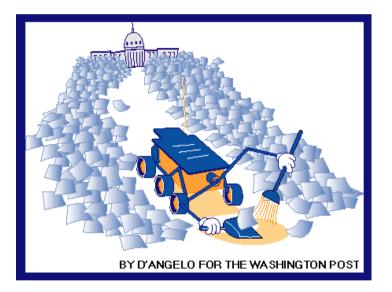
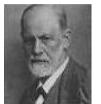
# NASA Data Center Consolidation Management Using Process Libraries and Electronic Handbooks

(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.

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| 4. Contracting Data Center Consolidations   |         |
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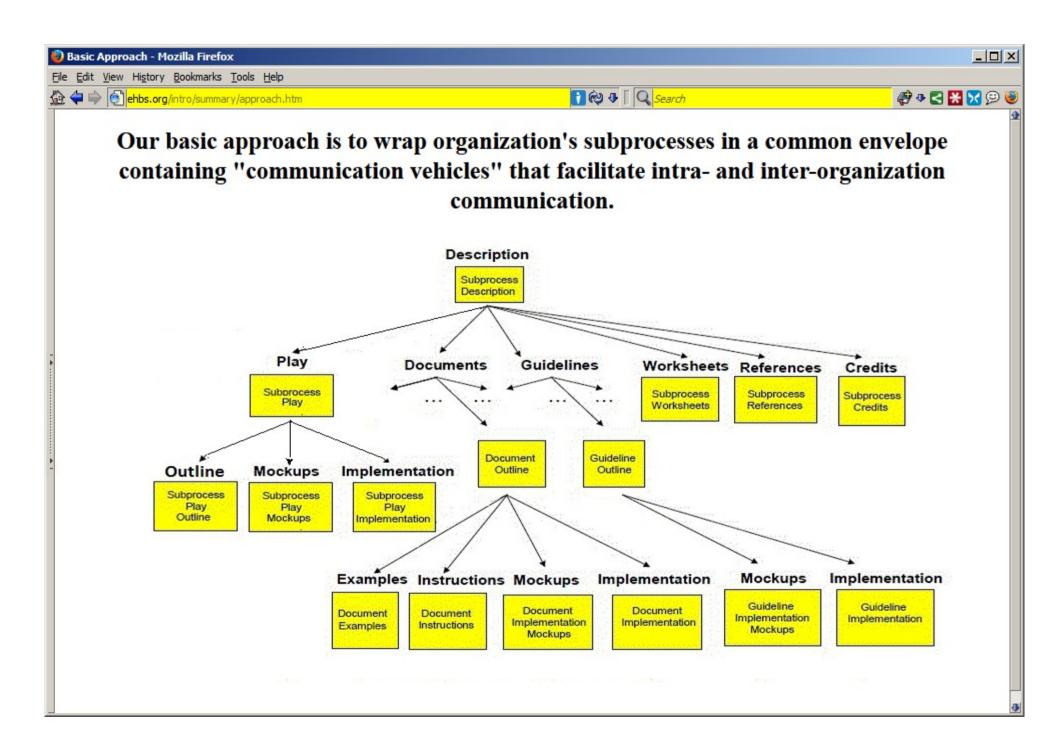
#### **Benefits**:

