

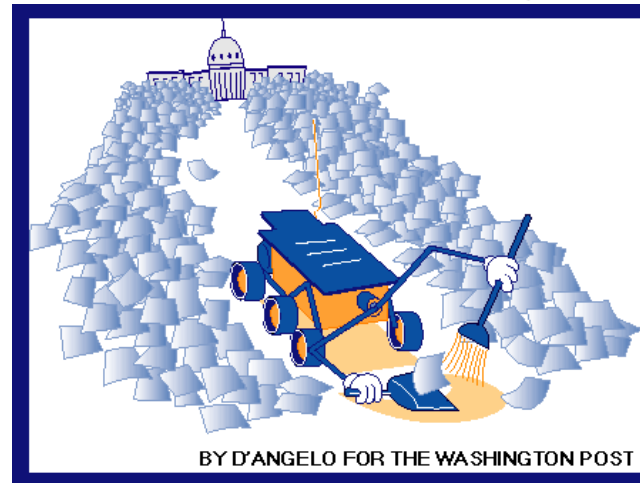
Department of Homeland Security (DHS) Small Business Innovation Research (SBIR) Technologies Management Using Process Libraries and Electronic Handbooks



(Where Shakespeare Meets Freud)



Quick Summary



Dr. Barry E. Jacobs
barry.e.jacobs@comcast.net

The Bottom Line:

We believe that to truly understand one's universe, one must see it thru multiple “eyes” and also have tools to “communicate” these views.

To do this, we propose editable and cost-saving process documentation “plays” for process developers and participants to help them quickly and effectively learn, integrate, test, teach, and work together.

These “plays” may be added to new or existing systems.

Plays describe subprocess execution.

Play - Mozilla Firefox

file:///E:/8000-8999/dhs/sbir/library/Integration/PRs/Phase 2 Administration/Play.html

3. Interim Deliverables

-Submit Deliverables-

[Contract Specialist:](#)
[Call For Deliverables](#)

[Awardee:](#)
[Submit Deliverables](#)

[Contract Specialist:](#)
[Review For Late Deliverables](#)
[Notify Awardees of Late Deliverables](#)

-Technical Intermediary Deliverables-

[Contract Specialist:](#)
[Notify CTR to Review Deliverables](#)

[CTR:](#)
[Review Deliverables](#)

[Contract Specialist:](#)
[Examine Review of Deliverables](#)
[Notify Awardees To Resubmit Deliverables](#)

[Contract Specialist:](#)
[Approve Deliverables](#)

-Financial Intermediary Deliverables-

[Contract Specialist:](#)
[Notify Field Center Contracting Officer to Review Vouchers](#)

[Field Center Contracts Manager:](#)
[Review Vouchers](#)

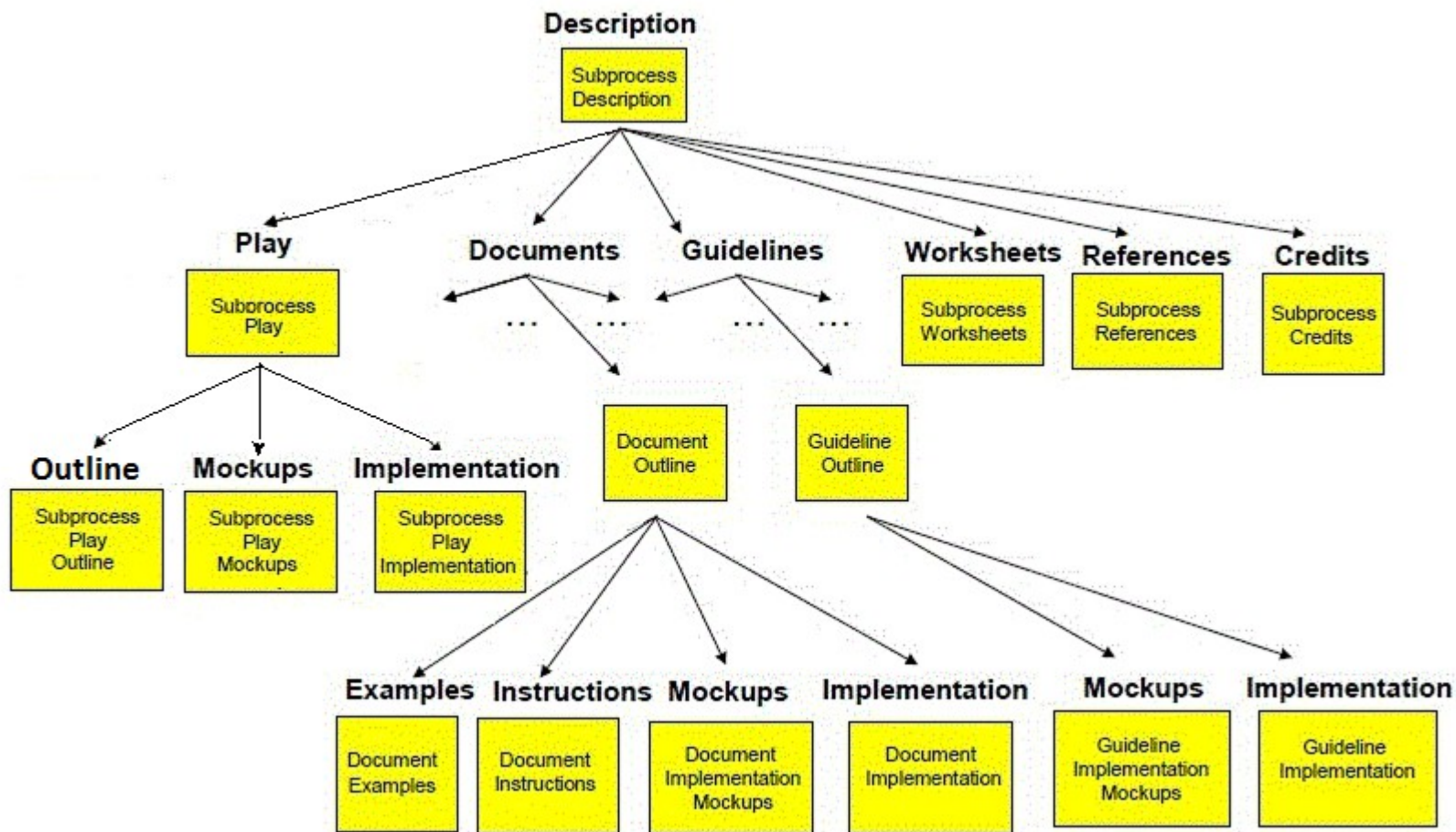
[Contract Specialist:](#)
[Examine Review of Deliverables](#)
[Notify Awardees To Resubmit Deliverables](#)

Now: 52°F Tue: 58°F Wed: 63°F Thu: 61°F Fri: 62°F Sat: 66°F Sun: 65°F

Benefits:

- Facilitates the collection of system and organizational requirements,**
- Does not anger/upset people whose opinions are heard,**
and
- Increases the interaction between managers, process developers, and participants.**

For each subprocess, an “Integration View” is the integration or combination of other subprocess views. An “Integration View” facilitates intra- and inter-organization communication.



All the world's a stage ...

