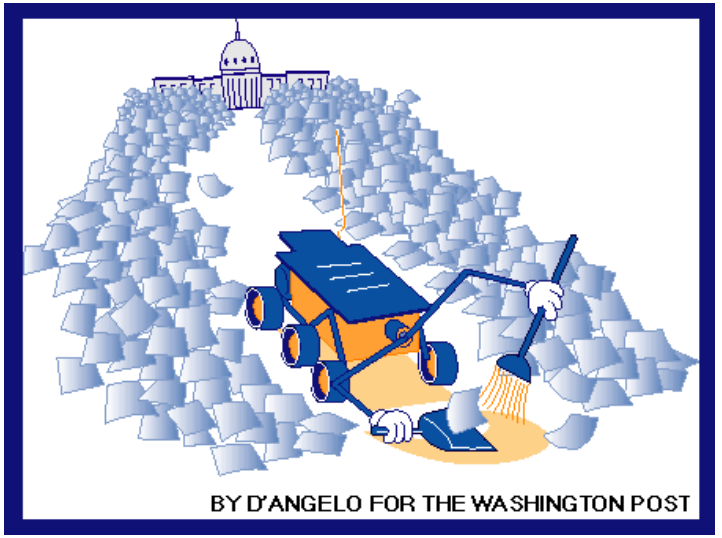
HHS's National Institutes of Health (NIH) Small Business Innovation Research (SBIR) Technologies Management Using Process Libraries and Electronic Handbooks

(Where Shakespeare Meets Freud)

Demonstration



Dr. Barry E. Jacobs

barry.e.jacobs@comcast.net

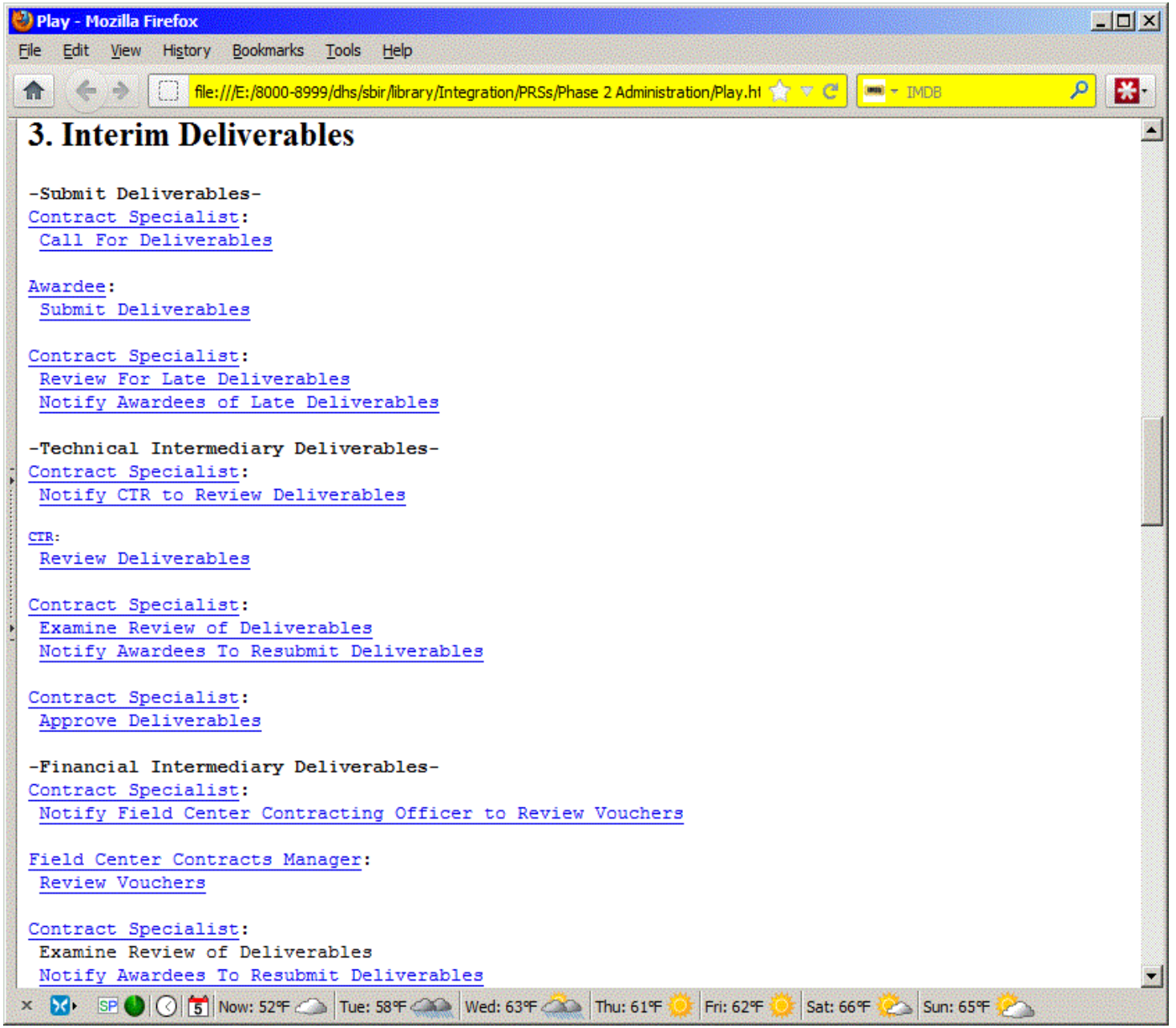
The Bottom Line:

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.



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.

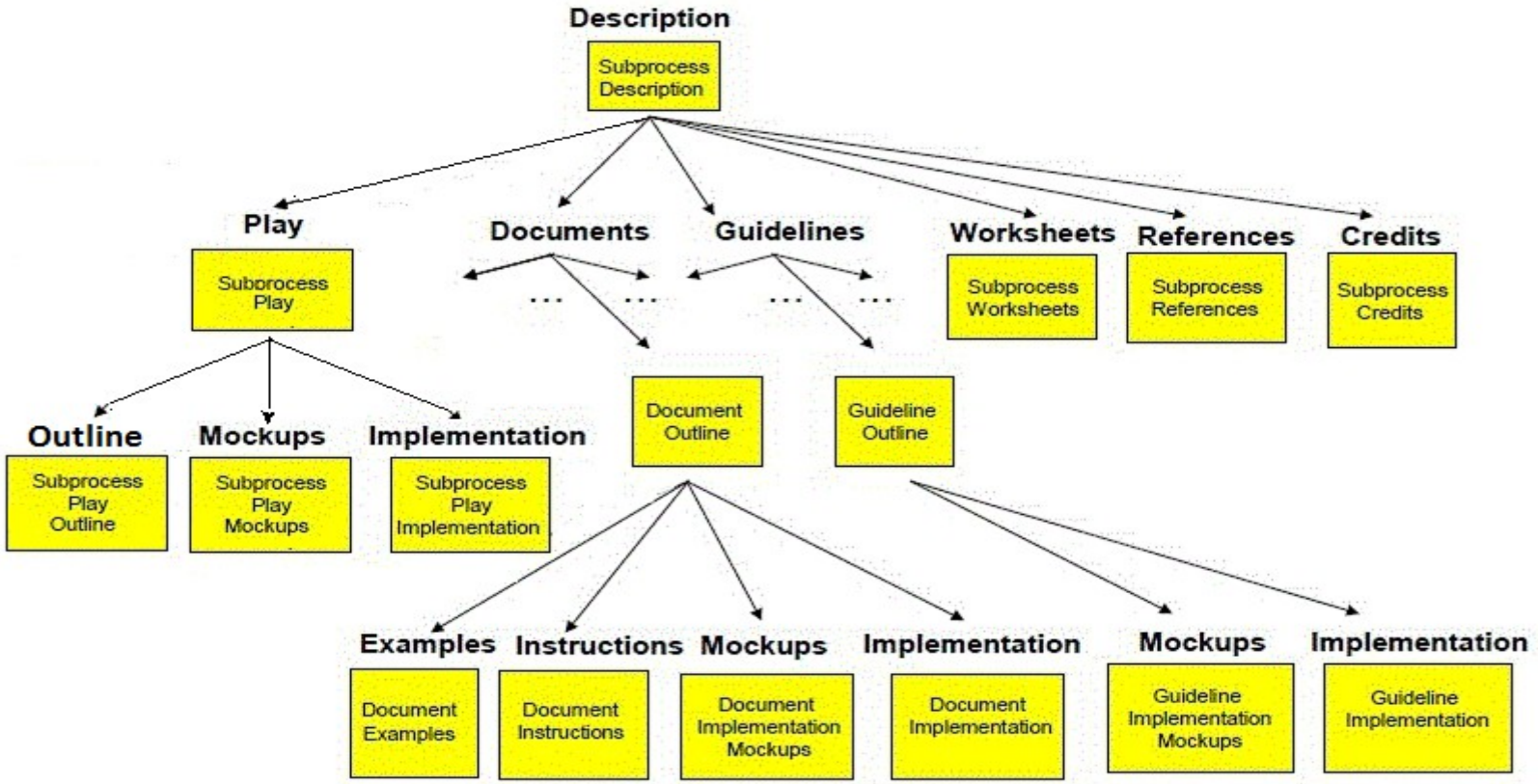
Basic Approach - Mozilla Firefox

File Edit View History Bookmarks Tools Help

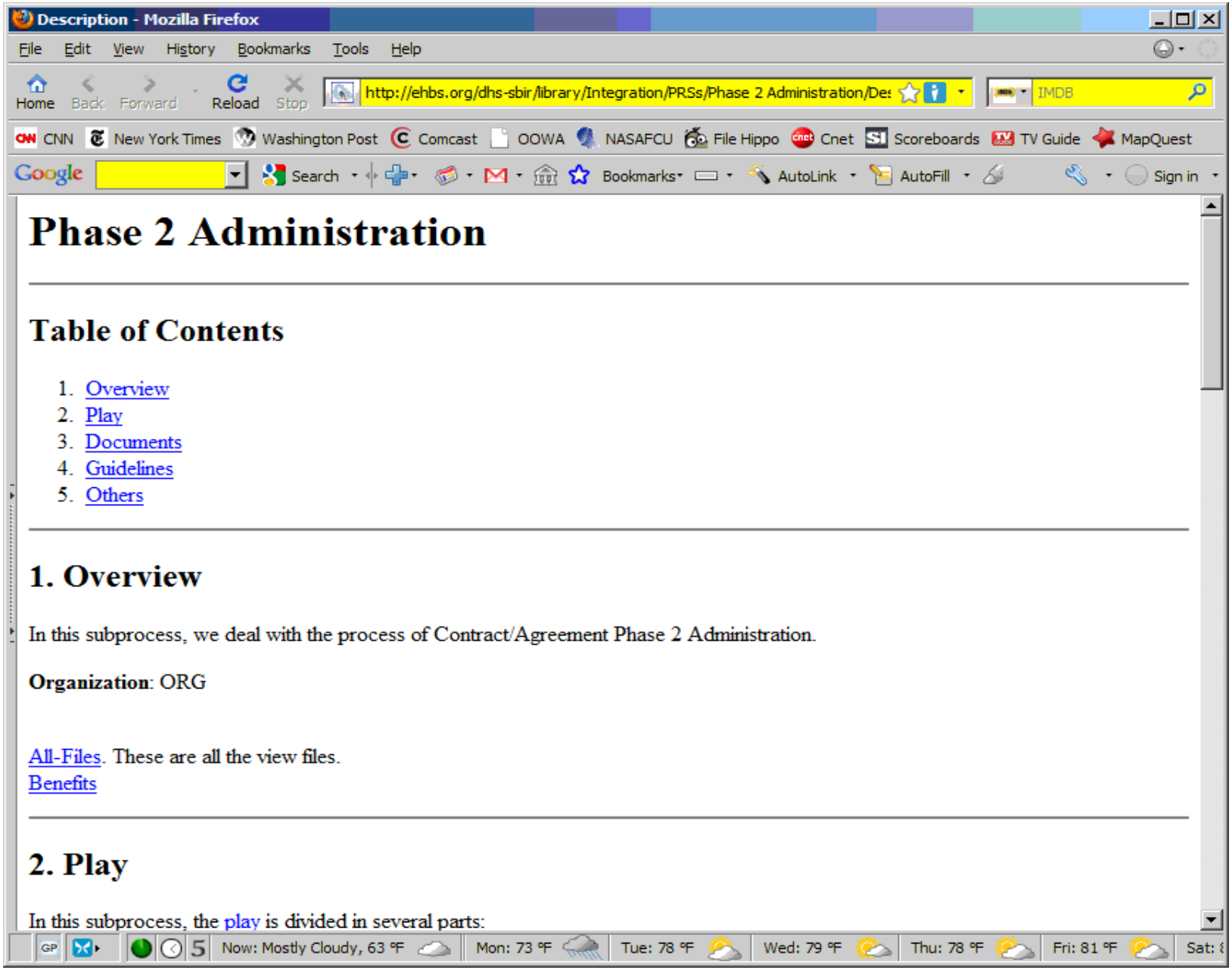
ehbs.org/intro/summary/approach.htm

Search

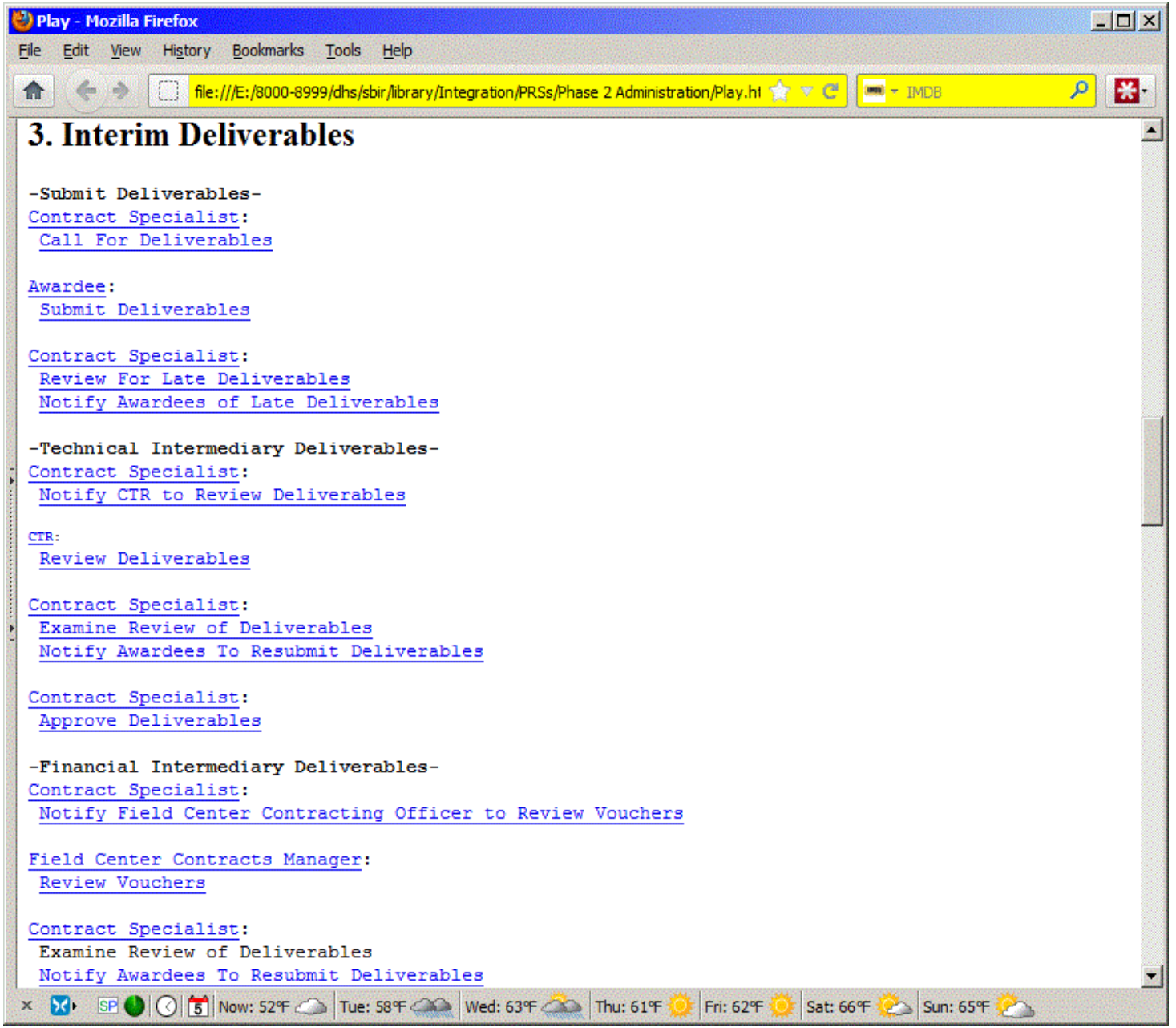
Our basic approach is to wrap organization's subprocesses in a common envelope containing "communication vehicles" that facilitate intra- and inter-organization communication.



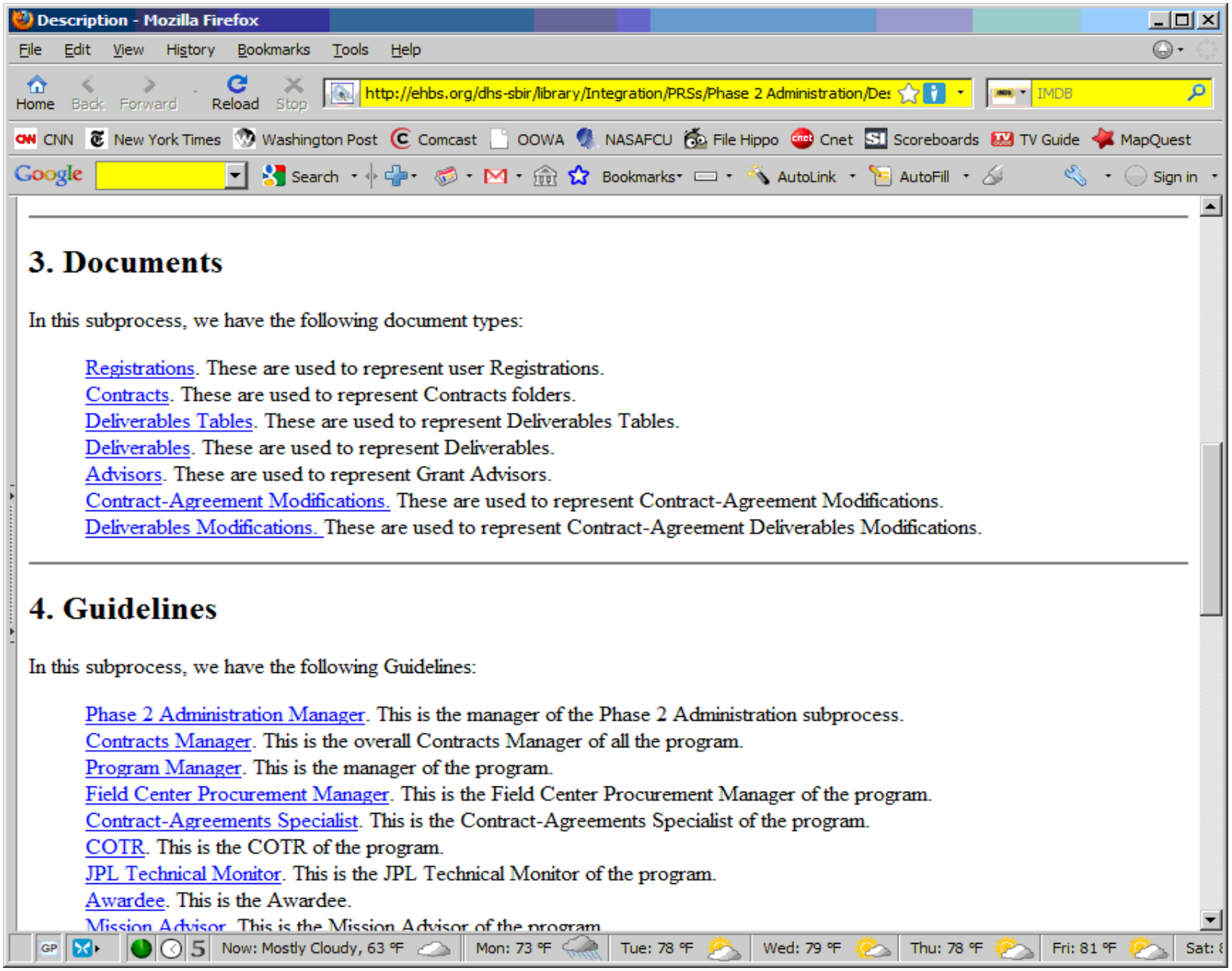
Descriptions summarize subprocesses.



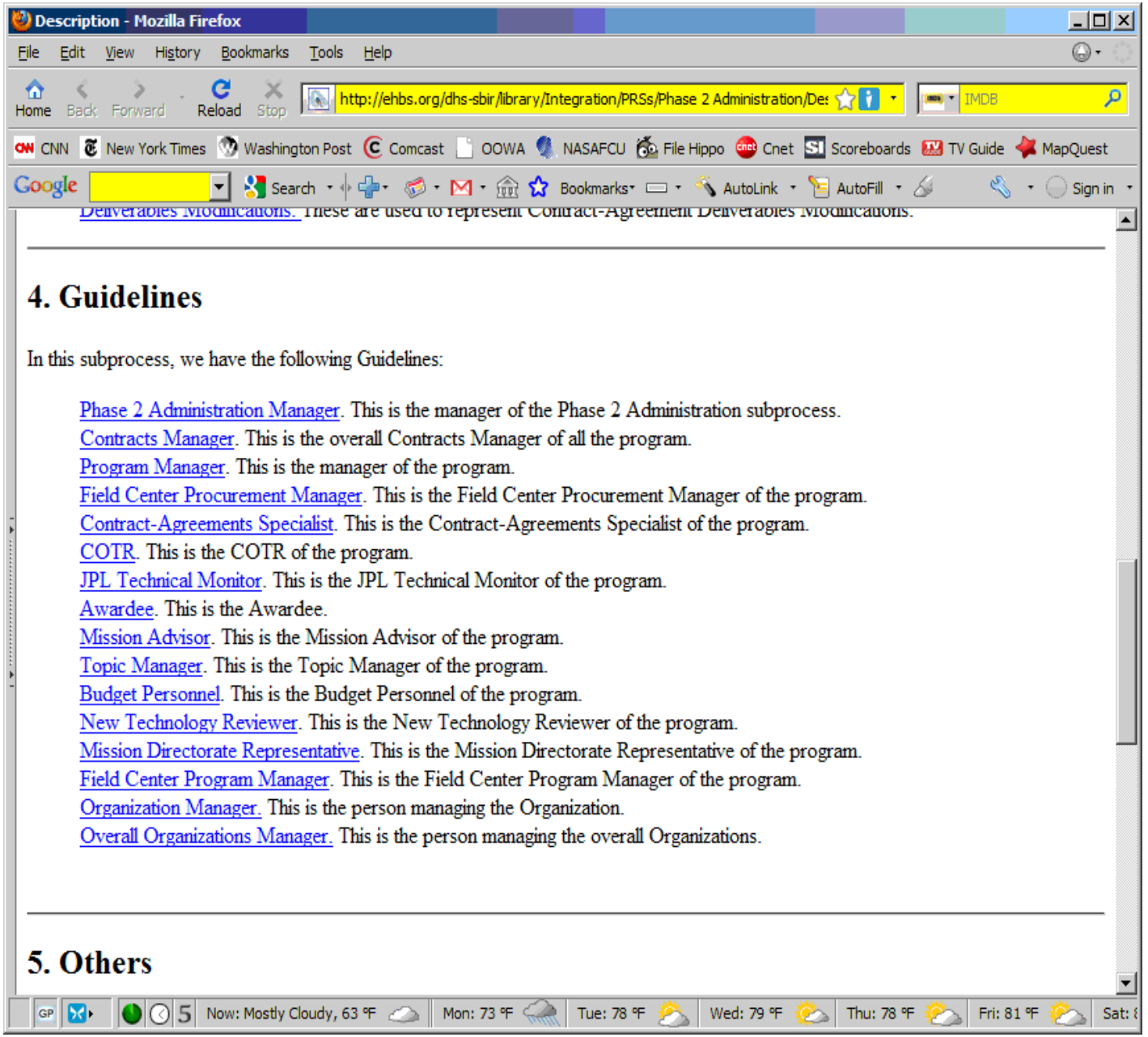
Plays describe subprocess execution.



