will help to create entire end-to-end processes across the whole organisation.

The aim is for the Triaster solution to be the platform of choice for working with processes with a consistently applied process mapping policy, predefined process architecture and governance framework for managing their processes and associated documentation. Having such a robust process management programme in place makes it easy for new areas of Spirax Sarco to come on board with the process approach and really helps to establish a process culture within the organisation.

A great partnership

Triaster are very much enjoying being part of Spirax Sarco's journey to process excellence. The company has all the key elements in place to achieve their goals of operational excellence and world class service:

- **Continual improvement is a strategic objective with senior management support**
- **A motivated and enthusiastic process management community are establishing excellent and useful process libraries**
- **Focus is being given to involving and educating employees to establish a process culture where the libraries are used and processes are owned**

With these elements in place, Triaster are able to maximise the support that we can give to ensure that the maximum benefit is achieved from the Triaster Solution. We look forward to celebrating more successes with Spirax in the future.

Paul's shortcut of the month

If you use the connector tool regularly, it can be a bit laborious turning it on and off from the menu. Next time try Ctrl + 1 to turn the connector tool on and Ctrl + 3 to toggle back to the pointer tool.

Paul's Q&A Corner

Question: We have just changed all our linked documents from one server to another. Is there a simple way of updating all our maps?

Answer: Yes!!! Providing the directory structure of the documents has not changed, for example if all the maps were stored on a server called \\Amazon\documents and you want them to point to \\Biss\documents - load all of the maps in Process Navigator and from the edit menu select replace hyperlinks. Find Amazon and replace with Biss and then publish the maps again. Voila one set of corrected maps!

Do you have a question for Paul? If so, please send this to customer.services@triaster.co.uk

Triaster Software Update

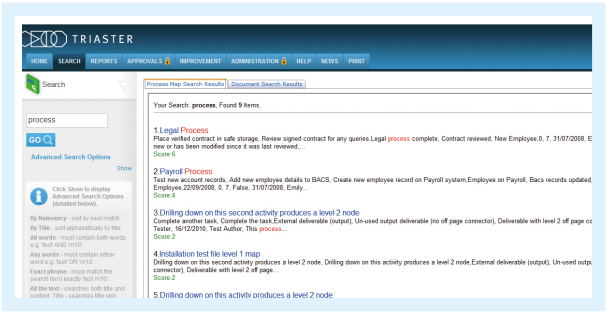
The latest news

Triaster Suite Version 12.1

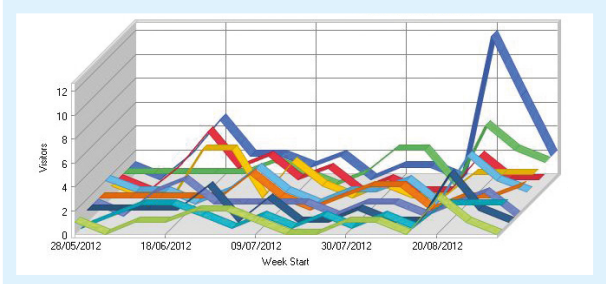
The Triaster Suite version 12.1 is due for release in early October. This will contain some issue fixes and the following functionality:

Triaster Server

- Enhanced search: An improved Quick Search covering both process maps and document content. The results are displayed within separate tabs.



- Implementation (if required) of the library usage tracking tool, WebLog Expert, as part of the standard install process. This will enable customers without a current mechanism to measure library usage, to easily do so. More information is available at www.weblogexpert.com



Process Navigator

End-to-End process diagram: This feature will put all process maps specified on a single large page and connect them up horizontally. It will also show vertical connectivity. For more information please see Michael Cousins' article on page 16.

