connector
Linking the Triaster community

CONFERENCE SPECIAL EDITION

USEFUL USABLE USED

Welcome

Emma Harris // Operations Director

Extraordinarily this is the last Connector of 2014. As such it contains our traditional end-of-year quiz (well it's the third year!) to see if you have been paying attention. Just a bit of fun!

As you know we like to combine some fun with the serious stuff and our Conference was the perfect mix. It was a packed-full, informative event, but fun was had along the way. Much of it came from the great mix of people attending - who were all willing to share and learn in equal measure - but some was pre-planned, such as Triaster's 20th Birthday celebrations in the evening.

In this Connector we feature the Conference Community track and guest presenters' reflections on Useful, Usable and Used Business Management Systems. Paul Elson-Vining has also written up the Roses, Buds and Thorns captured in his, Julie's and Joel's session reflecting on the subject. (Other Conference sessions will be featured in future Connectors.)

There is also news about the upcoming version 14.3 software release, Tech News on securing a Process Library, information on the next events in the pipeline and more…

I hope you enjoy reading the Connector, as much as we enjoy writing it (very much indeed).

Emma Harris

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In this issue//

TRIASTER

The Process Improvement Company

Triaster Conference 2014

Useful, Usable and Used Business Management Systems as discussed in the Community track

USEFUL USABLE USED
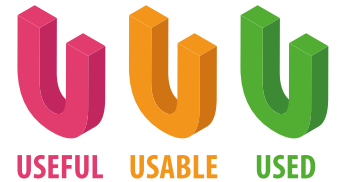
Triaster really understands that by bringing users together into a tangible community which interacts and shares experiences, that everyone learns from each other – and takes back ideas to their organisations.

This was a fundamental premise of the Triaster Conference, when over 75 customers and other members of the Triaster community gathered at Woodland Grange Conference Centre in Warwickshire on 15th and 16th October.

Within the Community track we had two days of presentations by a wide variety of speakers, including several customers who use the Triaster Solution (from Microsoft in Seattle, USA; to Woodside in Perth, Australia) interspersed with networking opportunities for all delegates. There were two other conference tracks: Business and Technical, which provided in depth focus on key areas of Triaster Solution functionality, as well as opportunities to discuss and feed into future development ideas. Focusing here on the Community track:-

Mike Cousins, founder of Triaster, introduced the conference theme: that the key to a successful process management system is that it must be **Useful, Usable and Used** (the 3 'U's). He explained that this is the guiding principle of the Triaster Solution: to deliver Useful, Usable content, which will then be Used.

Related Article

The 3 'U's of Great Process Libraries
http://tinyurl.com/three-U-s

Superintendent Dave Hill and Lewis Gabb of the Northamptonshire Police outlined the challenges of introducing change into a framework of embedded culture. Their force's vision is to make Northamptonshire the safest place in the country; however this also has to be achieved in a scenario where £23 million of budget savings must be achieved in six years. The challenge is to transform the business by transforming the way that people work within it, so

> " Excellent conference, well run and thought through.
> *Q Tucker, Fugro Geos*

that inconsistent processes, silos of information and loss of institutional knowledge are a thing of the past. Previously, staff have become frustrated when change had not resulted in improvement – so there is a culture where useful and usable tools are introduced, but they are not successfully adopted and used.

Their team's vision is to transform the way the force works by creating a single point of reference, with the buy-in of the staff and also to ensure that they model and measure change, to prove that it is working. They want to get to a point where evidence-based continual improvement is 'business as usual'. In their model, Superintendent Dave Hill sees the Triaster Solution as "firmly sitting in the Business Intelligence block of transformation".
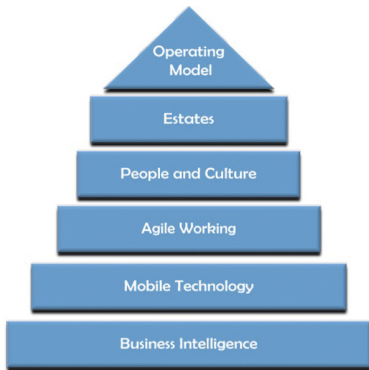
> "We are looking forward to spending more time together to understand even better how to change the culture.
> *Superintendent Dave Hill,*
> *Northamptonshire Police*

Operating Model
Estates
People and Culture
Agile Working
Mobile Technology
Business Intelligence

> "A great team at Triaster. Professional and approachable, I would recommend working with this company to anyone.
> *Anonymous*

Triaster is currently working with Northamptonshire Police to capture the Crime Process, HR/Multi Force Shared Services and Police Business Services (back office services) processes. There is also a growing appetite to utilise Triaster to aid in the introduction of new Crime Intelligence and Case Systems and to identify business efficiencies in Regional Forensics and Regional Crime and Justice. Dave and Lewis both said that they value Triaster's approach in working with them as partners (rather than just suppliers) as part of their 'Police family'.