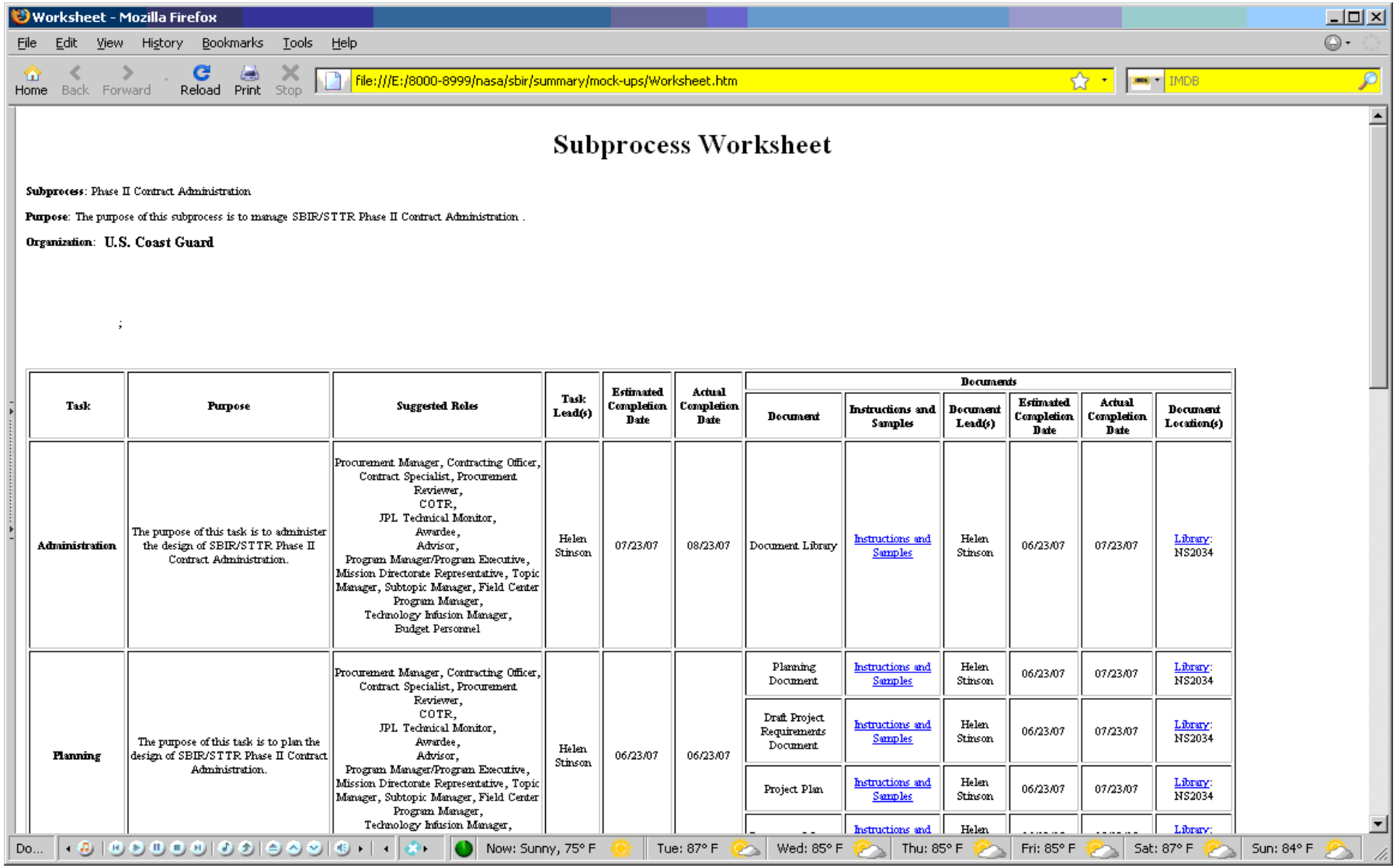
Documents describe subprocess data.



Guidelines describe user subprocesses.



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



Worksheet - Mozilla Firefox

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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**

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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:

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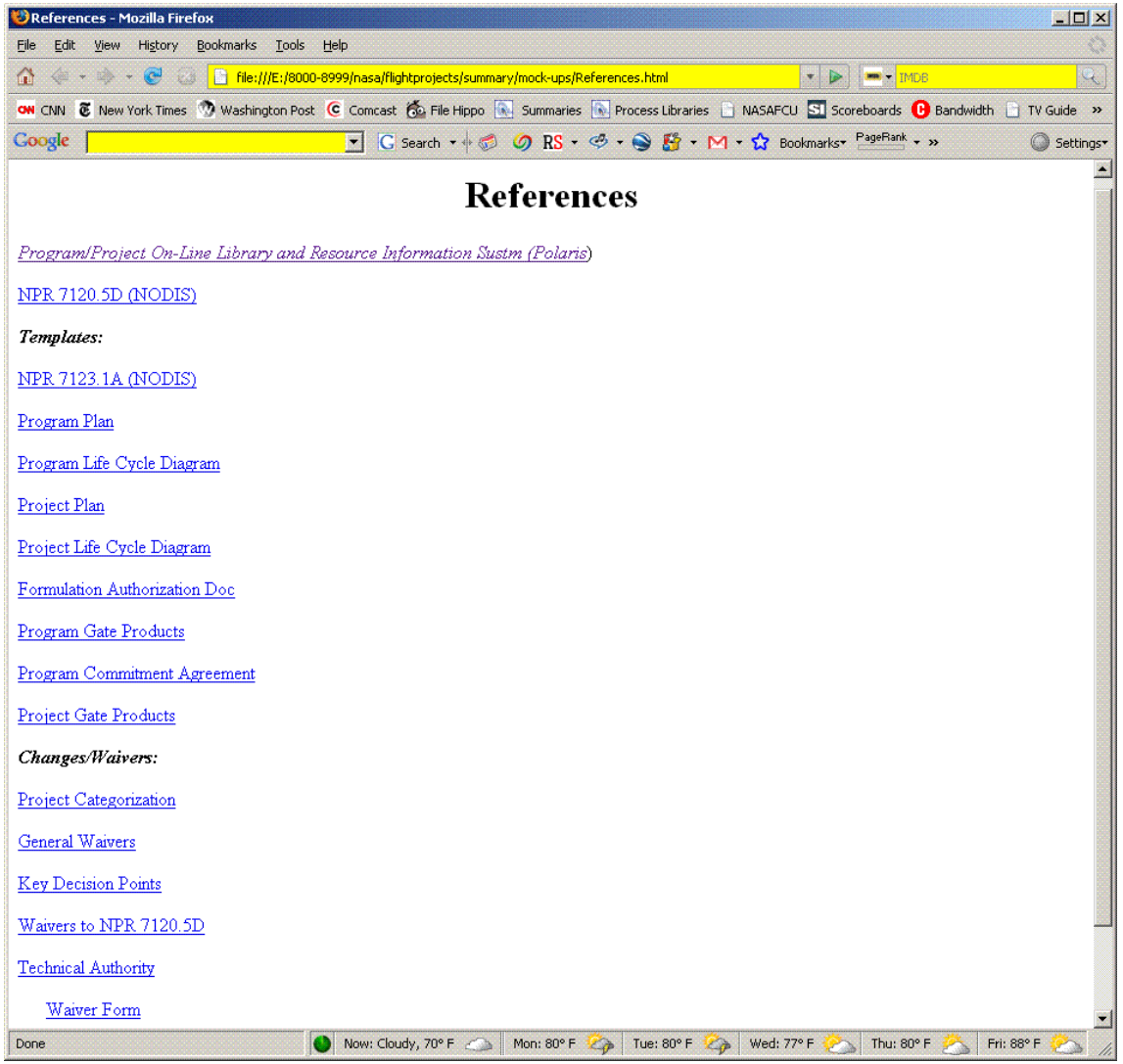
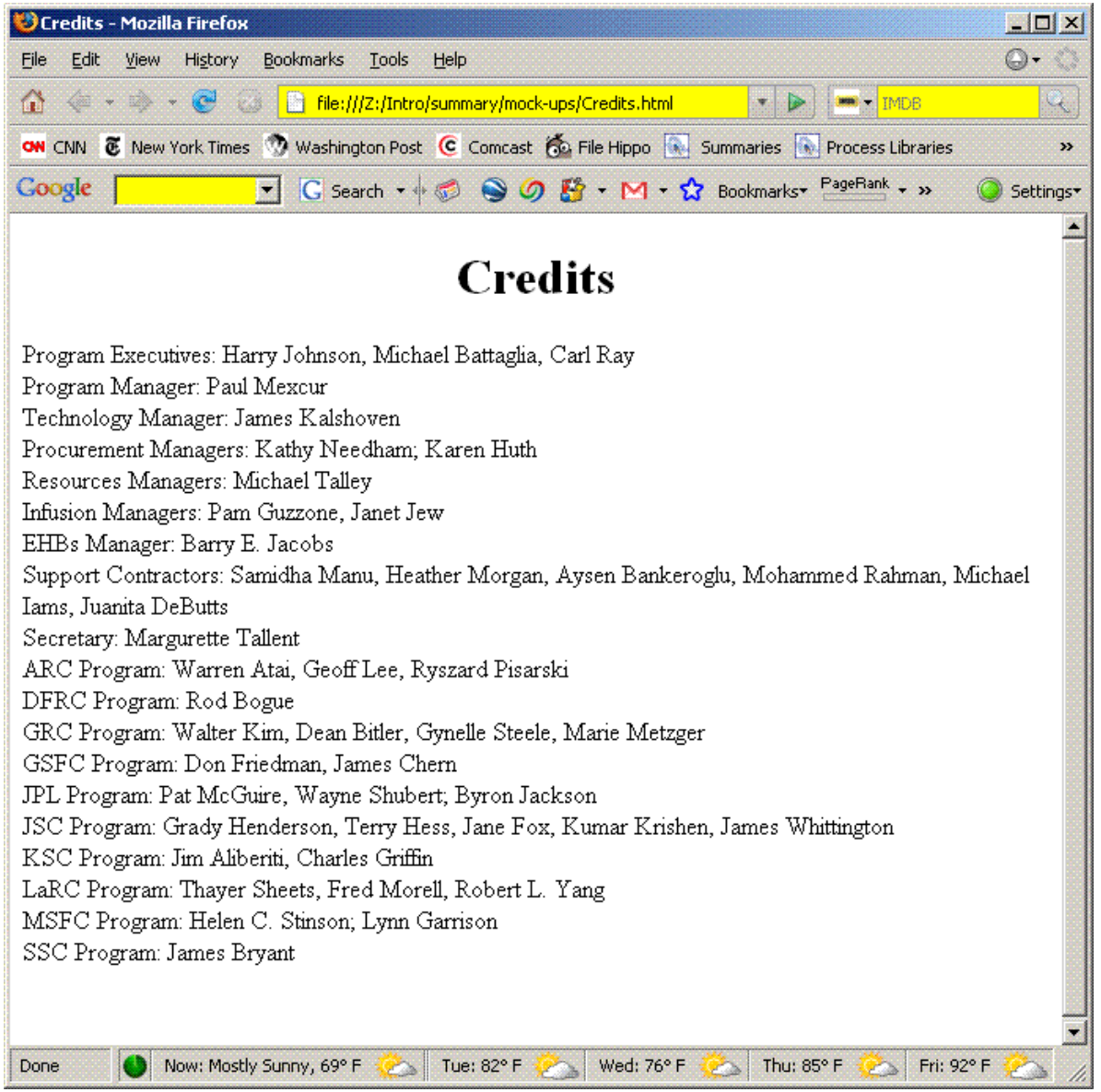
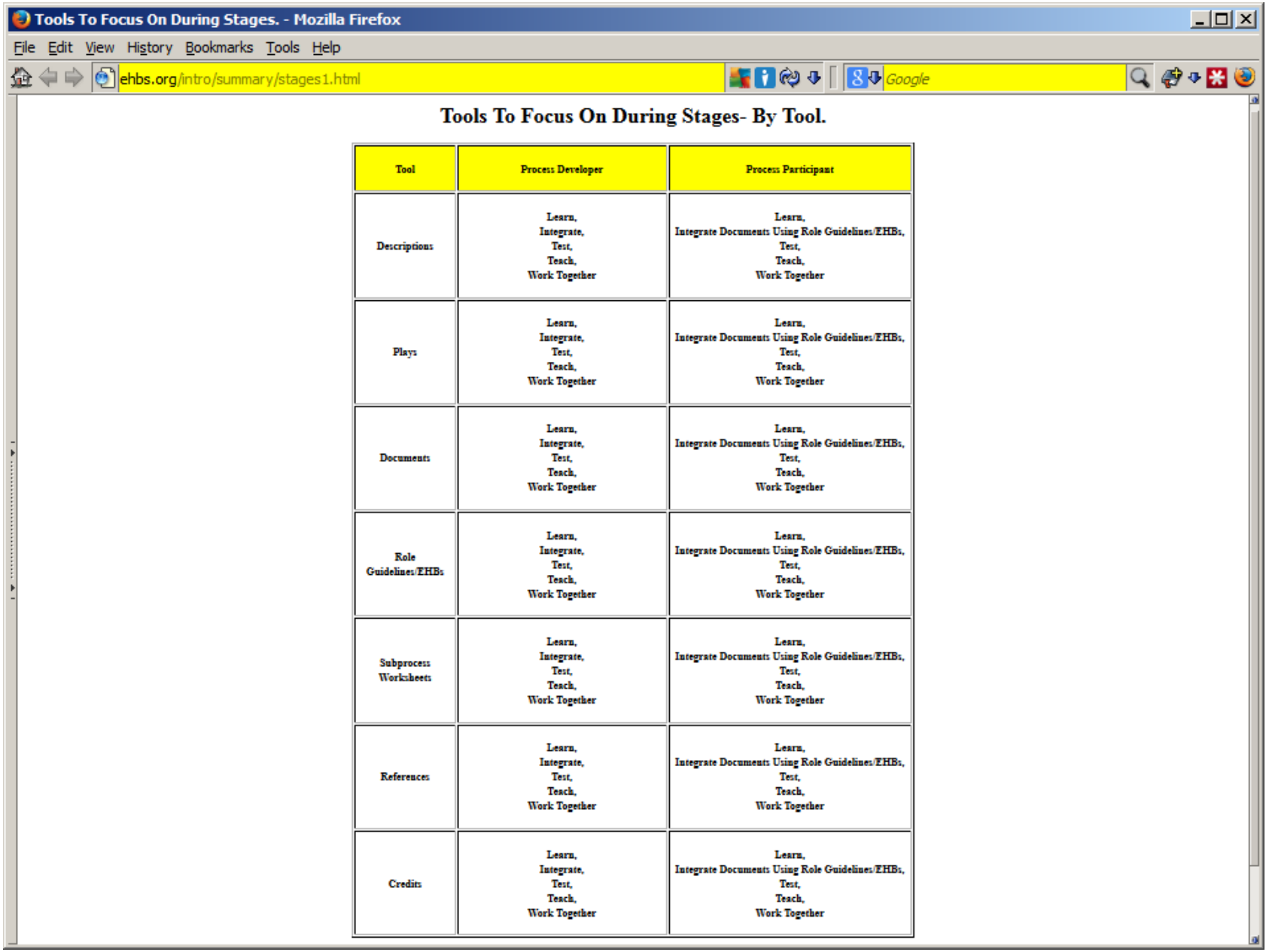
References list other related resources.



Credits acknowledge people's contributions.



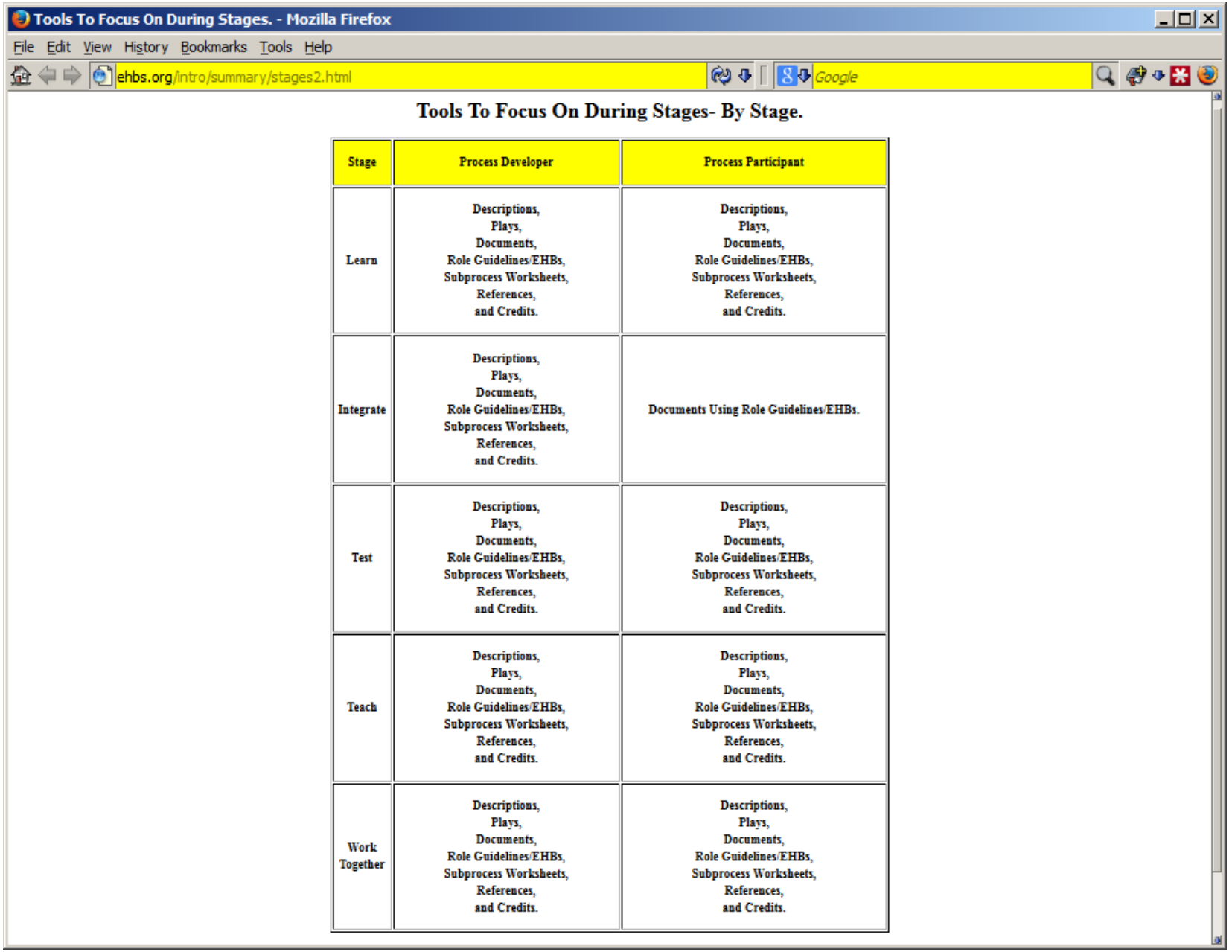
Tools that can be focused on during stages- by tool.



Tools To Focus On During Stages- By Tool.

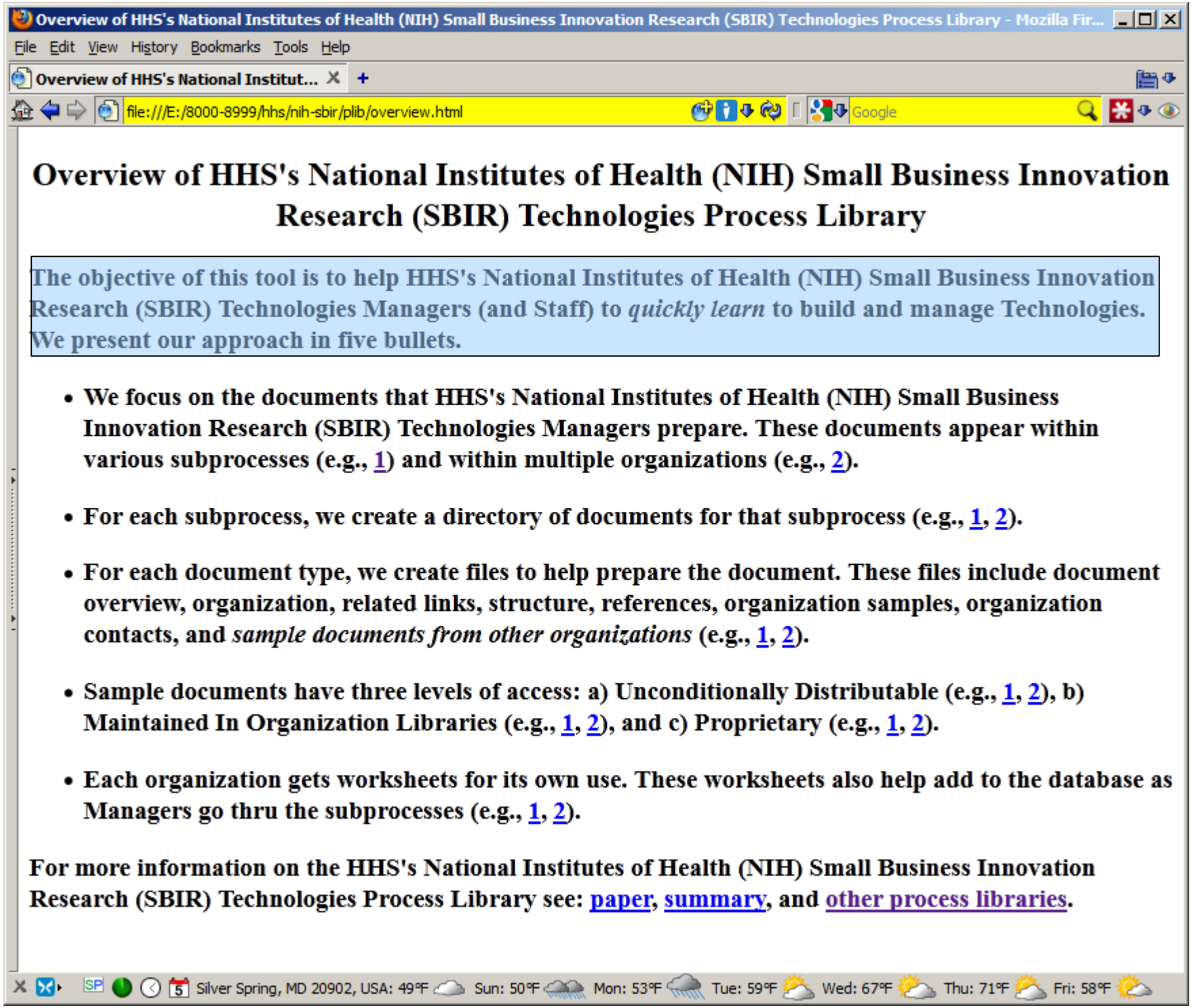
Tool	Process Developer	Process Participant
Descriptions	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Plays	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach,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