Jaques:

**All the world's a stage,
And all the men and women merely players;
They have their exits and their entrances,
And one man in his time plays many parts,
His acts being seven ages.**

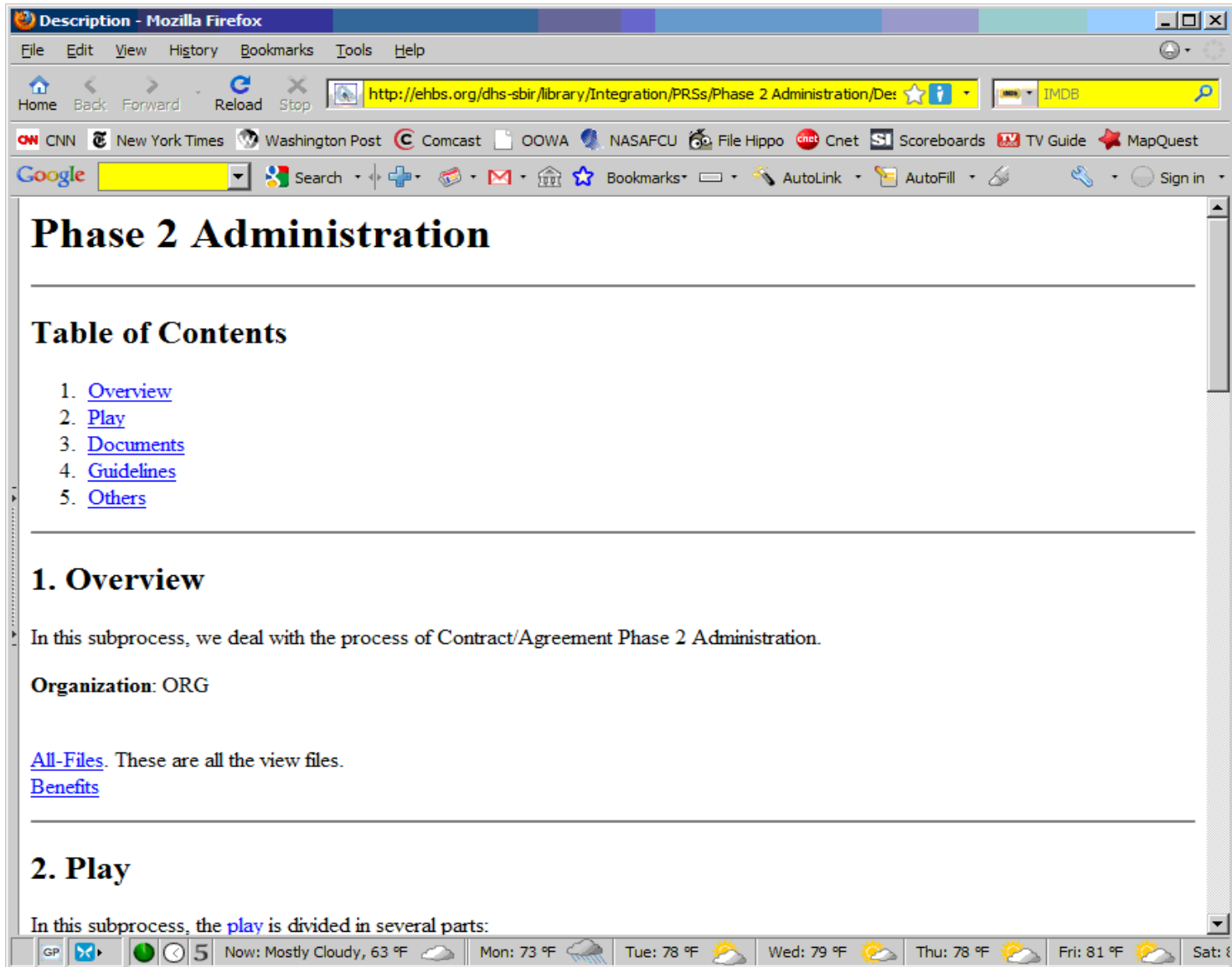
William Shakespeare

As You Like It, Act 2, Scene 7.

The approach uses a modernization of the Socratic Method or Dialogue to gain consensus between Teachers, Documentors, Managers, Implementors, and Participants.



Descriptions summarize subprocesses.



The screenshot shows a Mozilla Firefox browser window with the address bar displaying <http://ehbs.org/dhs-sbir/library/Integration/PRSS/Phase 2 Administration/De>. The page content includes:

Phase 2 Administration

Table of Contents

- [1. Overview](#)
- [2. Play](#)
- [3. Documents](#)
- [4. Guidelines](#)
- [5. Others](#)

1. Overview

In this subprocess, we deal with the process of Contract/Agreement Phase 2 Administration.

Organization: ORG

[All-Files](#). These are all the view files.
[Benefits](#)

2. Play

In this subprocess, the [play](#) is divided in several parts:

The browser's taskbar at the bottom shows the system tray with a clock at 5:00 and a weather forecast for the week: Now: Mostly Cloudy, 63 °F; Mon: 73 °F; Tue: 78 °F; Wed: 79 °F; Thu: 78 °F; Fri: 81 °F; Sat: 81 °F.

Plays describe subprocess execution.

3. Interim Deliverables

-Submit Deliverables-

[Contract Specialist:](#)
[Call For Deliverables](#)

[Awardee:](#)
[Submit Deliverables](#)

[Contract Specialist:](#)
[Review For Late Deliverables](#)
[Notify Awardees of Late Deliverables](#)

-Technical Intermediary Deliverables-

[Contract Specialist:](#)
[Notify CTR to Review Deliverables](#)

[CTR:](#)
[Review Deliverables](#)

[Contract Specialist:](#)
[Examine Review of Deliverables](#)
[Notify Awardees To Resubmit Deliverables](#)

[Contract Specialist:](#)
[Approve Deliverables](#)

-Financial Intermediary Deliverables-

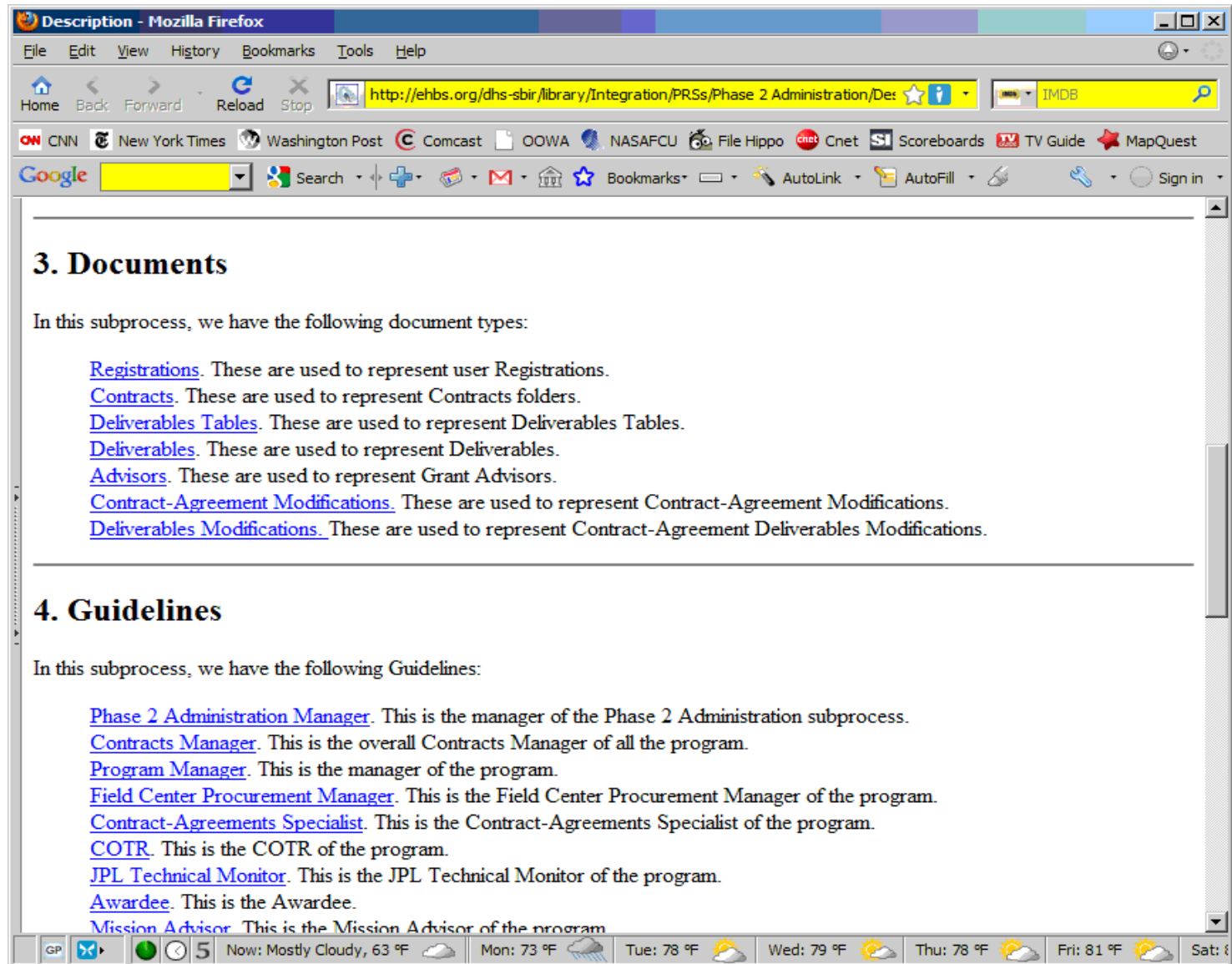
[Contract Specialist:](#)
[Notify Field Center Contracting Officer to Review Vouchers](#)