Paul Brown and Rachel Hulme from the Transformation Strategy Team at HomeServe also highlighted how Triaster worked in partnership with them, particularly with the launch of their Library 'Process Central' using Triaster's Communications Package.

HomeServe is a private company, owned by entrepreneur Richard Harpin. It is part of the insurance sector and has 4.5 million customers, who own 10 million policies, operating in the UK, USA, Spain, France, Italy and Germany. So they need good organisational structure and processes. In 2013, the newly formed Business Transformation Team was faced with a lack of common processes and siloed process documentation which was infrequently referenced.

> With the support we've had from Triaster, there's no doubt that our relationship will continue for a long time.
> *Rachel Hulme, HomeServe*

Related Article

HomeServe: Introducing Process Central
http://tinyurl.com/Homeserve-PC

> I was so impressed by the future mobile phone functionality that I immediately sent a text message to my director, with the link.
> *Sue Leamon, Sungard Availability Services*

Their vision was to deliver one central source of information to enable all Homeserve staff to view all processes and required documentation easily, enabling them to service customers quickly and effectively and contributing to an improved Customer journey. Having implemented a Triaster Process Library, they made full use of Triaster's communications package to brand and launch Process Central to their Contact Centre and Marketing teams in June 2014.

Library users have fed back very positively on the Library brand and being able to reach documents and processes with ease. Current plans are focused on launching Process Central within Customer Relations in December 2014. It will then be rolled out throughout the rest of HomeServe during 2015.

Triaster made solving business problems repeatable, and it worked every time.
Steve Moore, Microsoft

Steve Moore of Microsoft (Product Release and Secure Services) in Seattle, explained that he came to the process improvement world from a very unusual background - serving in the US Air Force from 1989 to 1999, his training was very similar to that of an astronaut! This is where his great respect for the importance of system knowledge and checklists was

We are keen to pass on the benefits of Steve's 'How do I..?' idea. Look out for a Triaster 'How do I..?' event early in 2015. E-mail info@triaster.co.uk for more details.

born, and ingrained in him the necessity of 'Defined Process'.

Many years later at Microsoft, he was promoted to the team which owned the Triaster Solution and took on the responsibility for gaining acceptance of the Solution across eight teams, of which only two were currently using it at that time. In his own words: "I needed to come up with a way that ALL teams could see the merits of the Triaster Solution." His initial answer was a policy agreed by all eight teams, that all business processes needed to be documented using Triaster. This resulted in 400 processes (up from 150 when he took over) being published to the PRSS Process Library, but it didn't drive usage.

Steve's breakthrough, was a 'eureka' moment, when he thought about using the question 'How do I?' in respect of seven key business problems which large numbers of his colleagues faced. This approach turned out to be a very successful driver for Library usage, with the "How do I?" section now accounting for 90% of its traffic.

As Steve says: "It's fascinating."

Kevin Prior, speaking from a clear position of authority about using Triaster in a large organisation, is from Woodside, the sixteenth biggest operator in the oil and

Using Triaster keeps the workforce literate about company processes, it stops them feeling frustrated.
Kevin Prior, Woodside

Related Article

Woodside: Adopting a process management approach
http://tinyurl.com/Woodside-approach

Very enjoyable two days and gave me some great ideas for our new BMS! – Mark Hanson, *Balfour Beatty Services*

gas industry in the world, based in Perth, Australia. He explained that they have 13 'live' libraries and another 13 in draft, and that they are certainly useful, usable and being used. However they are conscious of the build-up of many silos of information, so Woodside are currently exploring the boundaries of Multiple Process Library architecture by looking at combining their libraries into one, single 'Enterprise View' library, which is an exciting development.

Mark Braham, Quality Manager at the AA gave an excellent briefing as **Team Leader of the CQI Standards Panel and member of the ISO/TC176/ WG24 drafting the new ISO 9001 Standard**. He explained that there are 184 references to process or processes in the Draft International Standard, which is significant in itself, but especially as ISO9001 is currently the largest standard in the world, with 1.2 million certificates worldwide. Interestingly, he was keen to promote that ISO 9001 should not just be a badge to show off, but should be used – which tied in pertinently with the conference theme.

Wrapping up at the end of the Conference, Mike thanked everyone for helping Triaster celebrate its 20th Birthday in style and emphasised once more that the return on investment in any Business Process Management solution has to be in its usage.

Triaster really will help people do this quicker.
Mark Braham

Mark Braham: ISO9001: 2015 briefing
http://tinyurl.com/ISO-briefing

Related Article

Many thanks to everyone who attended our conference and made it such an informative and enjoyable event; especially our guest presenters.

