

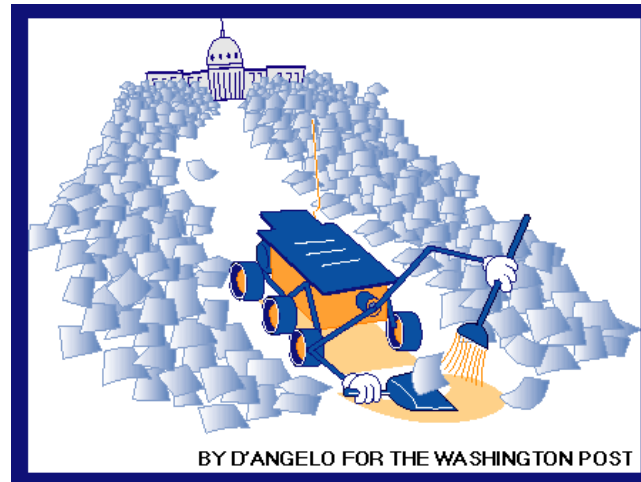
NASA IT Planning Management Using Process Libraries and Electronic Handbooks



(Where Shakespeare Meets Freud)



Quick Summary



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

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.



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 Edit View History Bookmarks Tools Help

file:///E:/8000-8999/nasa/IT-planning/library/Integration/PRSS/Planning/Play.html

3. Demonstrating IT Planning

-Demonstrating IT Planning-

- [IT Planning Manager](#)
- [Organization Manager](#)
- [Overall Organizations Manager,](#)
- [Project Manager](#)
- [Demonstration Tools Developer](#)
- [Customer](#)
- [Business Manager](#)
- [IT Planning Designers](#)
- [IT Planning Designs Reviewers](#)
- [IT Planning Builders](#)
- [IT Planning Builds Reviewers](#)
- [IT Planning Testers](#)
- [IT Planning Tests Reviewers:](#)
 - [Demonstrating IT Planning](#)

4. Contracting IT Planning

-Develop Contract-

- [IT Planning Manager](#)
- [Organization Manager](#)
- [Overall Organizations Manager](#)
- [Project Manager](#)
- [Demonstration Tools Developer](#)
- [Customer:](#)
 - [Develop Contract](#)

-Review Contract-

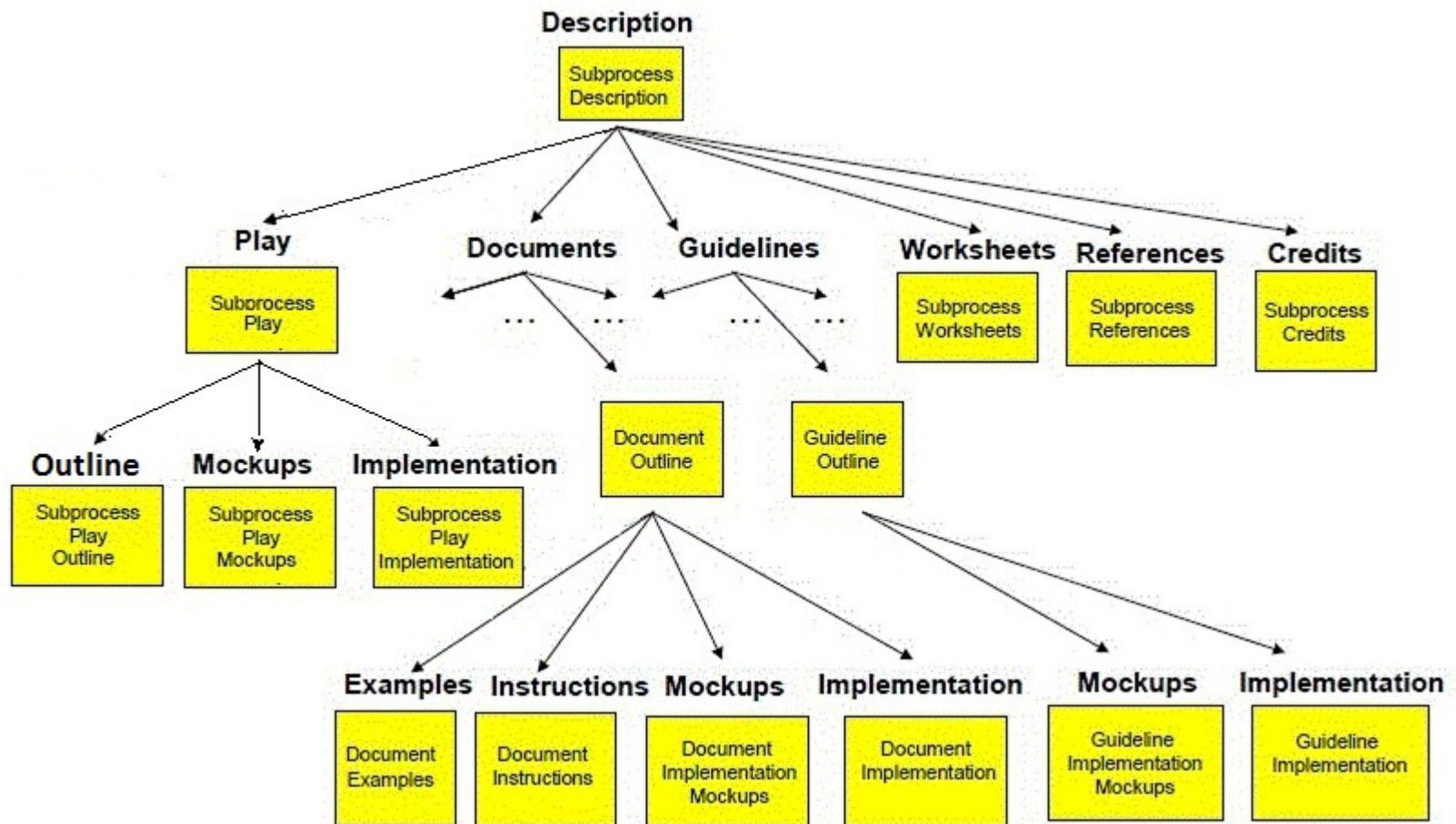
- [IT Planning Manager](#)
- [Organization Manager](#)
- [Overall Organizations Manager,](#)
- [Project Manager](#)
- [Demonstration Tools Developer](#)