Overview of HHS's National Institutes of Health (NIH) Small Business Innovation Research (SBIR) Technologies Process Library - Mozilla Fir...
File Edit View History Bookmarks Tools Help
Overview of HHS's National Institut...
file:///E:/8000-8999/hhs/nih-sbir/plib/overview.html
Google
Overview of HHS's National Institutes of Health (NIH) Small Business Innovation Research (SBIR) Technologies Process Library
The objective of this tool is to help HHS's National Institutes of Health (NIH) Small Business Innovation Research (SBIR) Technologies Managers (and Staff) to quickly learn to build and manage Technologies. We present our approach in five bullets.
We focus on the documents that HHS's National Institutes of Health (NIH) Small Business Innovation Research (SBIR) Technologies Managers prepare. These documents appear within various subprocesses (e.g., 1) and within multiple organizations (e.g., 2).
For each subprocess, we create a directory of documents for that subprocess (e.g., 1, 2).
For each document type, we create files to help prepare the document. These files include document overview, organization, related links, structure, references, organization samples, organization contacts, and sample documents from other organizations (e.g., 1, 2).
Sample documents have three levels of access: a) Unconditionally Distributable (e.g., 1, 2), b) Maintained In Organization Libraries (e.g., 1, 2), and c) Proprietary (e.g., 1, 2).
Each organization gets worksheets for its own use. These worksheets also help add to the database as Managers go thru the subprocesses (e.g., 1, 2).
For more information on the HHS's National Institutes of Health (NIH) Small Business Innovation Research (SBIR) Technologies Process Library see: paper, summary, and other process libraries.
Silver Spring, MD 20902, USA: 49°F
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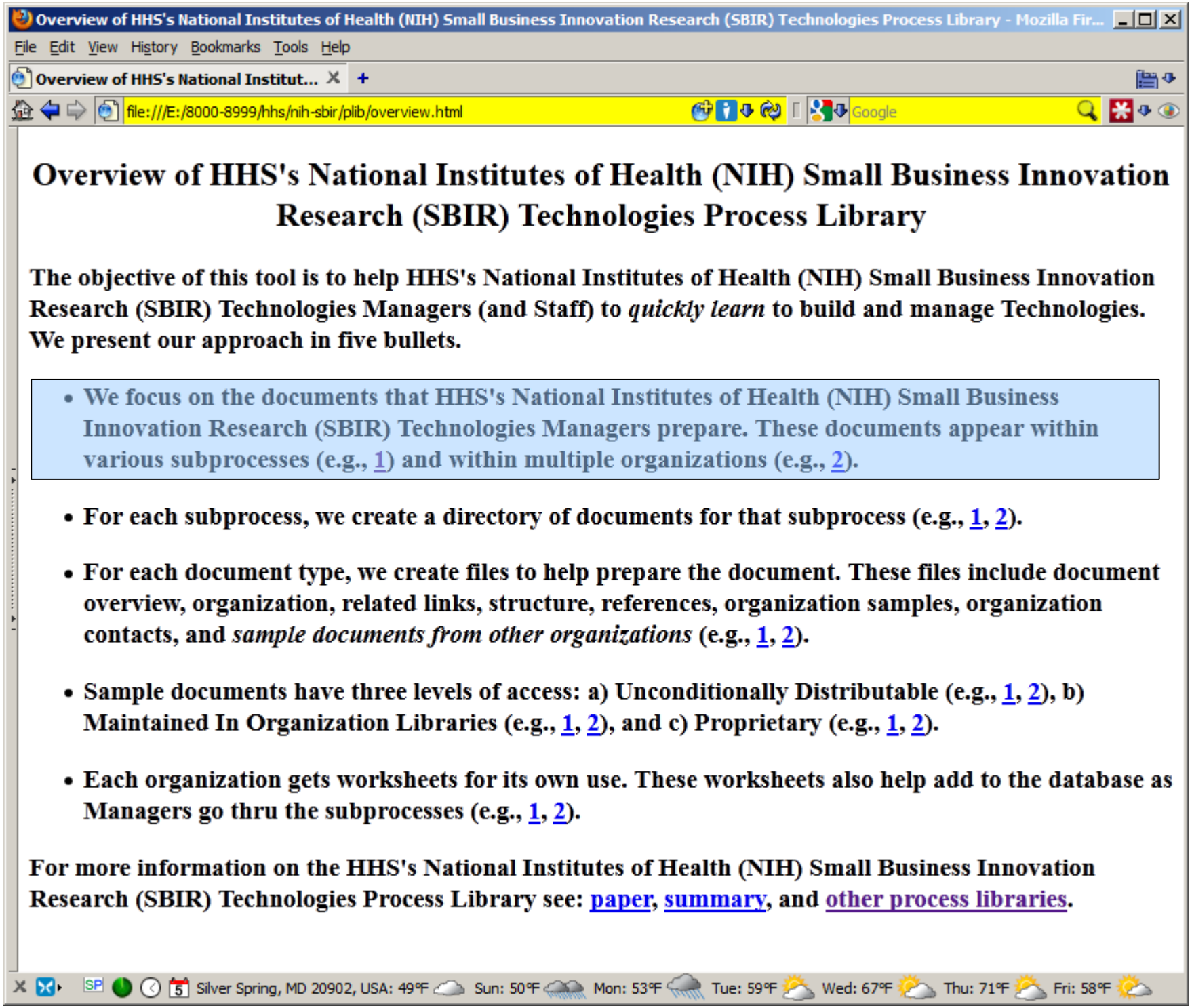
Thu: 71°F
Fri: 58°F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Subprocesses - Mozilla Firefox
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Subprocesses
ehbs.org/nih-sbir/whatare/process.htm
Google

HHS's NIH 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	2 Contract Closeout	Post-Closeout

(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

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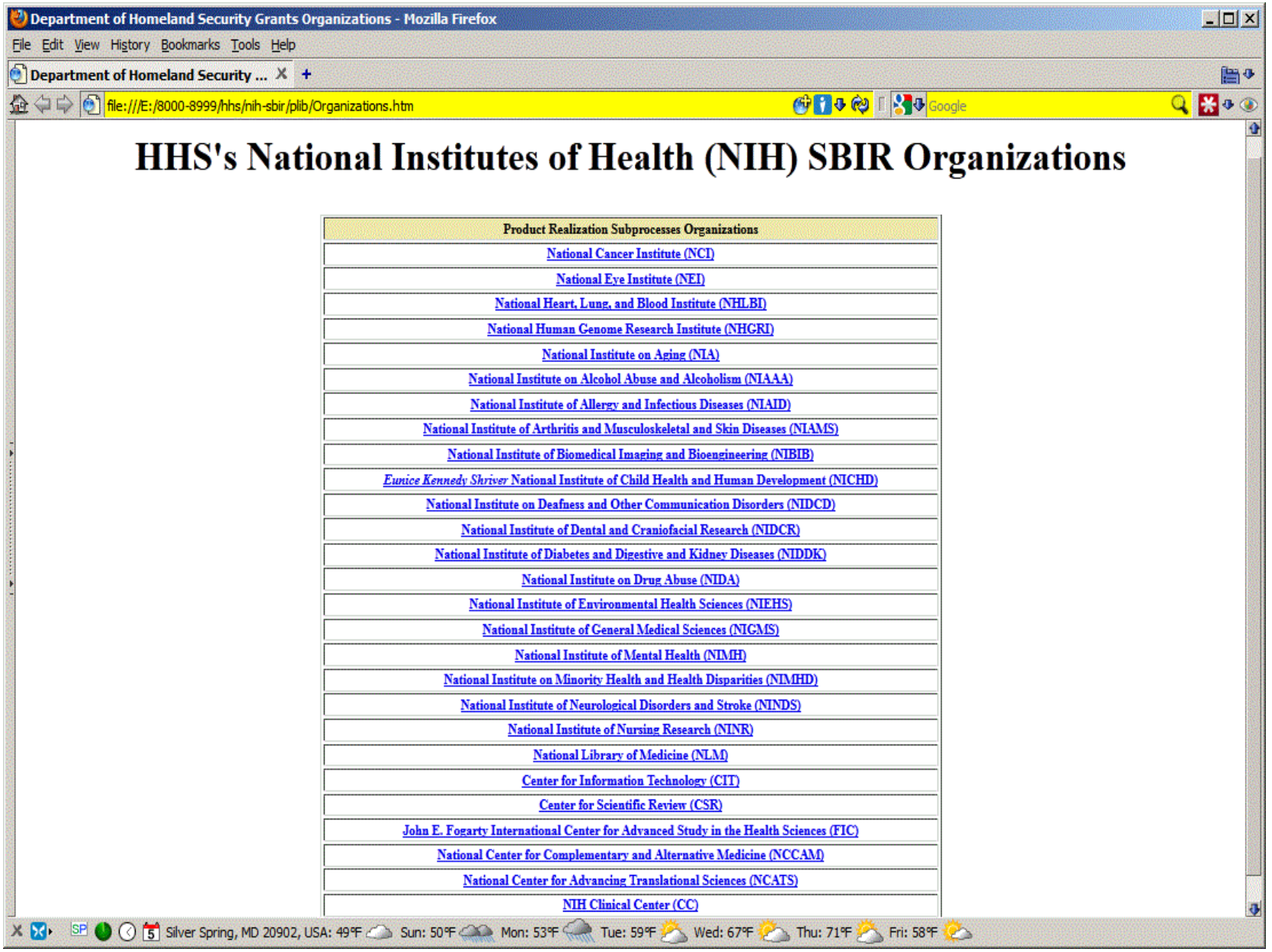
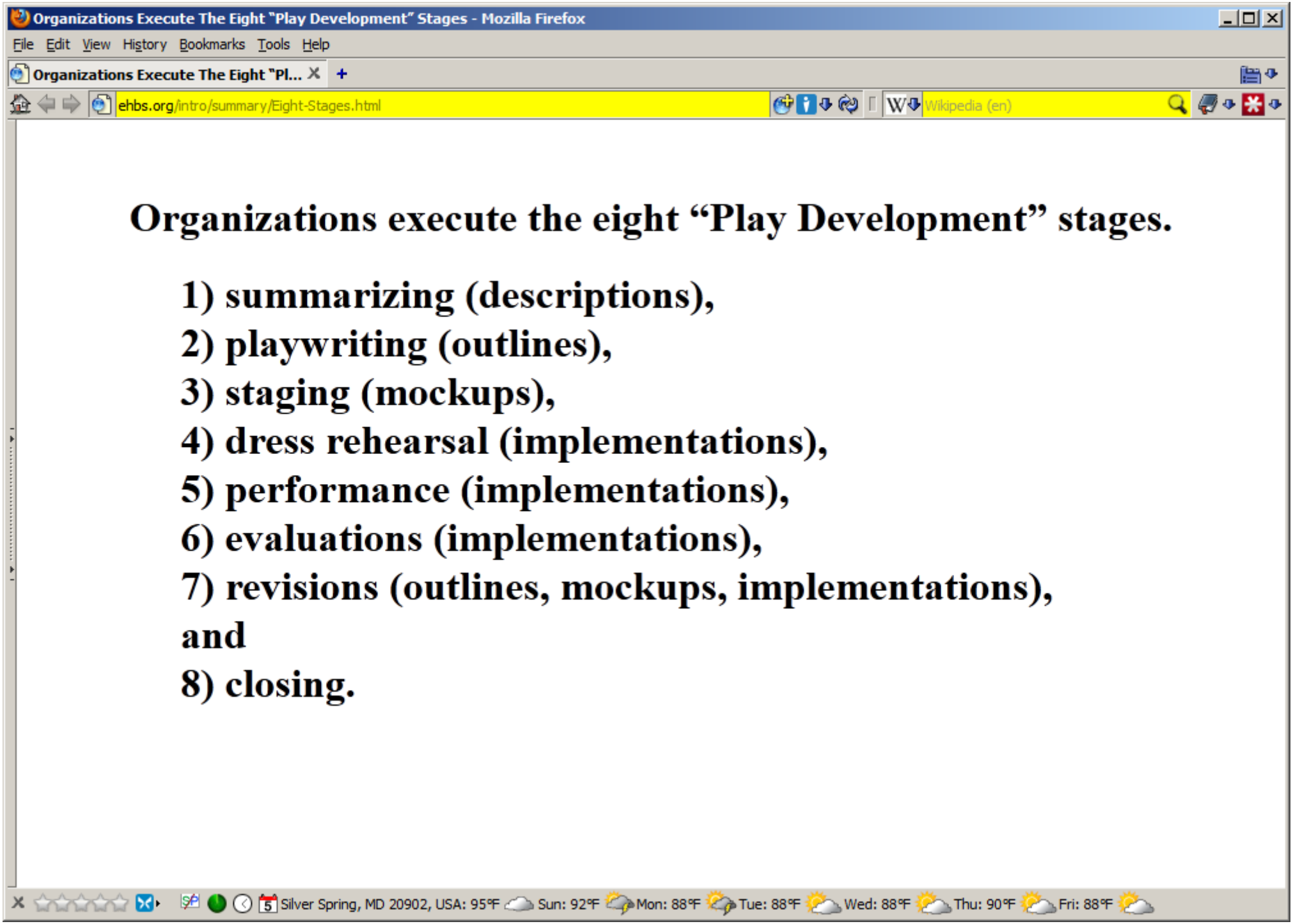
Organizations provide different views of the subprocesses, some of which may be proprietary.




Organizations Execute The Eight "Play Development" Stages - Mozilla Firefox
File Edit View History Bookmarks Tools Help
Organizations Execute The Eight "Pl...
ehbs.org/intro/summary/Eight-Stages.html
Wikipedia (en)
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.
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Fri: 88°F

The Key Human Factor Issue - Mozilla Firefox 4.0 Beta 10
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People in organizations provide different views of the subprocesses.

Subprocess Documentor's View

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

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Organizations Generate Subprocess Life-Cycle Views - Mozilla Firefox
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ehbs.org/intro/summary/Important Human Factor Issues/
Google

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 - Mozilla Firefox
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http://ehbs.org/intro/summary/Telephone Game Syndrome.htm
YouTube
Feedback

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

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Overview of how editable and cost-saving model/documentation tools can solve problems. - Mozilla Firefox
File Edit View History Bookmarks Tools Help
ehbs.org/intro/summary/problems-solutions/
Google

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

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

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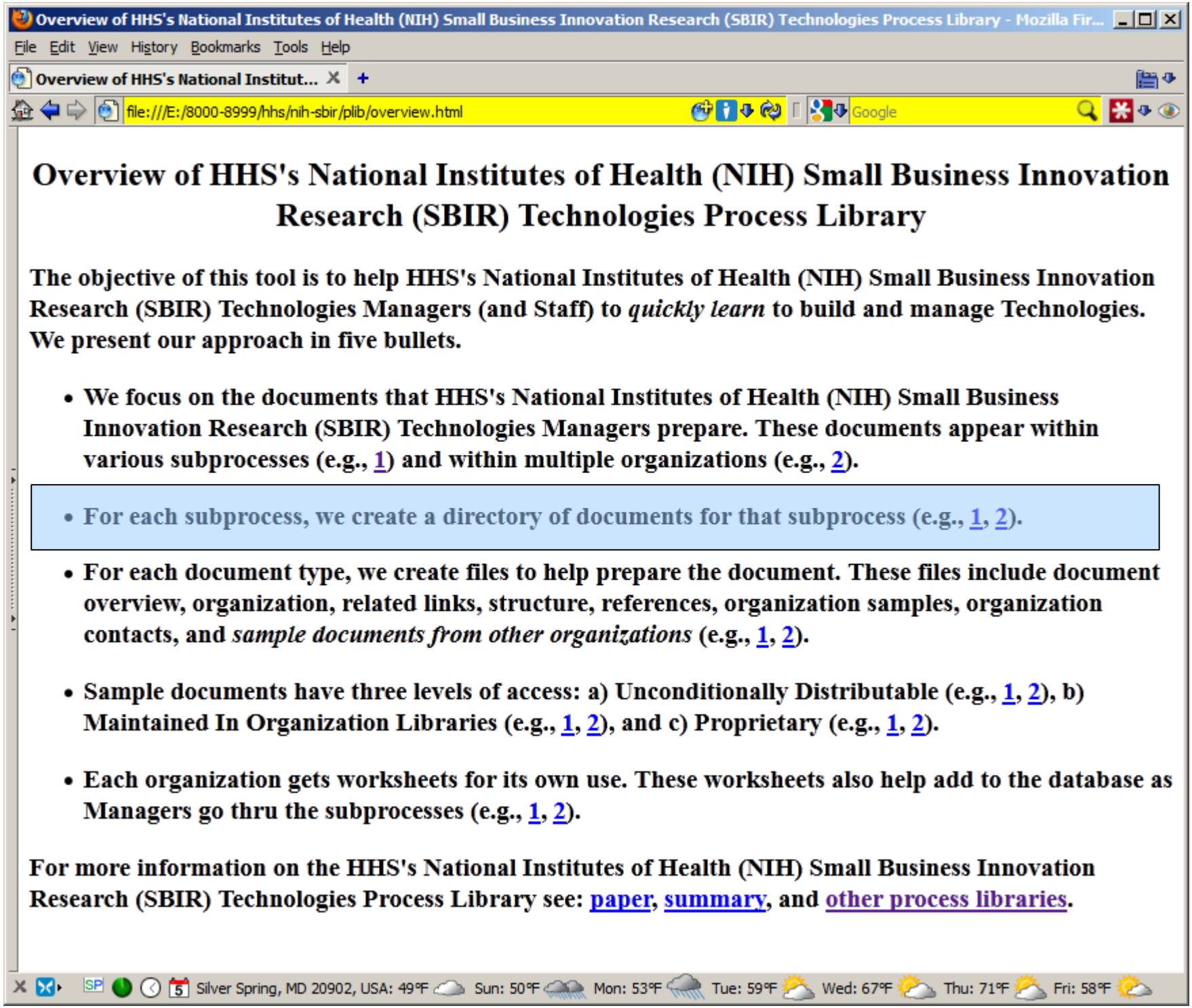
Overview of HHS's National Institutes of Health (NIH) Small Business Innovation Research (SBIR) Technologies Process Library - Mozilla Fir...
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Overview of HHS's National Institut...
file:///E:/8000-8999/hhs/nih-sbir/plib/overview.html
Google
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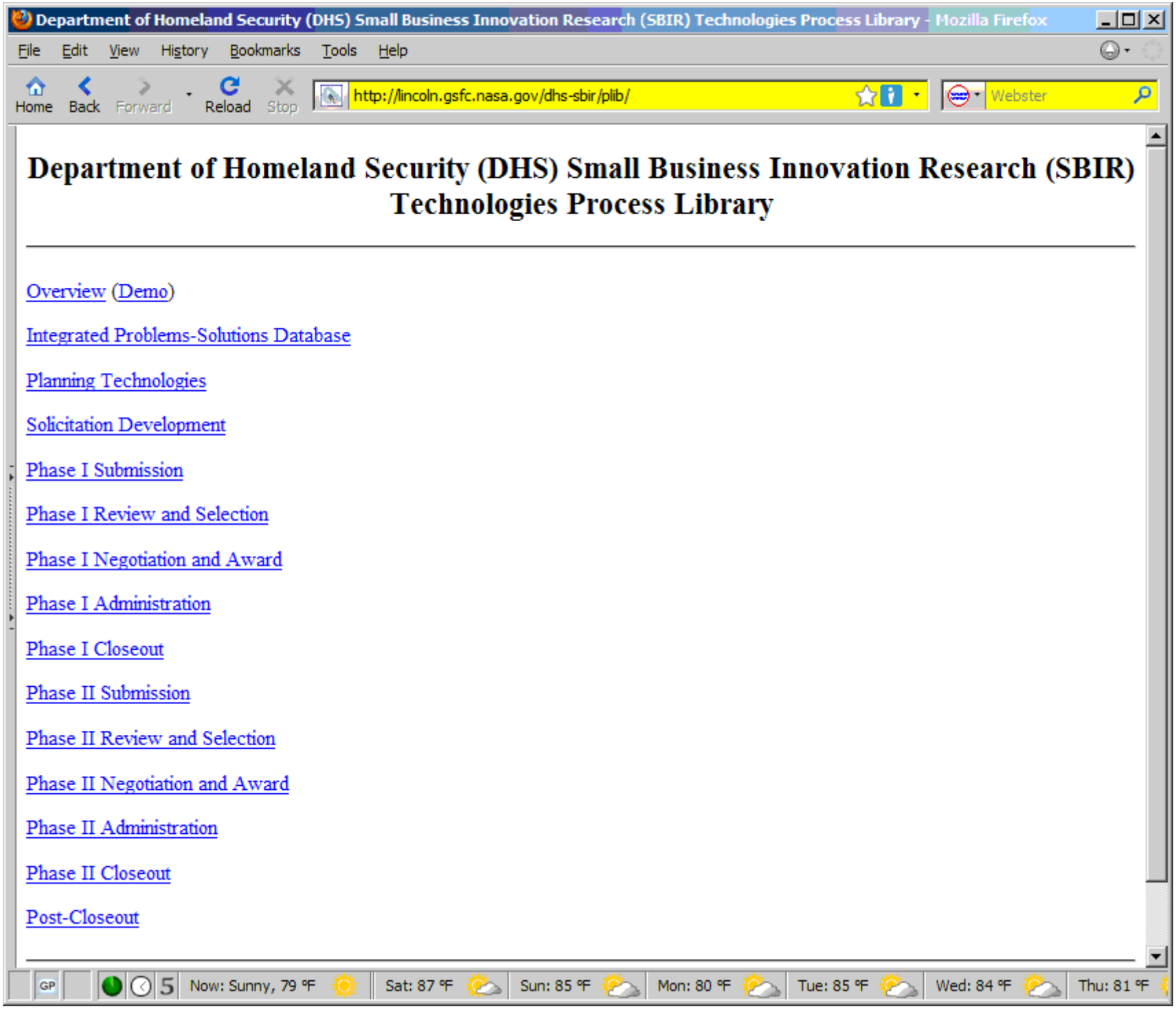
Department of Homeland Security (DHS) Small Business Innovation Research (SBIR) Technologies Process Library - Mozilla Firefox
File Edit View History Bookmarks Tools Help
Home Back Forward Reload Stop
http://lincoln.gsfc.nasa.gov/dhs-sbir/plib/
Webster
Department of Homeland Security (DHS) Small Business Innovation Research (SBIR) Technologies Process Library
Overview (Demo)
Integrated Problems-Solutions Database
Planning Technologies
Solicitation Development
Phase I Submission
Phase I Review and Selection
Phase I Negotiation and Award
Phase I Administration
Phase I Closeout
Phase II Submission
Phase II Review and Selection
Phase II Negotiation and Award
Phase II Administration
Phase II Closeout
Post-Closeout
Now: Sunny, 79 °F
Sat: 87 °F
Sun: 85 °F
Mon: 80 °F
Tue: 85 °F
Wed: 84 °F
Thu: 81 °F

Views - Mozilla Firefox
File Edit View History Bookmarks Tools Help
Views
file:///E:/8000-8999/hhs/nih-sbir/summary/mock-ups/views.html
Google
Views
Total 11 Entries
Classification: Product Realization Subprocesses (T4-00-00-00)
Subprocess: Phase II Contract Administration (T4-3-00-00)
Create View
View
Steps
National Cancer Institute (NCI)
Lee, Geoff (geoff.lee@nih.gov)
Fetch
Update
Copy
Delete
National Eye Institute (NEI)
Bogue, Rodney (rod.bogue@nih.gov)
Fetch
Update
Copy
Delete
National Heart, Lung, and Blood Institute (NHLBI)
Kim, Walter S. (walter.s.kim@nih.gov)
Fetch
Update
Copy
Delete
National Human Genome Research Institute (NHGRI)
Chern, Dr. E. James (Engmin.J.Chern@nih.gov)
Fetch
Update
Copy
Delete
National Institute on Aging (NIA)
Ray, Carl G. (carl.g.ray@nih.gov)
Fetch
Update
Copy
Delete
National Institute on Alcohol Abuse and Alcoholism (NIAAA)
Schober, Wayne R. (Wayne.R.Schober@jpl.nih.gov)
Fetch
Update
Copy
Delete
National Institute of Allergy and Infectious Diseases (NIAID)
Krishen, Dr. Kumar (kumar.krishen-1@nih.gov)
Fetch
Update
Copy
Delete
National Institute of Arthritis and Musculoskeletal and Skin Diseases (NIAMS)
Griffin, Charles (chuck.griffin@nih.gov)
Fetch
Update
Copy
Delete
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Basic Approach - Mozilla Firefox