T.U.G. News

Linda Spinks presents the latest news from the User Group

Linda Spinks // User Group Chairperson

It was wonderful to see so many of you at the Triaster Conference in October; it was great to see new faces and as a number of international customers attended, it was good to take the opportunity to share ideas and experiences with them in person. I also think that the customer presentations provided a number of alternative view points - from projects that have just got underway, to those more established systems moving onto new phases. It is always a pleasure to attend such events, mainly due to the strong feeling of community that we have.

WE TELL YOU

Also, we are still looking to fill the role of User Group Secretary. If anyone would like to take up this important User Group Committee role, please let me know. For reference, travel and accommodation costs are covered by the User Group budget and so it's just a matter of time out to attend two meetings a year (within the UK) and taking minutes, as well as being involved in the general group decision making.

As previously stated, 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 Groups Secure page and via this link: http://tinyurl.com/Tri-User-Group. If you aren't already a

member of this group, please simply request to join and the group owners will approve your request.

Engineering Group meeting

Please note that because of a change in working hours, Kerry Ann at Skanska (Maple Cross) has postponed the Engineering Group meeting from November to 27th January. For those of you who aren't aware, this group is open to any customers working with/within the Engineering industry. Therefore even if you are working for a Defence or Manufacturing company, you may find that areas of interest overlap.

Next Main User Group meeting

The next User Group meeting will be on 5th March 2015 and is being hosted by Lockheed Martin UK Ampthill in Bedfordshire; further details will be made available nearer the time however we will need to have everyone wishing to attend, booked on early - to enable the required security clearance.

Please note that this meeting will include the User Group AGM at which the constitution will be reviewed and User Group officers elected. The constitution requires that there must be at least ten members present to constitute a quorum and agree changes.

The next User Group meeting is being hosted by Lockheed Martin UK Ampthill in Bedfordshire on 5th March 2015

Constitution changes and User Group officers must be proposed in advance, so please send any suggestions to user.group@triaster.co.uk.

YOU TELL US

If you would like to host a User Group meeting, please drop us an e-mail to user.group@triaster.co.uk

The Triaster Conference provided a great opportunity to network, share ideas and experiences.

Creating Useful, Usable and Used Process Libraries

Roses, Buds and Thorns

Paul Elson-Vining // Principal Consultant

This is the first follow-up article from the conference business track. As promised for 2014, what a fabulous Triaster Conference!

It was great to see so many customers in one place and find out how you are all getting on. Co-presenting with Julie Savage and Joel Evans, our session was all about looking at what others are doing with their libraries and how to make sure they are Useful, Usable and Used. Broken into two main areas, we focused on:

• What does success look like?

• Matching project objectives to outcomes

For the first time at the conference, I used a technique for capturing peoples' thoughts, called Roses, Buds and Thorns. This is how it works: Roses are for positives or strengths; Buds are opportunities and Thorns for problems or issues. Everyone's thoughts are written on colour coded post-it notes: pink for roses, blue for thorns and yellow for buds. We ended up with a great cross section of ideas in our 'Rose garden'.

For the first topic of 'What does success look like?' here are some of your **Roses**:

• Usage reports from the library and anecdotal evidence of usage

• Clear understanding on how much a process costs

• Happy staff, as they understand what is expected of them

• Having a visual medium showing who is responsible for tasks reduces ambiguity

• User feedback and proactive requests for changes

Paul Elson-Vining, Julie Savage and Joel Evans led a thought provoking conference session.

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Buds:
- To utilise more of the Library features available, not just search
- Different libraries of content for different projects
- To identify gaps in processes sooner
- Consolidation of different types of media which are linked to from a 'single point of truth'

Thorns:
- No or low resource and therefore slow progress in content creation
- Lack of direction from senior leadership
- Under funding
- Cultural refusal to adopt process
- Continuous change in the business preventing a stable process from being created

Next we looked at ideas for Library usage. I shared a cross section of project objectives which Triaster customers have had over the years, some of which were new ideas to those attending. These included:

Support Best Practice: Create global processes, Change Management, establish Process Ownership Responsibilities and KPI's

Use for Regulatory/Audit requirements: ISO, SOX, ITIL, reduce audit time and audit fees!

Process Improvement: Use LEAN/Six Sigma principles, identify bottlenecks and duplication

The Human factor: Support training, share processes externally, translate into multiple languages

Prepare for new software implementations: Utilise an 'in use' test case, exploit current systems

Other Objectives: Revenue opportunity for selling maps to clients, support tenders and contract awards

Matching objectives to outcomes

We moved on to thinking about matching objectives to outcomes:

- Did you achieve what you set out to do?
- What did you learn along the way?

From my perspective this was very interesting. There were a number of themes that came up.

The first being: most people felt that the initial scope of work for their initial project had been too big. Many said that if they were starting again, they would define the scope much tighter. The next discussion point was on data and when to collect it. There was quite a difference of view on this between groups.

