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National Oilwell Varco
Pathway to global Business Process Management and beyond
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Issue 27 // April - May 2016

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Welcome

National Oilwell Varco is the main case study of this Connector. We follow Pathway, their Triaster Process Library, from initial implementation as a Health, Safety and Environment system along, its development as a global Business Process Management system for one of their business segments and look forward to the next step of the journey too. National Oilwell Varco is a global group with manufacturing sites in many countries and their implementation of the Triaster platform is extremely interesting.

The AA is also centre stage, both as hosts of the last User Group meeting and in the back page article about their development project to convert legacy Nimbus maps to Triaster. Read all about it!

Amongst other things, the March User Group meeting covered a workshop which asked the question, 'how do you ensure that people follow the processes in your library?' Some very interesting and useful responses were given.

Following the release of version 16.1 of the Triaster Suite at the end of March, there is a preview of what's coming up in version 16.2 and beyond. Tech News, focusing on investigations with Triaster Server logs, gives some key advice, but is very technical. The Community Round-Up gives some light relief though!

Enjoy.

Emma

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

TRIASTER   The Process Improvement Company

National Oilwell Varco

Pathway to global Business Process Management and beyond

National Oilwell Varco (NOV) is a global family of companies (some dating back 150 years) delivering technical expertise, advanced equipment and operational support to the oil and gas industry.

"

National Oilwell Varco will be a leader in redesigning processes, managing information and providing quality products, services and solutions that deliver a competitive advantage to our customers.

NOV Statement of Strategic intent 2014

In 2014, to both support this strategy and a key safety initiative introduced that year - Capture Zero - **Ralph Castillo**, HSE Director for one of the business segments (Process and Flow Technologies), instructed his team to look at the marketplace for a new Health, Safety and Environment (HSE) system.

From HSE system…

Ralph's key objective for the new HSE system was that it would be a one stop shop for all Health, Safety and Environment processes and documentation, which **everyone** in Process and Flow Technologies would be able to access through their intranet.

He was looking for a business wide platform to help employees take care of themselves and achieve zero incidents. He was looking for a platform to extend Health, Safety and Environment processes and documentation well beyond the boundaries of the HSE department.

After evaluating the options, the Triaster platform was chosen and the implementation process began.

To Business Process Management…

As the implementation was taking place, an Operational Excellence group was set up for Process and Flow Technologies, tasked with the challenge of introducing Business Process Management (BPM). At the time BPM was relatively unknown in the organisation and so the challenge was both a practical and a cultural one.

After speaking with the HSE Director, **Mark Curtin**, - programme manager for BPM - recognised that the Triaster system would easily extend to provide a BPM system for all processes. He also recognised that it had reach well beyond their business, across the group and globally.

Working together with Triaster, HSE and Operational Excellence agreed a structure and design for their Triaster Process Library that would support the whole company.
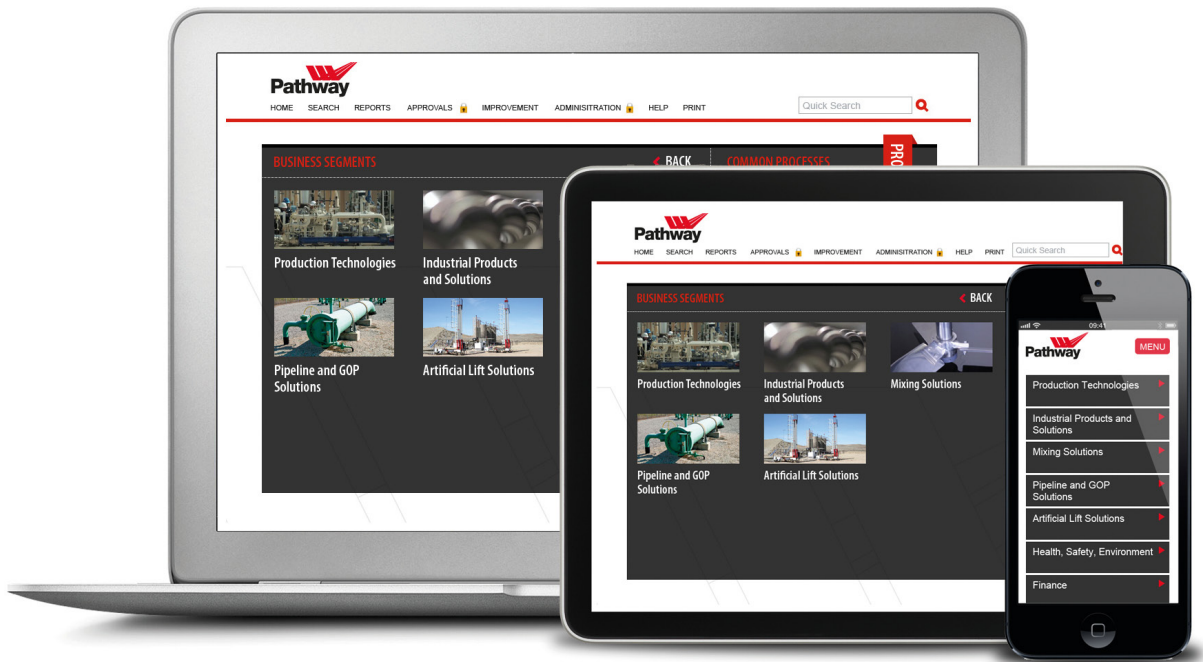
The name Pathway was chosen and a strong brand was adopted, aligning with NOV's corporate brand guidelines.