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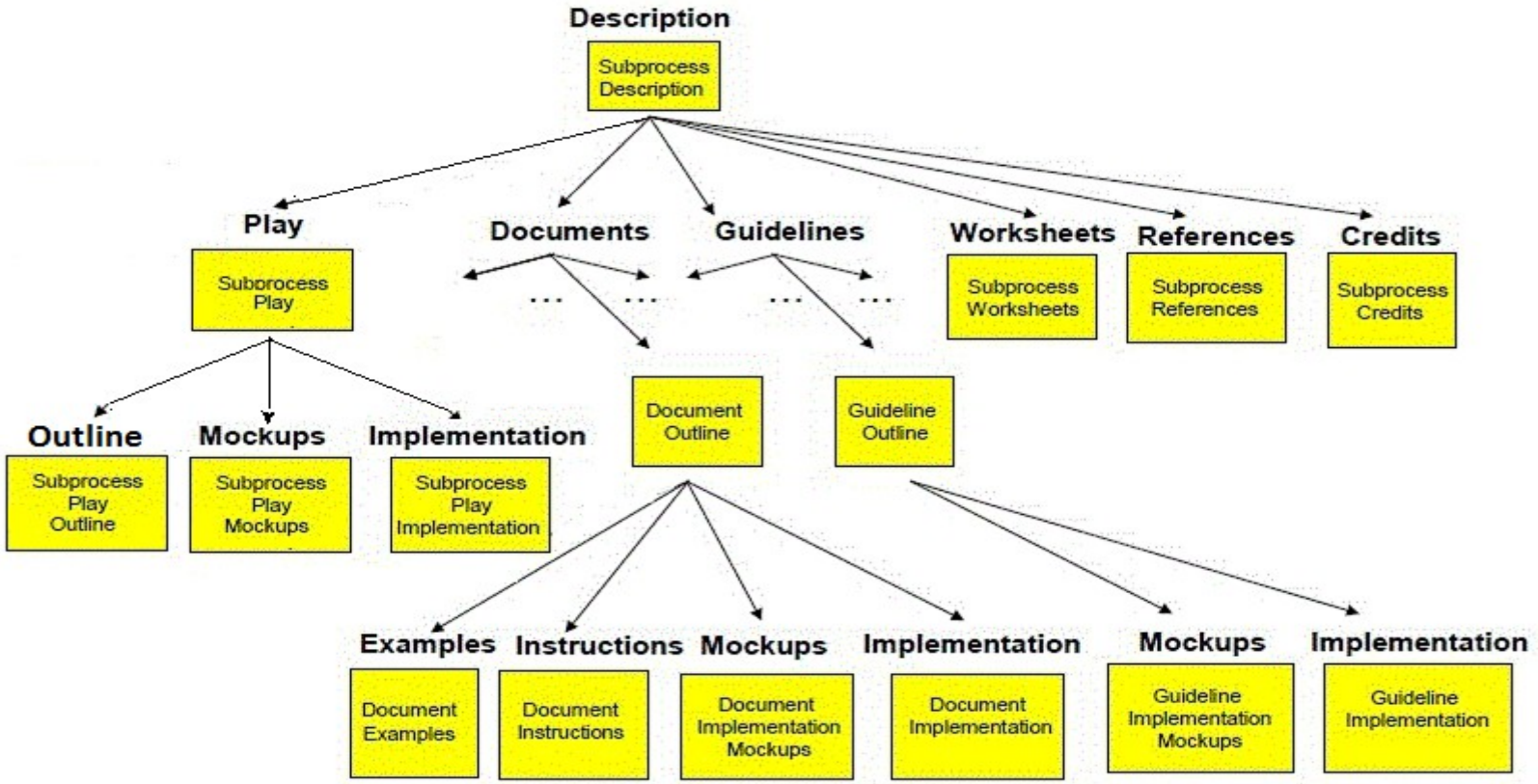
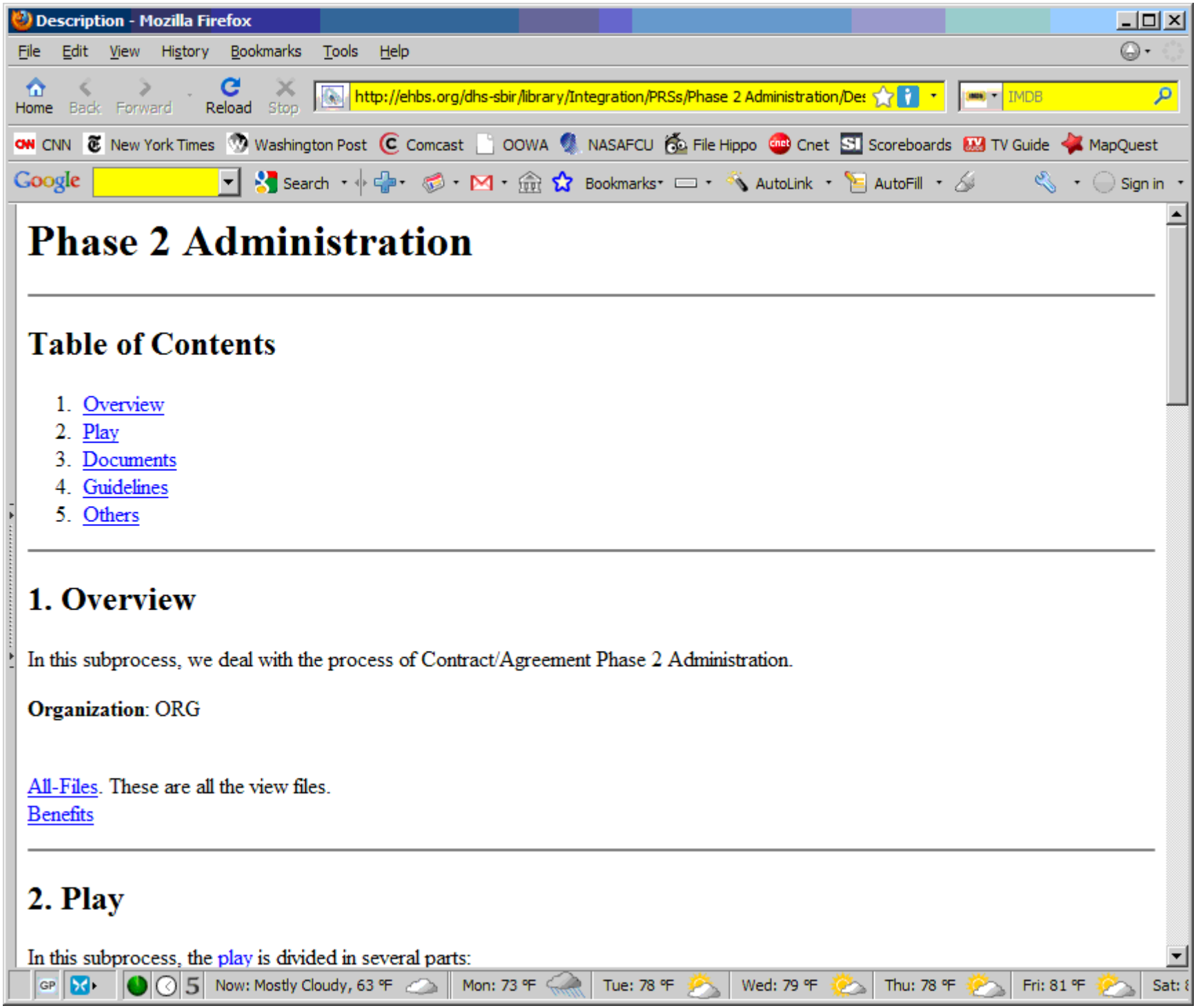
ehbs.org/intro/summary/approach.htm

Search

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





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:

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

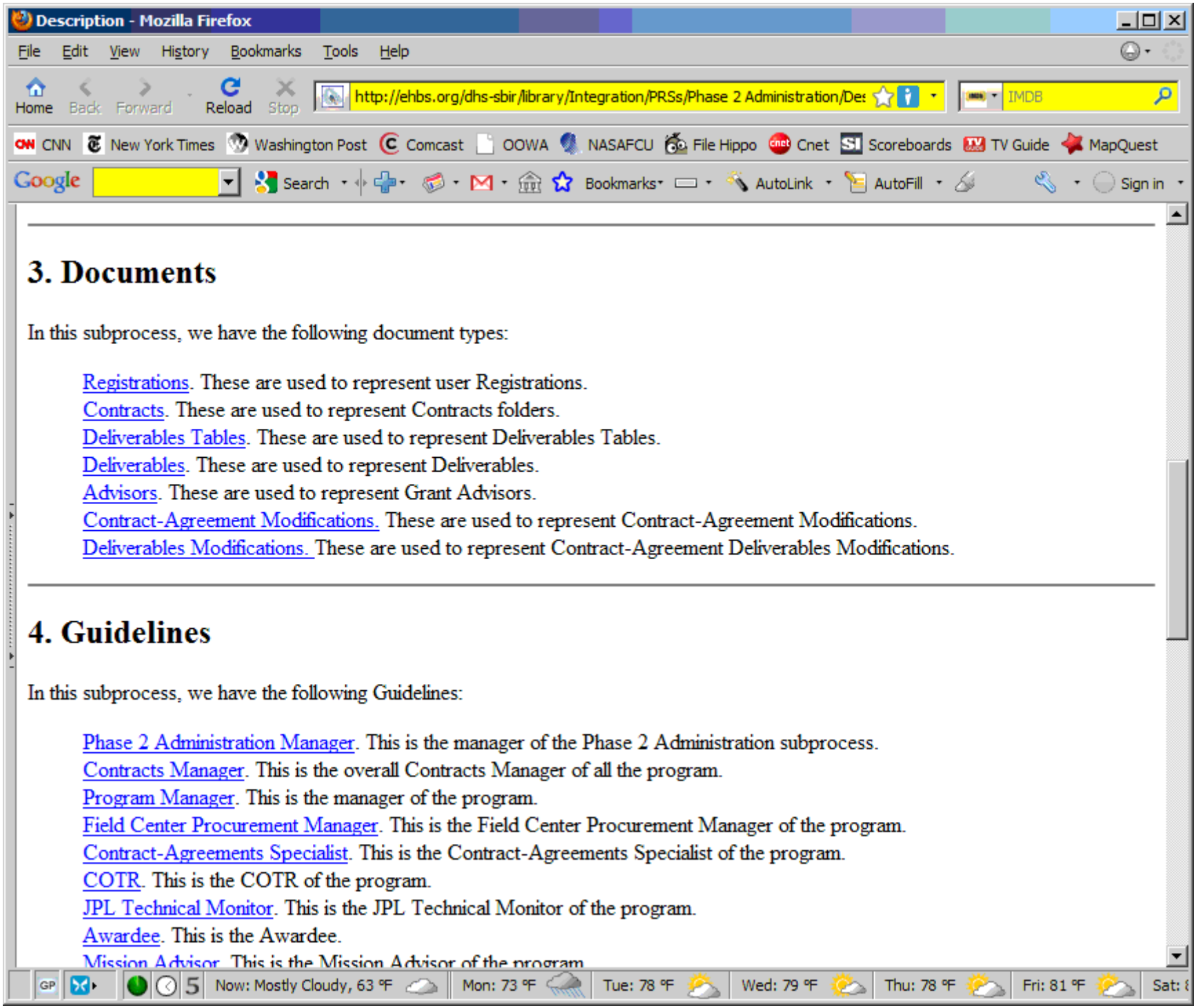
Contract Specialist:
Examine Review of Deliverables
Notify Awardees To Resubmit Deliverables

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



3. Documents

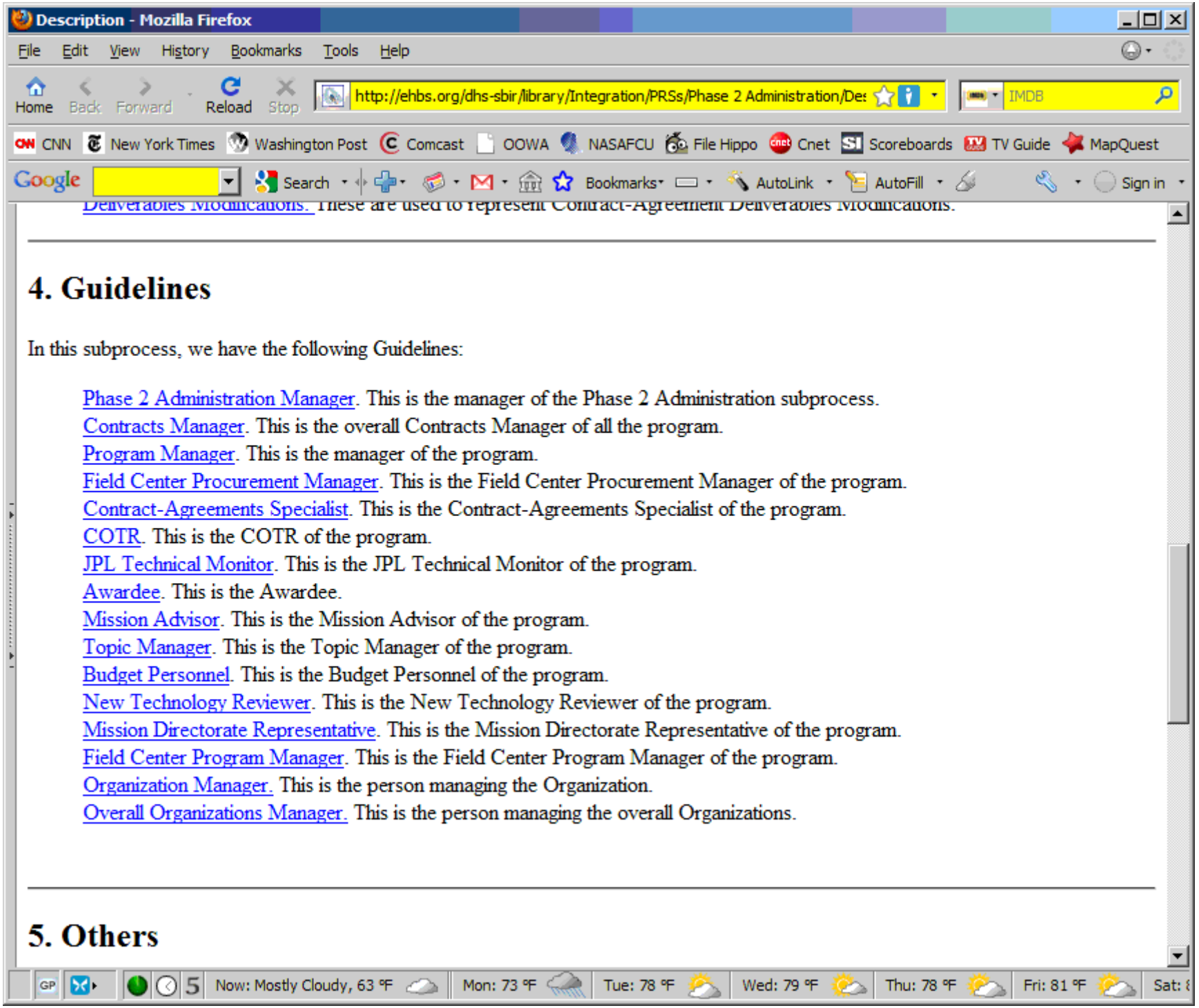
In this subprocess, we have the following document types:

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.

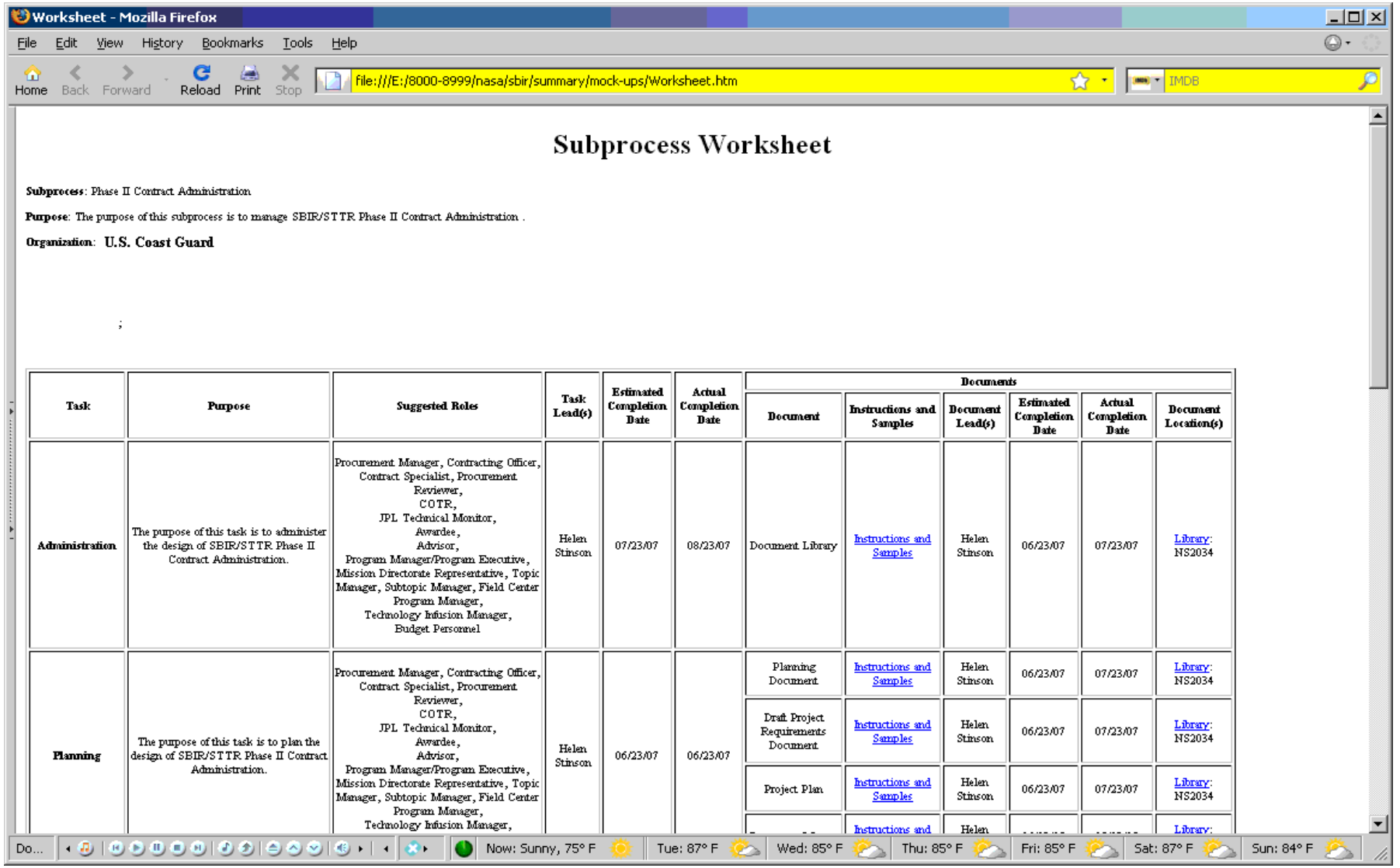
4. Guidelines

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


Description - Mozilla Firefox
File Edit View History Bookmarks Tools Help
Home Back Forward Reload Stop
http://ehbs.org/dhs-sbir/library/Integration/PRSs/Phase 2 Administration/Des
IMDB
CNN New York Times Washington Post Comcast OOWA NASAFCU File Hippo Cnet Scoreboards TV Guide MapQuest
Google Search Bookmarks AutoLink AutoFill Sign in
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.
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
Now: Mostly Cloudy, 63 °F
Mon: 73 °F
Tue: 78 °F
Wed: 79 °F
Thu: 78 °F
Fri: 81 °F

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

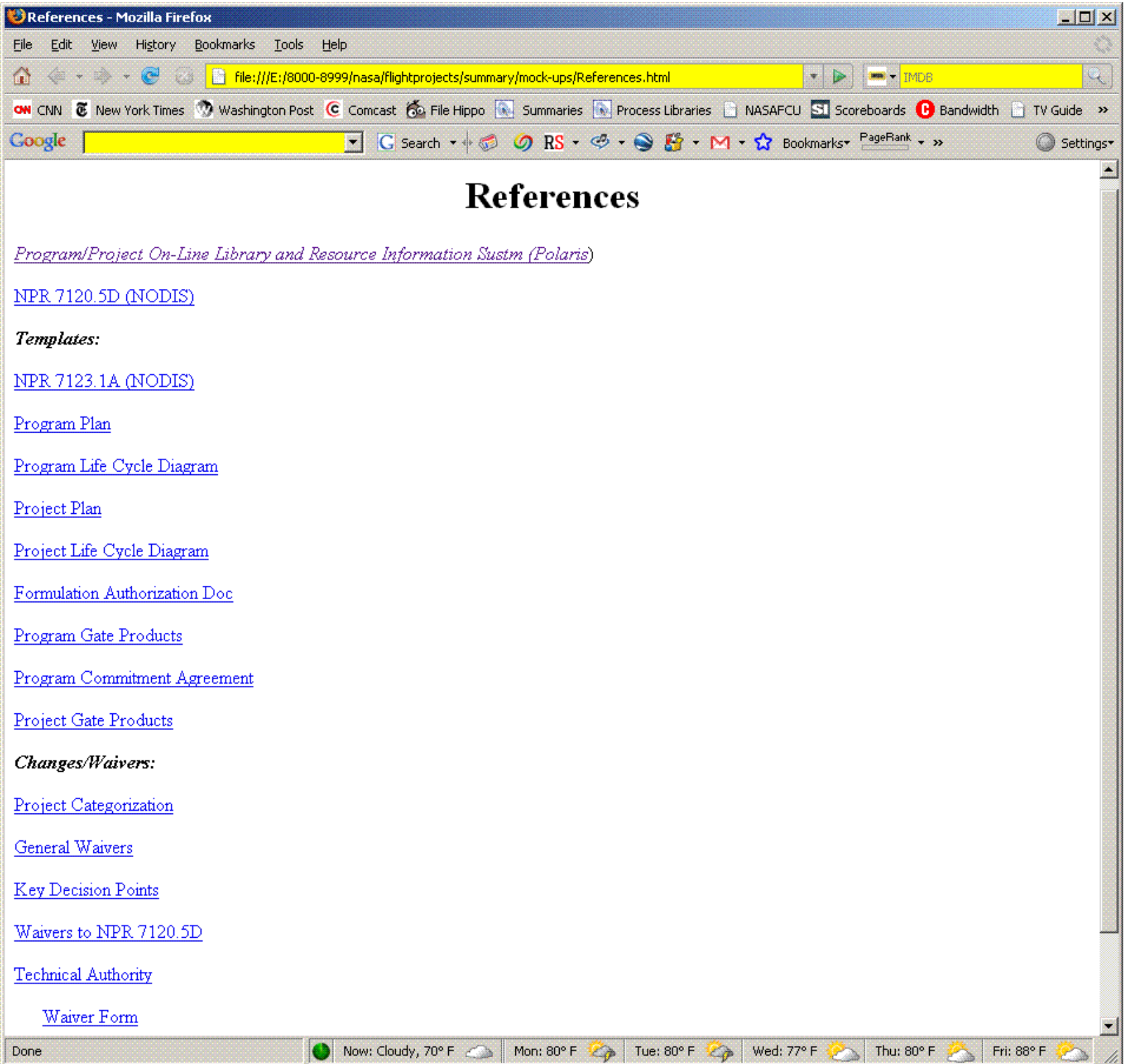
Purpose: The purpose of this subprocess is to manage SBIR/STTR Phase II Contract Administration .