We advocate collating data as you process map, as you are already working with the process expert at that point and a large number of you agree with us and collect data meticulously. But some of you said that while you agree that this will give you best use of the software from an analytical point of view, 'getting some scores on the doors' early on was more important. Many also felt that the amount that change when developing a process, meant that time was wasted collecting the data when capturing the as-is process, because the process would then change so much from its original.

The third theme was to do with planning and resource (both of which Triaster can help with). Most of you said that you had underestimated the effort that would be required and wished you had planned better. Some of this could be addressed with a smaller scope, but all agreed that senior management support is essential.

Finally, it seems that many customers aren't measuring Library usage, with some not knowing about WebLog Expert, which Triaster can provide and which analyses usage based on historical data – even from before the date it was installed. WebLog Expert does not pass data outside your organisation and works perfectly on a closed environment.

If you would like to know more about any of the topics covered or would like to purchase WebLog Expert, please contact customer.services@triaster.co.uk

Related reading

Making the most of WebLog Expert – part one:
http://tinyurl.com/Weblog-Expert

Making the most of WebLog Expert – part two:
http://tinyurl.com/Weblog-Expert-Part2

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Triaster Software Development

Triaster Suite version 14.3 coming soon

Andrew Ridgeley // Lead Software Engineer

Triaster Suite version 14.3

Triaster Suite version 14.3 is currently undergoing testing and is due for release before Christmas. It will contain the following features.

Version 14.3 coming soon!

Triaster Server - version 14.3

Alerts and Approvals
From 14.3 onwards it will be possible for the system to automatically copy maps and initiate publishes as part of the approvals process.

Currently, maps need to be moved around manually, creating work for a library administrator and potentially causing confusion. For example, a map may be edited by an author before it has completed the approvals process.

With the new system, a map can be dropped into the Sandpit site, and published into the Live site (after Approval), **without anyone needing to start a publication**.

It will be necessary to use our standard three site structure with Live, Prelive and Sandpit mapstore folders - most customers are using this setup already.

The mapping and approvals process will be as follows:

1. Initial Content Development: Process mapping will be done within the Draft folder (which is not part of the approvals process) and moved manually to the Sandpit folder, or directly within the Sandpit folder. Authors will have no access to maps in either Prelive or Live.

2. Automatic publication of Sandpit: It will be possible to configure the Sandpit site to automatically run a publication at set intervals, if maps have been changed or created.

3. Copy from Sandpit to Prelive: When a map is complete the author will mark it as 'Ready for Approval' (new node property which is added automatically) in Sandpit. The map will be copied automatically to Prelive when the Sandpit site is published. Once this has been done, the copy in Sandpit will be marked as 'Approval in Progress - Do not edit' and the map will be greyed out.

4. Automatic Publication of Prelive: Once a map has been copied to the Prelive mapstore (being Ready For Approval), a publish will be started automatically and Approvals Required e-mails will be sent out once this has completed.

5. Re-work: If a map requires re-work it will automatically be copied back to the Sandpit folder and set back to editable mode. Notification e-mails will now be sent to all approvers for the map, not the approver requesting rework.

6. Approval: Once a map has been fully approved, it will be copied from Prelive to Live and Sandpit.

7. Automatic Publication of Live and Sandpit: Once maps have been copied to Live and Sandpit mapstores, publishes are started automatically in each of these sites.

It is important that each process map has its own file. Otherwise, process maps may be copied incorrectly.

A check is carried out prior to copying files to ensure each file only contains one map. If a file contains two or more maps, a warning e-mail will be sent to the author and the file will not be copied.

See diagram overleaf:
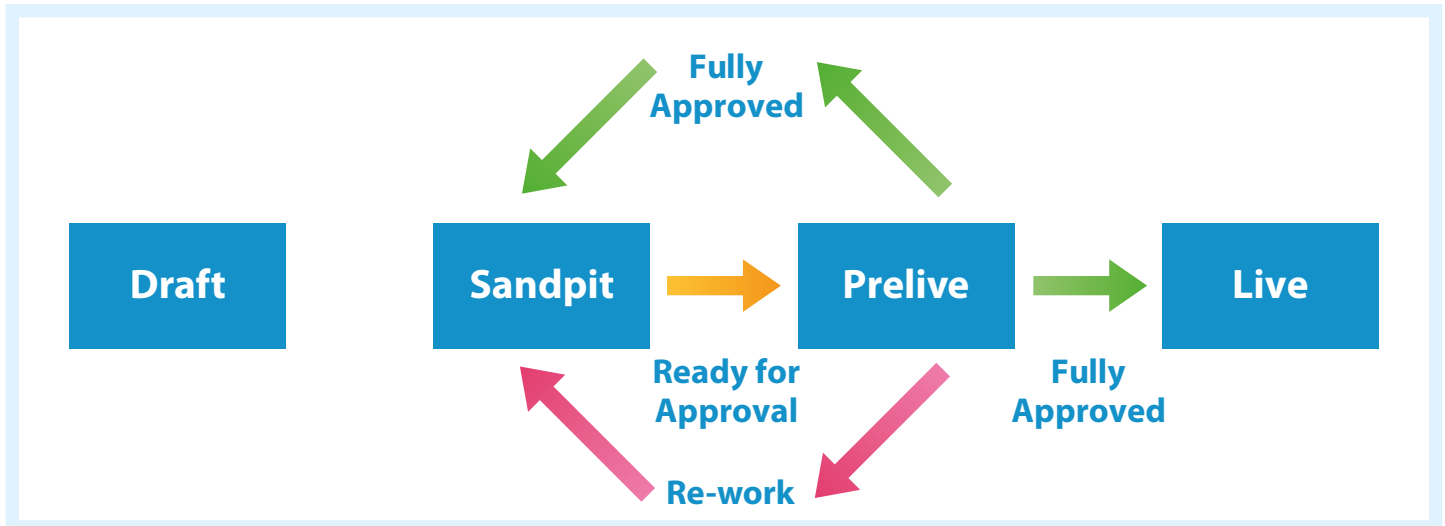
Related reading:

For detailed instructions on how to separate maps into one map, one file, please read:
Preparing for Auto Synchronisation: http://tinyurl.com/Prep-Auto-Sync
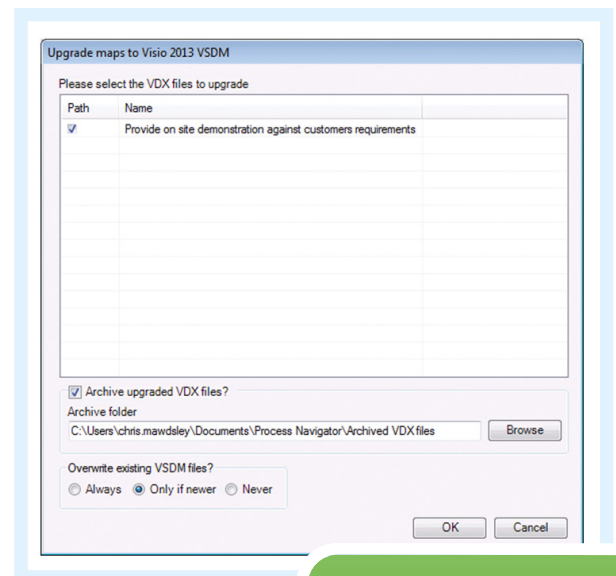
Process Navigator - version 14.3

Compatibility with Visio 2013
Process Navigator 14.3 will be compatible with Microsoft Visio 2013. Microsoft introduced a new file format in Visio 2013 (VSDM) which replaces the format used in Visio 2010 (VDX).

The new file format means that all the components needed by Visio are stored in a zip file, as opposed to text files for the VDX format. Generally, this means that a file that would be around 1.5 MB in size as a VDX, would be around 400KB as a VSDM. Anyone wishing to upgrade, for example, from Visio 2010 to Visio 2013, should be aware that all machines (including servers) using Triaster software will need to be on the same version of Visio. It is NOT possible to use a mixture of different versions.

Process Navigator 14.3 will have a built-in utility to upgrade VDX files to VSDM files (with the option to archive the original VDX files). The upgrade process will be simple (sample screen aside) and will only need to be done once.

Note: We strongly recommend that customers contact Triaster customer services (customer.services@triaster.co.uk) prior to rolling out Visio 2013. A small number of older stencils may need to be manually upgraded prior to using this version of Visio.

Both Process Navigator and Triaster Server 14.3 will contain various issue fixes.

An e-mail will be sent to all customers registered to receive notifications on Product Releases and Technical Updates on the day that Triaster Suite 14.3 is released. If you are not already registered please do so by completing an enquiry form at: www.triaster.co.uk/contact.php

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Call us on +44 (0)870 402 1234

Upgrading the Triaster Server

Preparing for a self upgrade

James Harvey & Ashwin Jayapaul // Technical Support Team

Upgrading the Triaster Server

If you are using software version 13.1 or later you are able to upgrade your own Triaster Server software (or Process Library). The instructions to do this can be found here: http://tinyurl.com/Tri-upgrade

We would always recommend that this is initially completed on a test server. We also recommend contacting customer.services@triaster.co.uk before scheduling a self-upgrade. This is so that:

* We can advise if you have any bespoke features or implementation set up, which may need additional steps to the standard upgrade

* We can ensure that Triaster Support are on hand should you require assistance

Don't forget that we hold Technical Workshops here at the Triaster office in Wallingford, Oxfordshire, which cover:

* The Triaster Process Library

* System components and roles

* Triaster Server installation

* Mechanisms of publication

* Publication

* Triaster Upgrades

* Triaster Hosting services

* Process Navigator

* Triaster support

Cost per delegate for the Technical Workshop is £450 plus VAT, including lunch. However, customers with a Trusted Partner Agreement can attend free of charge (not including lunch).