Processes for Process and Flow Technologies (PFT) were grouped either along product lines, or as core or common processes - which are not specific to any product family, but are required for all work across the division (such as HSE).

In January 2015 Pathway was launched by HSE, who introduced the integrated management system to the business, explaining that HSE were the first to put their processes into Pathway, but processes for other key areas of Process and Flow Technologies would be following soon. The launch was global and supported by a Pathway communications package delivered by Triaster.

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The BPM roll out

Beyond HSE, 16 sites across Process and Flow Technologies have been process mapped to date, with the focus on quote-to-cash AS–IS (current state) processes. These processes have been chosen to support and prepare for a global ERP implementation – enabling the implementation teams to understand the business from a process standpoint. The sites have been located in Scotland, USA, Canada, and England. Process mapping is next planned for sites in Australia, Argentina, China and Dubai.

Once introduced, BPM has been received very positively.

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Once we started it really opened everyone's eyes as to what we are doing and questioning why we do it that way. Businesses regularly reach out and ask us to come back for process update sessions and to fill in process gaps from previous sessions

Mark Curtin | Program Manager – Business Process Management

The overall objective is to map out the whole of Process and Flow Technologies (PFT) and eventually Completion and Production Solutions (the business segment which PFT belongs to) to model the AS-IS of the business and to agree what the future state should be - so that best practices can be adopted and multiple ways of doing things phased out.

The process mapping schedule has been prioritised to firstly co-ordinate with the ERP implementation schedule and then to focus on the businesses that will benefit the most – where the quick wins are – as decided by the executives.
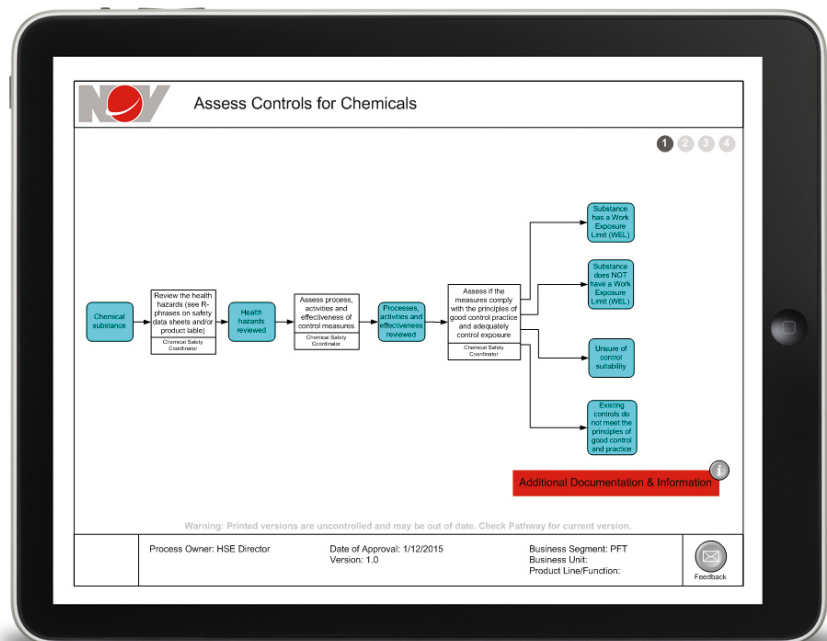
Successful process mapping

Initially Triaster consultants were brought in to facilitate the process capture workshops and deliver the process maps. Mark's view is that, "Without leveraging the Triaster consultants, NOV would not have achieved anywhere near as much as they have done so by today. "

Now the facilitation workshops are led by Mark and his colleagues from the Operational Excellence team. They follow the format used by the Triaster consultants and make good use of facilitation checklists and a facilitation workshop process map available in Pathway.

When asked how he ensures that the process mapping facilitation workshops are successful Mark says, "What we are focusing on being an executive-led decision, helps the success of these sessions and there is a lot of senior management participation in the events. If a change is to be made, they can say then and there that it is approved.

Many of the sites have embraced process mapping and appreciate the knowledge that there are gaps in their processes. Following the capture of their current state processes they are keen for a future state to be developed, to help them become more efficient and cost effective."

What's happening currently?

As the scope of process capture has extended across NOV, one Process Library is insufficient to manage all of the content and maintain ease of use. In addition, with manufacturing sites in ten countries there is a need for Pathway to support multiple languages.

Accordingly NOV have engaged Triaster on a bespoke development project, which is currently underway. This will enable the Pathway architecture to be extended to support multiple libraries and multiple language libraries with an exact fit to NOV's specific requirements.

As Mark says, "We need Pathway in many countries and - particularly from a HSE and quality perspective - it is important that our processes are expressed in the correct language."

And what's next?

"

The work on process standardisation will continue – this is one of the 2016 strategic initiatives for Process and Flow Technologies. The Operational Excellence team are also working closely with engineering, which has its own separate process standardisation project. And then, once a solid foundation is in place, it will be about Continuous Improvement. Also the use of Triaster Process Metrics to quantify the return on investment – an important report back to the business.

NOV and Triaster have moved beyond an initial software and consultant vendor relationship into becoming true partners in our BPM journey.

Mark Curtin | Program Manager – Business Process Management

Triaster very much enjoy working with NOV and Pathway and look forward to supporting the next stage of their journey.

T.U.G. News

Linda Spinks presents the latest news from the User Group

Linda Spinks // User Group Chairperson

User Group Meeting 9th March 2016

It was great to have so many attendees at the last meeting on 9th March, including some new faces, and our thanks go to Tony Turner and Mark Braham at the AA for hosting the meeting at their Oldbury site. We all enjoyed the tour of their service desk areas, which gave us a behind the scenes glimpse of their core services.