Now: 54°F Tue: 58°F Wed: 63°F Thu: 61°F Fri: 62°F Sat: 66°F Sun: 65°F

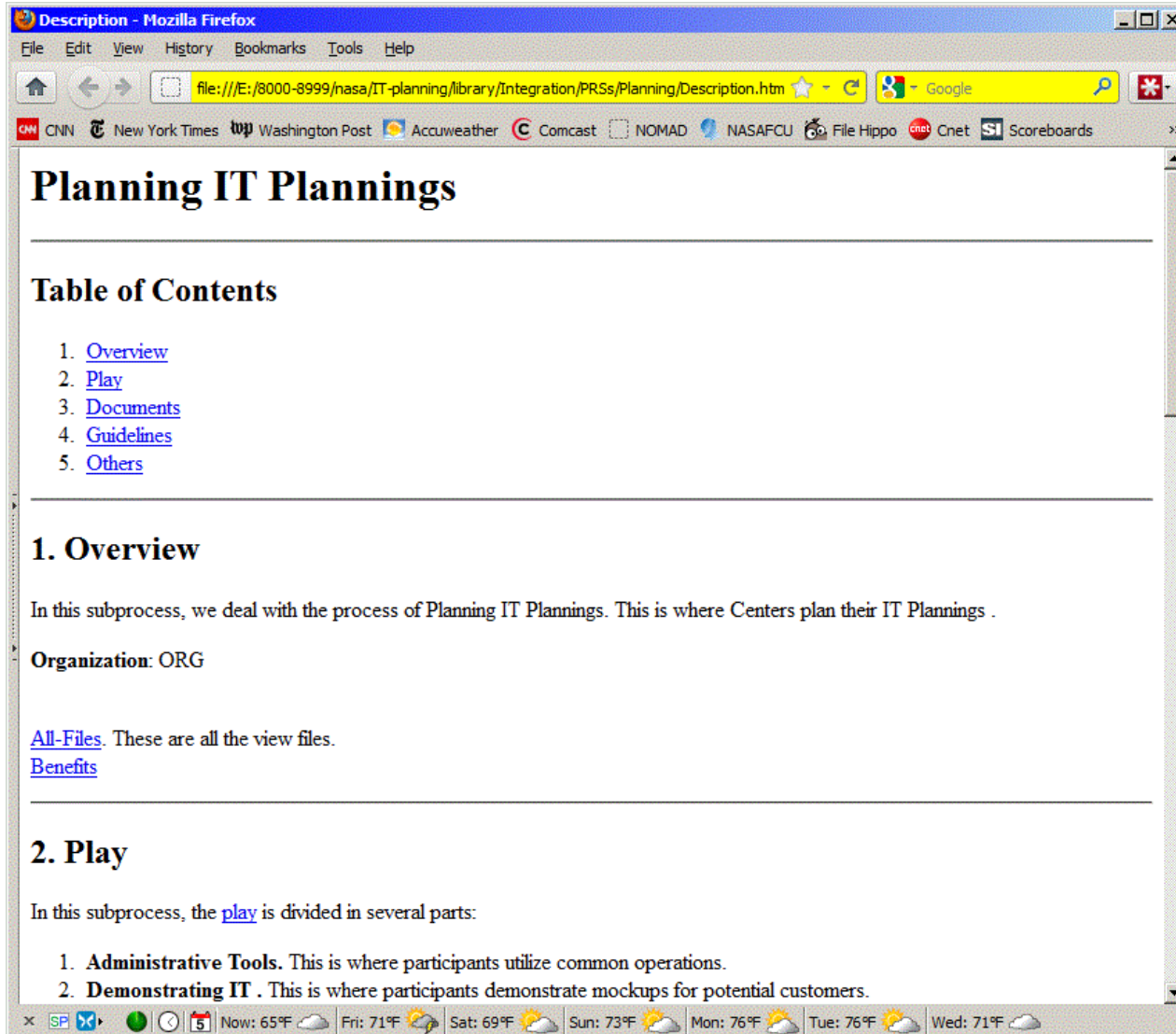
Benefits:

- 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.



Descriptions summarize subprocesses.



The screenshot shows a Mozilla Firefox browser window with the following content:

- Title Bar:** Description - Mozilla Firefox
- Address Bar:** file:///E:/8000-8999/nasa/IT-planning/library/Integration/PRSS/Planning/Description.htm
- Navigation:** Home, Back, Forward, Stop, Refresh, Print, Google search, and a star icon for bookmarks.
- Toolbar:** CNN, New York Times, Washington Post, Accuweather, Comcast, NOMAD, NASAFCU, File Hippo, Cnet, and Scoreboards.
- Main Content:**
 - ## Planning IT Plannings
 -
 - ### Table of Contents

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

In this subprocess, we deal with the process of Planning IT Plannings. This is where Centers plan their IT Plannings .

Organization: ORG

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

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

 - 1. Administrative Tools.** This is where participants utilize common operations.
 - 2. Demonstrating IT .** This is where participants demonstrate mockups for potential customers.

The bottom of the browser window shows a system tray with a taskbar containing icons for Internet Explorer, Firefox, and other applications, along with a weather forecast for the week.

Plays describe subprocess execution.

Play - Mozilla Firefox

File Edit View History Bookmarks Tools Help

file:///E:/8000-8999/nasa/IT-planning/library/Integration/PRSS/Planning/Play.html

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-Review Contract-

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- [Project Manager](#)
- [Demonstration Tools Developer](#)

Now: 54°F Tue: 58°F Wed: 63°F Thu: 61°F Fri: 62°F Sat: 66°F Sun: 65°F

Documents describe subprocess data.

7. **Analysis.** This is where reports are generated.

3. Documents

In this subprocess, we have the following document types:

- [Demonstration Tools](#). These are used to represent the Demonstration Tools.
- [IT Contract](#). These are used to represent the IT Contract.
- [Process Library](#). These are used to represent the Process Library.
- [Implementation Plans](#). These are used to represent the Implementation Plans.
- [IT Designs](#). These are used to represent the IT Designs.
- [IT Designs Reviews](#). These are used to represent the IT Designs Review.
- [IT Builds](#). These are used to represent the IT Builds.
- [IT Builds Reviews](#). These are used to represent the IT Builds Reviews.
- [IT Tests](#). These are used to represent the IT Tests.
- [IT Tests Reviews](#). These are used to represent the IT Tests Reviews.

4. Guidelines

In this subprocess, we have the following roles:

- [IT Manager](#). This is the person managing the IT subprocess.
- [Project Manager](#). This is the person managing the Project.
- [Demonstration Tools Developer](#). This is the person managing the Demonstration Tools Development.
- [Customer](#). This is the customer for the IT .
- [Business Manager](#). This is the person managing the procurements for the .Development Facility
- [IT Designers](#). This is the person managing the IT designs..
- [IT Designs Reviewers](#). This is the person reviewing the IT designs..
- [IT Builders](#). This is the person building the IT

Taskbar: Now: 64°F, Fri: 71°F, Sat: 69°F, Sun: 73°F, Mon: 76°F, Tue: 76°F, Wed: 71°F

Guidelines describe user subprocesses.

file:///E:/8000-8999/nasa/IT-planning/library/Integration/PRs/Planning/Description.html

[IT Tests Reviews](#). These are used to represent the IT Tests Reviews.