[Field Center Contracts Manager:](#)
[Review Vouchers](#)

[Contract Specialist:](#)
[Examine Review of Deliverables](#)
[Notify Awardees To Resubmit Deliverables](#)

The screenshot shows a Mozilla Firefox browser window with the address bar displaying a file path: file:///E:/8000-8999/dhs/sbir/library/Integration/PRs/Phase 2 Administration/Play.html. The browser's menu bar includes File, Edit, View, History, Bookmarks, Tools, and Help. The status bar at the bottom shows the current time as 5:00 and the date as 5/1, along with a weather forecast for the week: Now: 52°F, Tue: 58°F, Wed: 63°F, Thu: 61°F, Fri: 62°F, Sat: 66°F, Sun: 65°F.

Documents describe subprocess data.



The screenshot shows a Mozilla Firefox browser window. The address bar contains the URL: <http://ehbs.org/dhs-sbir/library/Integration/PRs/Phase 2 Administration/De>. The page content is as follows:

3. Documents

In this subprocess, we have the following document types:

- [Registrations](#). These are used to represent user Registrations.
- [Contracts](#). These are used to represent Contracts folders.
- [Deliverables Tables](#). These are used to represent Deliverables Tables.
- [Deliverables](#). These are used to represent Deliverables.
- [Advisors](#). These are used to represent Grant Advisors.
- [Contract-Agreement Modifications](#). These are used to represent Contract-Agreement Modifications.
- [Deliverables Modifications](#). These are used to represent Contract-Agreement Deliverables Modifications.

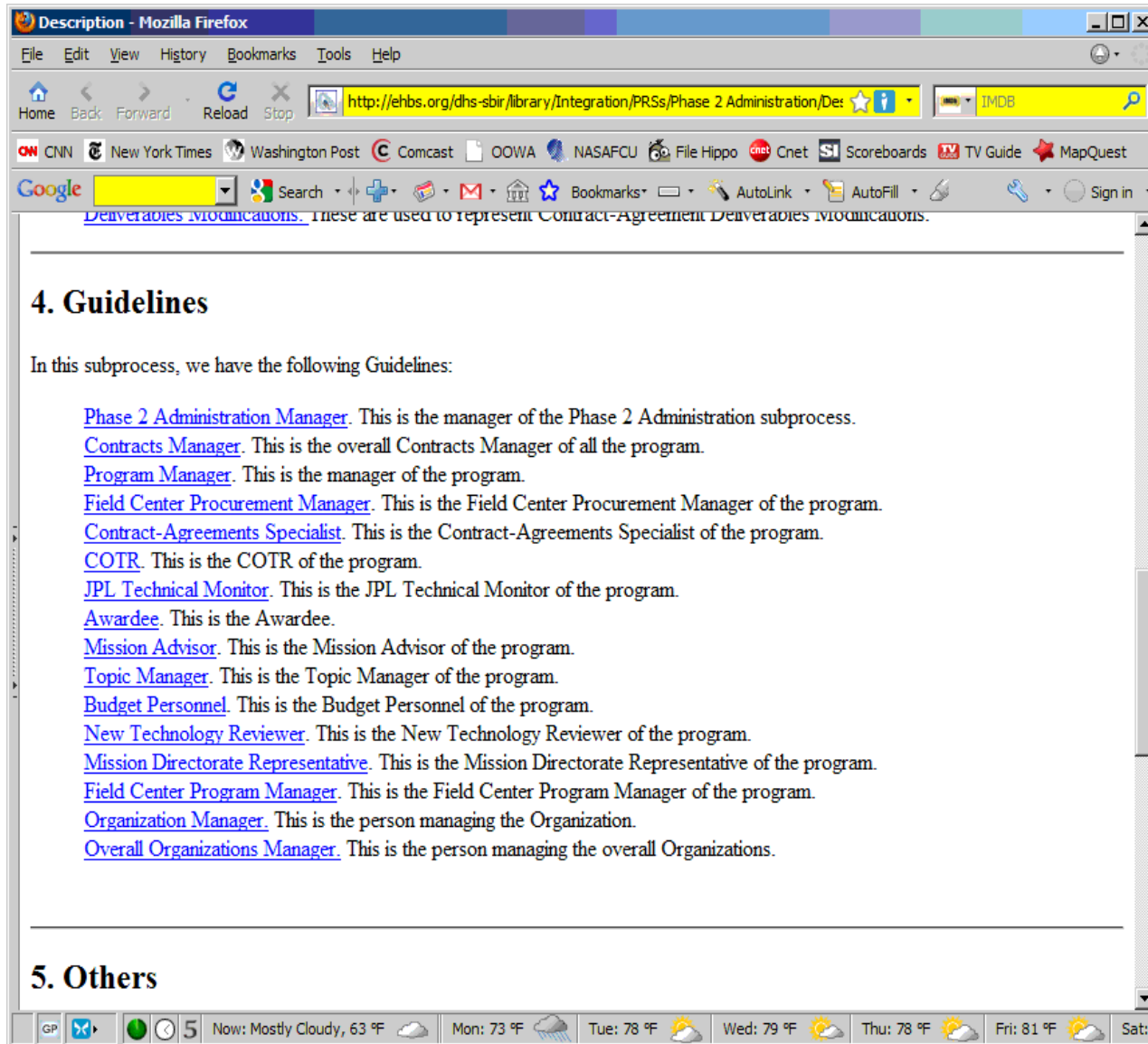
4. Guidelines

In this subprocess, we have the following Guidelines:

- [Phase 2 Administration Manager](#). This is the manager of the Phase 2 Administration subprocess.
- [Contracts Manager](#). This is the overall Contracts Manager of all the program.
- [Program Manager](#). This is the manager of the program.
- [Field Center Procurement Manager](#). This is the Field Center Procurement Manager of the program.
- [Contract-Agreements Specialist](#). This is the Contract-Agreements Specialist of the program.
- [COTR](#). This is the COTR of the program.
- [JPL Technical Monitor](#). This is the JPL Technical Monitor of the program.
- [Awardee](#). This is the Awardee.
- [Mission Advisor](#). This is the Mission Advisor of the program.

The browser's taskbar at the bottom shows the system tray with the date and time (5:05), weather (Now: Mostly Cloudy, 63 °F), and a forecast for the next six days.

Guidelines describe user subprocesses.



The screenshot shows a Mozilla Firefox browser window with the address bar displaying <http://ehbs.org/dhs-sbir/library/Integration/PRSSs/Phase 2 Administration/De...>. The page content includes a section titled "4. Guidelines" with the following text: "In this subprocess, we have the following Guidelines:" followed by a list of roles and their descriptions. The roles listed are: Phase 2 Administration Manager, Contracts Manager, Program Manager, Field Center Procurement Manager, Contract-Agreements Specialist, COTR, JPL Technical Monitor, Awardee, Mission Advisor, Topic Manager, Budget Personnel, New Technology Reviewer, Mission Directorate Representative, Field Center Program Manager, Organization Manager, and Overall Organizations Manager. The browser's taskbar at the bottom shows the system tray with a clock at 5:00 and a weather forecast for the week.