WE TELL YOU

The AA presentation

Mark Braham, Head of Business Assurance, provided the group with an introduction to the AA and his role within the organisation before handing over to Tony Turner, Process Coordinator and Improvement Auditor. Tony explained how, as they have been migrating to the Triaster System, they have been reducing the number of process maps they need. (Tony's slides can be found within the User Group Secure page - please contact us if you require details for accessing this).

Tony then arranged for the group to be split into two and given a tour of the Service Delivery and Business Services areas. This provided a good insight into the internal workings of the AA and the users of their Process Library, as well as their need for processes to be documented fully for a number of their manufacturing customers.

Triaster update

Andrew Ridgeley provided the group with an update from a development perspective. He covered:

- More frequent releases – generally one feature per release (customers can upgrade when they want to, not necessary to upgrade on each release)

- 15.3 released in January

- 16.1 release end of March – Map Reviews

- 16.2 expected April or May

A well attended user group enjoyed an interesting behind the scenes tour of AA's Oldbury operation...

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The next features to be released in order over the coming months are:
- Configuration Settings tool
- Active Directory Integration
- New Publication Format
- Process Metrics

New developments - Medium term:
- Hyperlink Integrity Check (from Customer Feature voting)
- Easier Configuration Changes
- Approvals – Increment version/revision number on Rework (from Customer Feature voting)
- Document Approvals
- News Page Enhancements

Currently planned - Long-term developments:
- Approvals Enhancements
- Greater Freedom to Customise Library Design
- Fully Customisable Reporting Tool

Jo Dolton then gave a general update and reminder to all about the following:
- Customer Journey assessments/ Value report (detailing usage/project progress) have been very well received
- Customer Satisfaction – individual survey's to be created for all customers
- Visio 2013 – note that some customers have experienced their IT rolling out Visio 2013 through automatic updates, or via the provision of new machines which have a huge impact on any process maps which have to go through a one way upgrade. Therefore, please ensure users know not to upgrade maps as this will cause issues.
- Lean training – University of Winchester are running internal courses on Triaster and an intro to Lean which they purchased from OEE for £35 per person (usually £50). See: http://www.oee-training.com/lean-training/. This is something other customers could do internally for their own employees if they want to.

Workshop - How do you ensure that people follow the processes in your library?

It was agreed that different organisations will need to use the methods that will work best for their organisation and culture. The following is a list of the main suggestions raised during this workshop, which we hope will help anyone considering how to approach this subject.

- Employees should be disciplined if they don't follow processes. One downside raised, is that it requires something to go wrong in order to identify such circumstances in the first place.
- Senior Management often say that they don't need to know the detail, however they do need to show that they have a good working knowledge of what happens within a process and many need to, in order to adhere to ISO requirements.
- Internal audits and peer reviews when any new maps are produced along with a full communication plan across the business (which could involve one-to-ones, posters, videos) to help engage staff.
- Including the Process library within a standard induction process for new staff, including completed forms for new starters etc. has made a huge difference in many organisations.
- Focus on the messaging around exceptions and what the consequences are for not following processes can maximise impact.
- Ensure a good balance of information: Processes, procedures and work instructions for full detail.

- It is important to allow enough flexibility for people to get on and do their jobs, but include an appropriate level of governance around the processes.

- Make it clear within your business that the (QA/Business Management) team owns the system and not the documents. This helps ensure subject matter experts take responsibility for their processes.

- The maps should show what you do and the procedure should show how you do it. It's all about identifying the key deliverables in your maps – e.g. mandatory testing, completion certificates for the clients etc.

- There has been success with providing Orientation diagrams in Visio which link from the maps.

- You could use the maps to show each Activity as having a role responsible for it, therefore this role will be responsible for all documentation around it, which will ensure your processes are accurate and people feel they own them.

- Running reports on process owners can be very helpful – they can be used to report on roles and thereby ensure that all process owners review their processes every 12 months; as required by the chief executive.

- The best way to run such reviews is to use a 'dead man's handle' – advise those consulted that if you don't hear back within a specified timeframe you will assume acceptance/confirmation/approval etc.

- Having Meta data associated with your processes often grabs the attention of senior management.

US User Group update

Further to the mention of a US User Group in the last Connector, Steve Moore from Microsoft in Seattle has agreed to act as Chair for this group and so we hope to be in a position to arrange either a physical or virtual meeting in the US later this year. Therefore, if anyone is interested in attending such a meeting, please let us know so that we can include you on all correspondence.

Next meeting date and forum

The next User Group meeting is being hosted by BAE Systems Maritime – Submarines at their site in Barrow-in-Furness on 5th October. Please be aware of strict security at this site therefore we will need to gather date of birth and nationality for all attendees as soon as possible. You can either register via the Triaster website here http://www.triaster.co.uk/connector-events-user-group.php or by e-mail to customer.services@triaster.co.uk.

As a reminder, the User Group Forum on LinkedIn is the ideal place for airing your thoughts and raising new ideas. The forum can be both clicked to from the User Group's 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.

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

> **The next User Group meeting will be hosted by BAE Systems Maritime at Barrow-in-Furness on 5th October 2016**

> **YOU TELL US**

user.group@triaster.co.uk

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Triaster Software Development
Triaster Suite version 16.1 and what's next

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

Triaster Suite version 16.1 released

Triaster Suite 16.1 was released in March and contains the following new features:

- The **Map Review** feature is automatically available from within the Live site (no manual configuration is needed).