For more information or to book your place please go to http://tinyurl.com/tri-tech-workshop

Of course, Triaster can also complete server upgrades on your behalf. You could either purchase consultancy time, use time from your Benefit Credit(s) or if you have Priority Support server upgrades are included.

Priority Support is included in some Triaster Agreements or can be purchased for two Benefit Credits (£8,000 + VAT) per annum. This includes:

* Server upgrades performed by Triaster (remotely) at no extra cost

* Alternatively skills transfer for your Technical staff as well as additional technical advice when you need it

* All support enquiries given a high priority

* The option to request reports on all Support calls

* Small configuration changes will be performed at no additional charge

For more information on this course, and our extensive calendar of other events, please go to: www.triaster.co.uk/events

Technical workshops at Triaster provide the ideal environment to develop your skills and learn best practice

Tech News
Securing a Process Library

John Blight // Technical Support Manager

A Process Library website is hosted through Internet Information Services (IIS), Microsoft Windows' web serving platform. The whole or parts of a Process Library can be secured using standard IIS techniques. The methods that we commonly use will be the subject of this article, but implementing security needn't be restricted to these.

Those implemented will depend on factors such as whether the server is to be accessible to clients outside of its domain.

Authentication

Anonymous authentication
When Triaster Server is installed, websites will use Anonymous authentication by default. When anyone makes a request to the website, it's not that person's user account that's accessing the website, but a specific, low-privileged user account: the 'Anonymous' user. That simplifies the permissions required on the folders and files of the Process Library.

This usually means that access to a Process Library website isn't restricted. However, multiple Process Libraries can be isolated while still using Anonymous authentication. If a Process Library is associated with a dedicated IIS site, each such site and an associated, dedicated application pool could be linked to a different, low-privileged account: the application pool's Application Pool Identity account. Permissions for that library's resources would be granted to the appropriate Application Pool Identity account, but not to those accounts associated with other libraries.

On this server, there are two Process Libraries: ProLibrary1 and ProLibrary2.

Addresses of these libraries would be of the form:

http://prolibrary1.triaster.co.uk/ProcessLibraries%20 2011/ProLibrary1

http://prolibrary2.triaster.co.uk/ProcessLibraries%20 2011/ProLibrary2

The security methods used would mean that trying to access a Process Library through the wrong site would fail.

http://prolibrary1.triaster.co.uk/ProcessLibraries%20 2011/ProLibrary2

http://prolibrary2.triaster.co.uk/ProcessLibraries%20 2011/ProLibrary1

This method of isolation is probably most applicable to Process Libraries that are meant to be accessible from outside of the domain in which the server resides, as Windows authentication is likely to be simpler and more secure within a domain.

Basic authentication
Basic authentication challenges a user to log on before serving any website content. Credentials are transmitted in clear text, so Basic authentication should be used in conjunction with SSL to encrypt traffic, particularly if a website is accessed over the Internet.

It can be an irritation to have to log on to access a website, so this method of authentication would be employed if there isn't an obvious alternative. It could be applied to specific parts of a website, restricting access to some content, whereas the majority of the library may be generally accessible.

Windows authentication
This is probably the favoured method for securing a library that's only available within a local area network. File permissions can be assigned to parts of the library in the same way as any other file system.

Authentication is transparent, so a user isn't challenged if he or she has suitable permissions.

File Permissions

Authentication methods work in conjunction with file permissions to implement security. File permissions are described in an article on our Knowledge Base.

'Triaster Server 2011 - Folder and File Permissions' http://tinyurl.com/Tri-Permissions

IP Address Restrictions

IP address restrictions can be applied in addition to these authentication methods. This technique is commonly used to restrict access to an 'allowed' list of addresses. Any requests associated with other IP addresses would be denied.

Scope

These configurations can be made at any level in the tree: at server level, site level, library level, etc., enabling granular application of security.

Summary

This has been an overview of some of the techniques that we have used to secure Process Libraries. Perhaps the main points of emphasis are:

• These have been standard features of IIS, employing perhaps a combination of techniques.

• Security can be applied selectively, as well as to whole libraries or the server itself.

Support Team Tips from James and Ashwin

XML validator for your flash-menu file. Copy and paste in your whole flash-menu to check for errors.

http://www.w3schools.com/xml/xml_validator.asp

Meet…Nicholas Hall

Project Delivery Consultant

Nicholas recently joined the team as a Project Delivery Consultant, working alongside Paul Elson-Vining and Joel Evans to deliver training and consultancy. As a Delivery Consultant no two days are ever the same, one day you can be training how to use Process Navigator, the next you can be facilitating a workshop to capture processes, or you may be converting existing processes into the Triaster Solution and methodology.

Often however, Nicholas will be deployed on long term consultancy projects. We asked him to tell us about how he approaches these.