4. Guidelines

In this subprocess, we have the following Guidelines:

- [Phase 2 Administration Manager](#). This is the manager of the Phase 2 Administration subprocess.
- [Contracts Manager](#). This is the overall Contracts Manager of all the program.
- [Program Manager](#). This is the manager of the program.
- [Field Center Procurement Manager](#). This is the Field Center Procurement Manager of the program.
- [Contract-Agreements Specialist](#). This is the Contract-Agreements Specialist of the program.
- [COTR](#). This is the COTR of the program.
- [JPL Technical Monitor](#). This is the JPL Technical Monitor of the program.
- [Awardee](#). This is the Awardee.
- [Mission Advisor](#). This is the Mission Advisor of the program.
- [Topic Manager](#). This is the Topic Manager of the program.
- [Budget Personnel](#). This is the Budget Personnel of the program.
- [New Technology Reviewer](#). This is the New Technology Reviewer of the program.
- [Mission Directorate Representative](#). This is the Mission Directorate Representative of the program.
- [Field Center Program Manager](#). This is the Field Center Program Manager of the program.
- [Organization Manager](#). This is the person managing the Organization.
- [Overall Organizations Manager](#). This is the person managing the overall Organizations.

5. Others

Subprocess Worksheets facilitate subprocess manager communication with process developers and participants.

Worksheet - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Print Stop

file:///E:/8000-8999/nasa/sbir/summary/mock-ups/Worksheet.htm

IMDB

Subprocess Worksheet

Subprocess: Phase II Contract Administration

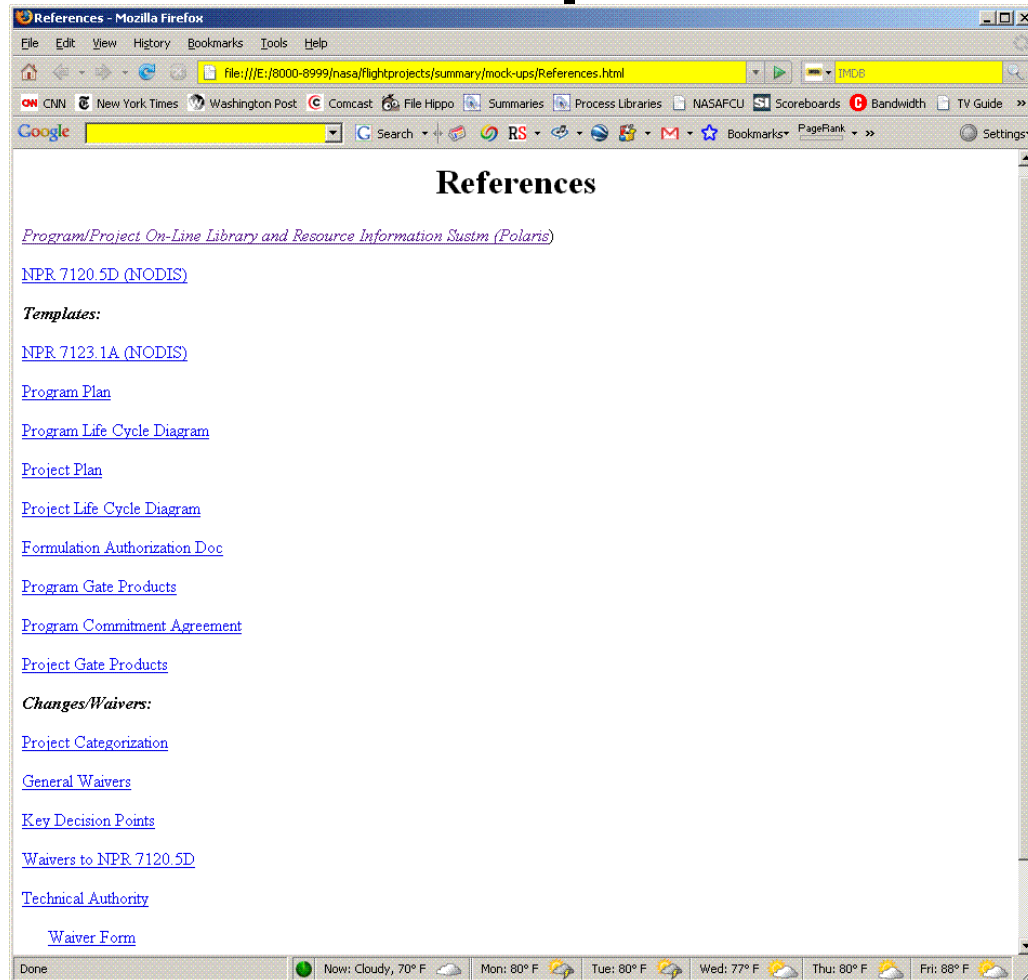
Purpose: The purpose of this subprocess is to manage SBIR/STTR Phase II Contract Administration .

Organization: U.S. Coast Guard

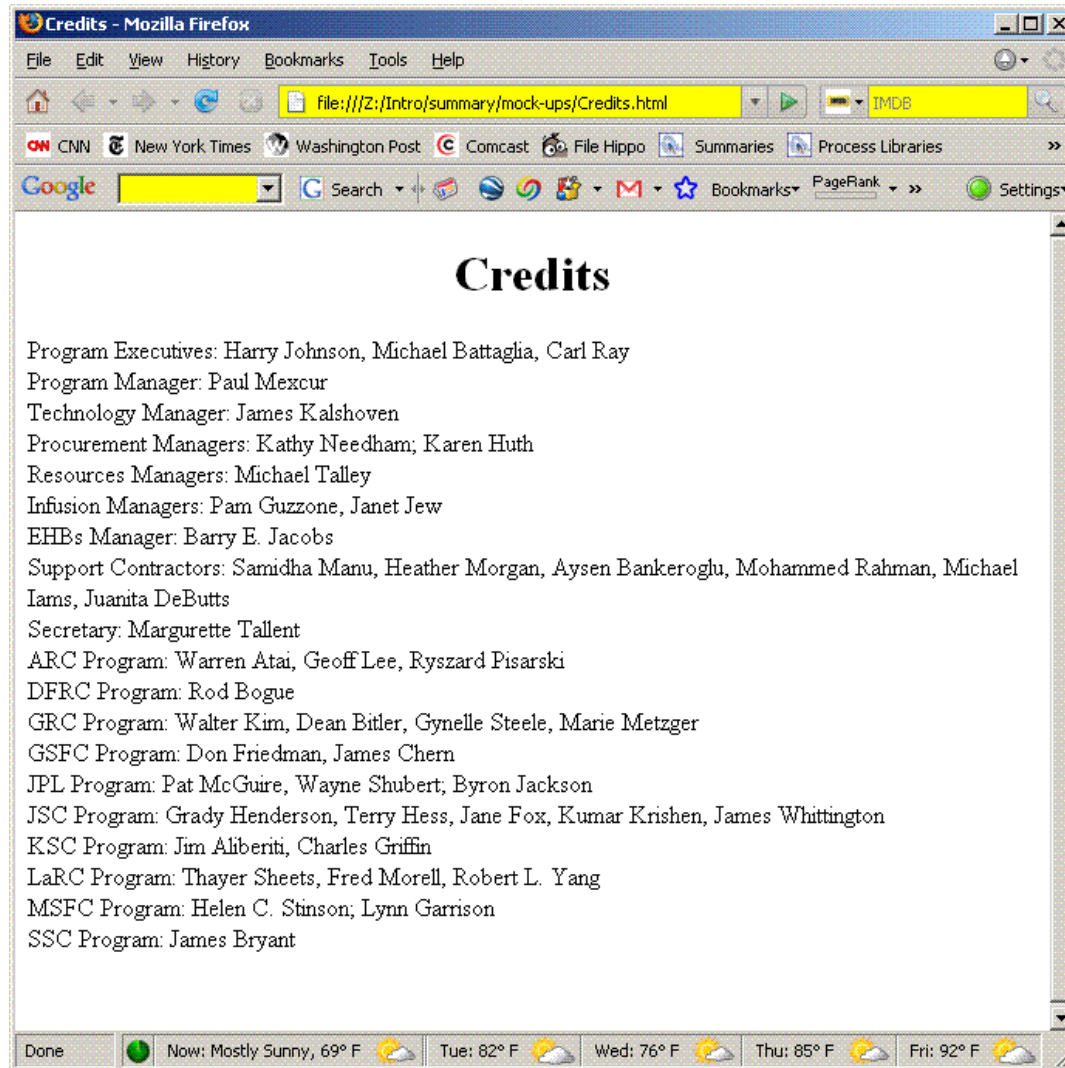
Task	Purpose	Suggested Roles	Task Lead(s)	Estimated Completion Date	Actual Completion Date	Documents					
						Document	Instructions and Samples	Document Lead(s)	Estimated Completion Date	Actual Completion Date	Document Location(s)
Administration	The purpose of this task is to administer the design of SBIR/STTR Phase II Contract Administration.	Procurement Manager, Contracting Officer, Contract Specialist, Procurement Reviewer, COTR, JPL Technical Monitor, Awardee, Advisor, Program Manager/Program Executive, Mission Directorate Representative, Topic Manager, Subtopic Manager, Field Center Program Manager, Technology Infusion Manager, Budget Personnel	Helen Stinson	07/23/07	08/23/07	Document Library	Instructions and Samples	Helen Stinson	06/23/07	07/23/07	Library: NS2034
Planning	The purpose of this task is to plan the design of SBIR/STTR Phase II Contract Administration.	Procurement Manager, Contracting Officer, Contract Specialist, Procurement Reviewer, COTR, JPL Technical Monitor, Awardee, Advisor, Program Manager/Program Executive, Mission Directorate Representative, Topic Manager, Subtopic Manager, Field Center Program Manager, Technology Infusion Manager,	Helen Stinson	06/23/07	06/23/07	Planning Document	Instructions and Samples	Helen Stinson	06/23/07	07/23/07	Library: NS2034
						Draft Project Requirements Document	Instructions and Samples	Helen Stinson	06/23/07	07/23/07	Library: NS2034
						Project Plan	Instructions and Samples	Helen Stinson	06/23/07	07/23/07	Library: NS2034
						Instructions and	Helen			Library:	