- The **Search Maps by System** reports can now search by either Activities or Deliverables depending on how your organisation is storing this data.

- **Greater flexibility in the layout of Process Library elements**. The three vertical elements of the Triaster Process Library can now positioned in any order to fit better with your organisation's design needs.

Related Article

For full details on the functionality and how to upgrade please see:
http://www.triaster.co.uk/03-16-software-release.php

What's next?

As mentioned in previous Connector articles, Triaster are releasing software more frequently now, so that new functionality can reach customers more quickly, generally with one feature per release.

The features listed below are in a priority release order, although this order is subject to change. From 16.2 onwards, a new installation mechanism for Triaster Server will be in place which will make the upgrade process easier than it's ever been. More details will follow when 16.2 is released.

Triaster Suite: feature priority release order

Configuration Settings Tool
This is due for release in version 16.2.

The feature is designed to allow library administrators to make changes to settings such as publication e-mail addresses. Currently, the library administrator has to have access to the server directly to make such a change. Configuration changes such as mail server details, which are highly technical, will still need to be made on the server by a technical administrator.

The user permissions feature, brought in with 15.3, will allow tighter control over which users can access these settings.
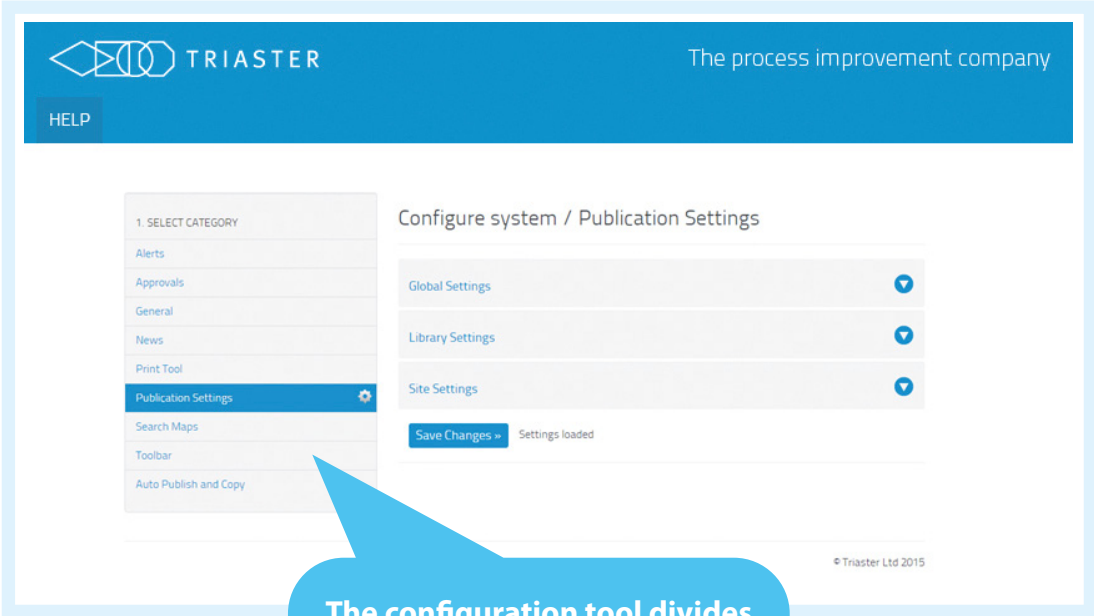
The configuration tool divides the various settings into functional areas
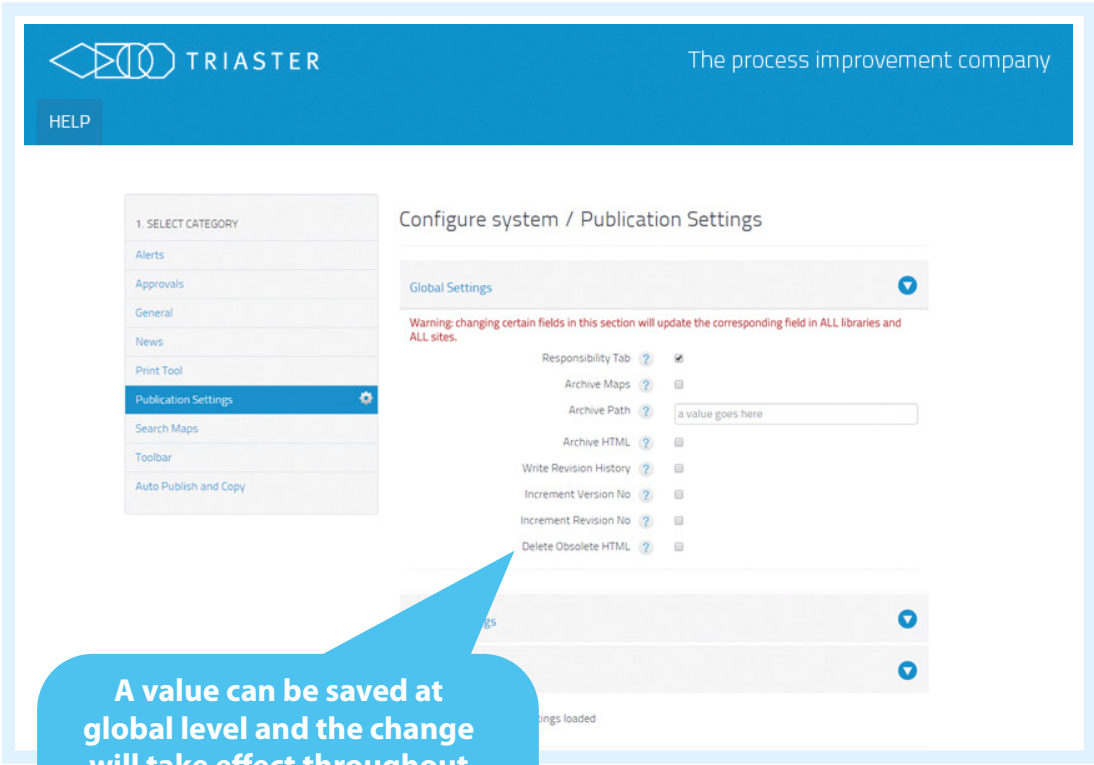
A value can be saved at global level and the change will take effect throughout all libraries and sites