"

For long term consultancy projects, the journey begins with training up varying departmental staff members on how to use Process Navigator to create their own process maps. I am often then engaged with simplifying complex processes by applying the Triaster methodology. This is one of the ways to ensure that the process documentation is used by the rest of the organisation and contributes to more effective and successful working.

Facilitating information capture is highly enjoyable. The challenge is to keep customer data simple yet informative: it can involve a thesaurus, XML editing, pen and paper and a drive to keep the bigger picture in mind despite delving deep into the detail! I was recently involved with supporting a customer in presenting the virtues of their business improvement project at a regional level, which was immensely satisfying - seeing the role that the Triaster Solution is playing in its success.

Nicholas was great and delivered the session in a very patient and thoughtful manner, tailoring the content very well to accommodate our needs. The people that attended found the session very informative and beneficial.
Customer in Public Sector

Fact File

Been working with Triaster since
May 2014

Before that
Taught Tai Chi, meditation and personal development workshops. Prior to that, 7 years with the NHS

Professionally he is most proud of …
Being able to make a difference to people and their organisations through communicating my knowledge, skills and experience.

Hobbies
Music, personal development and meditation.

Likes
The beach, fresh air, chillies, skiing, Qi Gong ('the mother of Tai Chi') and training others – whether it is in software or how to meditate.

Dislikes
People driving under the speed limit, stodgy or salty food and motorway road works.

Everyone at Triaster will always remember…
His interpretation of Ophelia Pain, enigmatic female character at the conference 'Spaghetti Murders' evening entertainment

Community Events

Jo Dolton & Emily Wright review the upcoming calendar

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 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 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
19th & 20th Jan 2015 16th & 17th Mar 2015 11th & 12th May 2015 20th & 21st Jul 2015 14th & 15th Sep 2015 23rd & 24th Nov 2015	**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.

"Just a short note to thank you and the team for the hospitality & quality of the training course I attended with a colleague earlier in the month. Everything was first rate, from the warm welcome on first arrival through to the end of the course, and we look forward to further on-going training in the future." Spirax Sarco | Triaster HQ, Oxfordshire |
| 21st Jan 2015 | **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 |
| 27th Jan 2015 | **Engineering Special Interest Group Meeting** | Triaster customers in the Engineering sector | Meeting users in the Engineering sector who are able to share, understand and solve each other's problems with process in this particular environment. | Skanska UK, Rickmans-worth |
| Late January -TBC | **Triaster Breakfast Seminar : How Do I..?** | All Triaster customers and prospective users in the Triaster community | This interactive round table workshop steers you to make the most of your Process Library. What should be in your Library? How do you ensure your content gets used? Making processes personal really does work, and this seminar focuses on real customer experience. If you fix problems for people then your system is going to be used. | TBC |

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Date	What is the Event?	Who benefits from attending?	How will I benefit?	Location
5th Feb 2015	**Triaster One-day Seminar: Enabling Fast Informed Change**	Triaster customers and prospective users from the public sector	Speakers from Northamptonshire Police and NHS Gloucestershire share how they have approached the problem of embedded culture. By creating a central, single point of reference to follow using the Triaster Solution, they are now transforming their businesses and breaking down silos of inconsistent processes.	Microsoft, London
5th Mar 2015	**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.	Lockheed Martin UK - Ampthill, Bedford
TBC early 2015	**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. "A golden opportunity to influence the development of the solution to deliver your company objectives." - Skanska "	Triaster HQ, Oxfordshire
Date TBC	**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
Dates available on application	**Triaster Training - Process Discovery Facilitation**	Anyone responsible for process discovery	Training that covers the skills and approaches that will enable you to successfully facilitate your process discovery workshops. (Triaster can also deliver on-site process discovery workshops.)	Triaster HQ, Oxfordshire

Not to be missed!
Triaster One-day Seminar: Enabling Fast Informed Change – 5th Feb 2015

Speakers from Northamptonshire Police and NHS Gloucestershire share their unique insight into successful Business Process Management.

More details online at: www.triaster.co.uk/events

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

Also, please be aware that you can sign up to receive e-mail updates on events by completing an enquiry form here: www.triaster.co.uk/contact.php

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From the Community
Latest news and discussion

Congratulations to the University of Winchester who were UK Excellence Award finalists this year:

http://www.bqf.org.uk/awards/uk-excellence-award

Strategic implementation process for successful BPM delivery

In September, Carma Cooper and Victoria Glancy were delighted to be joined by Mark Curtin and Derek Dixon of National Oilwell Varco to workshop a hands-on perspective for successful BPM delivery at the Operational Excellence Energy Europe Summit. The workshop, which generated a great deal of interest, covered the following topics:

- **Why introduce a BPM system?**
- **NOV's objectives for their BPM System**
- **Challenges**
- **Why Triaster?**
- **A demonstration of Pathway (National Oilwell Varco's Business Process Management system)**

Congratulations to Dean Johnson of University of Cambridge on the birth of his son Myles!