4. Guidelines

In this subprocess, we have the following roles:

- [IT Manager](#). This is the person managing the IT subprocess.
- [Project Manager](#). This is the person managing the Project.
- [Demonstration Tools Developer](#). This is the person managing the Demonstration Tools Development.
- [Customer](#). This is the customer for the IT .
- [Business Manager](#). This is the person managing the procurements for the .Development Facility
- [IT Designers](#). This is the person managing the IT designs..
- [IT Designs Reviewers](#). This is the person reviewing the IT designs..
- [IT Builders](#). This is the person building the IT ..
- [IT Builds Reviewers](#). This is the person reviewing the IT .
- [IT Testers](#). This is the person testing the IT ..
- [IT Tests Reviewers](#). This is the person reviewing the testing of the IT ..
- [Organization Manager](#). This is the person managing the Organization.
- [Overall Organizations Manager](#). This is the person managing the overall Organizations.

5. Others

In this subprocess, we have the following other tools:

- [Worksheet](#). This is the guidelines for the manager/director.
- [Credits](#). These are the people partaking in this organization's production.
- [References](#). These are other references.
- [All-Files](#). These are all the view files.

Now: 64°F Fri: 71°F Sat: 69°F Sun: 73°F Mon: 76°F Tue: 76°F Wed: 71°F

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

Worksheet - Mozilla Firefox

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

Subprocess Worksheet

Subprocess: Planning IT Plannings

Purpose: The purpose of this subprocess is to develop Planning IT Plannings .

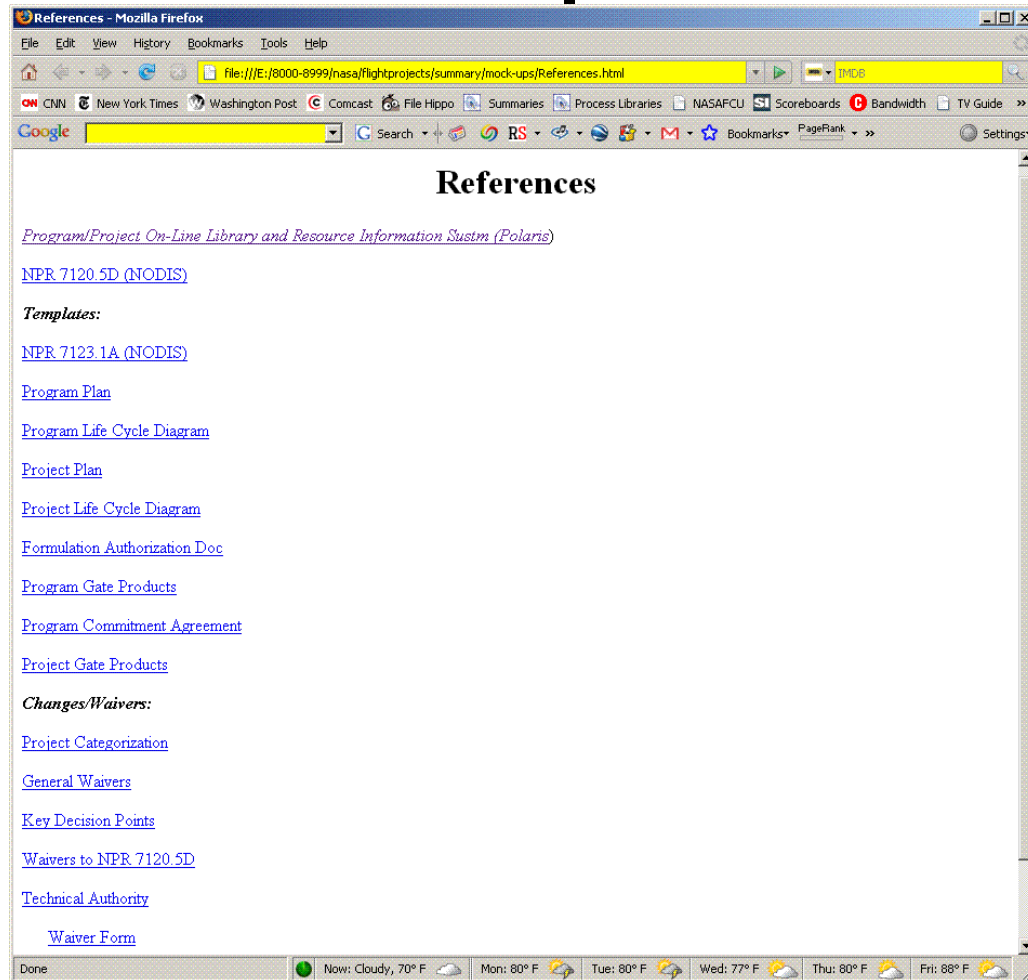
Organization: GSFC IT Planning Office

Related Links :
[Other Views;](#)
[Intearted View;](#)
[Inteartions;](#)
[Other Subprocesses;](#)
[Process Library;](#)
[\(Update Library\);](#)