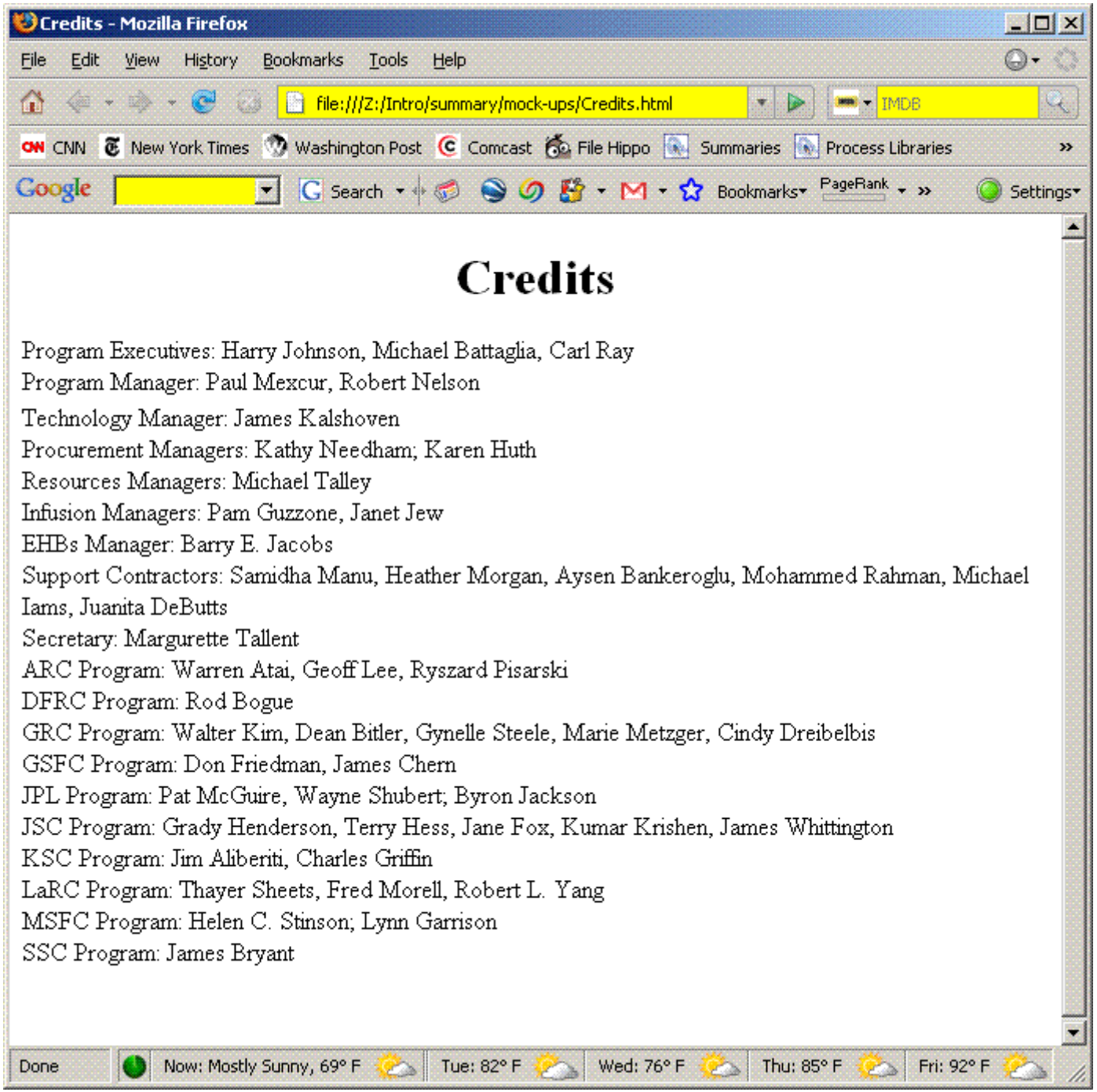
Organization: **U.S. Coast Guard**

;

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

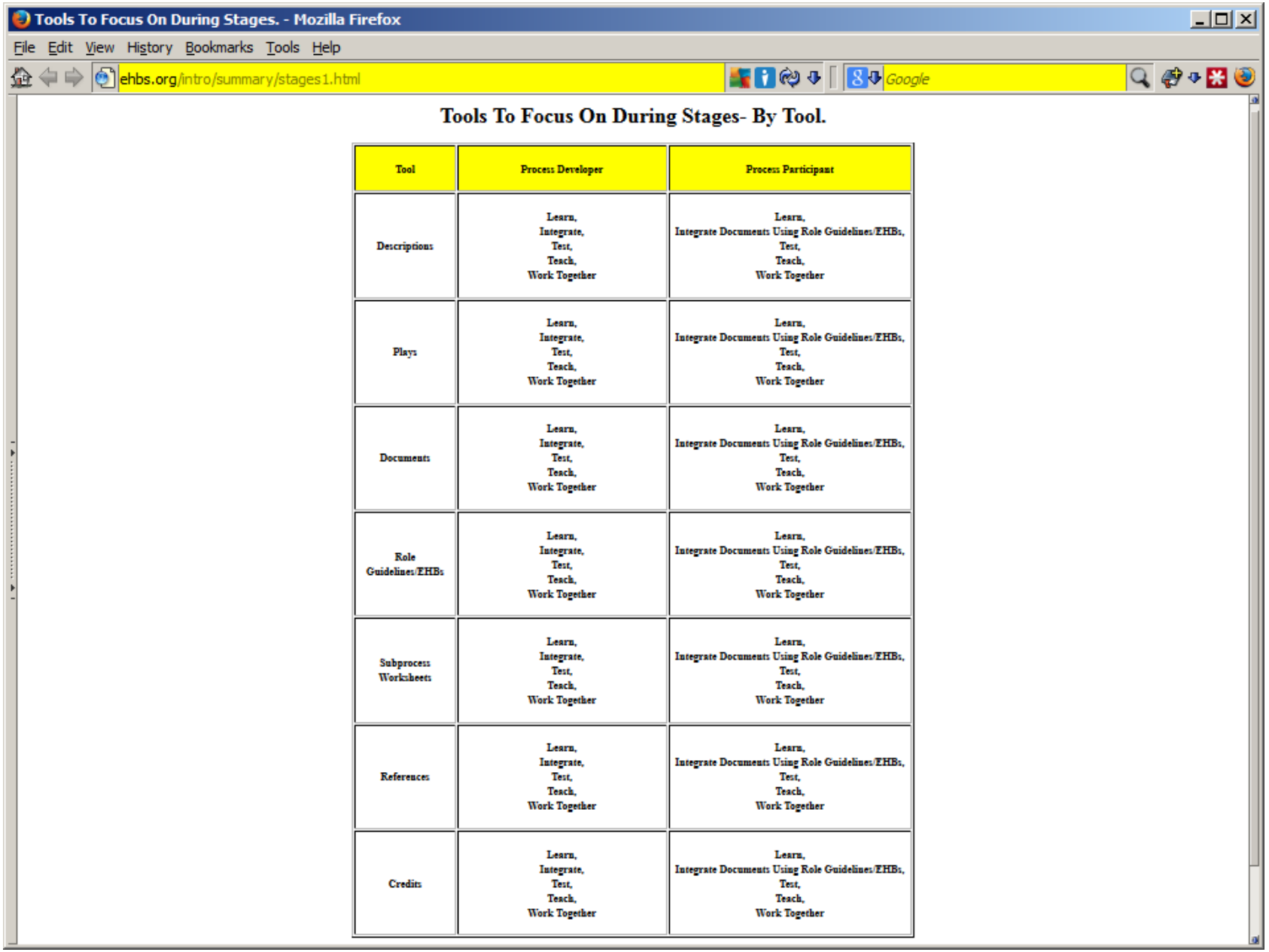

References - Mozilla Firefox
File Edit View History Bookmarks Tools Help
file:///E:/8000-8999/nasa/flightprojects/summary/mock-ups/References.html
IMDB
CNN New York Times Washington Post Comcast File Hippo Summaries Process Libraries NASAFCU Scoreboards Bandwidth TV Guide
Google Search Bookmarks PageRank Settings
References
Program/Project On-Line Library and Resource Information Sustm (Polaris)
NPR 7120.5D (NODIS)
Templates:
NPR 7123.1A (NODIS)
Program Plan
Program Life Cycle Diagram
Project Plan
Project Life Cycle Diagram
Formulation Authorization Doc
Program Gate Products
Program Commitment Agreement
Project Gate Products
Changes/Waivers:
Project Categorization
General Waivers
Key Decision Points
Waivers to NPR 7120.5D
Technical Authority
Waiver Form
Done
Now: Cloudy, 70° F
Mon: 80° F
Tue: 80° F
Wed: 77° F
Thu: 80° F
Fri: 88° F



Credits

Program Executives: Harry Johnson, Michael Battaglia, Carl Ray
Program Manager: Paul Mexcur, Robert Nelson
Technology Manager: James Kalshoven
Procurement Managers: Kathy Needham; Karen Huth
Resources Managers: Michael Talley
Infusion Managers: Pam Guzzone, Janet Jew
EHBs Manager: Barry E. Jacobs
Support Contractors: Samidha Manu, Heather Morgan, Aysen Bankeroglu, Mohammed Rahman, Michael Iams, Juanita DeButts
Secretary: Margurette Tallent
ARC Program: Warren Atai, Geoff Lee, Ryszard Pisarski
DFRC Program: Rod Bogue
GRC Program: Walter Kim, Dean Bitler, Gynelle Steele, Marie Metzger, Cindy Dreibelbis
GSFC Program: Don Friedman, James Chern
JPL Program: Pat McGuire, Wayne Shubert; Byron Jackson
JSC Program: Grady Henderson, Terry Hess, Jane Fox, Kumar Krishen, James Whittington
KSC Program: Jim Aliberiti, Charles Griffin
LaRC Program: Thayer Sheets, Fred Morell, Robert L. Yang
MSFC Program: Helen C. Stinson; Lynn Garrison
SSC Program: James Bryant

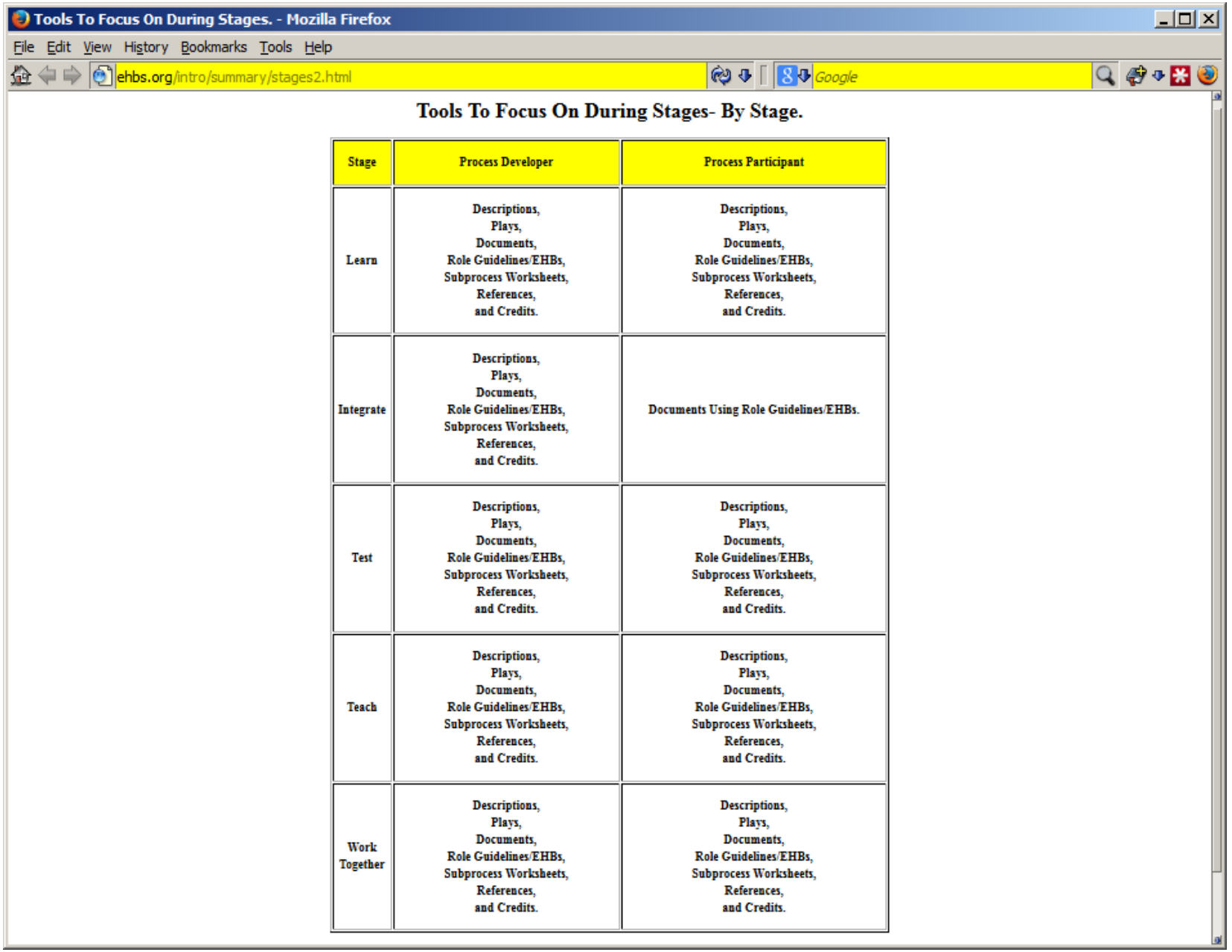
Tools that can be focused on during stages- by tool.



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
Subprocess Worksheets	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.

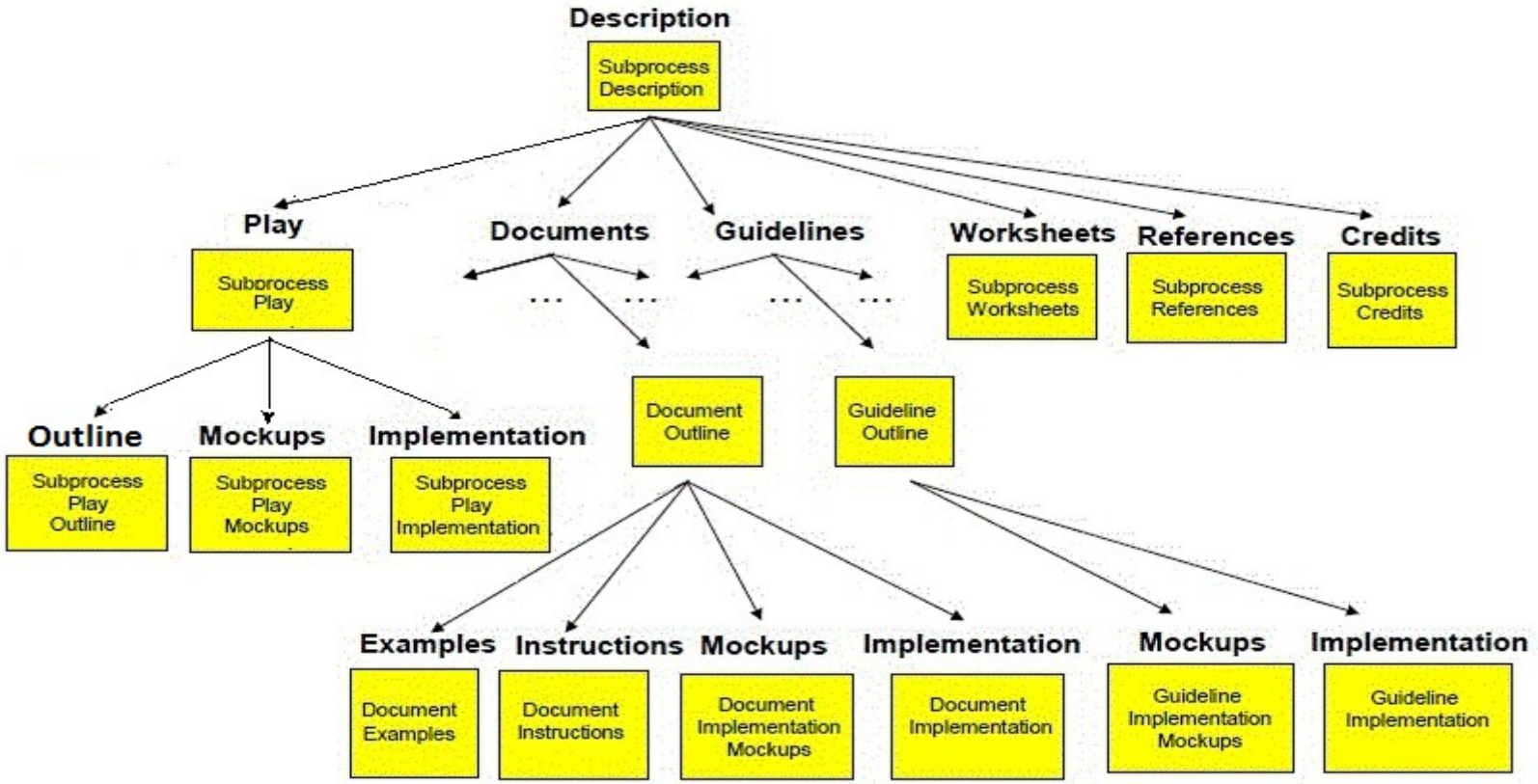
Basic Approach - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ehbs.org/intro/summary/approach.htm

Search

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



Shakespeare Meets Freud - Mozilla Firefox 4.0 Beta 3

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Shakespeare Meets Freud

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]

Done

Socratic Method or Dialogue - Mozilla Firefox

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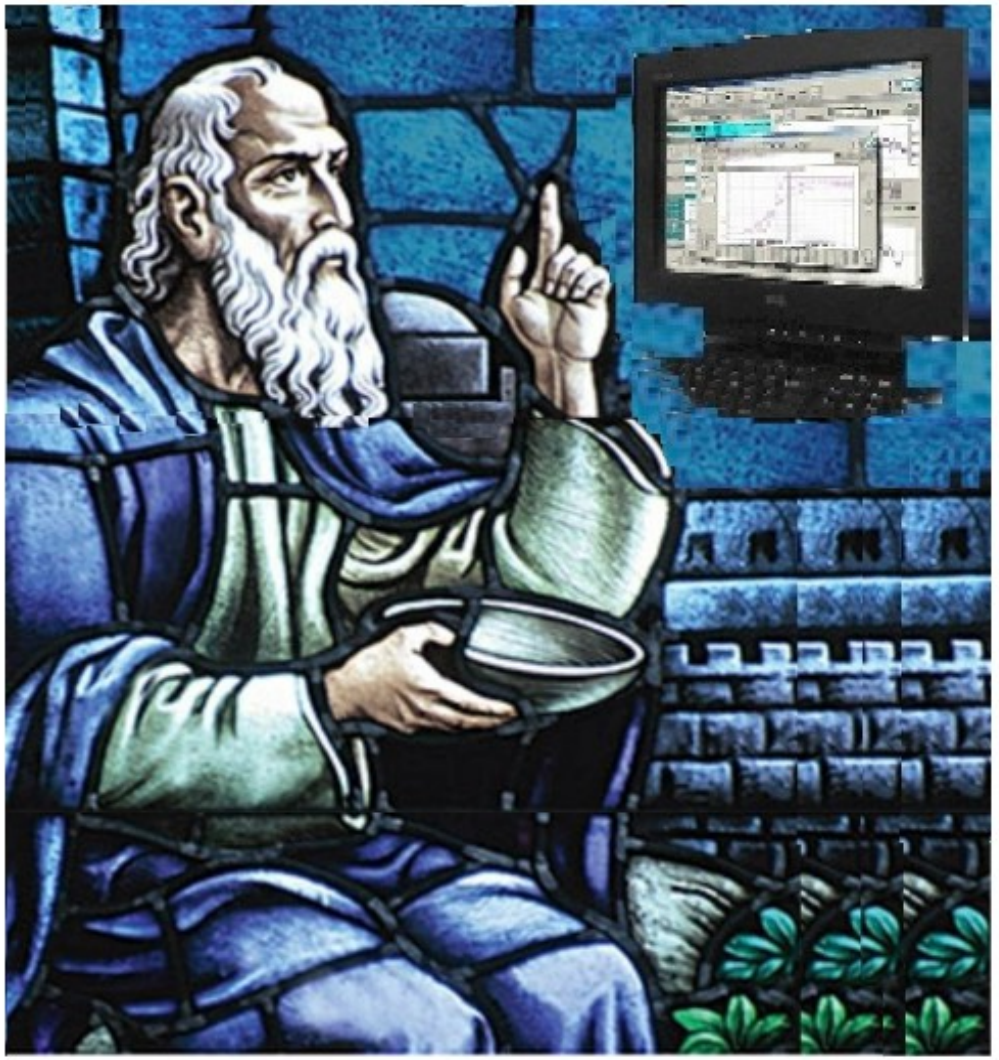
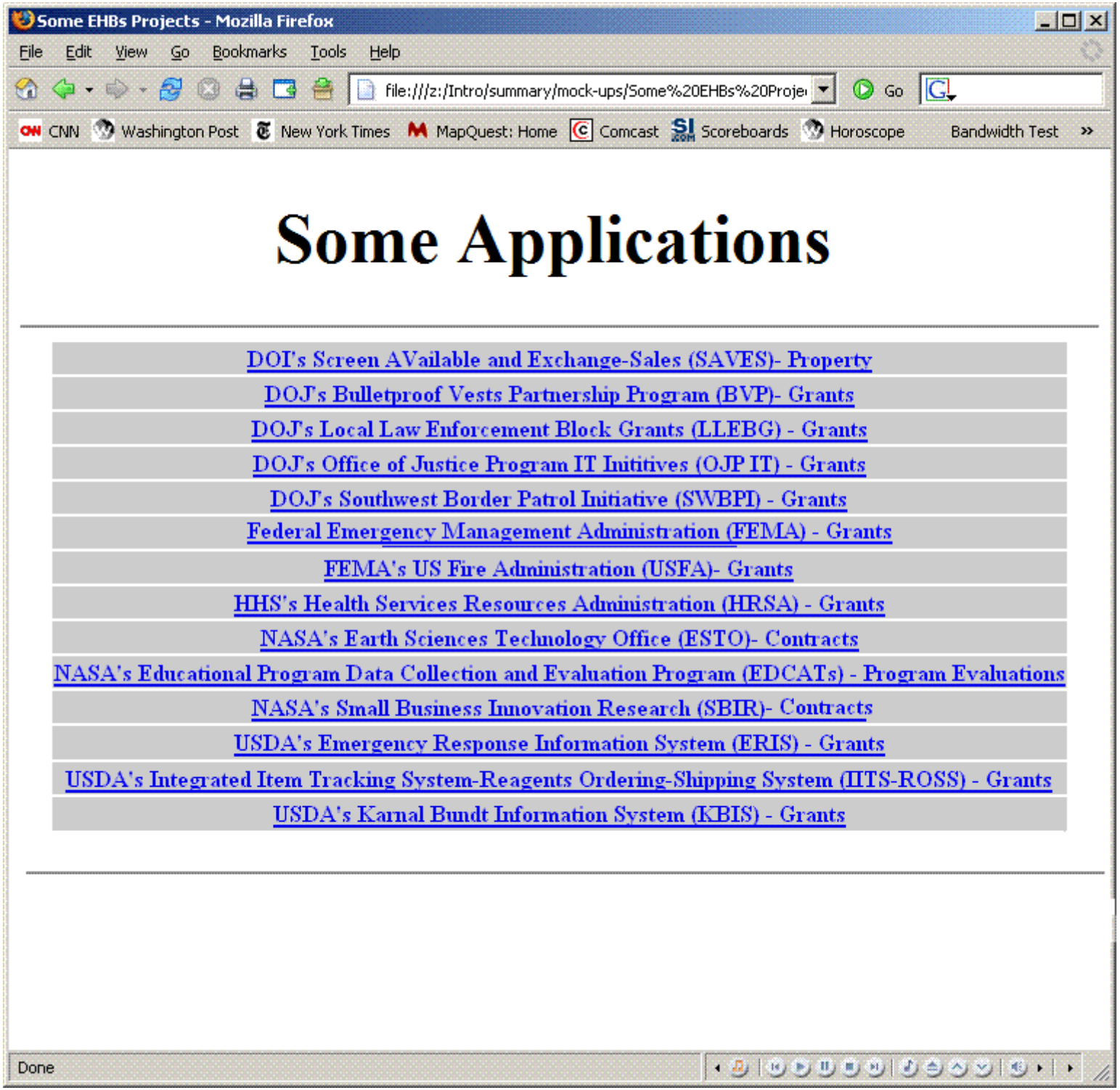
The approach uses a modernization of the Socratic Method or Dialogue to gain consensus between Teachers, Documentors, Managers, Implementors, and Participants



Now: 81 °F | Wed: 90 °F | Thu: 90 °F | Fri: 82 °F | Sat: 72 °F | Sun: 83 °F | Mon


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 Inititives (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

Subprocess Life-Cycle Views that are supported. * - Mozilla Firefox
File Edit View History Bookmarks Tools Help
ehbs.org/intro/summary/benefits.htm
Google

Subprocess Life-Cycle Views that are supported.

- **Organization subprocess teachers want to quickly learn, integrate, test, and teach their own views of their subprocesses. (Critical)** Organization subprocess teachers copy relevant organization subprocess Plays/Documents/Guidelines/Worksheets in the Process Library and then learn, integrate, test, and teach their new organization subprocess Plays/Documents/Guidelines /Worksheets.

- **Organization subprocess documentors want to quickly learn, integrate, test, and teach their own views of their subprocesses. (Critical)** Organization subprocess documentors copy relevant organization subprocess Plays/Documents/Guidelines/Worksheets in the Process Library and then learn, integrate, test, and teach their new organization subprocess Plays/Documents/Guidelines /Worksheets.

- **Organization subprocess managers want to quickly learn, integrate, test, and teach their own views of their subprocesses. (Critical)** Organization subprocess managers copy relevant organization subprocess Plays/Documents/Guidelines/Worksheets in the Process Library and then learn, integrate, test, and teach their new organization subprocess Plays/Documents/Guidelines /Worksheets.

- **Organization subprocess implementors want to quickly learn, integrate, test, and teach their own views of their subprocesses. (Critical)** Organization subprocess implementors copy relevant organization subprocess Plays/Documents/Guidelines/Worksheets in the Process Library and then learn, integrate, test, and teach their new organization subprocess Plays/Documents /Guidelines/Worksheets.

- **Organization subprocess participants want to quickly learn, integrate, and perform tasks that are part of their views. (Critical)** Organization subprocess participants study the steps of their organization subprocess view Guidelines.