Please visit www.triaster.co.uk/events for a full schedule of our events on offer

Triaster Launch Events

Triaster Launch Events are proving very popular. Here is some of the feedback by attendees:

"The amount of detail is at the right level; just enough." Claire West, Spirax Sarco

"Good tenor to the event – not a hard sales pitch." Erik Maceachern, SEPA

"Good heads up on products and excellent networking opportunity" Tom Hamilton, SQA

The following dates are still available:

Tuesday 18th September	- Wallingford, Oxfordshire
Thursday 25th October	- Sale, Manchester
Tuesday 20th November	- Wallingford, Oxfordshire

The events are free to attend and cover the following:

- **A general Library demonstration, with a particular focus on 11.2 and onwards features**
- **Introduction to new services available**
- **Technical focus on the 11.2 Triaster Server architecture**
- **Upgrade planning!**

There are also plenty of opportunities to network with other customers and chat to Triaster staff. For more details and to book your place please go: http://tinyurl.com/11-2LaunchEvent

T.U.G. News

Linda Spinks presents the latest news from the User Group

Linda Spinks // User Group Chairperson

We tell you

The next Education meeting is being hosted by the University of Bedfordshire in March 2013. The next main User Group meeting is being hosted by Fugro GEOS at their Wallingford offices on 18th October 2012. Please let us know if you would like to attend either of these meetings. Space is limited, so please do book as soon as possible by e-mailing customer.services@triaster.co.uk

Triaster Launch Events

I recently attended one of the Triaster Launch events and found it to be very informative and helped my colleague Pauline Blake and I focus our thoughts on what was needed for the upgrade to v11.2. Not only was it useful to have an update on the new features this version will provide, but everyone there found it to be a very enjoyable networking opportunity. It also gave me all the information I needed to go back to our IT department and get the ball rolling, so I am very happy that I attended!

I would urge anyone looking to upgrade their system in the near future to attend one of these events. Further dates and details can be found here: http://tinyurl.com/11-2LaunchEvent

You tell us

What do you get out of the User Group meetings? It would be great if you could share your User Group experience with the rest of the Triaster community. If you would like me to add anything to this section in future issues, please let me know.

The next User Group meeting will be hosted by Fugro GEOS in Wallingford on 18th October 2012.

Triaster events provide great networking opportunities

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

user.group@triaster.co.uk

P.S. There are currently two Triaster Customer LinkedIn Groups – the first for members of the main user group (Triaster User Group) and another specifically for the Triaster Education Special Interest Group. Search for them in the LinkedIn Groups area.

Triaster Reports

Paul Elson-Vining takes a look at three Triaster reports

Paul Elson-Vining // Professional Services Consultant

This month I am focusing on the following reports:

- Missing Mandatory Properties
- Orphan
- Mismatch Deliverables (Priority)