# - 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.



# **Descriptions summarize subprocesses.**

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| Planning Data Center Consolidations   | <u>•</u> |
| Table of Contents   |          |
| 1. <u>Overview</u><br>2. Play   |          |
| 3. Documents  |          |
| 4. Guidelines   |          |
| 5. Others   |          |
|   | -        |
| 1. Overview   |          |
| In this subprocess, we deal with the process of Planning. This is where Projects plan their Data Center Consolidations. |          |
| Organization: ORG   |          |
| <u>All-Files</u> . These are all the view files.<br><u>Benefits</u>   |          |
| 2. Play   |          |
| In this subprocess, the <u>play</u> is divided in several parts:  |          |
| 1. Administrative Tools. This is where participants utilize common operations.  |          |
| 2. Demonstrating Data Center Consolidations. This is where participants demonstrate mockups for potential customers.    | -        |
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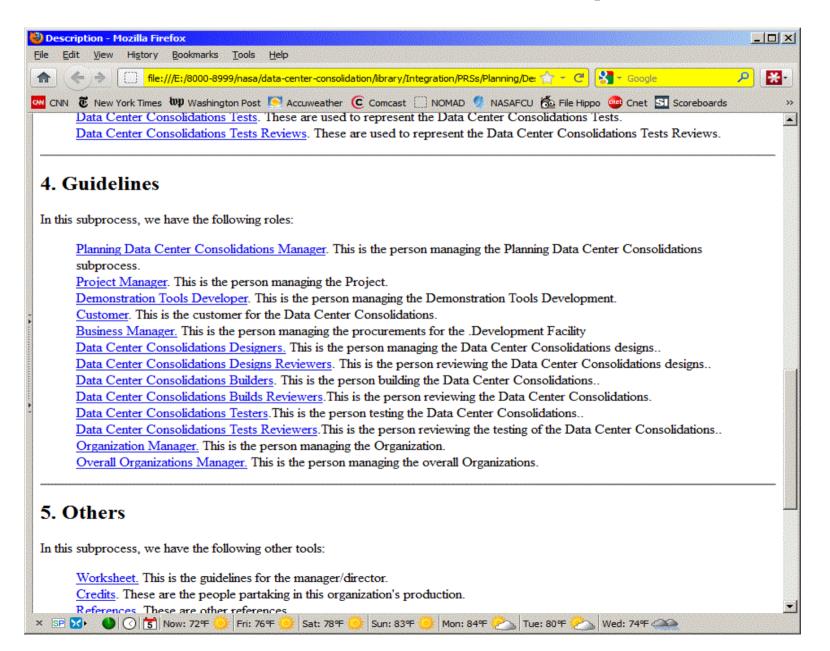
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| <ul> <li>4. Guidelines</li> <li>in this subprocess, we have the following roles:</li> <li><u>Planning Data Center Consolidations Manager</u>. This is the person managing the Planning Data Center Consolidations subprocess.</li> <li><u>Project Manager</u>. This is the person managing the Project.</li> <li><u>Demonstration Tools Developer</u>. This is the person managing the Demonstration Tools Development.</li> <li>Customer. This is the customer for the Data Center Consolidations</li> </ul>  |  |                  |
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| <u>Planning Data Center Consolidations Manager</u> . This is the person managing the Planning Data Center Consolidations<br>subprocess.<br><u>Project Manager</u> . This is the person managing the Project.<br><u>Demonstration Tools Developer</u> . This is the person managing the Demonstration Tools Development.<br>Customer. This is the customer for the Data Center Consolidations   | 4. Guidelines  |                  |
| subprocess.<br><u>Project Manager</u> . This is the person managing the Project.<br><u>Demonstration Tools Developer</u> . This is the person managing the Demonstration Tools Development.<br><u>Customer</u> . This is the customer for the Data Center Consolidations   | In this subprocess, we have the following roles:   |                  |
| <u>Project Manager</u> . This is the person managing the Project.<br><u>Demonstration Tools Developer</u> . This is the person managing the Demonstration Tools Development.<br><u>Customer</u> . This is the customer for the Data Center Consolidations  |  |                  |
| Demonstration Tools Developer. This is the person managing the Demonstration Tools Development.<br>Customer. This is the customer for the Data Center Consolidations   | -  |                  |
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### Guidelines describe user subprocesses.



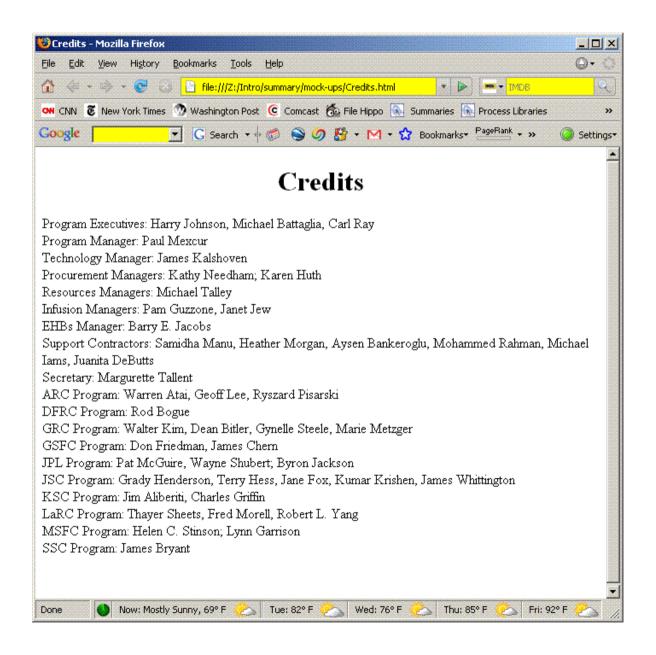
# Subprocess Worksheets facilitate subprocess manager communication with process developers and participants.