- **Organization subprocess managers want to quickly monitor execution of tasks that are part of their views.** Organization subprocess managers monitor the execution of tasks using their organization subprocess Plays/Documents/Guidelines/Worksheets.

- **Organization subprocess teachers, documentors, managers, implementors, and participants want to quickly update, test and teach their subprocesses.** Organization subprocess teachers, documentors, managers, implementors, and participants update, test, and teach their organization subprocess Plays/Documents/Guidelines/Worksheets.

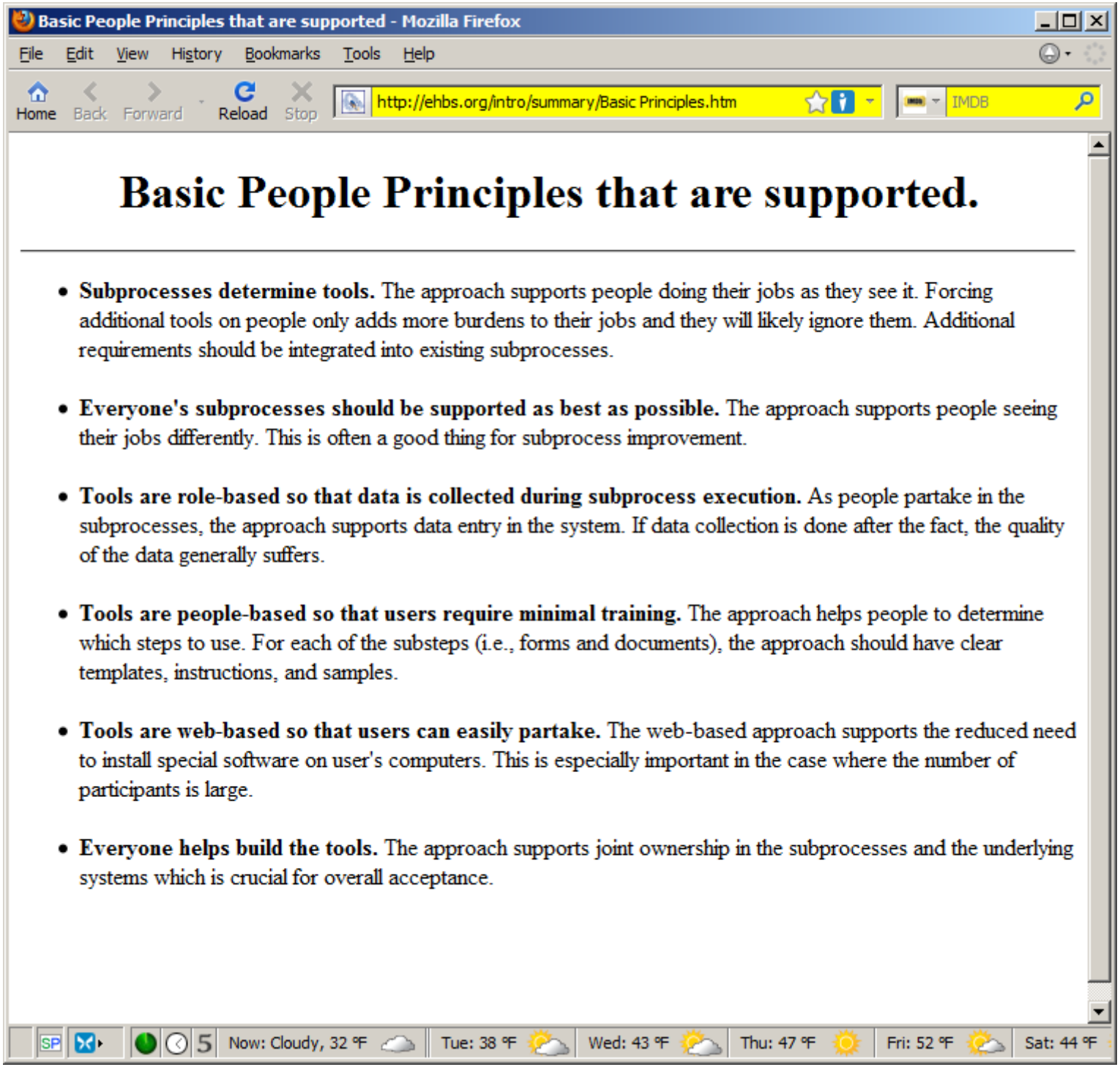
- **Organization subprocess teachers, documentors, managers, implementors, and participants want to quickly update, test, and teach using other organization's views.** Organization subprocess teachers, documentors, managers, implementors, and participants update, test, and teach using other relevant organization subprocess Plays/Documents/Guidelines/Worksheets in the Process Library.

- **Organization subprocess teachers, documentors, managers, implementors, and participants become hurt/angry when their views are not supported.** Organization subprocess teachers, documentors, managers, implementors, and participants update, test, and teach their organization subprocess Plays/Documents/Guidelines/Worksheets.

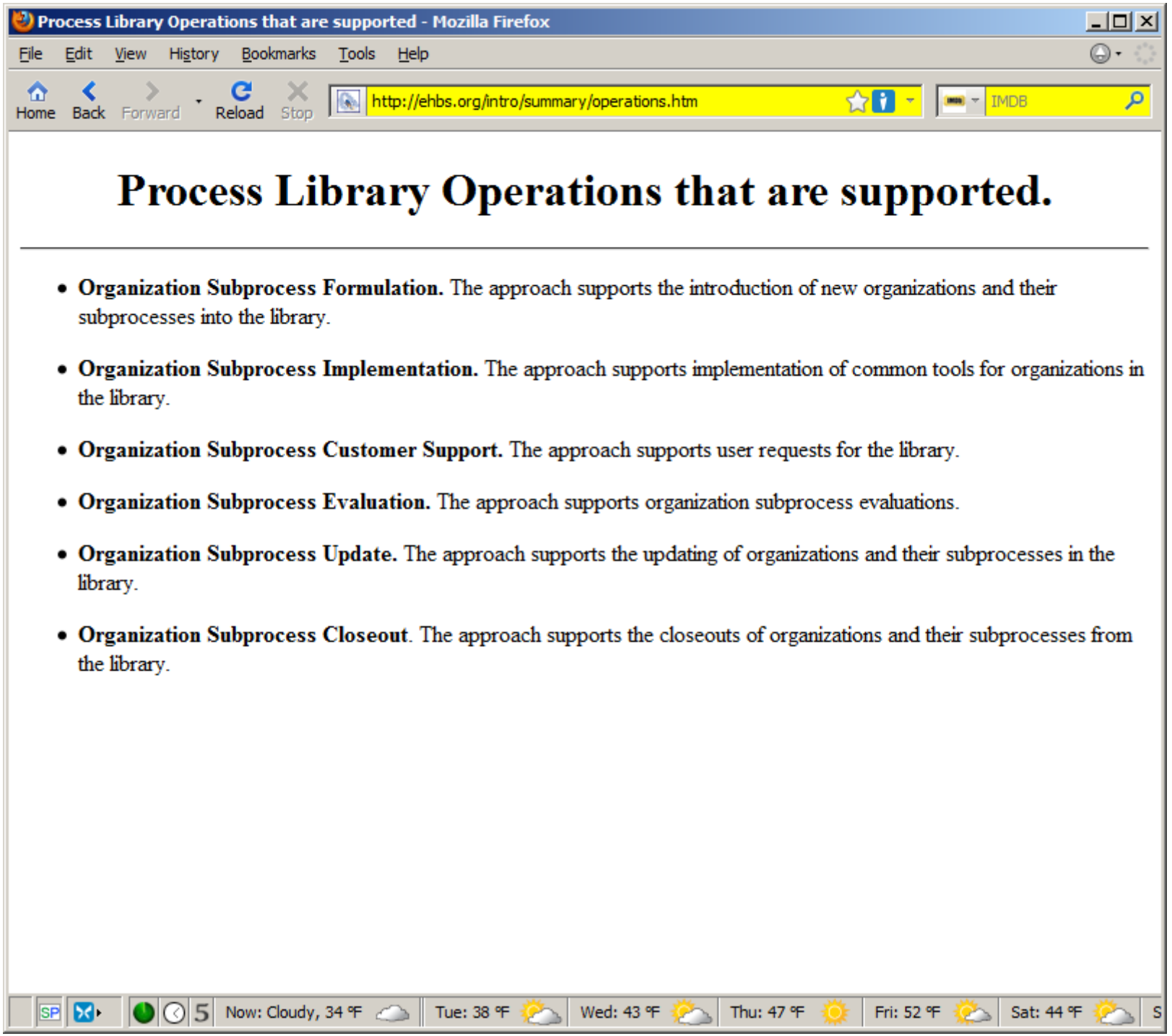
- **Organization subprocess implementors want to quickly update, test and teach tools that help facilitate execution of their subprocesses.** Organization subprocess implementors update, test, and teach tools using requirements from Plays/Documents/Guidelines/Worksheets in the Process Library.

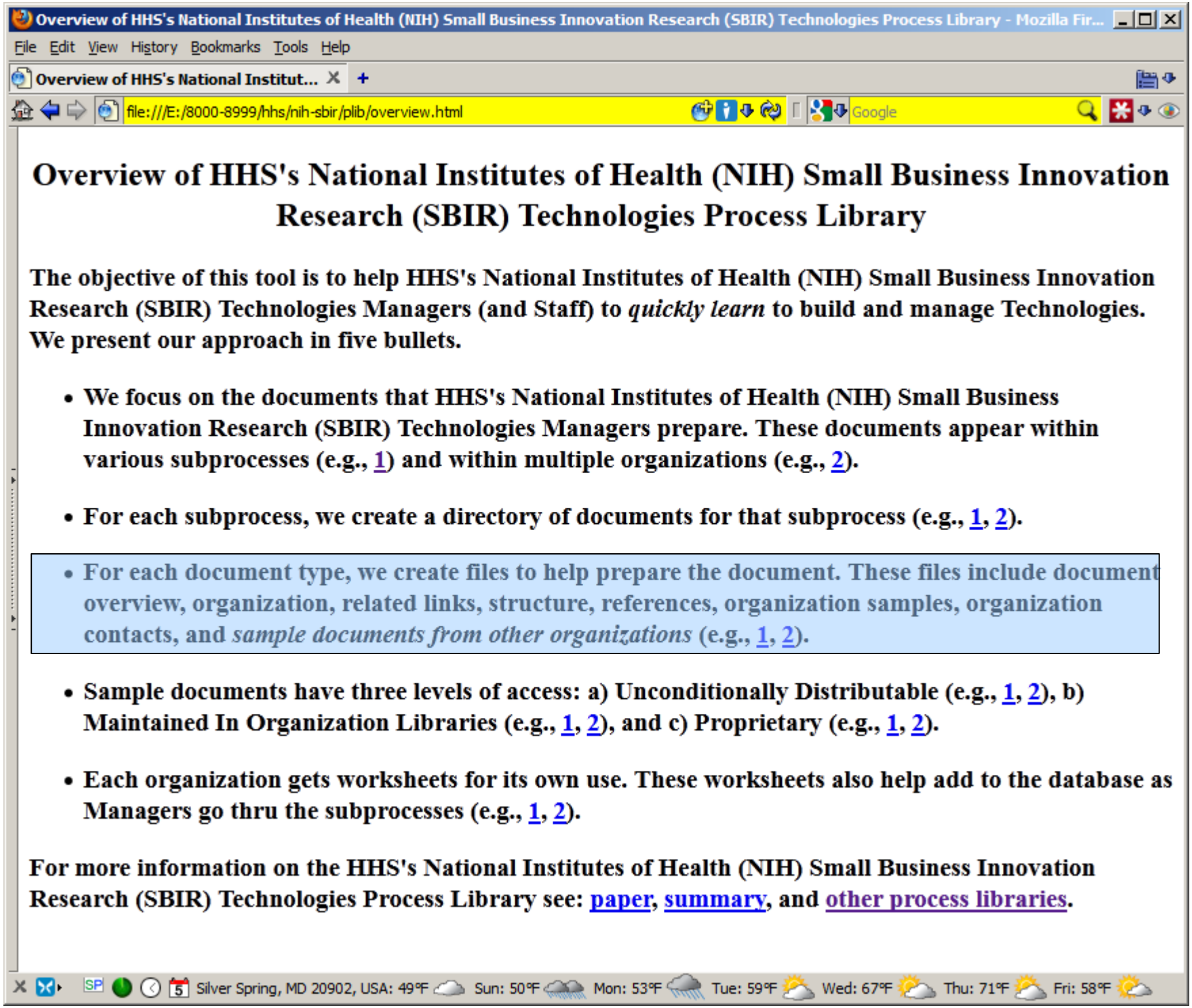
- **Organization subprocess teachers, documentors, managers, implementors, and participants want to quickly leave when their views continue not to be supported.** Organization subprocess teachers, documentors, managers, implementors, and participants archive their organization subprocess Plays/Documents/Guidelines/Worksheets.

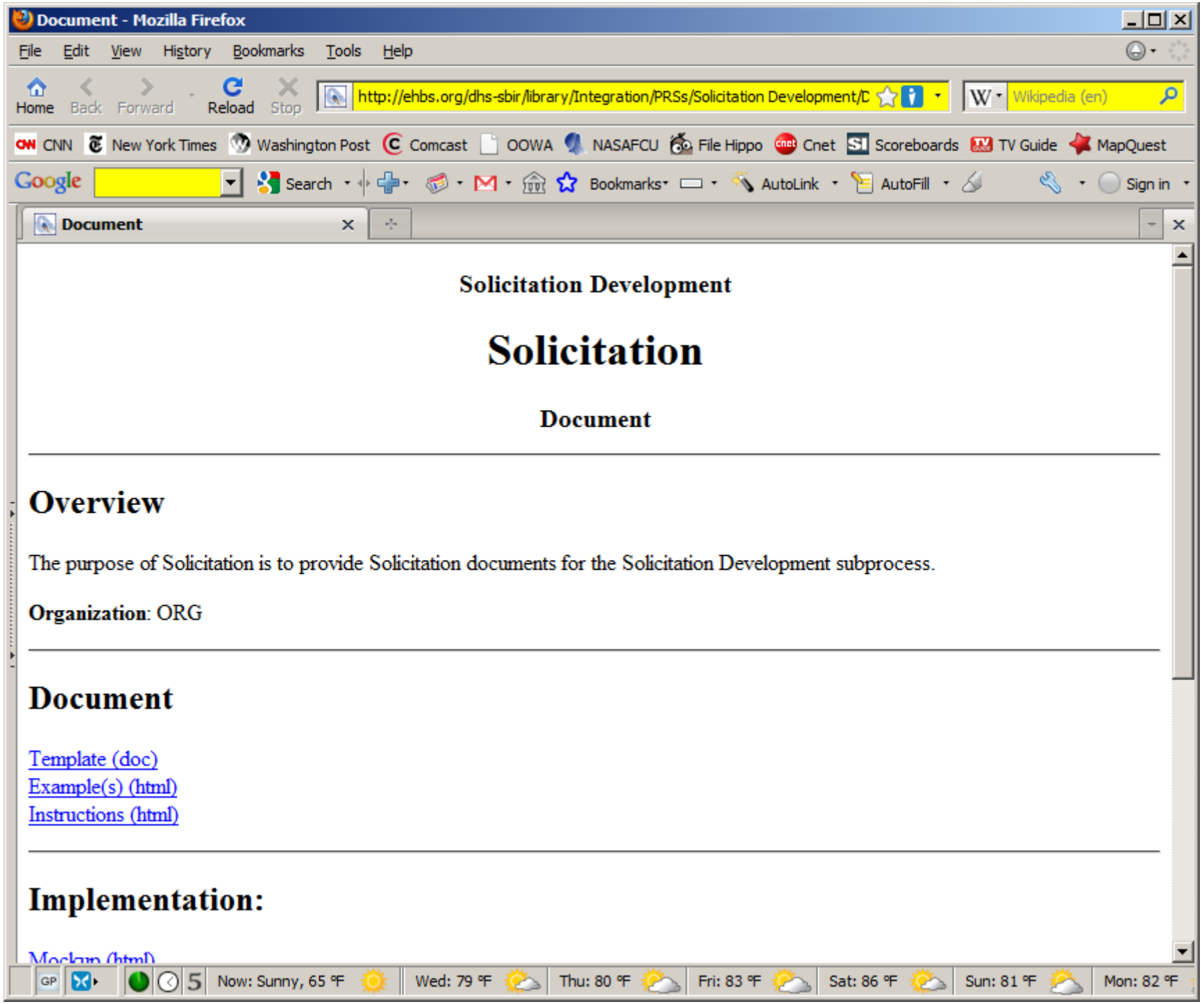
- **The Key Human Factor Issue: Communication Within and Across Organizations.** Organization subprocess Plays/Documents/Guidelines/Worksheets in Process Libraries facilitate intra- and inter- organization communication.


Basic People Principles that are supported - Mozilla Firefox
File Edit View History Bookmarks Tools Help
Home Back Forward Reload Stop
http://ehbs.org/intro/summary/Basic Principles.htm
IMDB
Basic People Principles that are supported.
Subprocesses determine tools. The approach supports people doing their jobs as they see it. Forcing additional tools on people only adds more burdens to their jobs and they will likely ignore them. Additional requirements should be integrated into existing subprocesses.
Everyone's subprocesses should be supported as best as possible. The approach supports people seeing their jobs differently. This is often a good thing for subprocess improvement.
Tools are role-based so that data is collected during subprocess execution. As people partake in the subprocesses, the approach supports data entry in the system. If data collection is done after the fact, the quality of the data generally suffers.
Tools are people-based so that users require minimal training. The approach helps people to determine which steps to use. For each of the substeps (i.e., forms and documents), the approach should have clear templates, instructions, and samples.
Tools are web-based so that users can easily partake. The web-based approach supports the reduced need to install special software on user's computers. This is especially important in the case where the number of participants is large.
Everyone helps build the tools. The approach supports joint ownership in the subprocesses and the underlying systems which is crucial for overall acceptance.
Now: Cloudy, 32 °F
Tue: 38 °F
Wed: 43 °F
Thu: 47 °F
Fri: 52 °F
Sat: 44 °F

Subprocess/Play Developments that are supported - Mozilla Firefox
File Edit View History Bookmarks Tools Help
Home Back Forward Reload Stop
http://ehbs.org/intro/summary/play-development.htm
IMDB
Subprocess/Play Developments that are supported.
Presentation & Paper/Marketing. The approach supports presentation & paper/marketing using the contents of Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
Worksheet/Outlining. The approach supports worksheet/outlining using the drafting of Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
Temporal Flow/Playwriting. The approach supports temporal flow/playwriting using the drafting of Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
Examples/Rehearsal. The approach supports examples/rehearsals using the mockups of Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
Implementation/Staging. The approach supports implementation/staging using the building of Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
Utilization/Performance. The approach supports users utilization/performance using execution of Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
Revision/New Production. The approach supports revision/new production using updates of the Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
Closeout/End Production. The approach supports closeout/ end performance using storage of the Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
Now: Cloudy, 32 °F
Tue: 38 °F
Wed: 43 °F
Thu: 47 °F
Fri: 52 °F
Sat: 44 °F


Process Library Operations that are supported - Mozilla Firefox
File Edit View History Bookmarks Tools Help
Home Back Forward Reload Stop
http://ehbs.org/intro/summary/operations.htm
IMDB
Process Library Operations that are supported.
Organization Subprocess Formulation. The approach supports the introduction of new organizations and their subprocesses into the library.
Organization Subprocess Implementation. The approach supports implementation of common tools for organizations in the library.
Organization Subprocess Customer Support. The approach supports user requests for the library.
Organization Subprocess Evaluation. The approach supports organization subprocess evaluations.
Organization Subprocess Update. The approach supports the updating of organizations and their subprocesses in the library.
Organization Subprocess Closeout. The approach supports the closeouts of organizations and their subprocesses from the library.
Now: Cloudy, 34 °F
Tue: 38 °F
Wed: 43 °F
Thu: 47 °F
Fri: 52 °F
Sat: 44 °F