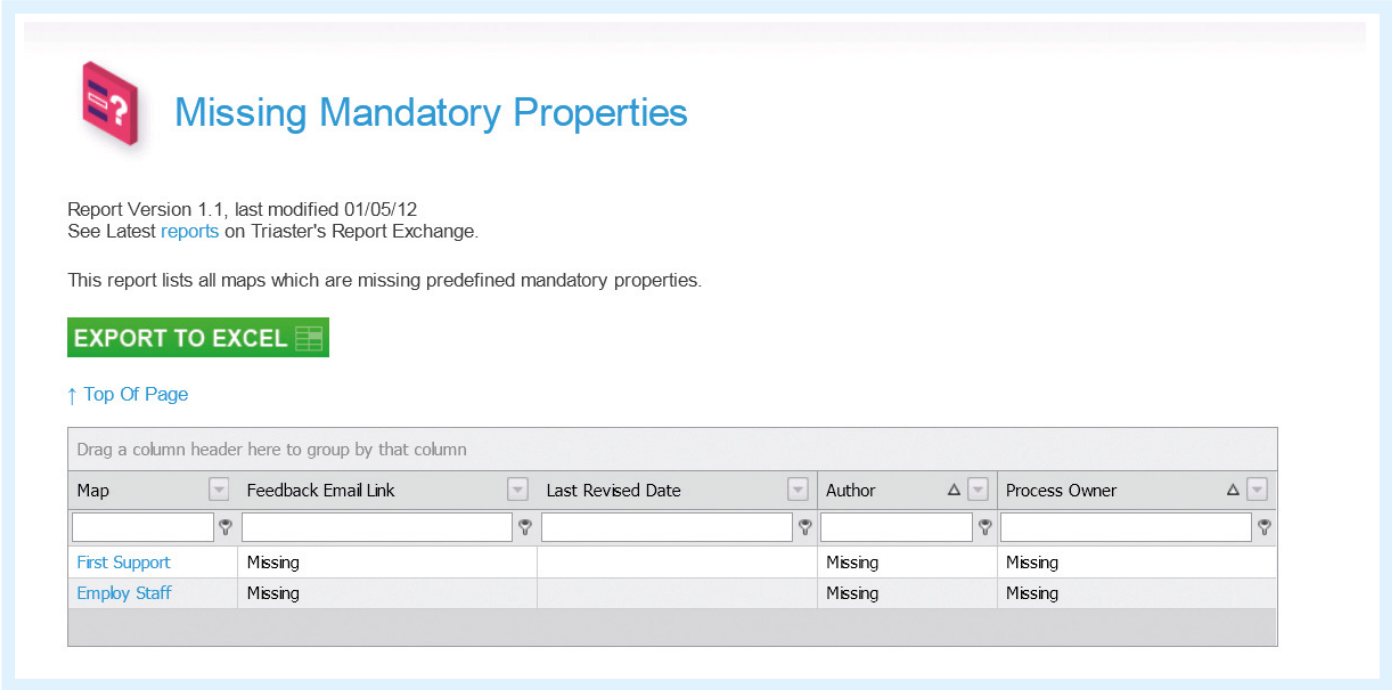
Missing Mandatory Properties

The Missing Mandatory Properties report shows a number of elements (shapes and properties) that are missing from a process. By default the report shows any process map that is missing the following:

- Feedback e-mail shape
- Last revised date
- Author or owner

Where these are all present, the process map won't be included in the report.

Library Administrators should check that this report is empty before publication to the Live Library, as any entries will indicate incomplete maps (as above).



Missing Mandatory Properties

Report Version 1.1, last modified 01/05/12
See Latest reports on Triaster's Report Exchange.

This report lists all maps which are missing predefined mandatory properties.

EXPORT TO EXCEL

↑ Top Of Page

Drag a column header here to group by that column

Map	Feedback Email Link	Last Revised Date	Author	Process Owner
First Support	Missing		Missing	Missing
Employ Staff	Missing		Missing	Missing

Orphan

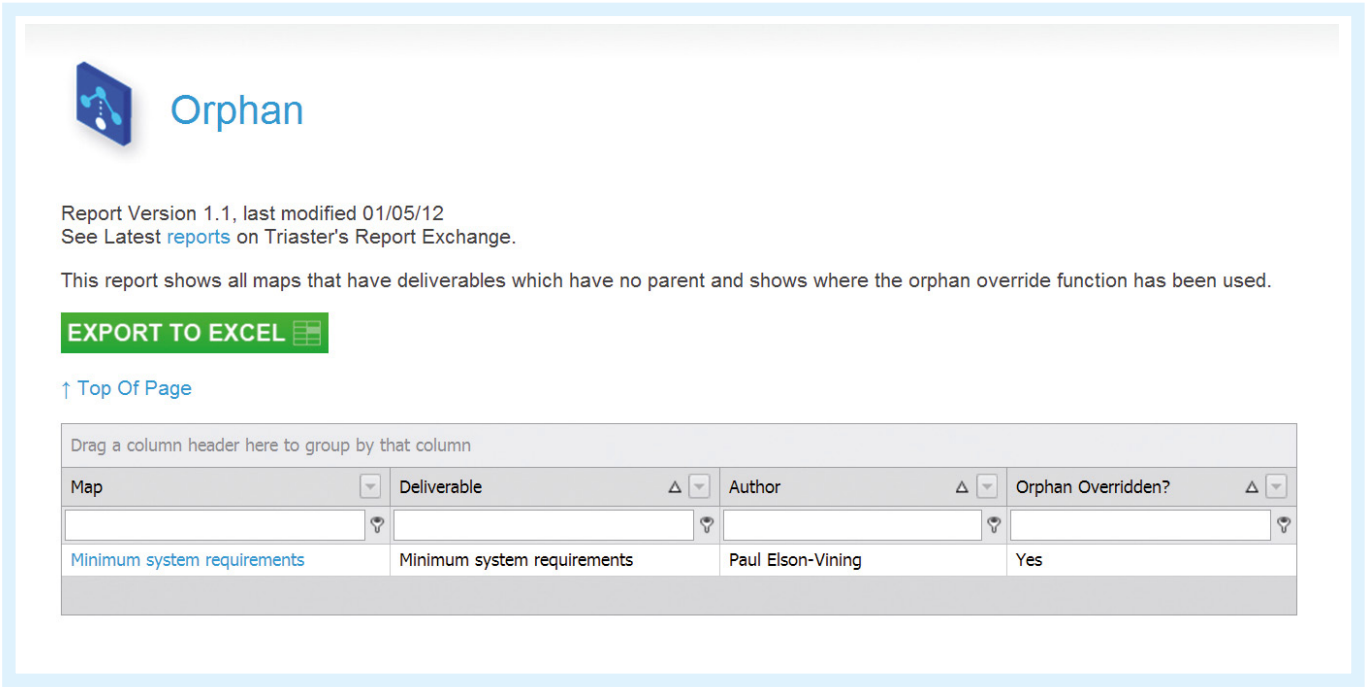
This report shows all deliverables that:

- either haven't got a parent allocated to them
- or where the override orphan function has been used

Orphans are created when either additional information is added to a lower level process (input or output) but not included on the parent map, or where a connection has been broken between an Activity and a Deliverable on the parent map.

If your maps drill down a lot of levels (more than four) you may find it impractical to include all of these deliverables at the top level. However, in a best practice Library you would never see an orphan!

Again something to check before publishing to Live.



Orphan

Report Version 1.1, last modified 01/05/12
See Latest reports on Triaster's Report Exchange.

This report shows all maps that have deliverables which have no parent and shows where the orphan override function has been used.

EXPORT TO EXCEL

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Map	Deliverable	Author	Orphan Overridden?
Minimum system requirements	Minimum system requirements	Paul Elson-Vining	Yes

Mismatch Deliverables (Priority)

I have been asked on a number of occasions why Triaster supply different types of Deliverables and why.

There are now four types of Deliverable in two family groups and they are intended to be used as follows:

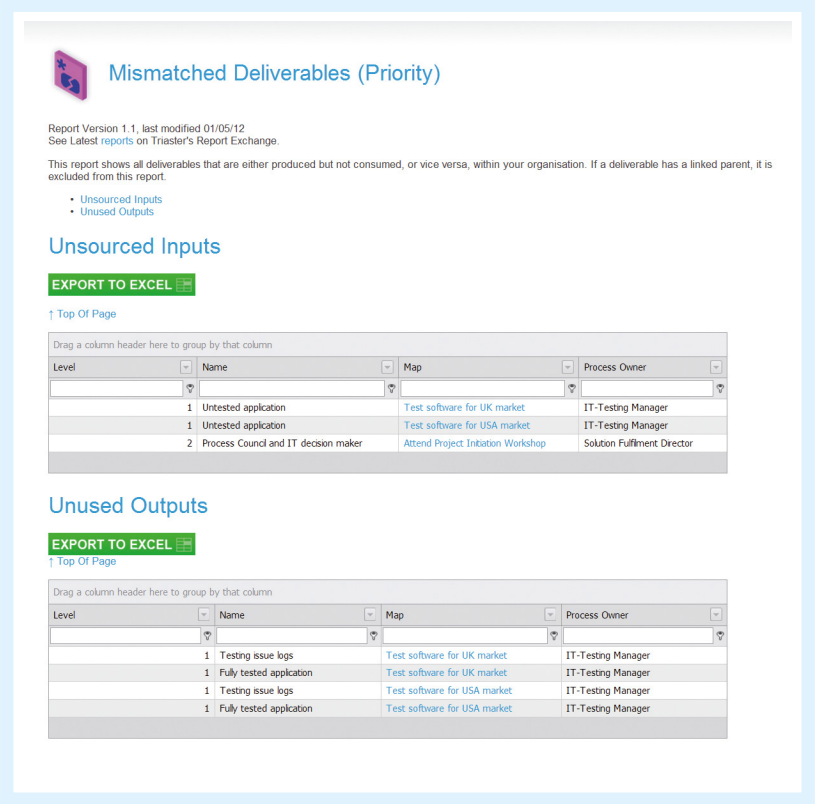
- Deliverables (sometimes called internal deliverables)
- Handover Deliverables – pass to another function for continuation
- External Deliverables – pass outside the organisation AND we have no further interest in them (e.g. we are not interested in what suppliers do with a payment)
- Terminating Deliverables - stay in the organisation, but we have no further interest in them (e.g. documents archived)

The Holy Grail for a Process Library is for all maps to be interlinked with other functions so the journey of a

product or service can be traced from its start to its ultimate end point. This is where the Priority Mismatch Deliverables report can help.