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 IT Planning.	Task Lead, Subtask Lead, Subtask Member, Reviewer, Approval Official, Project Manager, Documents Manager	James Green	07/23/07	08/23/07	Document Library	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
Planning	The purpose of this task is to plan the design of IT Planning.	Task Lead, Subtask Lead, Subtask Member, Reviewer, Approval Official, Project Manager, Documents Manager	James Green	06/23/07	06/23/07	Planning Document	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
						Draft Project Requirements Document	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
						Project Plan	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
Designing IT Planning	The purpose of this task is to design the IT Planning.	Task Lead, Subtask Lead, Subtask Member, Reviewer, Approval Official, Project Manager, Documents Manager	James Green	07/23/07	078/23/07	Design Document	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
						Project Plan	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
						Review Forms	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
						Approval Forms	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034

Now: 65°F Fri: 71°F Sat: 69°F Sun: 73°F Mon: 76°F Tue: 76°F Wed: 71°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.

The screenshot shows a Mozilla Firefox browser window with the address bar displaying the file path: `file:///E:/8000-8999/nasa/IT-planning/whatare/process.htm`. The page content is as follows:

IT Planning

Product Realization Subprocesses

Integrated Problems-Solutions Database	Planning IT Plannings	Solicitation Development	Project IT Planning	Branch/Laboratory IT Planning	Division IT Planning	Directorate IT Planning	Center IT Planning	Agency IT Planning	Closeout	Post-Closeout
--	-----------------------	--------------------------	---------------------	-------------------------------	----------------------	-------------------------	--------------------	--------------------	----------	---------------

(Potential Customers: Flight Projects, IT Planners)

Product Distribution Subprocesses

Integrated Problems-Solutions Database	Planning Distributions	Distribution Facility Solicitation Development	Problem Submission	Problem Handling	Agreement Administration	Agreement Closeout	Post-Agreement Closeout
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(Potential Customers: IT Planners)

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
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Improvement Subprocesses

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

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

The browser's taskbar at the bottom shows the system clock and weather forecast for the week of April 15, 2005, with temperatures ranging from 47°F to 58°F.

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

The screenshot shows a Mozilla Firefox browser window with the title "NASA Science IT Planning Organizations - Mozilla Firefox". The address bar contains the file path: "file:///E:/8000-8999/nasa/IT planning/whatare/Organizations.htm". The page content is titled "NASA IT Planning Organizations" and is organized into three main sections, each with a yellow header:

- Product Realization Subprocesses Organizations**
 - ARC IT Plannings Office
 - DFRC IT Plannings Office
 - GRC IT Plannings Office
 - GSFC IT Plannings Office
 - HQ IT Plannings Office
 - JPL IT Plannings Office
 - JSC IT Plannings Office
 - KSC IT Plannings Office
 - LaRC IT Plannings Office
 - MSFC IT Plannings Office
- Product Distribution Subprocesses Organizations**
 - ARC IT Plannings Office
 - DFRC IT Plannings Office
 - GRC IT Plannings Office
 - GSFC IT Plannings Office
 - HQ IT Plannings Office
 - JPL IT Plannings Office
 - JSC IT Plannings Office
 - KSC IT Plannings Office
 - LaRC IT Plannings Office
 - MSFC IT Plannings Office
- Support Subprocesses Organizations**
 - Support Contractor A
 - Support Contractor B

The browser's status bar at the bottom shows the system tray with icons for SP, a red exclamation mark, a green circle, a clock, and a calendar. The date is Friday, and the weather forecast for the week is: Now: 72°F, Fri: 74°F, Sat: 71°F, Sun: 71°F, Mon: 79°F, Tue: 73°F, Wed: 65°F.

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 the file path: `file:///E:/8000-8999/nasa/IT-planning/summary/mock-ups/Views.htm`. The page title is "Views". Below the title, it states "Total 11 Entries" and provides classification information: "Classification: Product Realization Subprocesses (T4-00-00-00)" and "Subprocess: Planning IT Plannings (T4-3-00-00)". A "Create View" link is visible. The main content is a table with two columns: "View" and "Steps".