Do... Now: Sunny, 75° F Tue: 87° F Wed: 85° F Thu: 85° F Fri: 85° F Sat: 87° F Sun: 84° F

References list other related resources.



Credits acknowledge people's contributions.



Tools that can be focused on during stages- by tool.

Tools To Focus On During Stages. - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ehbs.org/intro/summary/stages1.html

Tools To Focus On During Stages- By Tool.

Tool	Process Developer	Process Participant
Descriptions:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Plays:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Documents:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Role Guidelines/EHBs:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Subprocesses Workbooks:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
References:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Credits:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together

Tools that can be focused on during stages- by stage.

Tools To Focus On During Stages- By Stage.

Stage	Process Developer	Process Participant
Learn	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.
Integrate	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Documents Using Role Guidelines/EHBs.
Test	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.
Teach	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.
Work Together	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.

Objective:

Develop Internet-based tools to support the paperless documentation and management of complex distributed processes.

DHS SBIR/STTR Technologies

Product Realization Subprocesses

Integrated Problems-Solutions Database	Planning Technologies	Solicitation Development	1 Submission	1 Review & Selection	1 Contract Negotiation	1 Contract Administration	1 Contract Closeout	2 Submission	2 Review & Selection	2 Contract Negotiation	2 Contract Administration	C
--	-----------------------	--------------------------	--------------	----------------------	------------------------	---------------------------	---------------------	--------------	----------------------	------------------------	---------------------------	---

(Potential Customers: State and Local Organizations)

Product Distribution Subprocesses

Integrated Problems-Solutions Database	Planning Distributions	Distribution Facility Solicitation Development	Problem Submission	Problem Handling	Agreement Administration	Agreement Closeout	Post-Agreement Closeout
--	------------------------	--	--------------------	------------------	--------------------------	--------------------	-------------------------

(Potential Customers: State and Local Organizations)

Support Subprocesses

Survey Management	Computer Systems Development and Evolution	Computer Systems Operations and Network Administration	Home Page Management	Education and Outreach Activities	Facilities Management	Security	Small Systems (Mac and PC) Support	Visualizations
-------------------	--	--	----------------------	-----------------------------------	-----------------------	----------	------------------------------------	----------------

Improvement Subprocesses

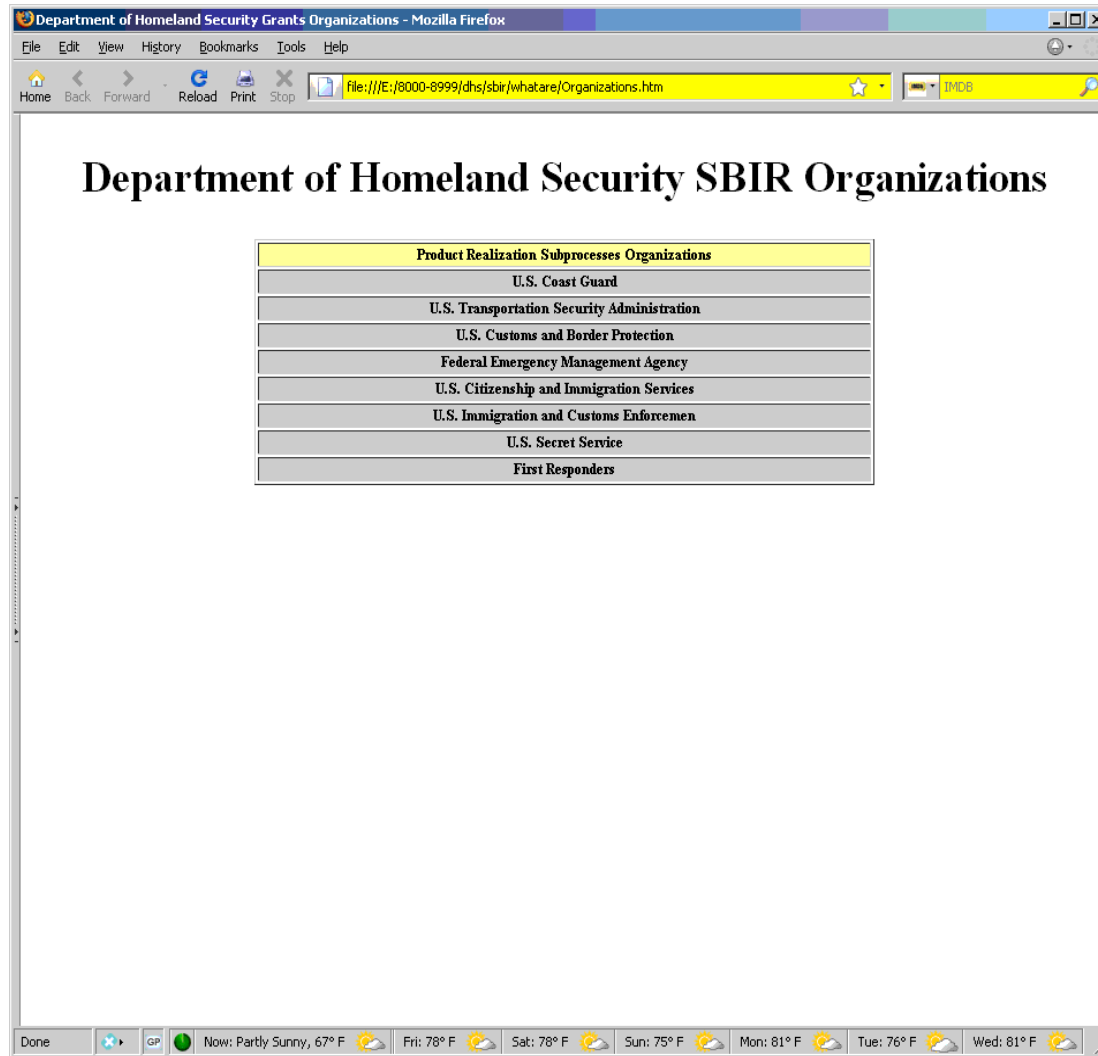
ISO 9001: 2000	CMMI- Staged	CMMI- Continuous
----------------	--------------	------------------

Common Subprocesses

Organization Subprocess Formulation	Organization Subprocess Implementation	Organization Subprocess Customer Support	Organization Subprocess Evaluation	Organization Subprocess Update	Organization Subprocess Closeout
-------------------------------------	--	--	------------------------------------	--------------------------------	----------------------------------

GP [System Tray: Now: Sunny, 82 °F, Sat: 87 °F, Sun: 85 °F, Mon: 80 °F, Tue: 85 °F, Wed: 84 °F, Thu: 81 °F]

Organizations provide different views of the subprocesses, some of which may be proprietary.