This report shows all Deliverables (including Handover Deliverables) that are produced but not used in a process (and vice versa). External and Terminating Deliverables are ignored. Some Deliverables may be included because of a poor naming convention or incorrect spelling, whilst others will identify where a gap in a process exists or the right information is not being passed from one place to the next.

The report only includes Deliverables which are at the same level in the hierarchy – i.e. which we would expect to be joined together by an off page connector (OPC).



Mismatched Deliverables (Priority)

Report Version 1.1, last modified 01/05/12
See Latest reports on Triaster's Report Exchange.

This report shows all deliverables that are either produced but not consumed, or vice versa, within your organisation. If a deliverable has a linked parent, it is excluded from this report.

- Unsourced Inputs
- Unused Outputs

Unsourced Inputs

EXPORT TO EXCEL

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Drag a column header here to group by that column

Level	Name	Map	Process Owner
1	Untested application	Test software for UK market	IT-Testing Manager
1	Untested application	Test software for USA market	IT-Testing Manager
2	Process Council and IT decision maker	Attend Project Initiation Workshop	Solution Fulfilment Director

Unused Outputs

EXPORT TO EXCEL

↑ Top Of Page

Drag a column header here to group by that column

Level	Name	Map	Process Owner
1	Testing issue logs	Test software for UK market	IT-Testing Manager
1	Fully tested application	Test software for UK market	IT-Testing Manager
1	Testing issue logs	Test software for USA market	IT-Testing Manager
1	Fully tested application	Test software for USA market	IT-Testing Manager

Remember the mantra: garbage in garbage out!

Microsoft Gold Partner Certification

Once again thank you to those of you who recently responded to the Microsoft Survey, as well as the few who also provided company specific references for us. We are pleased to confirm that we have been re-certified as a Microsoft Gold Partner.

Feedback…

We always love to receive your feedback, no matter how big or small.

Thank you to Jan Welch, University of Bedfordshire, who suggested that it would be helpful to be able to confirm the names of delegates at the time of booking on to an event or workshop via our website.

We listened, and have now amended our booking forms - so hope that this makes booking a little easier!
If you have any feedback or suggestions, please call Jo or Emily on +44 (0) 870 402 1234 or e-mail customer.services@triaster.co.uk

Tech News

Paul Elson-Vining answers top FAQs

Paul Elson-Vining // Professional Services Consultant

In this issue Paul is tackling some of the most common questions that come through to Support.

Q. Where has the Process Navigator tool bar gone in Visio?

A1. The first time Process Navigator is installed on a PC, the macro security settings need to be changed to medium or low to allow Process Navigator to run. Occasionally after a Windows update or group policy change, the macro security is reset and will need to be reconfigured.

A2. Macro security settings are held in the registry under each user profile. If these are corrupted in any way and resetting the macro security does not resolve the issue, you can wipe out the Visio configuration setting from the registry and Visio will attempt to repair itself. This often solves the problem. As an alternative to making registry changes, you can attempt to 'repair' reinstall Process Navigator on top of the existing Visio installation. The following Knowledge Base article should help:
http://tinyurl.com/menu-not-present

Q. Why, when I try to open Process Navigator, do I get a pop up saying Visio is installing?

A. This often happens when users have a highly restricted account. If users do not have privileges to access the shared Visio folder in C:\Program Files\Common Files\Microsoft shared\Visio Shared then Visio can't configure correctly. A workaround for this is to give the user temporary admin access while Visio and Process Navigator configure for the first time and then remove it. Another is to give users modify access to this folder.

Q. IT have just installed and activated Visio and Process Navigator and I get an error message saying Process Navigator is not activated. Why?