Connector out and about

Ashwin and James on a "research" visit to Amsterdam...

Nick catching up on the latest news in Spain...

Karen making the most of a quiet moment at the hairdressers...
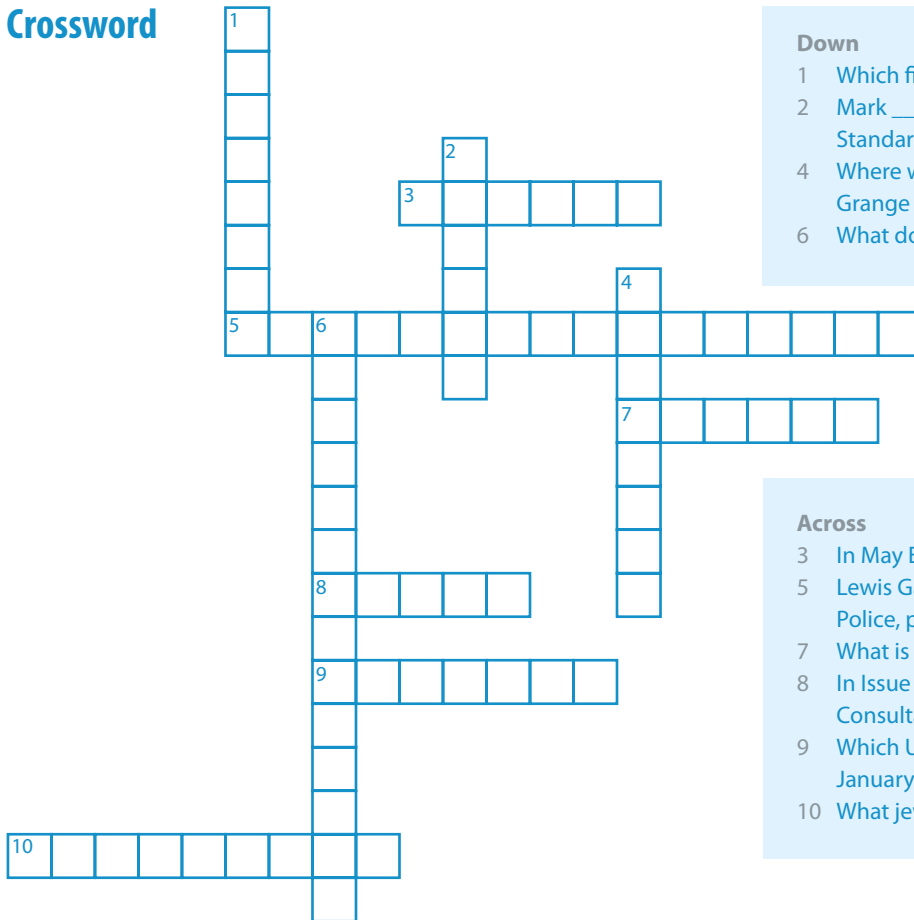
Triaster at National Oilwell Varco, Bedlington

Victoria in front of a "Choke and Kill" manifold...

End of Year Quiz

It's traditional!

Crossword

Down

1   Which film set did Jo visit whilst in New Zealand?
2   Mark _____ is the ISO 9001 Team Leader on the CQI Standards Panel.
4   Where was the Triaster Conference 2014 hosted? _____ Grange Conference Centre
6   What does R stand for in RACI?

Across

3   In May Emily got married, what is her new surname?
5   Lewis Gabb and Superintendent Dave Hill from _____ Police, presented at the Triaster Conference 2014.
7   What is Claire Lorrain's (University of Winchester) dog called?
8   In Issue 18 we announced that our Project Support Consultant got married, what is his name?
9   Which University hosted the Education Group on 29th January 2014?
10 What jewellery does Emma wear a lot of on both arms?

Anagrams

SCAMPERING POPS

REST FIERCER NEON CAT

MOVEMENT RIP

REM TASTES RICH

DINER ERE

ADVANCED ANTLER

Word Search

AGGREGATION
APPROVALS
ARCHITECTURE
CONFERENCE
CONNECTOR
HOMESERVE
MULTILIBRARY
PROCESS
SIMULATION

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E V N T L O M V S U B N G N E
Y R A R B I L I T L U M E O W
C H U O S F H S P S P C V I I
K O T T W S E N A K N M S T F
U M N V C N E N W E X A X A Y
G E Z N A E R C R Y P O M G X
V S I J E Y T E O P R C E E H
M E L K I C F I R R R D P R Z
B R E Y T N T O H R P X O G A
X V H L O O V O B C S O G G C
T E F C C A L L R M R O G A M
S I M U L A T I O N F A C X B
Y S S S Q E D I S D O O W J H
V C U P K G C X D G R T Z R W
A Z P L B O B Q H B N W Y E Y
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