| 2               | 🕹 Worksheet - Mozilla Firefox  |  |   |                |                    |                    |                   |                             |                     | - 🗆 🗵                           |  |                             |             |          |          |                 |  |
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|                 |  |  |   |                |                    |                    |                   |                             |                     |                                 |  |                             |             |          |          |                 |  |
|                 |  |  |   | Sub            | proces             | ss Wor             | ksheet            |                             |                     |                                 |  |                             |             |          |          |                 |  |
| :               | Subprocess: Planning Data  | Center Consolidations  |   |                |                    |                    |                   |                             |                     |                                 |  |                             |             |          |          |                 |  |
| ]               | Purpose: The purpose of th   | is subprocess is to Plan Data Center Consolidations.                 |   |                |                    |                    |                   |                             |                     |                                 |  |                             |             |          |          |                 |  |
|                 | Organization: GSFC   |  |   |                |                    |                    |                   |                             |                     |                                 |  |                             |             |          |          |                 |  |
|                 | Related Links :<br>Other Views;  |  |   |                |                    |                    |                   |                             |                     |                                 |  |                             |             |          |          |                 |  |
|                 | integrated View;<br>integrations;  |  |   |                |                    |                    |                   |                             |                     |                                 |  |                             |             |          |          |                 |  |
|                 | Other Subprocesses;  |  |   |                |                    |                    |                   |                             |                     |                                 |  |                             |             |          |          |                 |  |
|                 | Process Library;<br>Update Library);   |  |   |                |                    |                    |                   |                             |                     |                                 |  |                             |             |          |          |                 |  |
| -               |  |  |   |                | Estimated          | Actual             |                   |                             | Documents           |                                 |  |                             |             |          |          |                 |  |
|                 | Task   | Purpose  |   |                | Completion<br>Date | Completion<br>Date | Document          | Instructions and<br>Samples | Document<br>Lead(s) | Estimated<br>Completion<br>Date | Actual<br>Completion<br>Date           | Document<br>Location(s)     |             |          |          |                 |  |
| manufacture & L | Administration   | The purpose of this task is to administer the design of<br>Datasets. | Task Lead,<br>Subtask Lead,<br>Subtask Member,<br>Reviewer,<br>Approval Official,<br>Project Manager,<br>Documents<br>Manager | James<br>Green | 07/23/07           | 08/23/07           | Document Library  | <u>Samples</u>              | James Green         | 06/23/07                        | 07/23/07                               | Library: NS2034             |             |          |          |                 |  |
|                 |  |  | Task Lead,<br>Subtask Lead,<br>Subtask Member.  |                |                    |                    | Planning Document | Instructions and<br>Samples | James Green         | 06/23/07                        | 07/23/07                               | Library: NS2034             |             |          |          |                 |  |
|                 | Planning   | The purpose of this task is to plan the design of Datasets.          | Reviewer,<br>Approval Official,<br>Project Manager,   | James<br>Green |                    |                    | 06/23/07          | 06/23/07                    |                     | 06/23/07                        | Draft Project Requirements<br>Document | Instructions and<br>Samples | James Green | 06/23/07 | 07/23/07 | Library: NS2034 |  |
|                 |  |  | Documents<br>Manager  |                |                    |                    | Project Plan      | Instructions and<br>Samples | James Green         | 06/23/07                        | 07/23/07                               | Library: NS2034             |             |          |          |                 |  |
| 10000000        |  |  | Task Lead,<br>Subtask Lead,   |                |                    |                    | Design Document   | Instructions and<br>Samples | James Green         | 06/23/07                        | 07/23/07                               | Library: NS2034             |             |          |          |                 |  |
|                 |  |  | Subtask Member,<br>Reviewer,  | James          |                    |                    | Project Plan      | Instructions and<br>Samples | James Green         | 06/23/07                        | 07/23/07                               | Library: NS2034             |             |          |          |                 |  |
|                 | Designing Datasets   | The purpose of this task is to design the Datasets.                  | Approval Official,<br>Project Manager,<br>Documents   | Green          | 07/23/07           | 078/23/07          | Review Forms      | Instructions and<br>Samples | James Green         | 06/23/07                        | 07/23/07                               | Library: NS2034             | -           |          |          |                 |  |
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### **References list other related resources.**

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| 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   |                               |                 |
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| Project Categorization  |                               |                 |
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## Credits acknowledge people's contributions.



# Tools that can be focused on during stagesby tool.

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|   | Tools To Focus On During Stages- By Tool.           |  |   |  |  |  |  |  |
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|   | Descriptions  | Learn,<br>Integrate,<br>Test,<br>Tesch,<br>Work Together | Learn,<br>Integrate Document: Using Role Guidelines/EHBs,<br>Test,<br>Teach,<br>Work Together |  |  |  |  |  |
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|   | Role<br>Guidelines/EHBs                             | Learn,<br>Integrate,<br>Teat,<br>Teach,<br>Work Together | Learn,<br>Integrate Document: Using Role Guidelines/EHBs,<br>Test,<br>Tesch,<br>Work Together |  |  |  |  |  |
|   | Subprocess<br>Worksheets                            | Learn,<br>Integrate,<br>Teat,<br>Teach,<br>Work Together | Learn,<br>Integrate Document: Using Role Guidelines/EHBs,<br>Test,<br>Tesch,<br>Work Together |  |  |  |  |  |
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# Tools that can be focused on during stagesby stage.