Process Navigator is activated by user profile, by machine. Only the Author should activate the Triaster software. If IT have activated, contact customer.services@triaster.co.uk to get your licence count amended.

For more help with activation please see the following Knowledge Base article
http://tinyurl.com/installation-and-activation

Q. We have the new flash style home page, is it possible to add a 4th level of menus?

No. The flash menu structure is hard coded to display 3 levels of detail. The best solution to this problem is to sub-divide your first or second menu structure further.

To see what you can do with the flash menu file see this Knowledge Base article
http://tinyurl.com/flash-menu-page

Meet James Harvey

Technical Support Administrator

Fact File

Joined Triaster
2011

Before that
Completed an NiTP Microsoft apprenticeship

Professionally he is most proud of …
Gaining my Microsoft Qualifications and starting my career at Triaster.

Hobbies
Football coaching, driving

Likes
Technology, Reading FC, socialising!

Dislikes
Cauliflower, Pigeons

Everyone at Triaster will always remember…
He has a great eye for detail, which is why he is great at auditing and proofreading the Connector!

James joined Triaster last year as an apprentice spending every other week in the office and the rest of the time completing his studies. His attention to detail and his proactivity impressed us immediately and he now is employed in the permanent position of Technical Support Administrator. This is a varied role which is part of the technical team at Triaster with responsibility for Support, technical implementation and QA.

We asked James for a summary of his responsibilities in each area and to tell us the highlights and lowlights of moving from full-time study, to part-time study/part-time work, to full-time work. This is what he said:

Since joining Triaster I've been able to gain lots of valuable experience of working in a business. The skills that I've picked up here are on a different level to what I learnt whilst at school and college.

A large part of my role is within the Support team, we work closely together to resolve any issues that come in. I feel I've learnt most about our product from being on the Support team, as no two issues are ever the same – learning new things is definitely a highlight for me!

Another area of my role is technical implementation, in which I carry out installations and upgrades. I also complete Quality Audits on installations completed by other members of the team. This enables me to become familiar with customers' systems, which comes in very useful for Support.

A fairly new addition to my role is with the QA team, where I work with the Development team to test the latest internal versions of our software and flag any defects when necessary. It's great to get to see the whole process, from idea to final product. When I first started at Triaster as an apprentice, alternating weekly between work and college, it definitely eased me in to full time work. I was able to learn broader IT skills during my time at college, then refine those skills for use at Triaster.

As for lowlights, I don't really have any, although I do miss finishing at 3 o'clock!

Community Events

Jo Dolton reviews the upcoming calendar

Jo Dolton // Customer Relationship Manager

Triaster and our customers host a number of events as listed below. Many of these events are free of charge to organisations with a Trusted Partner Licence Agreement. Of course, all 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
13th & 14th Sept 2012	**AMHEC Workshop 2012**	Triaster customers from the Education sector	This workshop has interactive sessions on business process engineering, creating capacity, financial performance and a high quality student experience. Claire Lorrain from University of Winchester will be running a session- and will be sharing some of the process maps from the University's Library.	Stranmillis University College, Belfast http://www.amhec.org.uk/events
18th Sept 2012 25th Oct 2012 20th Nov 2012	**Triaster 11.2 Launch Events**	Anyone interested in the latest Triaster Solution	A one day event at Triaster to cover all aspects of the Triaster 11.2 software. Attending will bring you up-to-date with new functionality in the software, explain how to best prepare and plan for your upgrade, and explore what the changes will mean for your organisation.	Various
24th & 25th Sept 2012 15th & 16th Nov 2012 15th & 16th Jan 2013	**Triaster 2 day Training - Creating Maps for your Library**	Anyone needing to map their processes	This training course covers the basic software skills needed to create process maps with Process Navigator and publish them to your Library. "The whole course was useful. I have been busy with Triaster for some 6 months - and I finally get the concept...before that I was just messing about really..."	Triaster HQ, Oxfordshire
26th Sept 2012	**Customer Experience Exchange** **ALMOST FULL!**	Triaster customers and new prospects from all sectors who want to share their stories of using the Triaster solution	Each Triaster customer has a different experience of working with the solution. Both existing and potential customers frequently say how beneficial it is to hear and discuss how other customers are working with the Triaster solution. That is what this event is all about - several very different Triaster customers share their experiences.	Triaster HQ, Oxfordshire
17th Oct 2012 14th Nov 2012 12th Dec 2012 9th Jan 2013	**NEW!** **Release Update Webinars**	All Triaster Customers	An executive briefing from the Triaster Team looking at new features from Triaster, what's happening in the Triaster Community and what's coming up next.	Webinar