A value saved at global level can consequently be over-ridden at site level

Active Directory Integration
With this ability it will no longer be necessary to log on separately to the Approvals and Administration tools, giving a smoother user experience. We are also planning to extend this ability to cloud-based (Azure) servers.

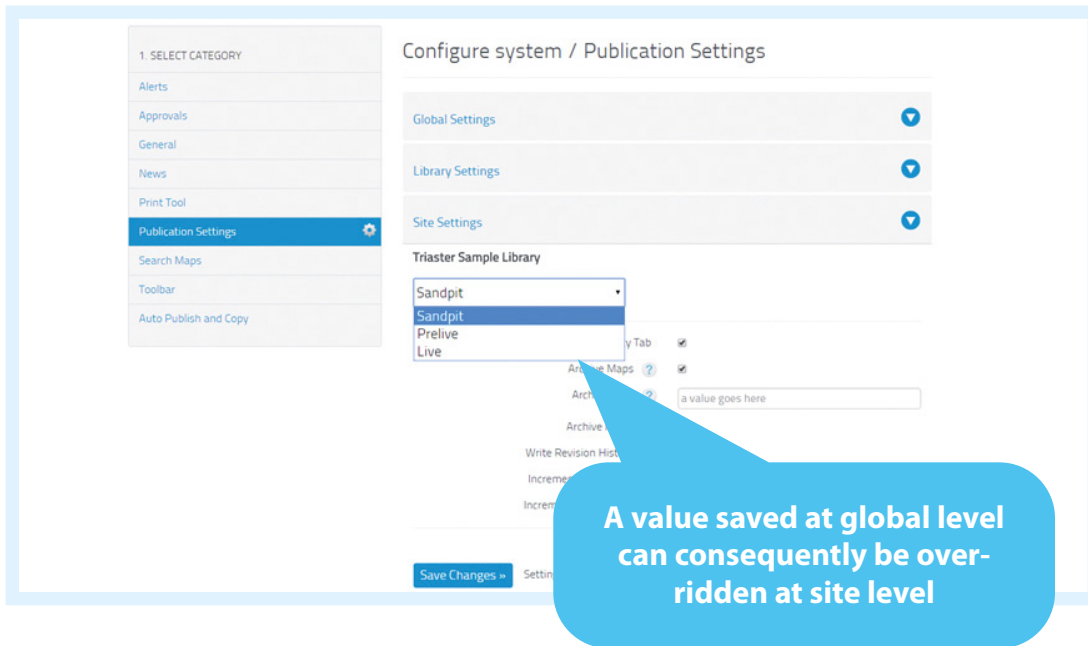Once the system 'knows who you are', it will then be possible to flag notifications, such as Approvals or Reviews Required, within the toolbar, in addition to sending these alerts as emails (although this is more of a medium to long term feature).

New Publication Format
Making our product cross-browser compatible has been of focus for the last couple of years, particularly for mobile devices. However, the published map format still needs Internet Explorer to work on the desktop. With the use of browsers such as Chrome becoming more widespread, Triaster have recognised there is a need for a more universal format.

The planned development will do away with the properties and pan and zoom panes on the left hand side of the page, creating more available screen space.

The properties pane will be replaced by a pop-up window which would appear when a shape is clicked (or tapped) on a mobile device, for example. The pop-up window could allow filtering of properties so, for example, blank properties are excluded.

We are also considering adding a Google maps style navigation control to allow zooming within a map, in place of the pan and zoom control.

Hyperlink Integrity Report
We're planning a new report that will give the library administrator a list of broken links within the system, for example, drill-downs not working or invalid off-page connectors.

This feature has been added to the list as a result of the importance that customers have attached to it via Feature Voting. So please keep those requests coming in (send to FeatureRequests@triaster.co.uk) and look out for future information on feature voting.

Document Management Tool

This was designed for a specific customer as a lightweight alternative to SharePoint. It incorporates the same Approval, Review, Versioning and Change History facilities as the process map approvals process. The system mirrors the current map approvals system; the main difference is that the information about the current state of document (the meta-data) is stored in a separate data store rather than within the maps themselves. This allows any type of document to be used with the system.

Currently new documents are added to the system using an Excel import system in much the same way that data manager currently works. Either the library administrator or the author could have responsibility for this task depending on what works for your organisation.

Once the document record has been created in the system, it can, optionally, be pre-approved. The pre-approval process allows a number of subject matter experts to give informal feedback to the document author before the document goes for formal approval.

Once the author has made any necessary changes based on the feedback received, the document can be marked as Ready for Approval. The document can then be marked as Approved by the approver or be marked as Rework Required with an email going to the author.

When the maps are due for Review, Review Due e-mail alerts will be sent to the reviewers for these documents. The documents can then be reviewed in the exact the same way as maps; if no change is required the next review date is put forward or if the document needs updating the author is informed.