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|   | Stage            | Process Developer   | Process Participant   |         |
|   | Learn            | Descriptions,<br>Plays,<br>Documents,<br>Role Guidelines/EHBs,<br>Subprocess Worksheets,<br>References,<br>and Credits. | Descriptions,<br>Plays,<br>Documents,<br>Role Guidelines/EHBs,<br>Subprocess Worksheets,<br>References,<br>and Credits. |         |
|   | Integrate        | Descriptions,<br>Plays,<br>Documents,<br>Role Guidelines/EHBs,<br>Subprocess Worksheets,<br>References,<br>and Credits. | Documents Using Role Guidelines/EHBs.   |         |
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|   | Work<br>Together | Descriptions,<br>Plays,<br>Documents,<br>Role Guidelines/EHBs,<br>Subprocess Worksheets,<br>References,<br>and Credits. | Descriptions,<br>Plays,<br>Documents,<br>Role Guidelines/EHBs,<br>Subprocess Worksheets,<br>References,<br>and Credits. |         |

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#### **Overview of NASA Data Center Consolidations Process Library**

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The objective of this tool is to help NASA Data Center Consolidations Managers (and Staff) to *quickly learn* to build and manage Data Center Consolidations. We present our approach in five bullets.

- We focus on the documents that NASA Data Center Consolidations Managers prepare. These documents appear within various subprocesses (e.g., <u>1</u>) and within multiple organizations (e.g., <u>2</u>).
- For each subprocess, we create a directory of documents for that subprocess. (e.g.,  $\underline{1}, \underline{2}$ )
- 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., <u>1</u>, <u>2</u>)
- Sample documents have three levels of access: a) Unconditionally Distributable (e.g., <u>1</u>, <u>2</u>), b) Maintained In Organization Libraries (e.g., <u>1</u>, <u>2</u>), and c) Proprietary (e.g., <u>1</u>, <u>2</u>).
- Each organization gets worksheets for its own use. These worksheets also help add to the database as Managers go thru the subprocesses. (e.g., <u>1</u>, <u>2</u>)

For more information on the NASA Data Center Consolidations Process Library see: <u>paper</u>, <u>summary</u>, and <u>other process libraries</u>.



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#### **Overview of NASA Data Center Consolidations Process Library**

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For more information on the NASA Data Center Consolidations Process Library see: <u>paper</u>, <u>summary</u>, and <u>other process libraries</u>.

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

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| Ӱ Organizations Execute The Eight "Play Development" Stages - Mozilla Firefox |                              |           |
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**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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# People in organizations provide different views of the subprocesses.

View

View



Subprocess Documentor's View

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Subprocess Teacher's, Manager's, Implementor's and Participant's Views \_ D ×

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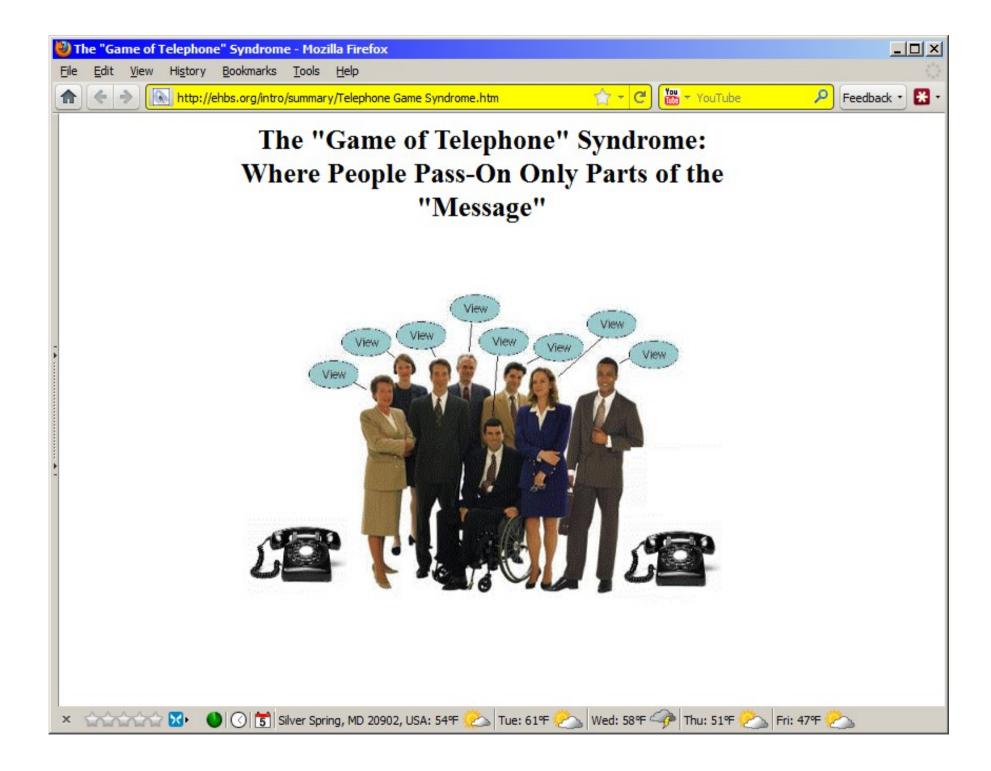
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#### Organizations generate Subprocess Life-Cycle\* Views