Overview of HHS's National Institutes of Health (NIH) Small Business Innovation Research (SBIR) Technologies Process Library - Mozilla Fir...
File Edit View History Bookmarks Tools Help
Overview of HHS's National Institut...
file:///E:/8000-8999/hhs/nih-sbir/plib/overview.html
Google
Overview of HHS's National Institutes of Health (NIH) Small Business Innovation Research (SBIR) Technologies Process Library
The objective of this tool is to help HHS's National Institutes of Health (NIH) Small Business Innovation Research (SBIR) Technologies Managers (and Staff) to quickly learn to build and manage Technologies. We present our approach in five bullets.
We focus on the documents that HHS's National Institutes of Health (NIH) Small Business Innovation Research (SBIR) Technologies Managers prepare. These documents appear within various subprocesses (e.g., 1) and within multiple organizations (e.g., 2).
For each subprocess, we create a directory of documents for that subprocess (e.g., 1, 2).
For each document type, we create files to help prepare the document. These files include document overview, organization, related links, structure, references, organization samples, organization contacts, and sample documents from other organizations (e.g., 1, 2).
Sample documents have three levels of access: a) Unconditionally Distributable (e.g., 1, 2), b) Maintained In Organization Libraries (e.g., 1, 2), and c) Proprietary (e.g., 1, 2).
Each organization gets worksheets for its own use. These worksheets also help add to the database as Managers go thru the subprocesses (e.g., 1, 2).
For more information on the HHS's National Institutes of Health (NIH) Small Business Innovation Research (SBIR) Technologies Process Library see: paper, summary, and other process libraries.
Silver Spring, MD 20902, USA: 49°F
Sun: 50°F
Mon: 53°F
Tue: 59°F
Wed: 67°F
Thu: 71°F
Fri: 58°F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Document
Solicitation Development
Solicitation
Document
Overview
The purpose of Solicitation is to provide Solicitation documents for the Solicitation Development subprocess.
Organization: ORG
Document
Template (doc)
Example(s) (html)
Instructions (html)
Implementation:
Mockup (html)
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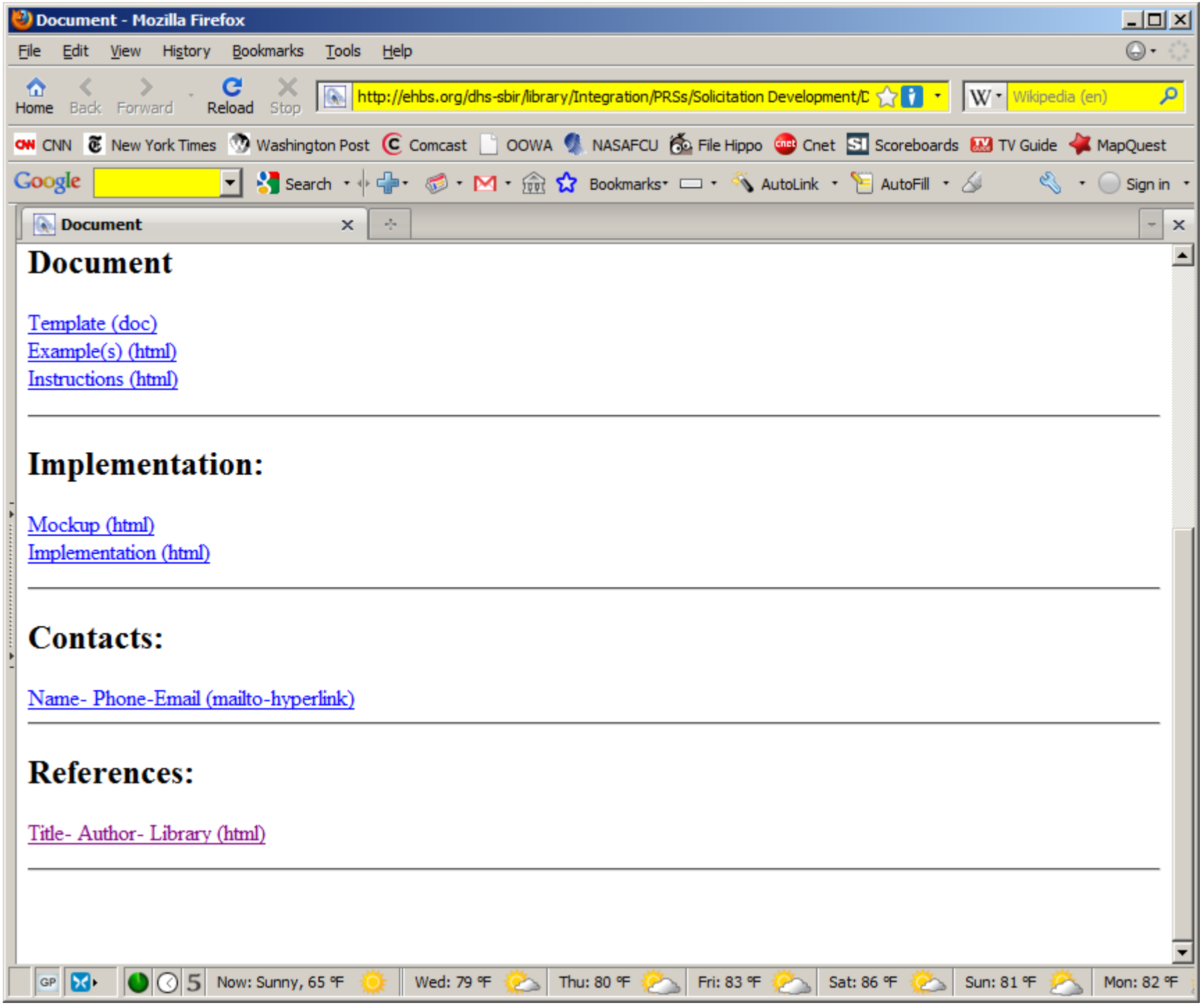
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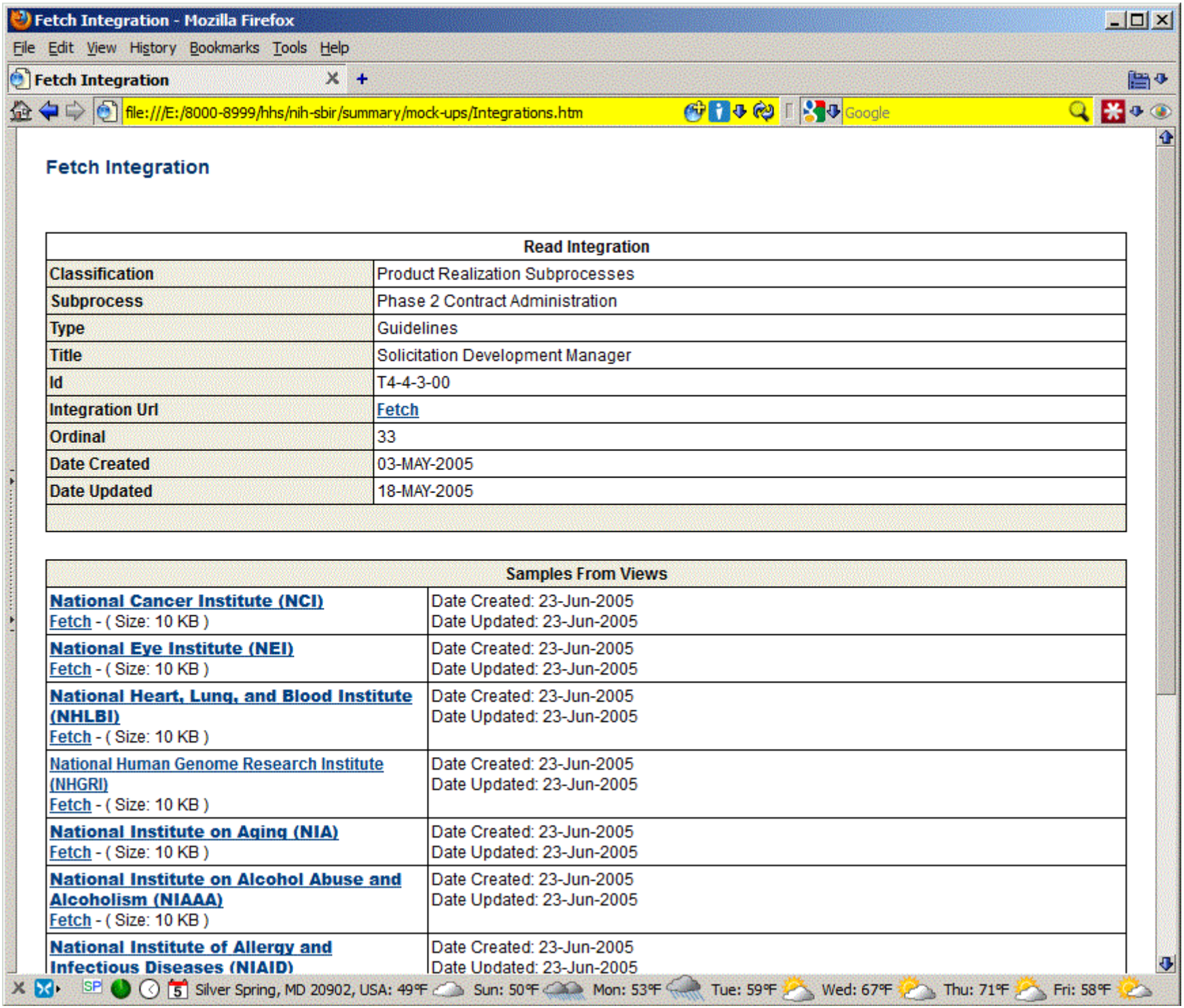
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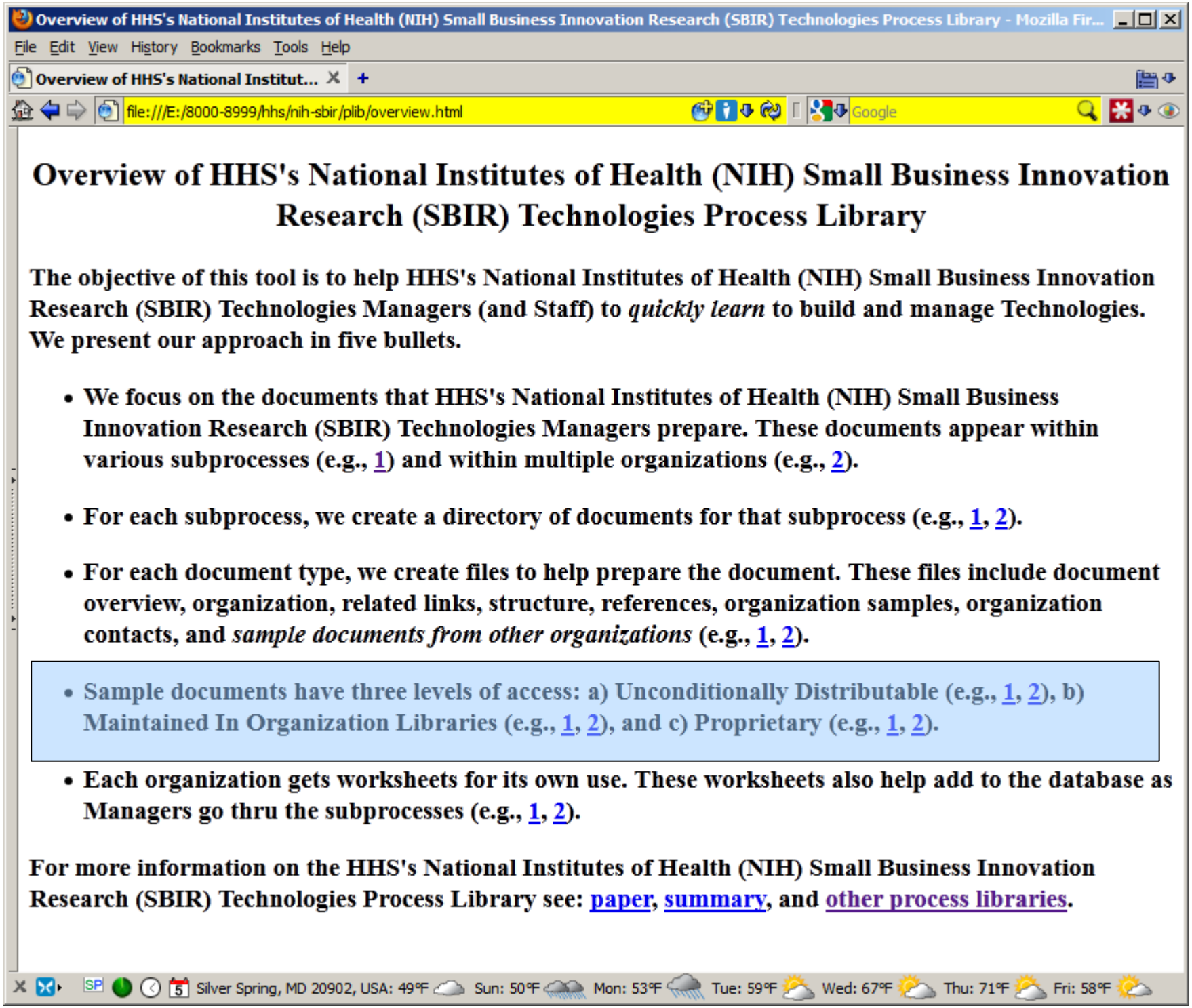
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Sample documents have three levels of access: a) Unconditionally Distributable (e.g., 1, 2), b) Maintained In Organization Libraries (e.g., 1, 2), and c) Proprietary (e.g., 1, 2).
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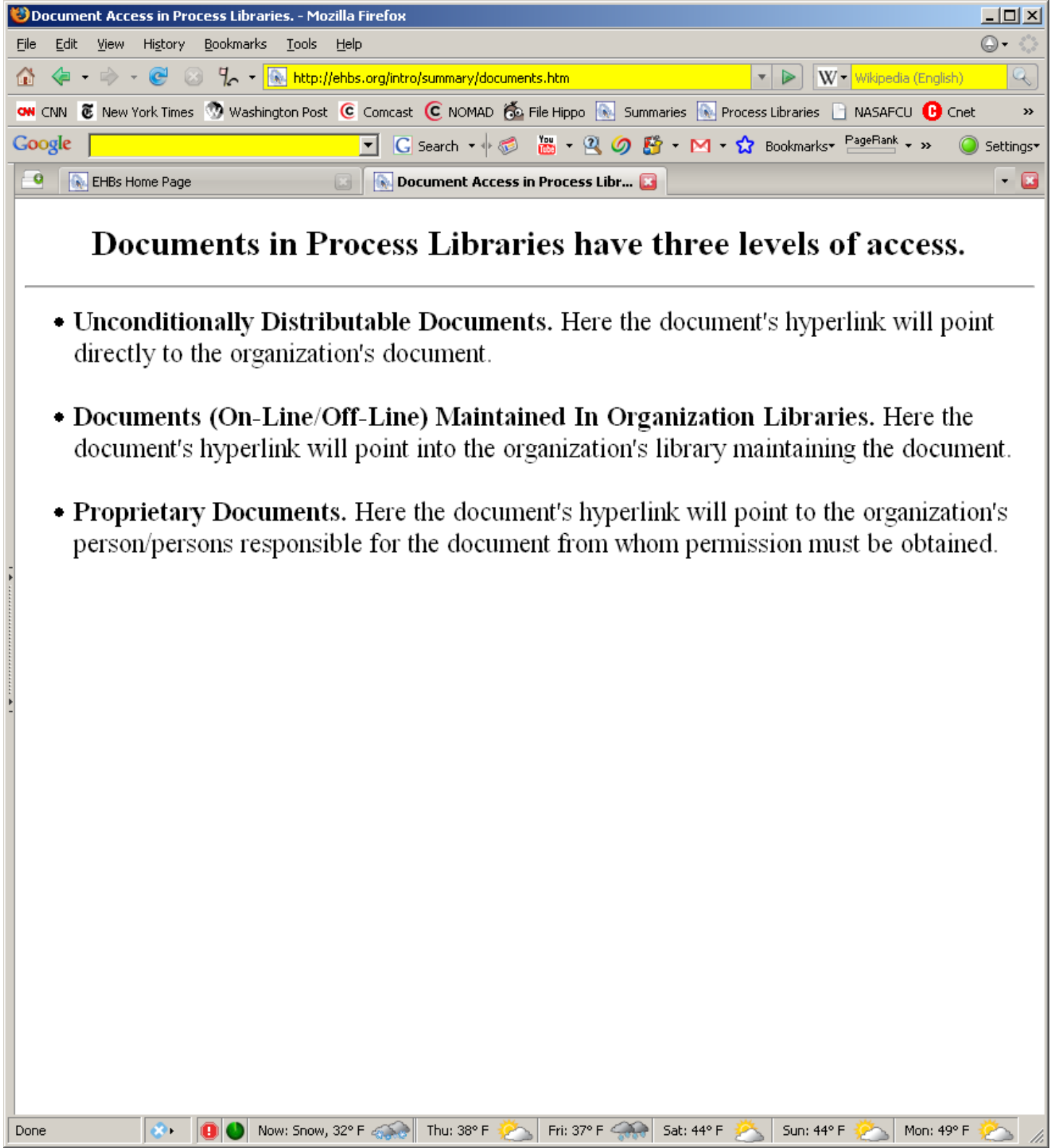
Document Access in Process Libraries. - Mozilla Firefox
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Document Access in Process Libr...
Documents in Process Libraries have three levels of access.
• Unconditionally Distributable Documents. Here the document's hyperlink will point directly to the organization's document.
• Documents (On-Line/Off-Line) Maintained In Organization Libraries. Here the document's hyperlink will point into the organization's library maintaining the document.
• Proprietary Documents. Here the document's hyperlink will point to the organization's person/persons responsible for the document from whom permission must be obtained.
Done
Now: Snow, 32° F
Thu: 38° F
Fri: 37° F
Sat: 44° F
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Small Business Research Funding Opportunities (SBIR and STTR) - Mozilla Firefox

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grants.nih.gov/grants/funding/sbir.htm

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- Funding Opportunities
- Funding Opportunities (RFAs, PAs) & Notices
- Unsolicited Applications (Parent Announcements)
- Research Training & Career Development
- Small Business (SBIR/STTR)
  - Funding Opportunities
  - Electronic Submission
  - Application Submission/Review
  - Policy
  - Resources
  - Transitioning to Phase III
  - Presentations/Conferences
  - Archive
  - LISTSERVS
- Contract Opportunities

NIH-Wide Initiatives

Small Business Research Funding Opportunities

News Flashes

- High Containment Infectious Disease Research Laboratory Facilities Available as a Research Resource
- Registration for the 14th Annual NIH SBIR/STTR Conference is now open
- NIH issues SBIR and STTR funding opportunities for Alzheimer's disease research
- SBA releases SBIR-STTR Re-Authorization interim guidance
- NIH Office of Technology Transfer offers new exclusive license agreements for start-up companies

For general information about the SBIR/STTR programs and contacts for all 11 agencies, please go to the SBA's main page at www.sbir.gov.

Funding Opportunities

2012 SBIR and STTR Omnibus Grant Solicitations of the NIH, CDC, FDA and ACF	SBIR Parent Funding Opportunity Announcement (PA-12-088) STTR Parent Funding Opportunity Announcement (PA-12-089) Program Descriptions and	**Standard Receipt Dates:** April 5, Aug 5, Dec 5 **AIDS and AIDS-Related Receipt Dates:** May 7, 2012, September 7, 2012, January 7, 2013

What Are SBIR and STTR Programs?

The Small Business Innovation research (SBIR) program is a set-aside program (2.6% of an agency's extramural budget) for domestic small business concerns

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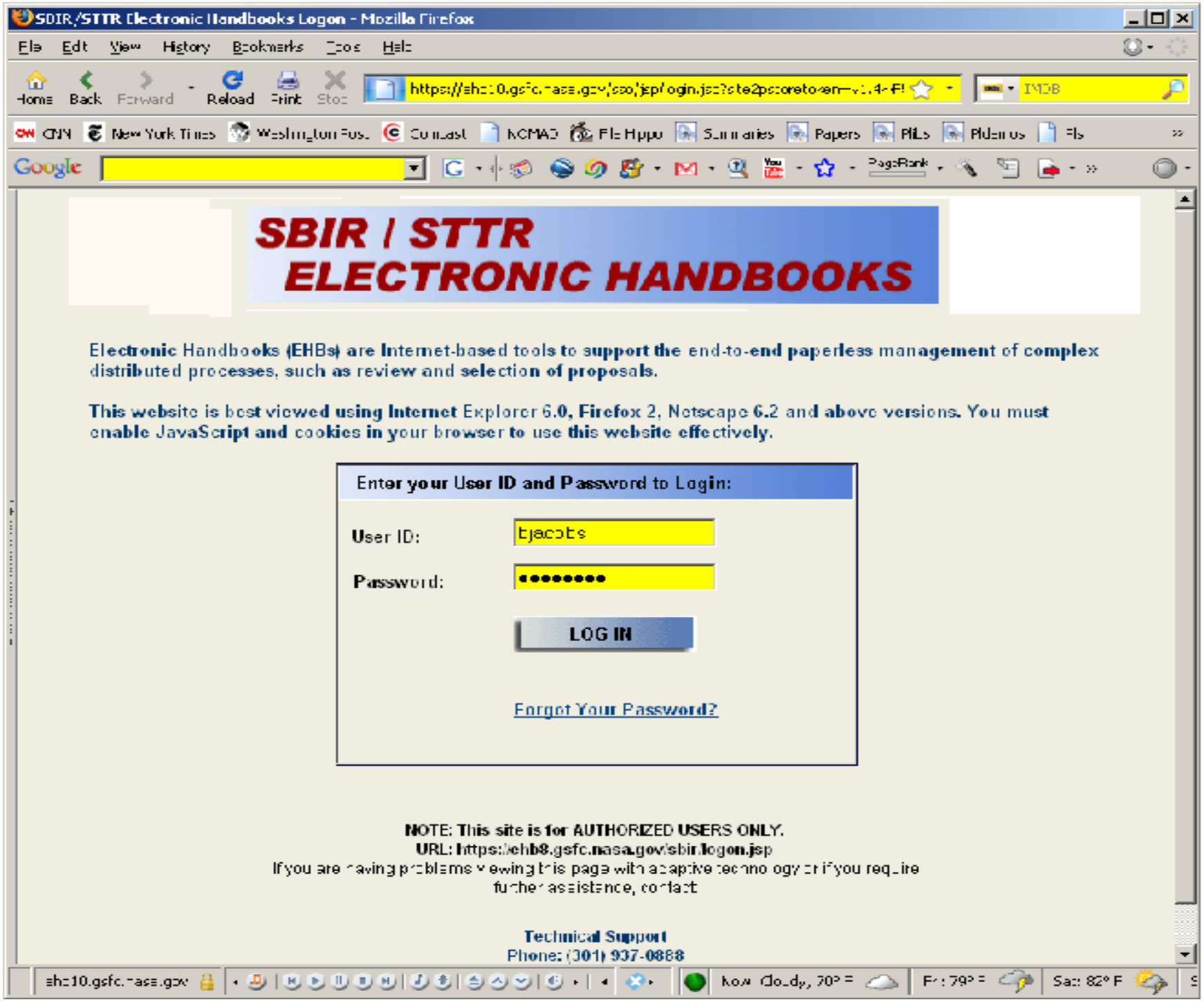
SBIR/STTR Electronic Handbooks Logon - Mozilla Firefox
SBIR / STTR
ELECTRONIC HANDBOOKS
Electronic Handbooks (EHBs) are Internet-based tools to support the end-to-end paperless management of complex distributed processes, such as review and selection of proposals.
This website is best viewed using Internet Explorer 6.0, Firefox 2, Netscape 6.2 and above versions. You must enable JavaScript and cookies in your browser to use this website effectively.
Enter your User ID and Password to Login:
User ID:
Password:
LOG IN
Forgot Your Password?
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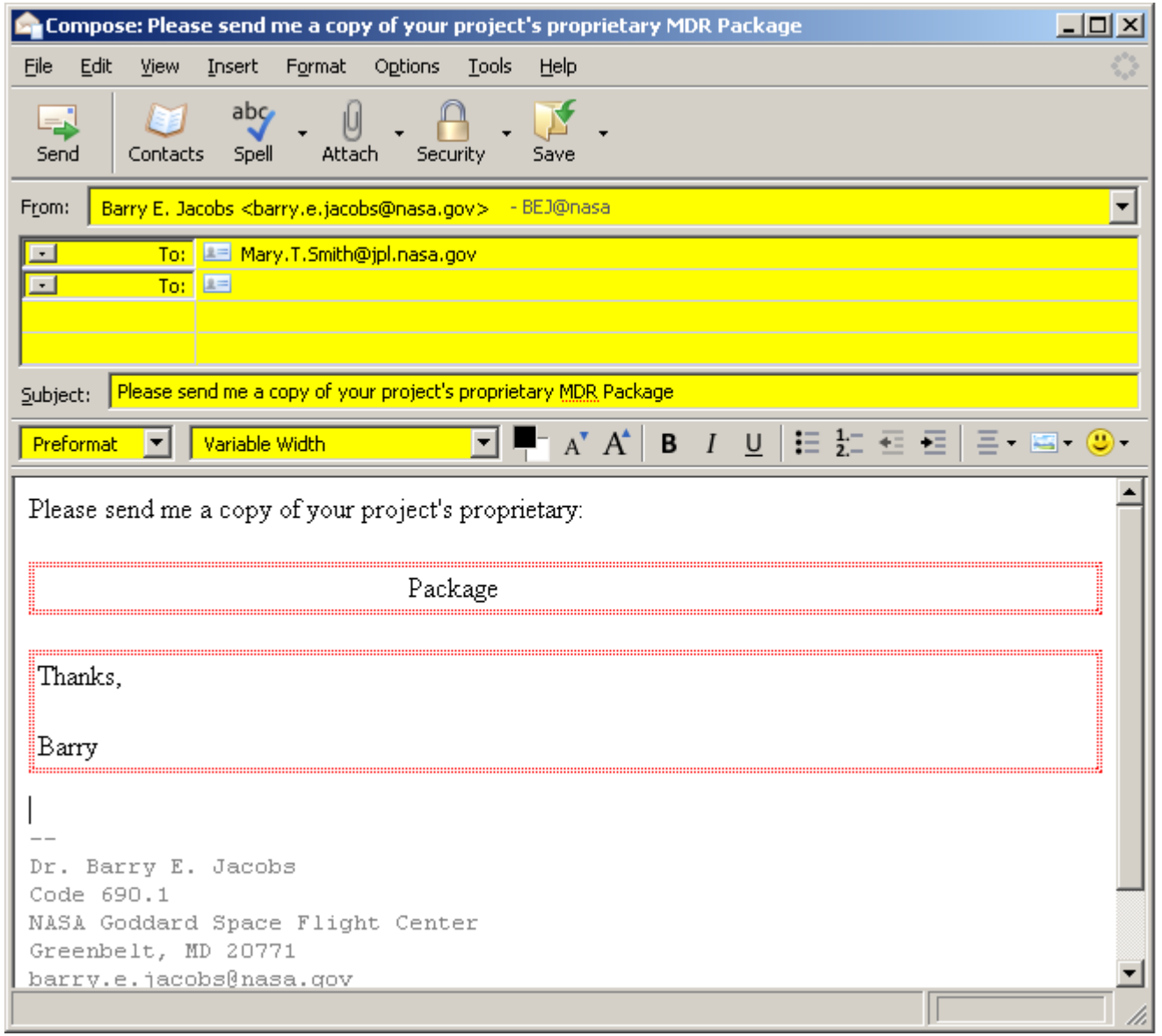
URL: https://ehb8.gsfc.nasa.gov/sbir/logon.jsp
If you are having problems viewing this page with adaptive technology or if you require further assistance, contact
Technical Support
Phone: (301) 937-0888