View	Steps
ARC IT Planning Office -Planning IT Plannings Lee, Geoff (geoff.lee@nasa.gov)	Update Copy Delete
DFRC IT Planning Office -Planning IT Plannings Bogue, Rodney (rod.bogue@nasa.gov)	Update Copy Delete
GRC IT Planning Office-Planning IT Plannings Kim, Walter S. (walter.s.kim@nasa.gov)	Update Copy Delete
GSFC IT Planning Office -Planning IT Plannings Chern, Dr. E. James (Engmin.J.Chern@nasa.gov)	Update Copy Delete
HQ IT Planning Office -Planning IT Plannings Ray, Carl G. (carl.g.ray@nasa.gov)	Update Copy Delete
JPL IT Planning Office -Planning IT Plannings Schober, Wayne R. (Wayne.R.Schober@jpl.nasa.gov)	Update Copy Delete
JSC IT Planning Office -Planning IT Plannings Krishen, Dr. Kumar (kumar.krishen-1@nasa.gov)	Update Copy Delete
KSC IT Planning Office -Planning IT Plannings Griffin, Charles (chuck.griffin@nasa.gov)	Update Copy Delete

The browser's status bar at the bottom shows the current date and time, along with a weather forecast for the next few days: Now: 65°F, Fri: 71°F, Sat: 69°F, Sun: 73°F, Mon: 76°F, Tue: 76°F, Wed: 71°F.

Plays describe subprocess execution.

Play - Mozilla Firefox

File Edit View History Bookmarks Tools Help

file:///E:/8000-8999/nasa/IT-planning/library/Integration/PRSSs/Planning/Play.html

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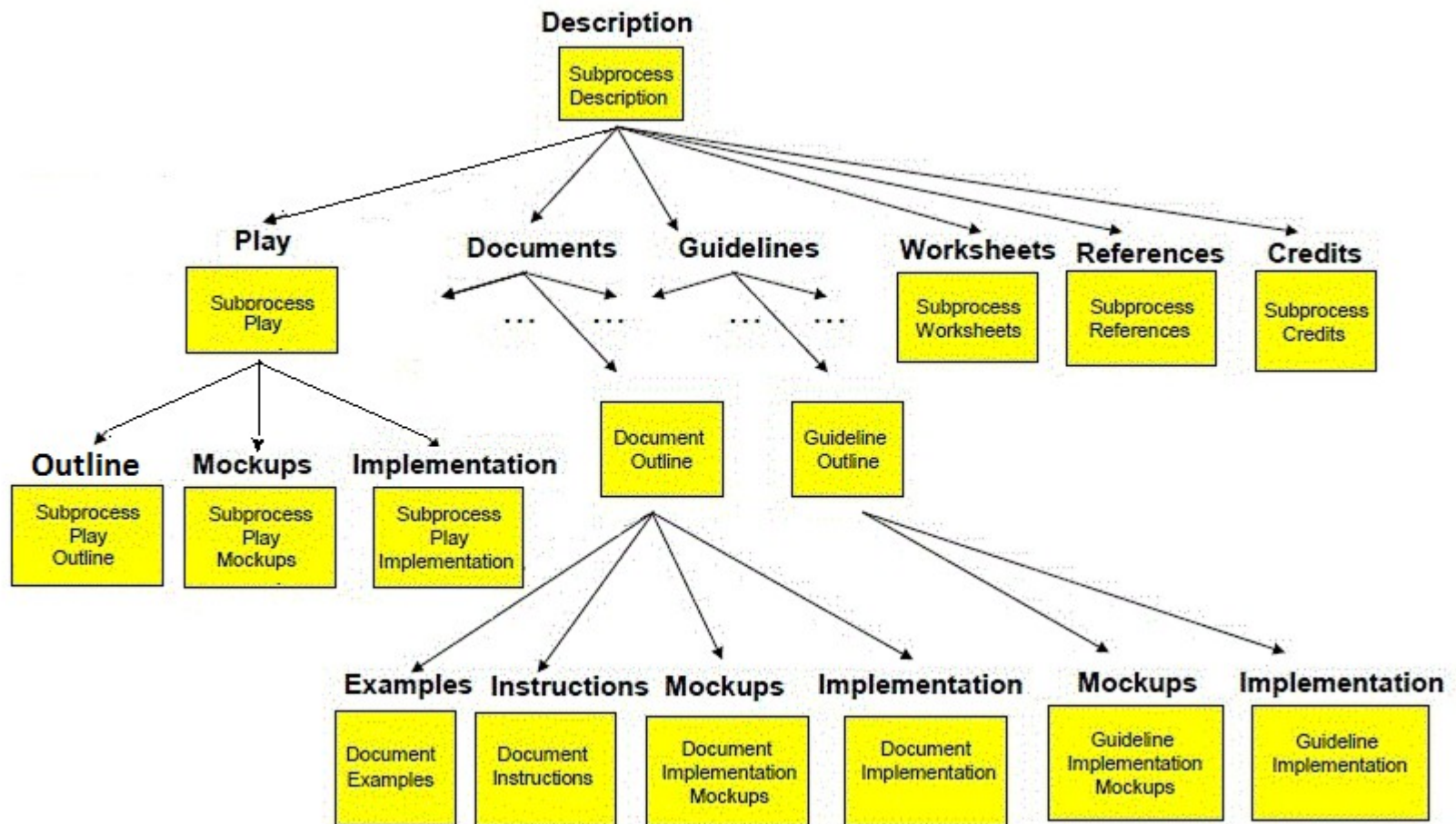
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Now: 54°F Tue: 58°F Wed: 63°F Thu: 61°F Fri: 62°F Sat: 66°F Sun: 65°F

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.