- 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.

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<sup>\*</sup> Also, called the "Universal Subprocess".



🥹 Overview of how editable and cost-saving model/documentation tools can solve problems. - Mozilla Firefox

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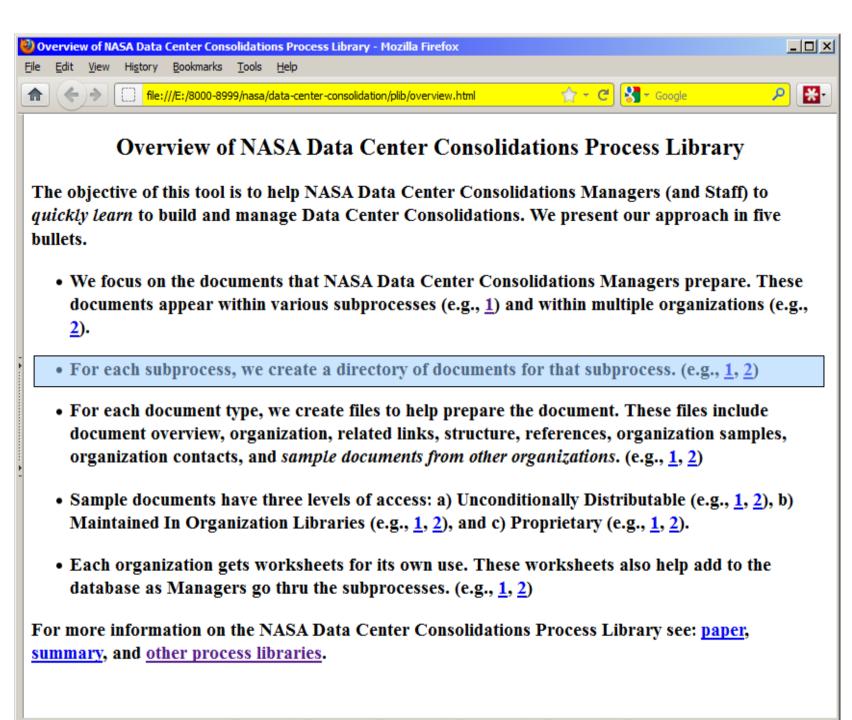
#### Overview of how editable and

#### cost-saving process documentation tools can solve problems.

| Problem  | Solution   |
|--|--|
| Develop Internet-based tools to support the paperless<br>documentation and management of complex distributed<br>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<br>Pass-On Only Parts of the "Message".                                     | Editable process documentation tools can be tailored to<br>layer below different people's views of the subprocess. |