Compose: Please send me a copy of your project's proprietary MDR Package
File Edit View Insert Format Options Tools Help
Send Contacts Spell Attach Security Save
From: Barry E. Jacobs <barry.e.jacobs@nasa.gov> - BEJ@nasa
To: Mary.T.Smith@jpl.nasa.gov
To:
Subject: Please send me a copy of your project's proprietary MDR Package
Preformat Variable Width
Please send me a copy of your project's proprietary:
Package
Thanks,
Barry
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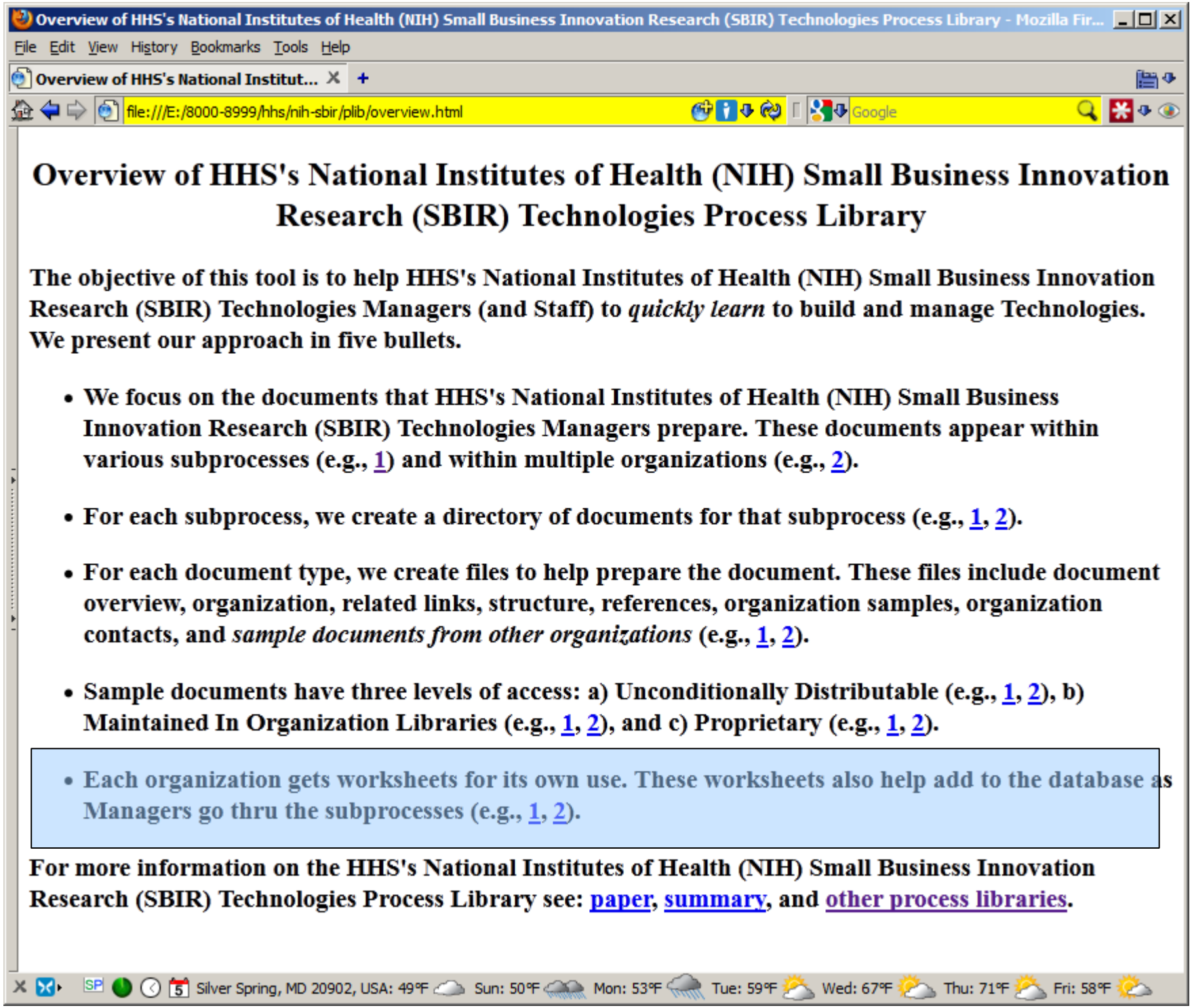
Dr. Barry E. Jacobs
Code 690.1
NASA Goddard Space Flight Center
Greenbelt, MD 20771
barry.e.jacobs@nasa.gov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IMDB

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
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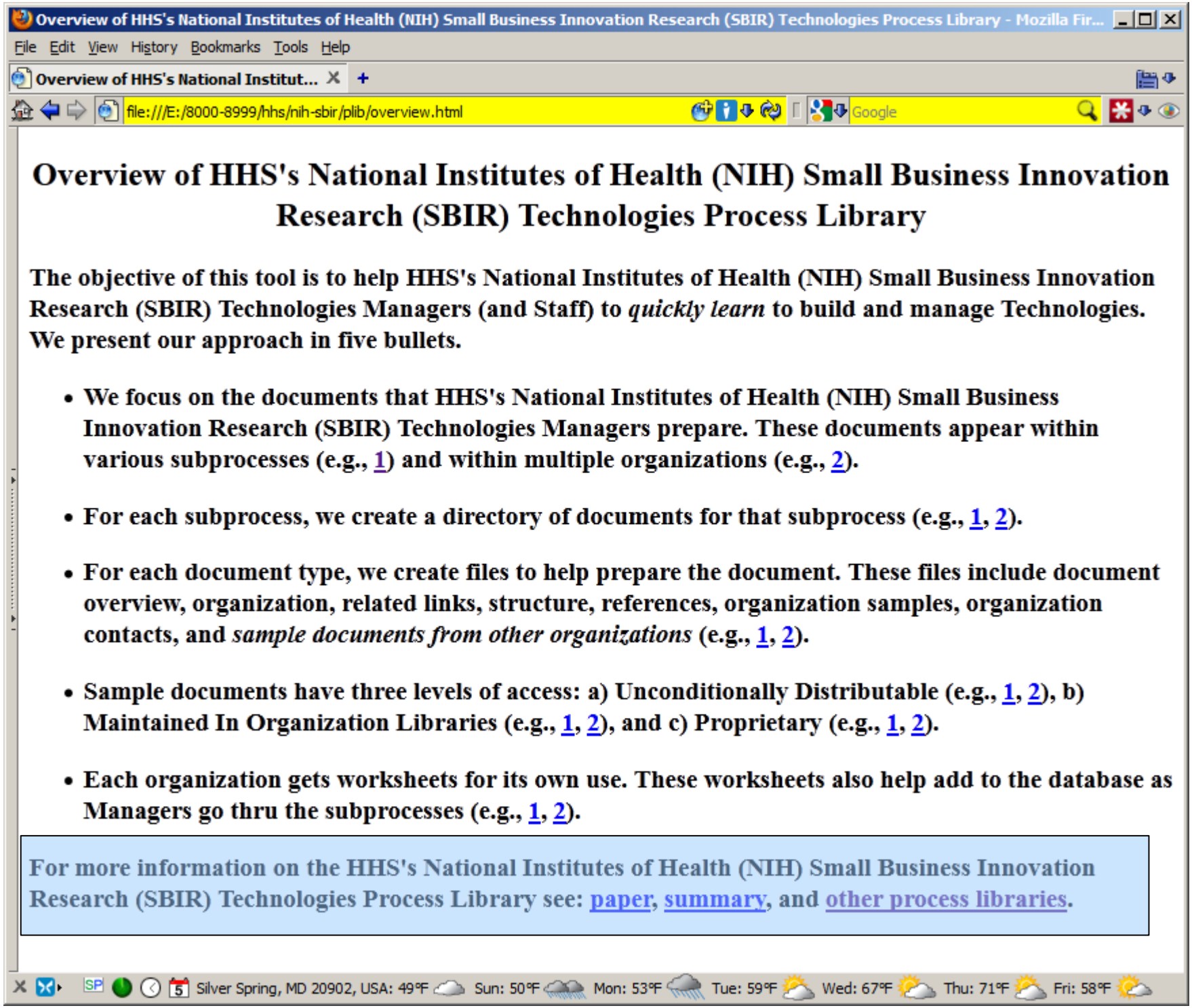
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HHS's National Institutes of Health (NIH) Small Business Innovation Research (SBIR) Technologies Management Using Process Libraries and Electronic Handbooks (Where Shakespeare Meets Freud)

Dr. Barry E. Jacobs
Code 690.1
NASA Goddard Space Flight Center
Greenbelt, MD 20771, USA
barry.e.jacobs@nasa.gov

Abstract

In this paper, we show how to provide editable and cost-saving process documentation tools for process developers and participants to help them quickly and effectively learn, adapt, test, teach, and work together. These tools may be added to new or existing systems. We illustrate using HHS's National Institutes of Health (NIH) Small Business Innovation Research (SBIR) Technologies Management. In Section 1, we examine common problems that arise in the management of complex distributed processes. In Section 2, we provide an overview of tools that are solutions to these problems. Simply speaking, we regard subprocesses as "plays" and let organizations put on productions of the "play". In Section 3, we provide examples of these tools. In Section 4, we outline some complex distributed processes in the Federal Government that are applications of the methodology. In Section 5, we conclude with some final thoughts.

0. Introduction

In this paper, we deal with the important problem of managing complex distributed processes involving potentially thousands of participants. An example of such a process is the management of HHS's National Institutes of Health (NIH) Small Business Innovation Research (SBIR) Technologies. HHS's National Institutes of Health (NIH) Small Business Innovation Research (SBIR) is a key ingredient of the Department of Homeland Security. Managing complex distributed processes is difficult due to 1) the complexity of the subprocesses, 2) the diversity of views of different organizations, 3) the diversity of views of teachers, documentors, managers, implementors, and participants taking part in the subprocesses, 4) subprocess Live-Cycle views, and 5) the "Game of Telephone" syndrome.

An outline of the paper is as follows:

In Section 1, we examine common problems that arise in the management of complex distributed processes. In Section 2, we provide an overview of tools that are solutions to these problems. Simply speaking, we regard subprocesses as "plays" and let organizations put on productions of the "play". In Section 3, we provide examples of these tools. In Section 4, we outline some complex distributed processes in the Federal Government that are applications of the methodology. In Section 5, we conclude with some final thoughts.

Before going through the paper, the reader may want to first quickly look at some examples in Figures 3(a)-(p).

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ehbs.org/nih-sbir/summary/index.html
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HHS's National Institutes of Health (NIH) Small Business Innovation Research (SBIR) Management Using Process Libraries and Electronic Handbooks

(Where Shakespeare Meets Freud)

Summary

(Click Here for: PDF, PPT)
(Quick Summary)
(Paper)
(Demonstration)
(Subprocesses and Their Documentations)
(Demonstration Tool)
(Home Page)

- Cover
- The Bottom Line: Provide editable and cost-saving process documentation tools for process developers and participants to help them quickly and effectively learn, adapt, test, teach, and work together. These tools may be added to new or existing systems. See Quick Summary.
- Outline of Presentation.
- Objective: Develop Internet-based tools to support the paperless management of complex distributed processes.
- Organizations provide different views of the subprocesses, some of which may be proprietary.
- People in organizations provide different views of the subprocesses.
- Organizations generate Subprocess Life-Cycle Views.
- 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.
- Solution: Process Libraries maintain organization's views of the subprocesses.
- Our basic approach is to wrap organization's subprocesses in a common envelope containing "communication vehicles" that facilitate learning plus intra-organization communication.
- These tools may be focused on during stages.
- Documents in Process Libraries have three levels of access.
- For each subprocess, an "Integration View" is the integration or combination of other subprocess views. An "Integration View" facilitates intra- and inter-organization communication.
- Process Libraries (PLs) and Electronic Handbooks (EHBs) are where Shakespeare meets Freud.

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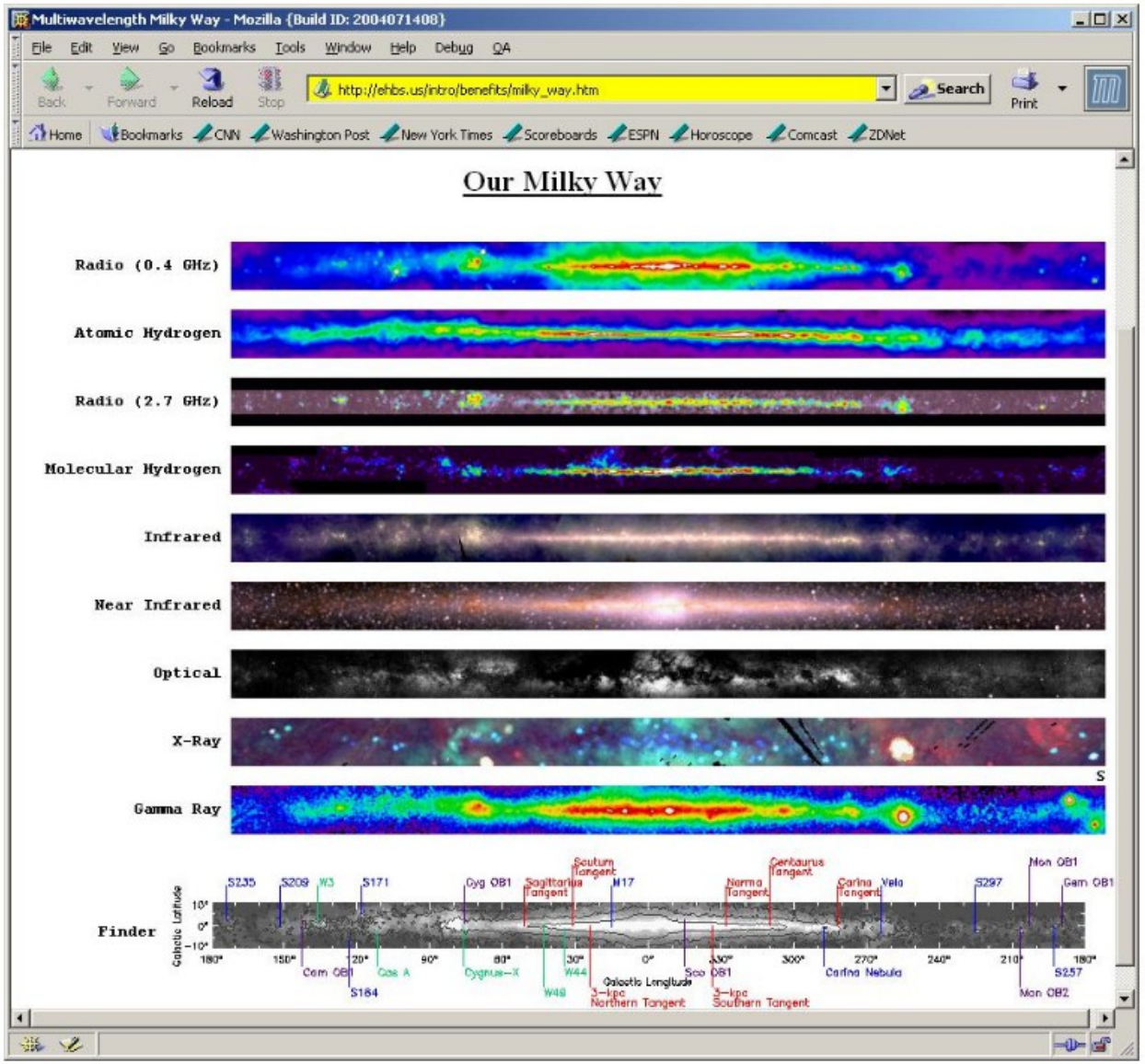
Milky Way

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



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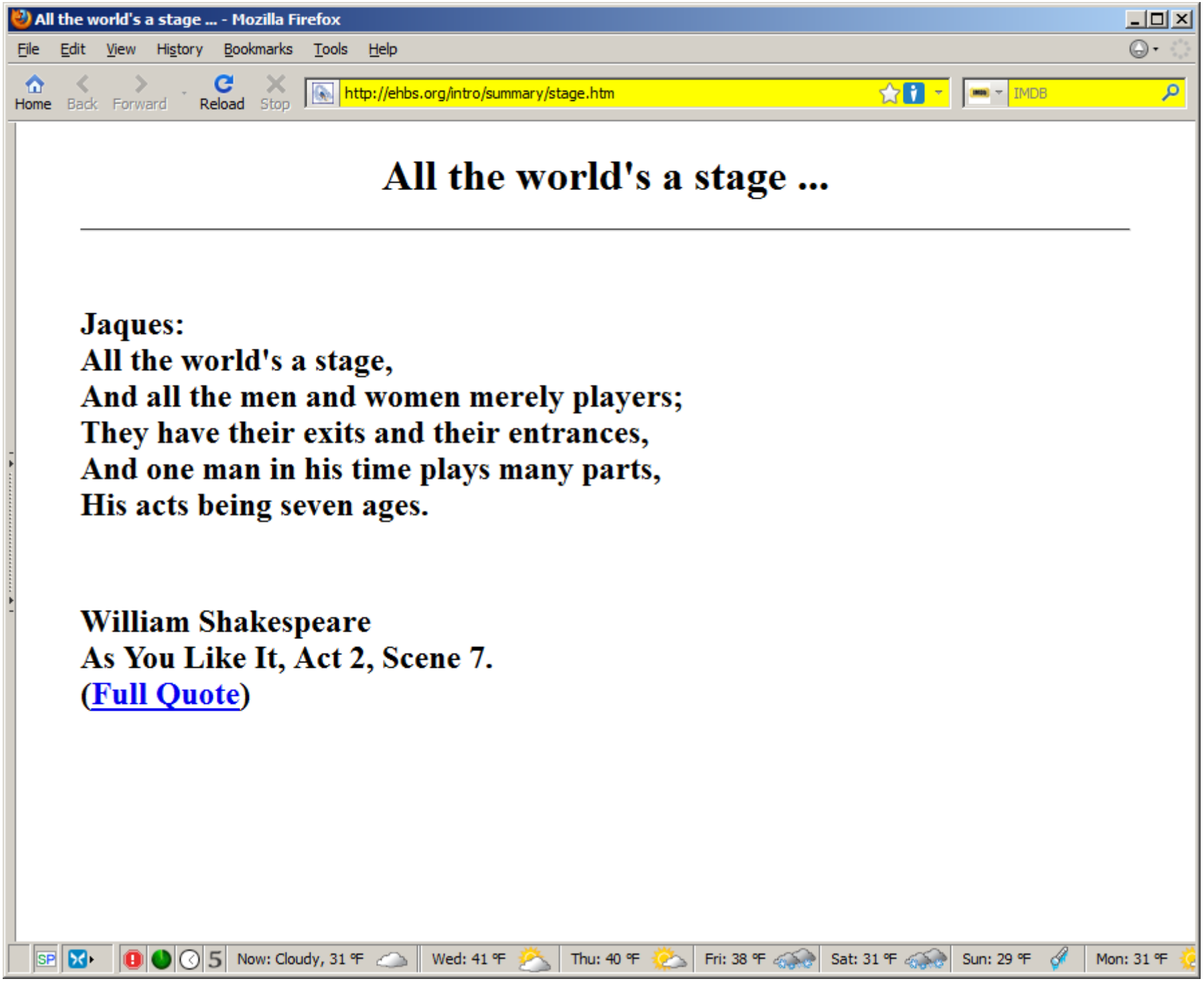
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Jaques:
All the world's a stage,
And all the men and women merely players;
They have their exits and their entrances,
And one man in his time plays many parts,
His acts being seven ages.
William Shakespeare
As You Like It, Act 2, Scene 7.
(Full Quote)
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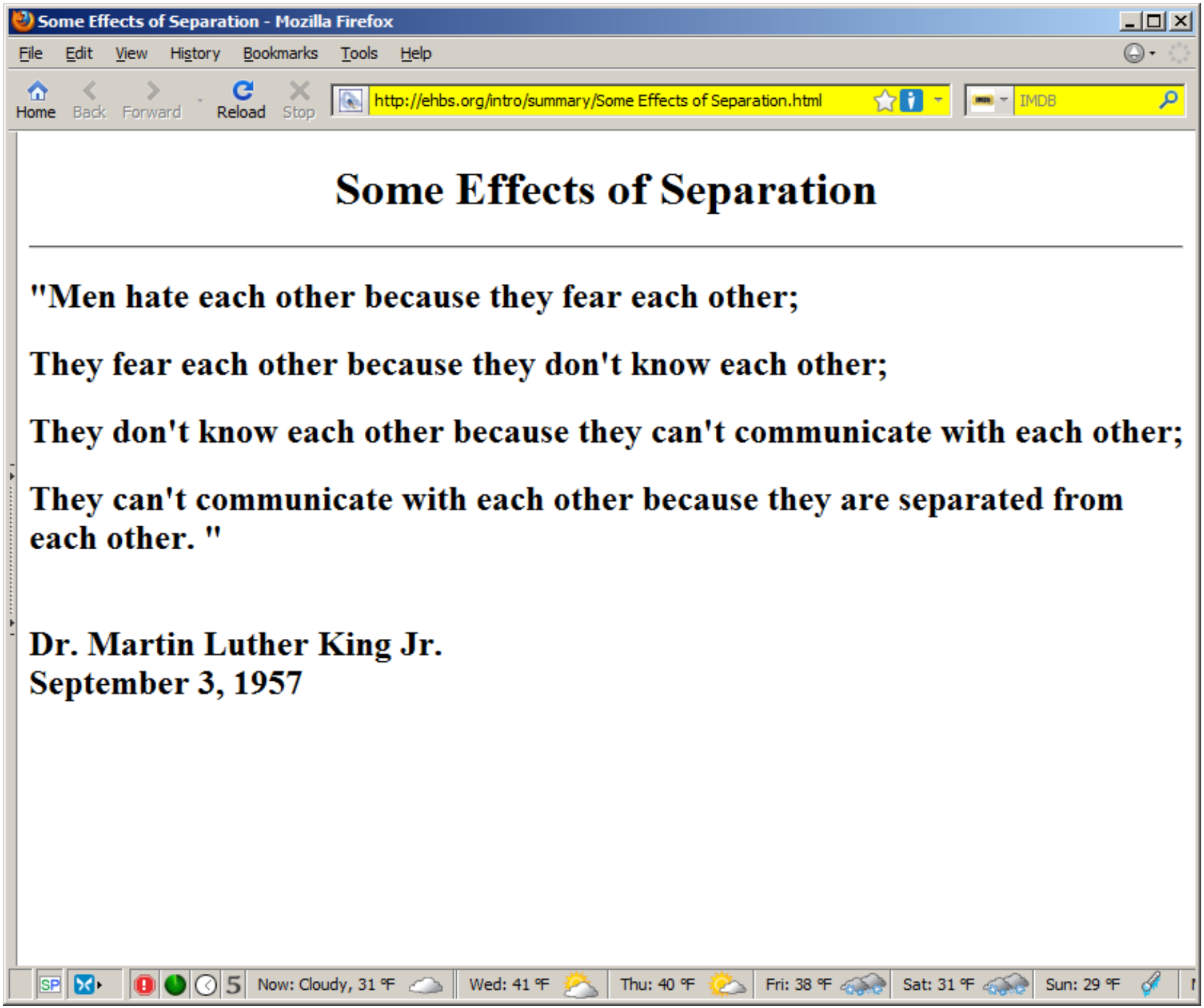
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Some Effects of Separation
"Men hate each other because they fear each other;
They fear each other because they don't know each other;
They don't know each other because they can't communicate with each other;
They can't communicate with each other because they are separated from each other. "
Dr. Martin Luther King Jr.
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Fri: 38 °F
Sat: 31 °F
Sun: 29 °F

Theatre of Dionysus- Athens, Greece

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

Complex Process Management Using Process Libraries and Electronic Handbooks

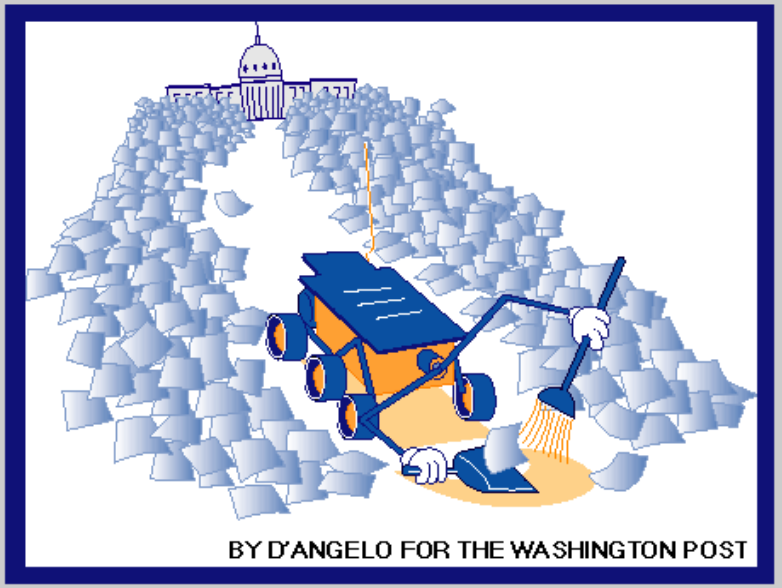
[Where Shakespeare Meets Freud]

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?



Dr. Barry E. Jacobs
barry.e.jacobs@comcast.net
(301) 681-7816
[Mini-Bio]

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