Organizations execute the eight “Play Development” stages.

- 1) summarizing (descriptions),**
- 2) playwriting (outlines),**
- 3) staging (mockups),**
- 4) dress rehearsal (implementations),**
- 5) performance (implementations),**
- 6) evaluations (implementations),**
- 7) revisions (outlines, mockups, implementations),**
- and**
- 8) closing.**

People in organizations provide different views of the subprocesses



**Subprocess
Documentor's
View**



**Subprocess Teacher's,
Manager's, Implementor's
and Participant's Views**

Organizations generate Subprocess Life-Cycle* Views

- Organization subprocess teachers want to quickly learn, integrate, test, and teach their own views of their subprocesses. (Critical)
- Organization subprocess documentors want to quickly learn, integrate, test, and teach their own views of their subprocesses. (Critical)
- Organization subprocess managers want to quickly learn, integrate, test, and teach their own views of their subprocesses. (Critical)
- Organization subprocess implementors want to quickly learn, integrate, test, and teach their own views of their subprocesses. (Critical)
- Organization subprocess participants want to quickly learn, integrate, and perform tasks that are part of their views. (Critical)
- Organization subprocess managers want to quickly monitor execution of tasks that are part of their views.
- Organization subprocess teachers, documentors, managers, implementors, and participants want to quickly improve, test, and teach their subprocesses.
- Organization subprocess teachers, documentors, managers, implementors, and participants want to quickly improve, test, and teach using other organization's views.
- Organization subprocess teachers, documentors, managers, implementors, and participants become hurt/angry when their views are not supported.
- Organization subprocess implementors want to quickly update, test, and teach tools that help facilitate execution of their subprocesses.
- Organization subprocess teachers, documentors, managers, implementors, and participants want to quickly leave when their views continue not to be supported.

* Also, called the "Universal Subprocess".

The "Game of Telephone" Syndrome: Where People Pass-On Only Parts of the "Message"



Overview of how editable and cost-saving process documentation tools can solve problems.

Problem	Solution
<p>Develop Internet-based tools to support the paperless documentation and management of complex distributed processes.</p>	<p>Editable process documentation tools can be tailored to each subprocess.</p>
<p>Organizations provide different views of the subprocesses.</p>	<p>Editable process documentation tools can be tailored to reflect different organization's views of the subprocess.</p>
<p>Organizations execute the eight "play development" stages.</p>	<p>Editable process documentation tools can be tailored to reflect the eight "play development" stages.</p>
<p>People in organizations provide different views of the subprocesses.</p>	<p>Editable process documentation tools can be tailored to communicate different people's views of the subprocess.</p>
<p>Organizations generate Subprocess Life-Cycle Views.</p>	<p>Editable process documentation tools can be tailored to reflect different Life-Cycle views of the subprocess.</p>
<p>The "Game of Telephone" Syndrome: Where People Pass-On Only Parts of the "Message".</p>	<p>Editable process documentation tools can be tailored to layer below different people's views of the subprocess.</p>

Solution: Process Libraries maintain organization's views of the subprocesses.

The screenshot shows a Mozilla Firefox browser window with the address bar displaying <http://ehbs.org/intro/summary/mock-ups/views.htm>. The page content includes a heading 'Views', a note 'Total 11 Entries', and classification details: 'Classification: Product Realization Subprocesses (T4-00-00-00)' and 'Subprocess: Phase II Contract Administration (T4-3-00-00)'. A 'Create View' link is present above a table with two columns: 'View' and 'Steps'. The table lists seven organizations, each with 'Update', 'Copy', and 'Delete' actions.

View	Steps
U.S. Coast Guard	Update Copy Delete
U.S. Transportation Security Administration	Update Copy Delete
U.S. Customs and Border Protection	Update Copy Delete
Federal Emergency Management Agency	Update Copy Delete
U.S. Citizenship and Immigration Services	Update Copy Delete
U.S. Immigration and Customs Enforcement	Update Copy Delete
U.S. Secret Service	Update Copy Delete

Plays describe subprocess execution.

3. Interim Deliverables

-Submit Deliverables-

[Contract Specialist:](#)
[Call For Deliverables](#)

[Awardee:](#)
[Submit Deliverables](#)

[Contract Specialist:](#)
[Review For Late Deliverables](#)
[Notify Awardees of Late Deliverables](#)

-Technical Intermediary Deliverables-

[Contract Specialist:](#)
[Notify CTR to Review Deliverables](#)

[CTR:](#)
[Review Deliverables](#)

[Contract Specialist:](#)
[Examine Review of Deliverables](#)
[Notify Awardees To Resubmit Deliverables](#)

[Contract Specialist:](#)
[Approve Deliverables](#)

-Financial Intermediary Deliverables-

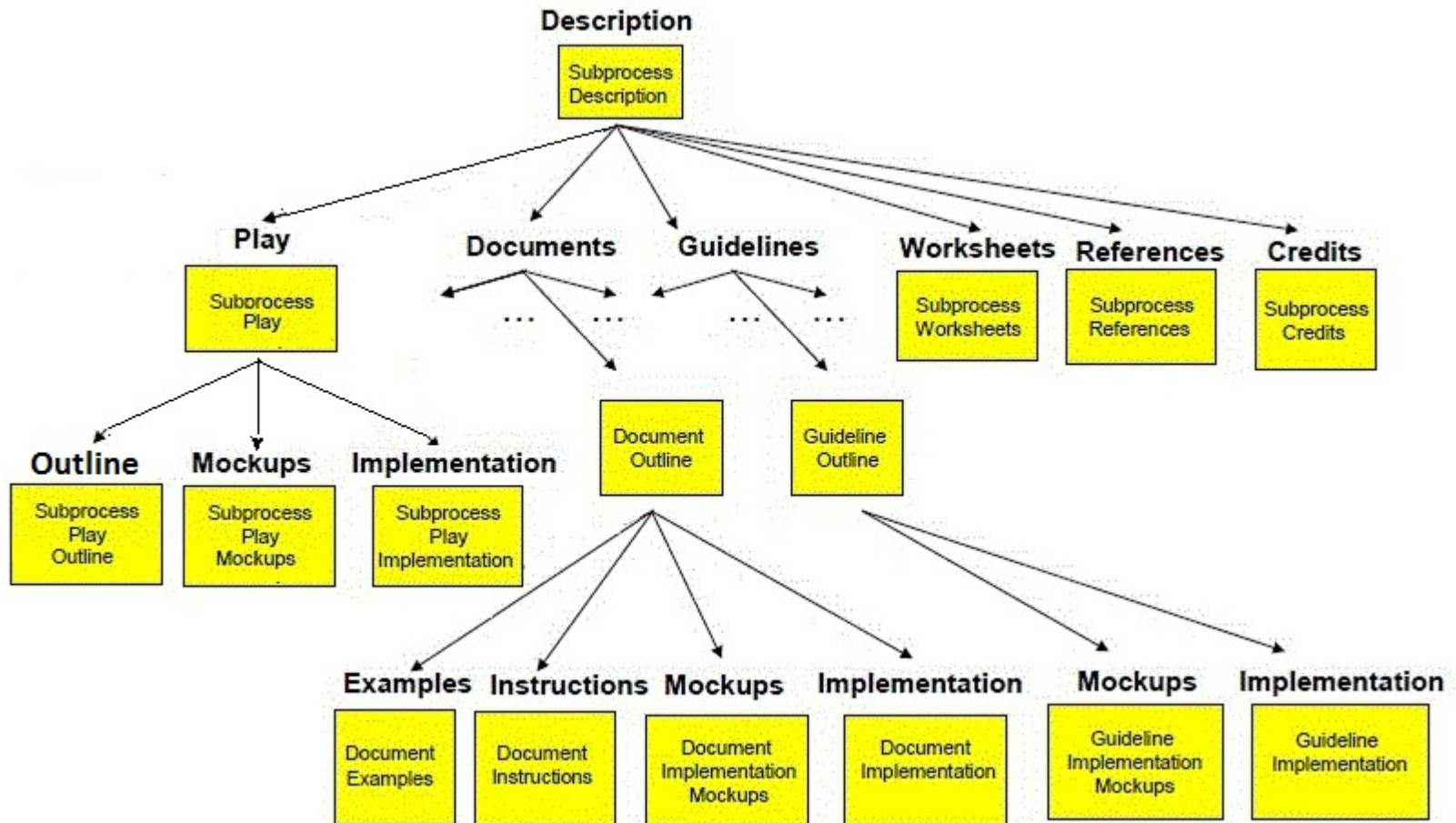
[Contract Specialist:](#)
[Notify Field Center Contracting Officer to Review Vouchers](#)