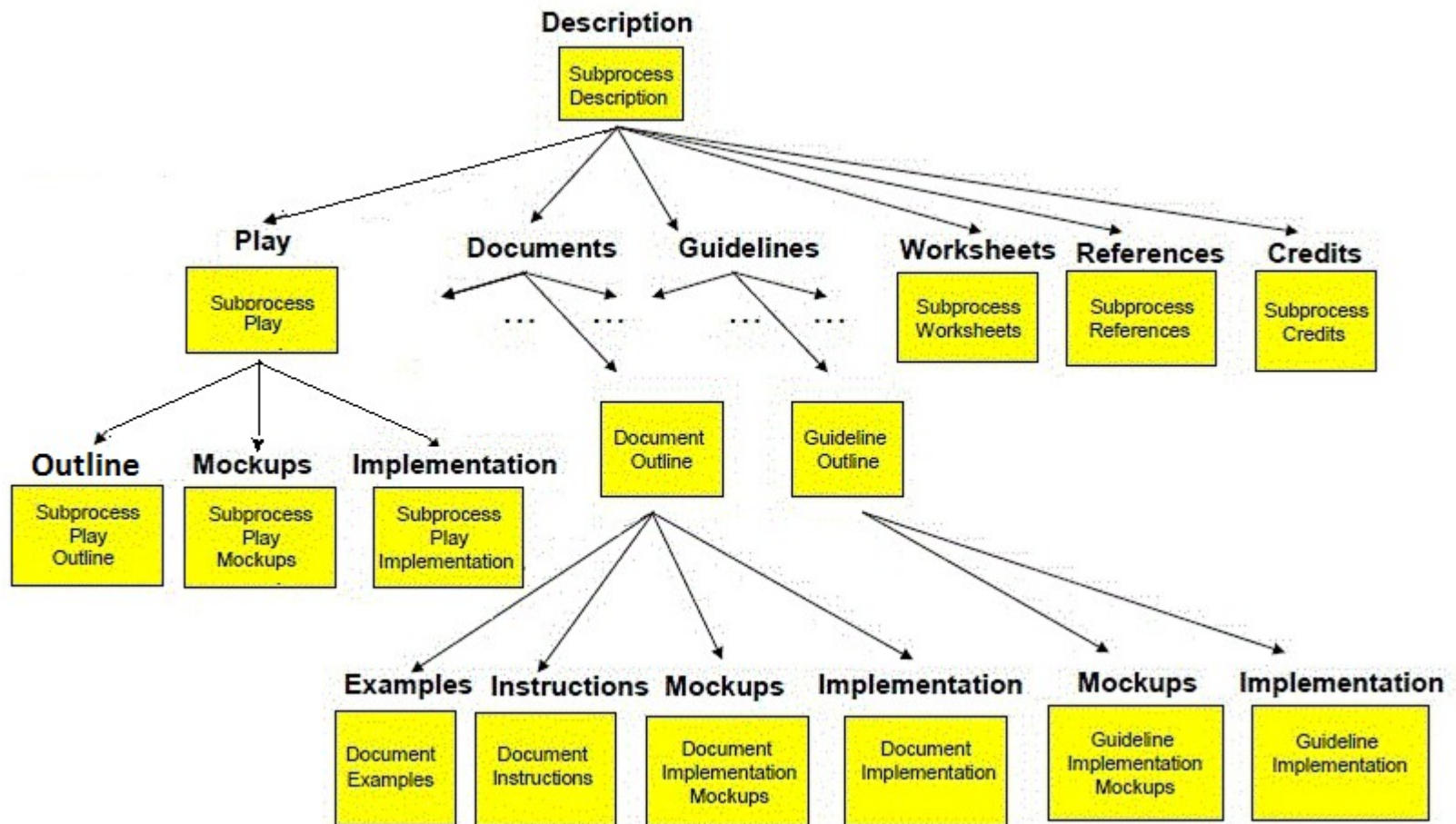
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Plays:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Documents:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, 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.