The documents are held within Sandpit, Prelive and Live areas in the same way that the maps are; the documents are also made read-only in the same way that the maps are locked.

The version number within the document record is updated on approval. If the document is either a Word (docx) or Excel (xlxs) file, a custom field within the document is also updated so that the version number can, for example, appear within the footer of a Word document.

> A full audit of all changes is maintained for each document record.

Tech News

Investigations with Triaster Server Logs

John Blight // Service Desk

There are logs associated with much of Triaster functionality, whether it be publishing, approvals or using process library websites. These logs are often our initial focus when dealing with issues. They can offer evidence of something having happened, or suggest something didn't and perhaps why; when something happened; who may have been involved (an e-mail recipient, for example).

Publishing

These are the logs most pertinent to investigating publication issues:

```
Triaster\TriasterServer2011\
    Logs\
        Server\
            PublicationLog Library Site Date Time.txt|.xml
        Services\
            PublicationServerLog Date.txt
            PublicationTokenLog Date.txt
            TaskFileProcessLog Date.txt
```

Publication Logs

The publication logs in the 'Server' folder are listed on the Administration Publication Tasks page. The Details pages show publication events, which can be filtered by categories 'Info' and 'Warning'. Do note that some errors can be listed as 'Info', so the absence of warnings doesn't necessarily mean an entirely successful publication.

Note:
If searching the Details webpage or the log file directly, some useful search terms:
"warning (include the double-quote if searching the log file directly)
    exception
    cannot load

Publication Service Logs

At its simplest, the record of a publication may be something like this:

10:42:35:Processing task process library live (TaskType=PUBLICATION)
10:43:52:SendConfirmationEmail2 Pre-Send: Sender=Sender Address,Subject= Triaster publish (Library: process library Site:live) has completed successfully. Recipient= Recipient Address(es), SMTP details
10:43:52:Successfully processed task: process library_live (TaskType=PUBLICATION)

This suggests the publication completed (giving the start and end times of the publication), and the notification e-mail was sent.

Cloning

Cloning and deleting libraries and sites are run under the 'Triaster Improvement Workbench Server 2011' service. This is its log:

```
Triaster\TriasterServer2011\
    Logs\
        Services\
            ImprovementWorkbenchServerLog Date.txt
```

A record of a successful clone may be of this form:

11:01:06:before ProcessTask: strTaskType = CLONE_LIBRARY mstrLibrary=Template Library mstrStage= mstrOldStage= mstrNewStage= mstrNewLibrary=Process Library mstrOldLibrary=Template Library
11:01:19:Sucessfully processed task: CLONE_LIBRARY; Completed: The creation of Triaster library clone Process Library
11:01:20:SendConfirmationEmail Pre-Send: Sender=Sender Address,Subject= The creation of Triaster library clone Process Library has completed successfully Recipient= Recipient Address(es), SMTP details
11:01:20:after ProcessTask: strTaskType = CLONE_LIBRARY mstrLibrary=Template Library mstrStage= mstrOldStage= mstrNewStage= mstrNewLibrary=Process Library mstrOldLibrary=Template Library

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Approvals and Alerts

Approval activity is recorded in these logs.

```
Triaster\TriasterServer2011\
    Alerts\
        AlertsSent.xml
    Logs\
        Browser Toolkit\
            ApprovalsLog Date.txt
            ToolsCommonLog Date.txt
        Services\
            AlertServerProcessLog Date.txt
            PublicationServerLog Date.txt
```

Approving, Requesting Rework

Approving maps or requesting rework through the Approvals webpage is recorded in the Browser Toolkit Approvals Log.

15:28:47:strUniqueID(Rework Maps)=c:\triaster\triasterserver2011\mapstore\process library\prelive maps\my process map.vdx!{902115d7-55d5-4611-bb0c-64ddd22dd94b}

15:38:54:strUniqueID(Approved Maps)=c:\triaster\triasterserver2011\mapstore\process library\prelive maps\my process map.vdx!{902115d7-55d5-4611-bb0c-64ddd22dd94b}

These records reflect a map having been marked for rework, and later, approved.

Approvals Required Alerts

'Approvals Required' alerts are sent following a publication (typically, a Prelive publication), and are recorded in the Publication Server service log.

11:33:50:SendEmail Pre-send: Sender= Sender Address,Subject= Approvals Required (Process Library) Recipient= Recipient Address(es), SMTP details,strBody=e-mail HTML code

Perhaps most significantly, this record would identify the recipients and the maps requiring approval.

These alerts are also recorded in 'AlertsSent.xml', which Triaster Server uses as a reference. Such a record would be of this form:

```
<Map Name="/processlibraries 2011/process library/
prelive/html/my process map.map page-1.html">
  <Alert type="ApprovalsRequired"
approvertype="contentapprover">
    <Datesent>2016-03-23</Datesent>
  </Alert>
</Map>
```

Approvals Overdue Alerts

'Approvals Overdue' alerts are sent after a certain interval from Prelive for maps that require approval, but haven't yet been approved. They are recorded in the Alert Server service log.

15:09:57:SendEmail Pre-send: Sender=Sender Address,Subject= Reviews Overdue Reminder (Process Library) Recipient= Recipient Address(es), SMTP details,strBody=e-mail HTML code

These alerts are also recorded in 'AlertsSent.xml'. Such a record would be of this form:

```
<Map Name="/processlibraries 2011/process library/
prelive/html/my process map.map page-1.html">
  <Alert type="Approval"
approvertype="contentapprover">
    <Datesent>2016-03-23</Datesent>
  </Alert>
</Map>
```

Approved Maps, Maps Needing Rework Alerts

'Approved Maps' and 'Maps Needing Rework' alerts are sent when maps are approved or marked for rework through the Approvals webpage. These are recorded in the Tools Common log.