[Field Center Contracts Manager:](#)
[Review Vouchers](#)

[Contract Specialist:](#)
[Examine Review of Deliverables](#)
[Notify Awardees To Resubmit Deliverables](#)

The screenshot shows a Mozilla Firefox browser window with the title 'Play - Mozilla Firefox'. The address bar contains the file path: file:///E:/8000-8999/dhs/sbir/library/Integration/PRSS/Phase 2 Administration/Play.ht. The main content area displays a document titled '3. Interim Deliverables' with a list of tasks and roles. The tasks are grouped into sections: '-Submit Deliverables-', '-Technical Intermediary Deliverables-', and '-Financial Intermediary Deliverables-'. Each task is associated with a role (Contract Specialist, Awardee, CTR, or Field Center Contracts Manager) and a specific action (e.g., 'Call For Deliverables', 'Review For Late Deliverables', 'Approve Deliverables'). The browser's status bar at the bottom shows the current time as 5:00 and the date as 5/1, along with a weather forecast for the week.

Our basic approach is to wrap organization's subprocesses in a common envelope containing “communication vehicles” that facilitate intra- and inter-organization communication.



Tools that can be focused on during stages- by tool.

Tools To Focus On During Stages. - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ehbs.org/intro/summary/stages1.html

Tools To Focus On During Stages- By Tool.

Tool	Process Developer	Process Participant
Descriptions:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Plays:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Documents:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Role Guidelines/EHBs:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Subprocesses Workbooks:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
References:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Credits:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together

Tools that can be focused on during stages- by stage.

Tools To Focus On During Stages. - Mozilla Firefox

File Edit View History Bookmarks Tools Help

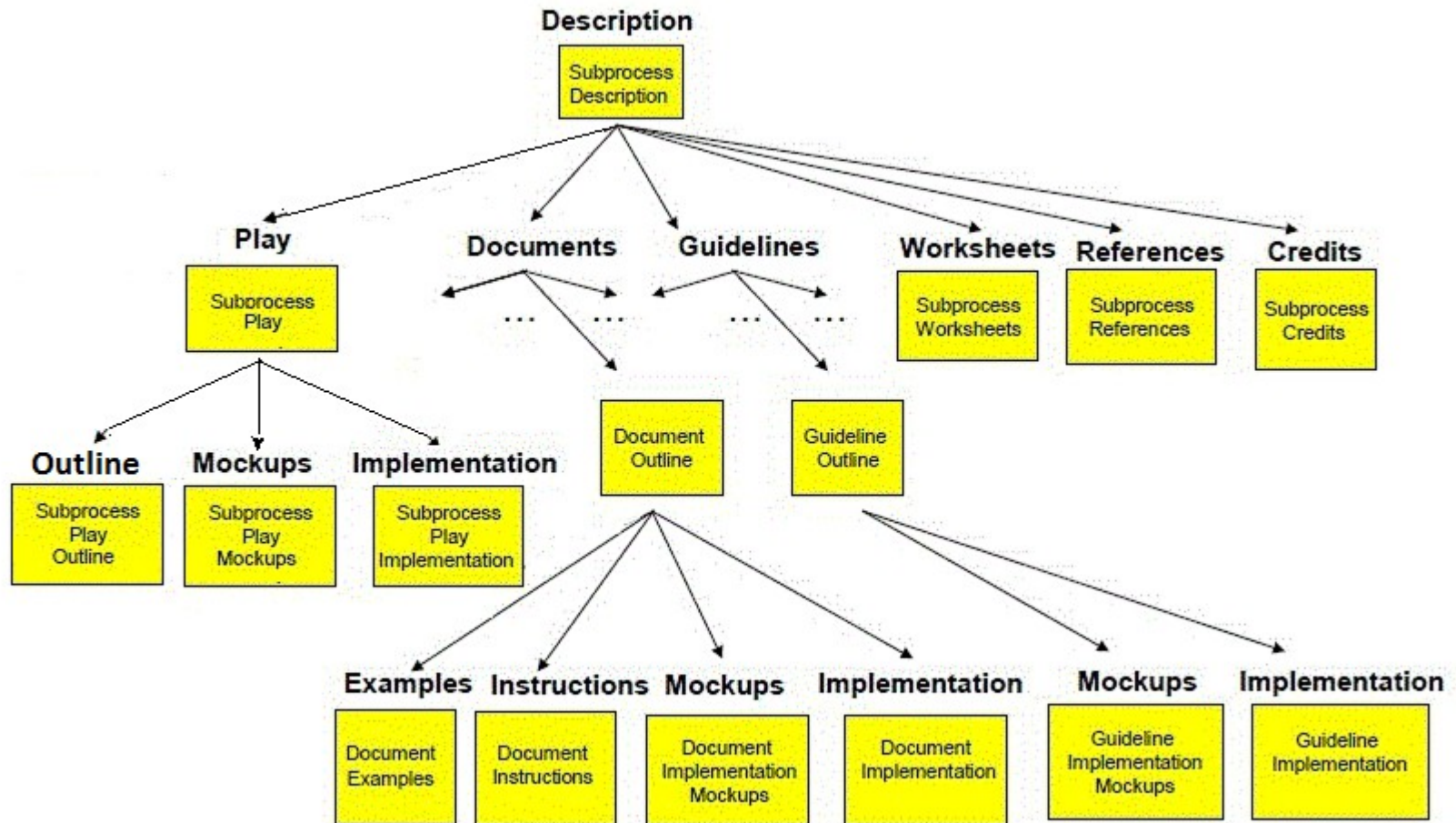
ehbs.org/intro/summary/stages2.html

Google

Tools To Focus On During Stages- By Stage.

Stage	Process Developer	Process Participant
Learn	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.
Integrate	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Documents Using Role Guidelines/EHBs.
Test	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.
Teach	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.
Work Together	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.

For each subprocess, an “Integration View” is the integration or combination of other subprocess views. An “Integration View” facilitates intra- and inter-organization communication.