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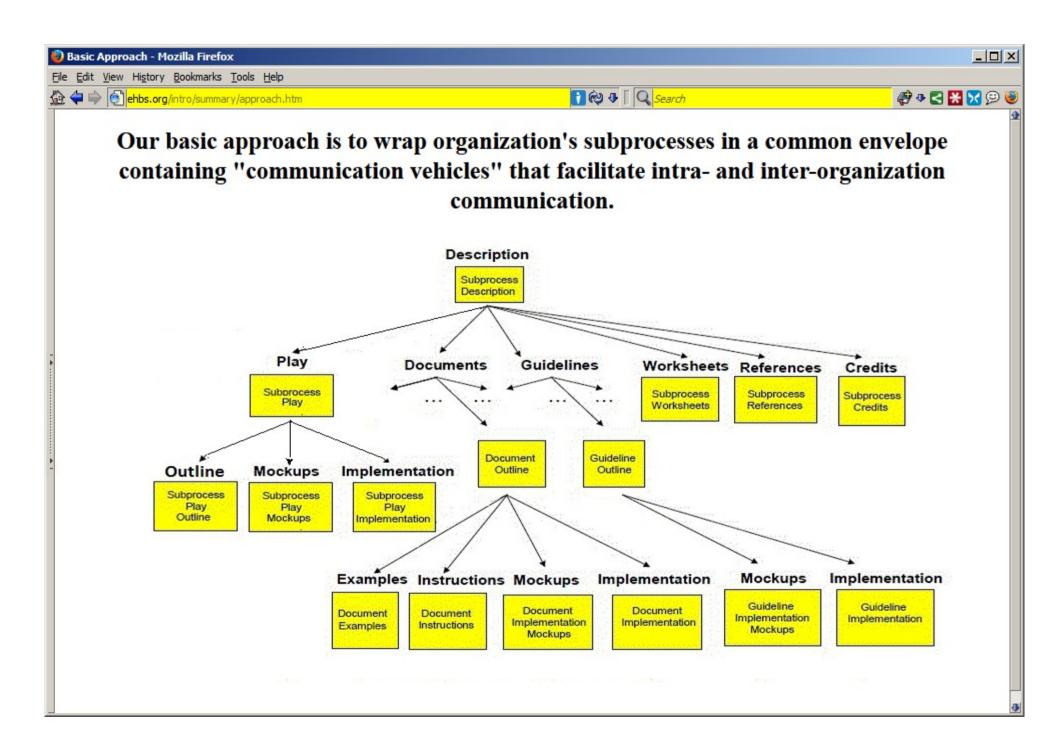
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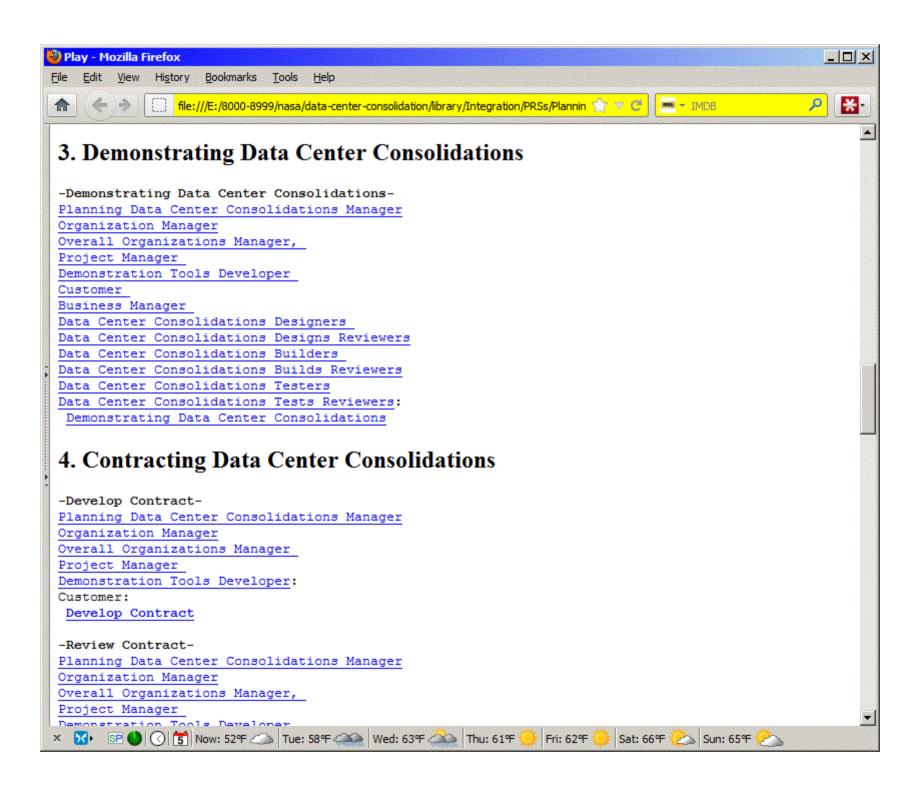
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| NASA Data Center Consolidations Process Library - Mozilla Firefox                  |  |                   |
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| NASA Data Center Consolidations Pr   | ocess Library  |                   |
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| Integrated Problems-Solutions Database   |  |                   |
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| Bogue, Rodney (rod.bogue@nasa.gov)  | Copy<br>Delete |
| GRC Data Center Consolidation Office-Planning Data Center Consolidation   | Update         |
| Kim, Walter S. (walter.s.kim@nasa.gov)  | Сору           |
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| Ray, Carl G. (carl.g.ray@nasa.gov)  | Copy           |
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| Schobel, Wayne R. (Wayne.R.Schobel@jpl.hasa.gov)  | Copy<br>Delete |
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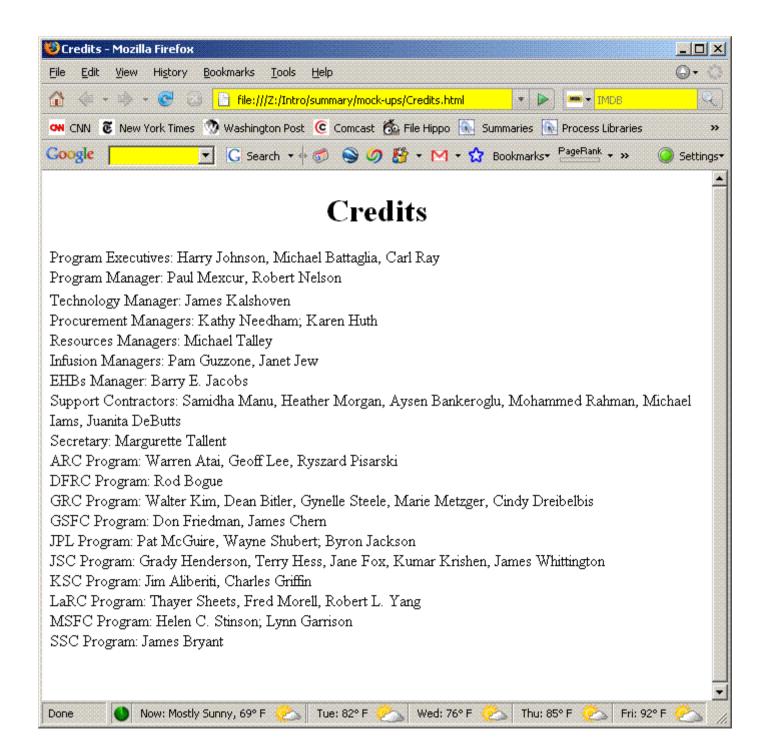
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| 4. Planning Data Center Consolidations. This is where participants design Data Center Consolidations .                 |       |
| 5. Implementing Data Center Consolidations. This is where participants implement Data Center Consolidations .          |       |
| 6. Testing Data Center Consolidations. This is where participants test Data Center Consolidations .                    |       |
| 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.  |       |
| Data Center Consolidations Contract. These are used to represent the Data Center Consolidations Contract.              |       |
| Process Library. These are used to represent the Process Library.  |       |
| Implementation Plans. These are used to represent the Implementation Plans.  |       |
| Data Center Consolidations Designs. These are used to represent the Data Center Consolidations Designs.                |       |
| Data Center Consolidations Designs Reviews. These are used to represent the Data Center Consolidations Designs Review. |       |
| Data Center Consolidations Builds. These are used to represent the Data Center Consolidations Builds.                  |       |
| Data Center Consolidations Builds Reviews. These are used to represent the Data Center Consolidations Builds Reviews.  |       |
| Data Center Consolidations Tests. These are used to represent the Data Center Consolidations Tests.                    |       |
| Data Center Consolidations Tests Reviews. These are used to represent the Data Center Consolidations Tests Reviews.    |       |
| 4. Guidelines In this subprocess, we have the following roles:   |       |
| Planning Data Center Consolidations Manager. This is the person managing the Planning Data Center Consolidations       |       |
| 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 Data Center Consolidations  | -     |
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# Subprocess Worksheets facilitate subprocess manager communication with process developers and participants.