16:52:20:clsToolsCommon SendEmail Pre-send: Sender= Sender Address,Subject= Approved Maps (process library) Recipient= Recipient Address(es), SMTP details,strBody=e-mail HTML code

15:29:56:clsToolsCommon SendEmail Pre-send: Sender= Sender Address,Subject= Maps Needing Rework (process library) Recipient= Recipient Address(es), SMTP details,strBody=e-mail HTML code

A map's record in 'AlertsSent.xml' is updated.

```
<Map Name="/processlibraries 2011/process library/
prelive/html/my process map.map page-1.html">
</Map>
```

What's Changed Alerts

'What's Changed' alerts are sent following a Live publication by convention. These are recorded in the Publication Server service log.

16:10:03:SendEmail Pre-send: Sender=Sender Address,Subject= What's Changed Alert (Process Library) Recipient= Recipient Address(es), SMTP details,strBody=e-mail HTML code

And in 'AlertSent.xml':

```
<Map Name="/processlibraries 2011/process
library/live/html/my process map.map page-1.
html">
  <Alert type="Changed">
   <Text>My changes</Text>
   <ChangeDate>2016-03-23</ChangeDate>
  </Alert>
</Map>
```

Review Due Notice Alerts

'Review Due Notice' alerts are sent a number of days prior to the 'Next Review Date' for maps in Live. These are recorded in the Alert Server service log.

13:04:55:SendEmail Pre-send: Sender= Sender Address,Subject= Review Due Notice (process library) Recipient= Recipient Address(es), SMTP details,strBody=e-mail HTML code

In 'AlertsSent.xml':

```
<Map Name="/processlibraries 2011/process library/
live/html/my process map.map page-1.html ">
  <Alert type="Revision">
   <Datesent>2016-03-23</Datesent>
  </Alert>
</Map>
```

Reviews Overdue Reminder Alerts

'Reviews Overdue Reminder' alerts are sent immediately after the 'Next Review Date', and then at intervals a number of days after. These are recorded in the Alert Server service log.

12:11:01:SendEmail Pre-send: Sender= Sender Address,Subject= Reviews Overdue Reminder (process library) Recipient= Recipient Address(es), SMTP details,strBody=e-mail HTML code

In 'AlertsSent.xml':

```
<Map Name="/processlibraries 2011/process library/
live/html/my process map.map page-1.html ">
  <Alert type="Revision">
   <Datesent>2016-03-23</Datesent>
  </Alert>
</Map>
```

Browser Toolkit Logs

The Browser Toolkit refers to website functionality such as search, approvals, etc. There are various logs in this location:

Triaster\TriasterServer2011\Logs\Browser Toolkit

Often, an error in a web application will be reported through its webpage in a very generic manner, with no details offered. Reproducing that error when directly logged on to the server can reveal such details, but that option isn't available to most users. The Browser Toolkit logs may help, if, of course, they are accessible.

Summary

Much of Triaster activity is recorded in logs that can help when resolving issues or just confirming expected behaviour. The first step is knowing where to look! Some may be familiar and confident enough with Triaster functionality to investigate for themselves, but as much of this information is recorded in discrete files, it can easily be forwarded to us at Triaster, if required.

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
Available on request	**Software Update Webinars**	All Triaster customers	Would you find it useful to have a consultant talk you through a specific Triaster feature, or show you new features that you are not currently using? If so, please contact us to arrange a short one-to-one webinar, in order to run through any questions you may have and gain advice on how to realise further benefit from using both new and existing features.	Webinar
21st Apr 2016 SPECIAL EVENT	**Achieving Better Processes and Systemic Improvement Workshop**	Business Change Managers, Improvement Professionals, Heads of Transformation...	A must for anyone responsible for identifying business cost savings, achieving significant business change, quantifying the ROI in quality or process improvement...	London
28th Apr 2016 - 13:30	**Why Triaster?**	Anyone interested in managing and improving their business processes	A top level introduction to the Triaster Platform. This short webinar gives an introductory tour of a Triaster Process Library and a high level explanation of how the Triaster systems enable effective management and improvement of business processes.	Webinar
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-mined people and local businesses.	The Partridge, Wallingford
16th & 17th May 2016 18th & 19th Jul 2016 19th & 20th Sep 2016 14th & 15th Dec 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

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Date	What is the Event?	Who benefits from attending?	How will I benefit?	Location
5th Oct 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.	Barrow-in-Furness
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
TBC	**Triaster Customer Focus Day**	All Triaster customers	Customer Focus Days give the opportunity to workshop with Triaster development regarding both software and services and directly influence and impact the end results.	Triaster HQ, Oxfordshire

SPECIAL EVENT

CAPTURE
SHARE
USE
IMPROVE

ACHIEVING BETTER PROCESSES AND SYSTEMIC IMPROVEMENT WORKSHOP

21ST APRIL 2016, LONDON

A must for anyone responsible for:

✓ **Identifying business cost savings**

✓ **Achieving significant business change**

✓ **Quantifying the ROI in quality or process improvement**

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

Keynote session led by Estelle Clark, Head of Profession, the Chartered Quality Institute (CQI) - Estelle will focus on how quality management contributes to business and the CQI's vision for the future of the profession.