Date	What is the Event?	Who benefits from attending?	How will I benefit?	Location
18th Oct 2012	**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	Fugro GEOS, Oxfordshire
13th Nov 2012	**NEW! The UK JD Edwards User Group Conference 2012**	All Triaster Customers	Triaster and Spirax Sarco will be co-presenting a session on Supporting BPI initiatives using Triaster. Gain an insight into how Spirax Sarco are using the Triaster solution to increase process efficiency and deliver excellent customer service.	Madjetski stadium, Reading
21st Nov 2012 6th Feb 2013	**NEW! Getting the most out of your processes - how to make your processes useful, useable and used**	Anyone interested in process mapping	These seminars will give you a insight into the creation of user centric process libraries to support business process management and process improvement.	Triaster HQ, Oxfordshire
5th Dec 2012	**Triaster Customer Focus Day**	Project Leaders interested in influencing the development of Triaster software & services	Customer Focus Days give the opportunity to workshop with Triaster development regarding both software and services and directly influence and impact the end results. "A golden opportunity to influence the development of the solution to deliver on your company objectives" Skanska	Triaster HQ, Oxfordshire
TBA Mar2013	**Education Special Interest Group Meeting**	Triaster customers in the Education sector	Meeting users in the Education sector who are able to share, understand and solve each other's problems with process in this particular environment.	University of Bedfordshire
Dates available on application	**Triaster Training - Technical Workshop**	Library Administrators, IT and Support professionals	The workshop answers in-depth all of the commonly asked technical questions about the Triaster Server installation; as well as providing plenty of opportunity for delegates to discuss their own systems. "I would recommend the workshop as it gives the attendees a good insight into how all the elements of Triaster piece together." Rob Fletcher, ING Direct	Triaster HQ, Oxfordshire
Dates available on application	**Triaster Training - Process Discovery Facilitation**	Anyone responsible for process discovery	Training that covers the skills and approaches that will enable you to successfully facilitate your process discovery workshops. (Triaster can also deliver on-site process discovery workshops.)	Triaster HQ, Oxfordshire

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

From the Community

Latest news & discussion

Rock the Give!

Microsoft runs a Giving Campaign every year in October. Last year Steve Moore, Triaster contact in the Operations Services division of Microsoft, decided to put a band together to play at one of the Giving Campaign events.

They raised approximately $5000 USD, with Microsoft matching funds, so $10000 USD! The band had a lot of support including several graphic designers who wanted to participate.

Two of them worked on the "Rock the Give" logo, and Steve worked on the poster to promote the event. Steve did a lot of the leg work to promote the event as well as logistics to ensure the event went smoothly.

In fact it went so well that they were asked to do it all again in October 2013.

Well done Steve!

Congratulations!

To Hannah Stabins, University of Bristol. Baby Rowan was born on the 6th July at 18.06, weighing 6lbs 11 oz

Update on the lemon drizzle!

It was nice to hear from Mark Jackson, Maxell, letting us know that he'd made Jo's lemon drizzle cake and his family really enjoyed it!

Triaster staff news

After just over four years at Triaster as part of the Technical Team, Andrew Walker has moved on. We wish him all the very best.

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.

New competition....

Hearing about some of your exotic travels has given us an idea. As a bit of fun, cut out the image below and take a picture of you holding this when you go on your travels, then send it to customer.services@triaster.co.uk.

The person that takes the sign the furthest from their office will win a £50 Amazon Voucher. The winner will be announced in the 2013 May/June Edition of the Connector.

Live from LinkedIn

"Have any of your businesses implemented an enterprise architecture project to automate processes and really bring cohesion to their businesses? I am hoping that some of you have and would be willing to share your experiences with me."