Some EHBs Projects - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

file:///z:/Intro/summary/mock-ups/Some%20EHBs%20Proje Go

CNN Washington Post New York Times MapQuest: Home Comcast Scoreboards Horoscope Bandwidth Test >>

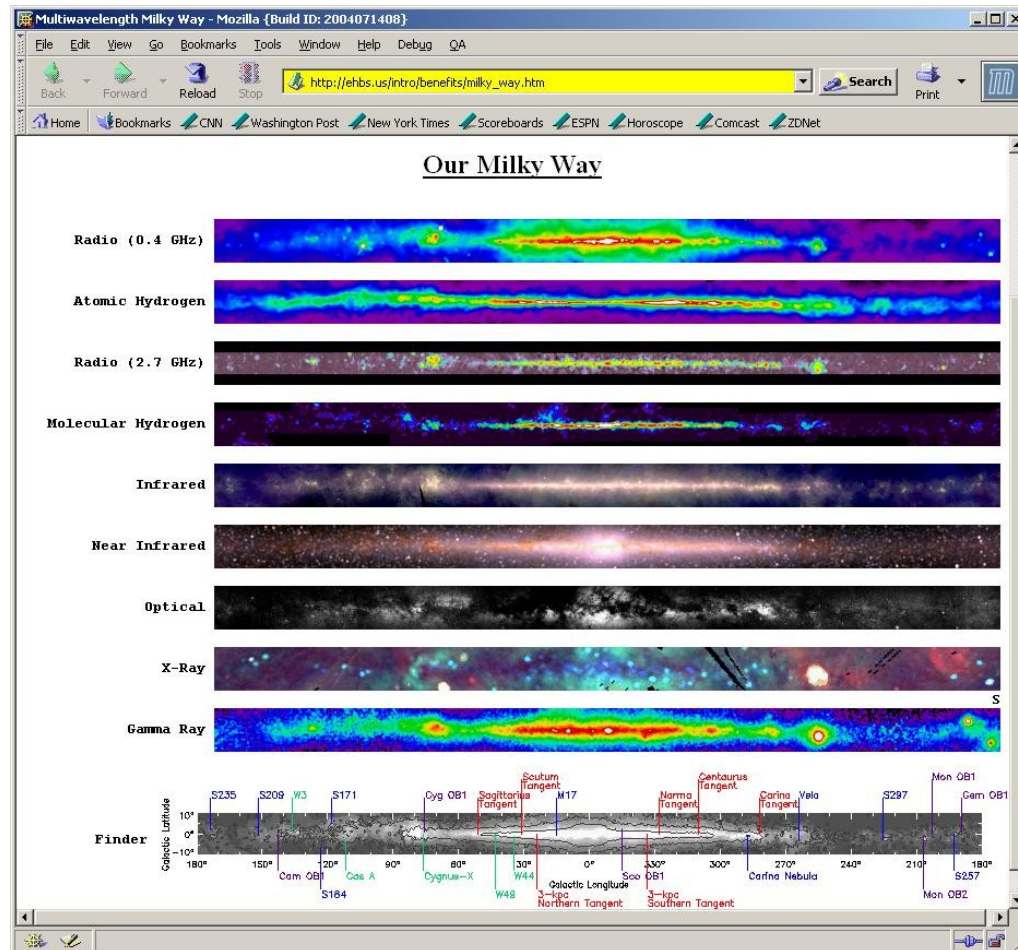
Some Applications

- [DOI's Screen Available and Exchange-Sales \(SAVES\)- Property](#)
- [DOJ's Bulletproof Vests Partnership Program \(BVP\)- Grants](#)
- [DOJ's Local Law Enforcement Block Grants \(LLEBG\) - Grants](#)
- [DOJ's Office of Justice Program IT Initiatives \(OJP IT\) - Grants](#)
- [DOJ's Southwest Border Patrol Initiative \(SWBPI\) - Grants](#)
- [Federal Emergency Management Administration \(FEMA\) - Grants](#)
- [FEMA's US Fire Administration \(USFA\)- Grants](#)
- [HHS's Health Services Resources Administration \(HRSA\) - Grants](#)
- [NASA's Earth Sciences Technology Office \(ESTO\)- Contracts](#)
- [NASA's Educational Program Data Collection and Evaluation Program \(EDCATs\) - Program Evaluations](#)
- [NASA's Small Business Innovation Research \(SBIR\)- Contracts](#)
- [USDA's Emergency Response Information System \(ERIS\) - Grants](#)
- [USDA's Integrated Item Tracking System-Reagents Ordering-Shipping System \(IITS-ROSS\) - Grants](#)
- [USDA's Karnal Bundt Information System \(KBIS\) - Grants](#)

Done

Navigation icons: Back, Forward, Home, Stop, Reload, Print, Find, Zoom In, Zoom Out, Full Screen, Close

We believe that to truly understand one's universe, one must see it thru multiple “eyes” and also have tools to “communicate” these views.





Process Libraries (PLs) and Electronic Handbooks (EHBs) are where Shakespeare meets Freud.



- In Process Libraries (PLs), subprocesses are represented as "plays" where "actors" communicate thru the Internet. Each organization puts on its own "productions". For each role, Electronic Handbooks (EHBs) (also called Guidelines) guide "actors" thru their parts. Managers are "directors" using Worksheets as learning/management tools. Documentors serve as "playwrights". [Shakespearean]
- Organizations are represented as "families" having "multiple personalities". Subprocess "plays" and its "components" provide communication vehicles between members of the same family, different families, and families from different subprocesses. Documentors also serve as "family therapists". [Freudian]

All the world's a stage ...

Jaques:

**All the world's a stage,
And all the men and women merely players;
They have their exits and their entrances,
And one man in his time plays many parts,
His acts being seven ages.**

William Shakespeare

As You Like It, Act 2, Scene 7.

The approach uses a modernization of the Socratic Method or Dialogue to gain consensus between Teachers, Documentors, Managers, Implementors, and Participants.



Theatre of Dionysus- Athens, Greece



For More Details



File Edit View History Bookmarks Tools Help

EHBs Home Page

ehbs.us

Search

Complex Process Management Using PLs and EHBs [Where Shakespeare Meets Freud]



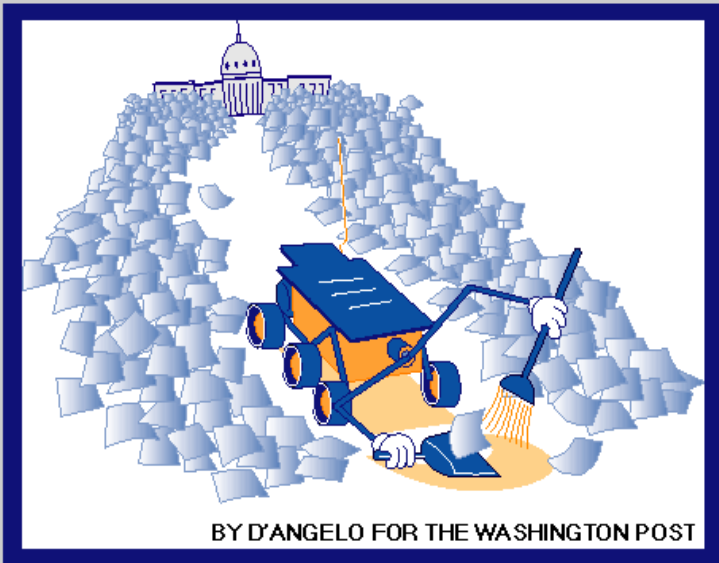
Complex Process Management Using PLs and EHBs [Where Shakespeare Meets Freud]

[Home](#)

- [1. What are PLs and EHBs?](#)
- [2. Some Quick Summaries](#)
- [3. Some Applications](#)
- [4. In The Press](#)
- [5. Experiences](#)
- [6. Some Papers](#)
- [7. Some Demonstration Tools](#)
- [8. Some Subprocesses and Their Documentations](#)
- [9. Assembly Line Processes](#)
- [10. Benefits](#)

[White Paper Book](#)

[How Can I Apply These To My Organization's Processes?](#)



BY D'ANGELO FOR THE WASHINGTON POST

Dr. Barry E. Jacobs
barry_e.jacobs@comcast.net
(301) 681-7816
[\[Mini-Bio\]](#)

Now: 64°F Sun: 83°F Mon: 60°F Tue: 62°F Wed: 76°F Thu: 78°F Fri: 62°F