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

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

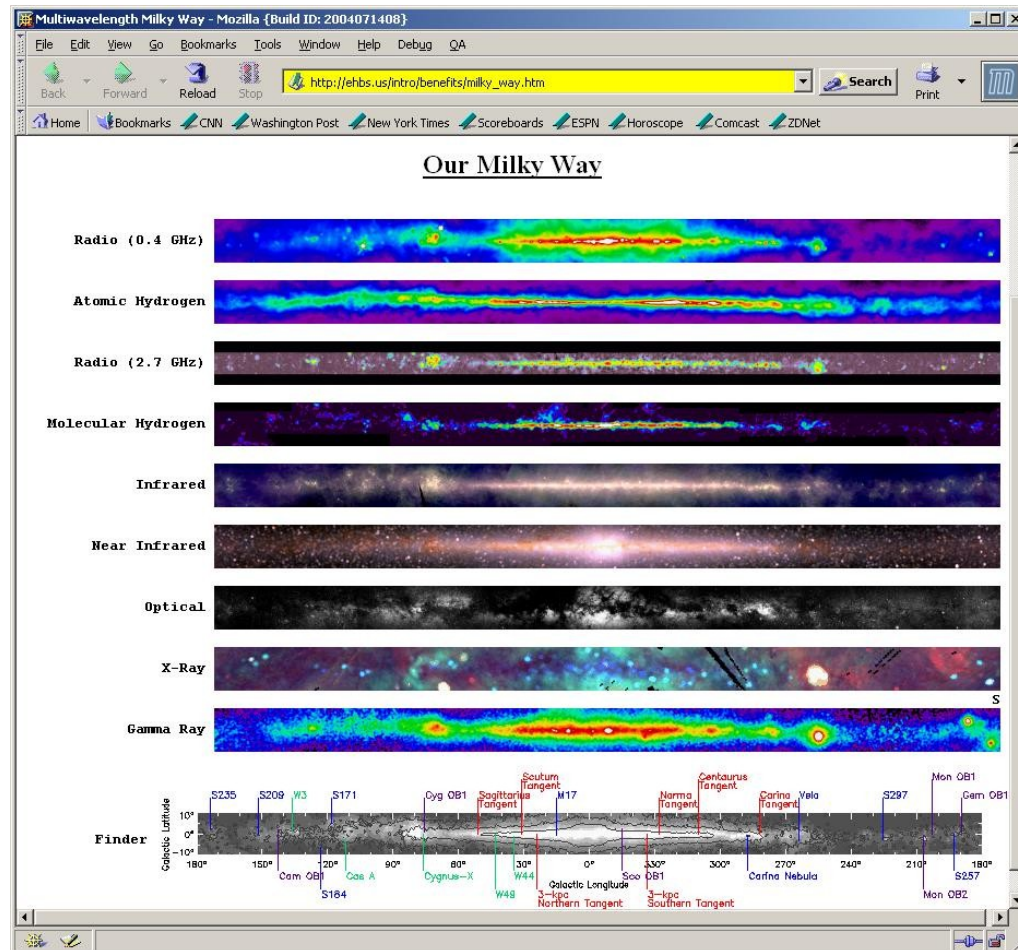
Some Applications

- [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, etc.

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



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



Complex Process Management Using Process Libraries and Electronic Handbooks

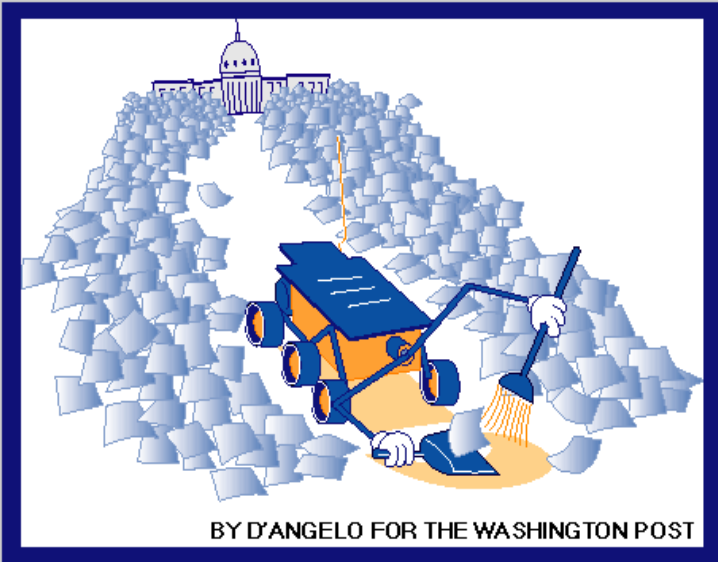
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