Can you help Kerry Ann from Skanska? If so please go to: http://tinyurl.com/Enterprise-architectureproject

End-to-End Processes

…continued from previous Connector

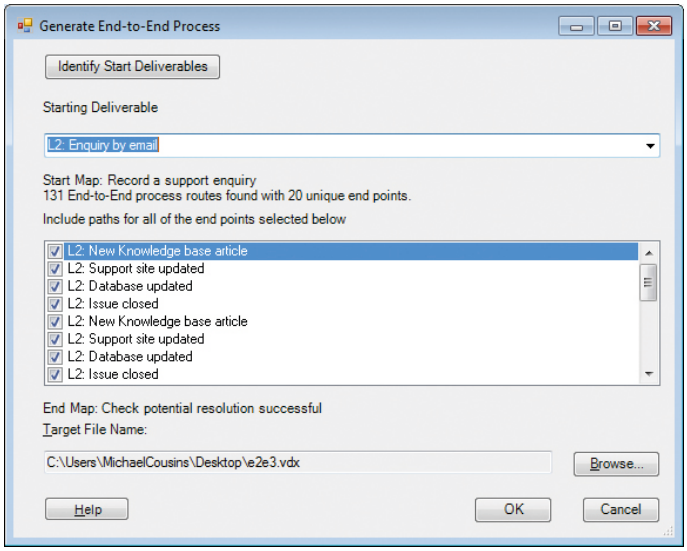
Michael Cousins // Managing Director

An end-to-end process (E2EP) is defined using just two things:

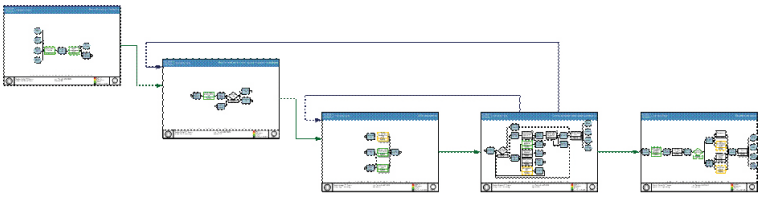
1. The Start Deliverable of the process
2. The End Deliverable of the process

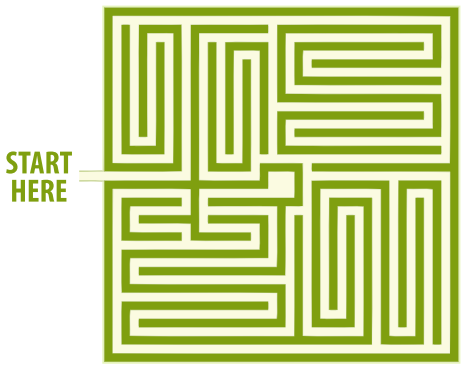
Clearly, any single Start Deliverable may lead to many possible End Deliverables. And within any E2EP, there may well be multiple possible pathways and loopbacks.

For example, in Triaster's support process you can see from the screengrab below that the Start Deliverable "L2: Enquiry by email" (which is one of several possible Start Deliverables for triggering support from Triaster) can result in 20 different End Deliverables. And to get from the Start Deliverable to any of these end points there are 131 different possible routes (repetitions of loopbacks do not represent a new route).



With Triaster, the diagram of this E2EP can be generated automatically (each block on the diagram below is a whole page of process)





You can see there are nested loop backs, and the E2EP contains several branch points – the number of possible execution pathways grows very quickly!

This crystal-clear representation of the E2EP is a great start point to discuss improvement opportunities and to walk through the process itself with your team. It also solves the problem of having a 'tractable object for analysis' if you like of something that is smaller than a Process Library, but bigger than a process map. With this tractable object at your disposal, versions of E2EPs can be compared and contrasted, and shared and refined.

We are working on a simulation approach that will enable you to tabulate all E2EPs by any metric you choose (cost being the obvious example). With this new capability, you will be able to show the most costly E2EPs in your process libraries entirely automatically.

E2EPs are most definitely the way forward for business analysts to gain more value from Triaster, and we are actively expanding and improving the automated capabilities in the Triaster software to help you build and analyse your E2EPs.

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