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Community Round-Up

Triaster in the USA

Mike, Carma and Victoria (Triaster UK) recently all travelled to the US to meet up with Stan and Russ (Triaster USA). Those of us left behind think that they had far too good a time!

Carma and Victoria also met up with a couple of Triaster customers in the USA and have reported back as follows:

CARMA COOPER

VICTORIA GLANCY

Visit to Sungard Availability Services

SUNGARD AVAILABILITY SERVICES®

I had the pleasure of meeting Don Milani, ITIL v3 Expert at Sungard Availability Services. After the UK launch of the AsK PAT Process Library in 2014, Susan Hirsh, Vice President Operations – Quality Improvement has taken ownership of Ask PAT and asked Don to perform a global ITSM and ITIL Maturity Assessment. Don first assessed global Change Management and Incident Management which resulted in an assessment report highlighting the gaps and opportunities in the processes.

This was presented to senior stakeholders, and they agreed with the findings and improvement recommendations for the Incident Management and Change Management processes. This will include updates to Ask PAT, which will be the central tool for global process information across Sungard Availability Services.

Visit to Equifax US

EQUIFAX®

I accompanied Eva Newberry from Equifax UK on a visit to Equifax US, communicating the work she is doing with the Triaster platform and Equifax UK's Quality Management system – which is now going global. We had the opportunity to discuss the solution and Eva's project with several different teams. There was lots of interest and excitement around plans for the global rollout.

NOV Visit to National Oilwell Varco, Houston, Texas

Even though there is a devastating economic downturn for the oil and gas industry, NOV are still very focused on their process standardisation across the organisation. NOV have recently had some bespoke features developed and I enjoyed trying these out with them on-site; doing some testing with the team. These new features are fantastic and I'm sure will be available for more of our customers soon.

STAN JULIEN

Stan Julien let us all know that he is getting married to Jennifer in the summer and planning to honeymoon at Triaster!

"We will get married in France in a civil ceremony on Friday 24th June and will travel to England for a Church blessing. Do you think we could productively spend the rest of the first week in July with you and your team in Wallingford?"

Paul Elson-Vining has also been travelling - to Orkney - delivering Triaster training and consultancy to the Orkney Island Council.

We are not sure where our customer Damian Atkins, from Menzies, enjoyed his Easter break, but thank you for the selfie Damian!

RUSS FINSETH

My recent Church Mission to the Far East

"I've been a member of the local community church in Renton, WA USA many years. Recently, I volunteered for a short term mission trip with my father, Al Finseth, to Thailand, Vietnam and Laos. The primary mission was to deliver bibles to remote villages who were in need of bibles translated into their local language. It was a great way to serve and see some beautiful remote parts of these countries.

The mission was life changing for me as I was exposed to people and places that I had only read about before visiting. The impact was meeting the families in each of the small villages we visited. These communities have an overflowing glow of happiness, love and commitment to their faith. I'm very grateful for the experience."

Joel Evans was so impressed with the Food for Thought lunch that he enjoyed in March, that he signed up for their 10K run on 17th April. His fundraising page is here:

http://uk.virginmoneygiving.com/JoelEvans1

Lee Ryman, headteacher of The Treehouse School, Cholsey explains why building strong relationships with the local community can be so rewarding

Triaster in the **Community**

I knew from an early age that I wanted to teach – to equip young people with the skills, qualities and capacities that they would need to become strong, confident and capable young adults. For many years I did that in mainstream education, but as the years went by I realised that the system no longer had the same ambitions for the children that I did.

So I set up The Treehouse School in Cholsey, believed to be the first non-fee paying, non-government funded primary school in the UK, which puts children's happiness at its core.

Right from the outset, the combination of a bespoke curriculum designed around the interests and needs of the children, with a strong emphasis on learning from experiences and outdoors whenever possible, proved successful in the development of the child as a whole, and whilst at odds with the more traditional approach to teaching reading, writing and arithmetic, our practice has been rated as 'good' by Ofsted.

Now with three years of success under our belt and full to capacity, The Treehouse Trustees are looking to raise £350,000 to build a new eco school on gifted village land. We are calling on individuals, businesses and communities across Oxfordshire and beyond to support us by donating towards the cost of building the new school.

Triaster and its employees are supporting The Treehouse School in a number of ways and I want to thank them for believing in what I and others at the school do – they are a busy company but still have time for us - it's a wonderful affiliation between a local business and its community.

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Nimbus Map Conversion to Triaster
Delivered to the AA

Prior to implementing the Triaster platform, the AA used a system called Nimbus to create their process maps. As they had created approximately 12,000 maps in Nimbus, they were keen to find a way to automatically convert these to the Triaster format.

To move this forward the AA purchased two days chargeable time which enabled Triaster development to examine a sample of the Nimbus files and explore the options available. As the Nimbus maps were not encrypted, Triaster were able to develop a functional specification for an automated system. This would read the Nimbus files (CPK) directly and extract the process map information to Microsoft Excel and then import the data into Process Navigator.

The specification was discussed with the AA in detail and further refined to determine for example how Hyperlinks on process shapes and map properties would be treated.

CAN WE HELP?
If you are interested in exploring an automated conversion of any legacy maps, please contact:
customer.services@triaster.co.uk

The AA had originally budgeted to redraw the maps, however with the automated conversion saving many hundreds of person hours, this made the conversion project a viable option.

The AA moved forward with the proposal and Triaster developed the functionality to automate the conversion of the Nimbus maps, delivering the Triaster maps in early 2016.

If you are interested in exploring an automated conversion of any legacy maps, please contact customer.services@triaster.co.uk