| 2        | Worksheet - Mozill                       | a Firefox  |   |                                 |                                 |                                 |                    |                             |                                     |                                 |                              | J                       | - 🗆 🗵    |  |                             |             |          |          |                 |  |
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|          |  |  |   | Sub                             | proces                          | ss Wor                          | ksheet             |                             |                                     |                                 |                              |                         |          |  |                             |             |          |          |                 |  |
| :        | Subprocess: Planning Data                | Center Consolidations  |   |                                 |                                 |                                 |                    |                             |                                     |                                 |                              |                         |          |  |                             |             |          |          |                 |  |
| 1        | Purpose: The purpose of th               | is subprocess is to Plan Data Center Consolidations.                 |   |                                 |                                 |                                 |                    |                             |                                     |                                 |                              |                         |          |  |                             |             |          |          |                 |  |
|          | Organization: GSFC                       |  |   |                                 |                                 |                                 |                    |                             |                                     |                                 |                              |                         |          |  |                             |             |          |          |                 |  |
|          | Related Links :<br>Other Views;          |  |   |                                 |                                 |                                 |                    |                             |                                     |                                 |                              |                         |          |  |                             |             |          |          |                 |  |
|          | ntegrated View;                          |  |   |                                 |                                 |                                 |                    |                             |                                     |                                 |                              |                         |          |  |                             |             |          |          |                 |  |
|          | ntegrations;<br>Other Subprocesses;      |  |   |                                 |                                 |                                 |                    |                             |                                     |                                 |                              |                         |          |  |                             |             |          |          |                 |  |
|          | Process Library;<br>Update Library);     |  |   |                                 |                                 |                                 |                    |                             |                                     |                                 |                              |                         |          |  |                             |             |          |          |                 |  |
|          |  |  |   |                                 |                                 |                                 |                    |                             | Documents                           |                                 |                              |                         |          |  |                             |             |          |          |                 |  |
|          | Task                                     | Purpose  | Suggested Roles   | Task<br>Lead(s)                 | Estimated<br>Completion<br>Date | Actual<br>Completion<br>Date    | Document           | Instructions and<br>Samples | Document<br>Lead(s)                 | Estimated<br>Completion<br>Date | Actual<br>Completion<br>Date | Document<br>Location(s) |          |  |                             |             |          |          |                 |  |
|          | Administration                           | The purpose of this task is to administer the design of<br>Datasets. | Task Lead,<br>Subtask Lead,<br>Subtask Member,<br>Reviewer,<br>Approval Official,<br>Project Manager,<br>Documents<br>Manager | James<br>Green                  | 07/23/07                        | 08/23/07                        | Document Library   | <u>Samples</u>              | James Green                         | 06/23/07                        | 07/23/07                     | Library: NS2034         |          |  |                             |             |          |          |                 |  |
|          |  |  | Task Lead,<br>Subtask Lead,   |                                 |                                 |                                 | Planning Document  | Instructions and<br>Samples | James Green                         | 06/23/07                        | 07/23/07                     | Library: NS2034         |          |  |                             |             |          |          |                 |  |
|          | Planning                                 | The purpose of this task is to plan the design of Datasets.          | Reviewer, Jam<br>Approval Official, Gree  | Reviewer,<br>Approval Official, | Reviewer,<br>Approval Official, | Reviewer,<br>Approval Official, | Approval Official, | James<br>Green              | viewer, James<br>al Official, Green |                                 |                              | 06/23/07                | 06/23/07 | Draft Project Requirements<br>Document | Instructions and<br>Samples | James Green | 06/23/07 | 07/23/07 | Library: NS2034 |  |
|          |  |  | Project Manager,<br>Documents<br>Manager  |                                 |                                 |                                 | Project Plan       | Instructions and<br>Samples | James Green                         | 06/23/07                        | 07/23/07                     | Library: NS2034         |          |  |                             |             |          |          |                 |  |
| 10000000 |  |  | Task Lead,<br>Subtask Lead,   |                                 |                                 |                                 | Design Document    | Instructions and<br>Samples | James Green                         | 06/23/07                        | 07/23/07                     | Library: NS2034         |          |  |                             |             |          |          |                 |  |
|          |  |  | Subtask Member,<br>Reviewer,  | James                           |                                 |                                 | Project Plan       | Instructions and<br>Samples | James Green                         | 06/23/07                        | 07/23/07                     | Library: NS2034         |          |  |                             |             |          |          |                 |  |
|          | Designing Datasets                       | The purpose of this task is to design the Datasets.                  | Approval Official,<br>Project Manager,<br>Documents   | Green                           | 07/23/07                        | 078/23/07                       | Review Forms       | Instructions and<br>Samples | James Green                         | 06/23/07                        | 07/23/07                     | Library: NS2034         | -        |  |                             |             |          |          |                 |  |
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| <u>"NASA Sets Sights on a 'Paperless' Planet"- Washington Post</u><br>(Federal Page)  |                         |
| <u>"Justice Department to Use Internet to Help Protect Officers"- USDOJ Press Release</u><br>(Photograph)                     |                         |
| "Over 19,500 Applications Received For Firefighters Grant Program" - USFA Press Release                                       |                         |
| <u>"Contract Cybernauts"- Government Executive</u>  |                         |
| <u>"NASA's Electronic Handbooks Offer Paper-Free Management"- Federal Computer Week</u>                                       |                         |
| "Bulletproof Vests System Wins FGIPC's 1999 GOLD IOSS AWARD"- FGIPC's Press Release   |                         |
| "NASA E-Commerce Solution Gains Attention" - Washington Technology  |                         |
| "Department of Justice Invests In Goddard Technology"- Goddard News   |                         |
| "Utilizing NASA Electronic Handbooks"- NASA Science Information Systems Newsletter  |                         |
| <u>"NASA Tames a Paper Beast"- NASA Tech Briefs</u>   |                         |
| "Time and Cost Savings Result From Internet Software Tool Developed For Electronic Process Management"- NASA/GS               | FC Press Release        |
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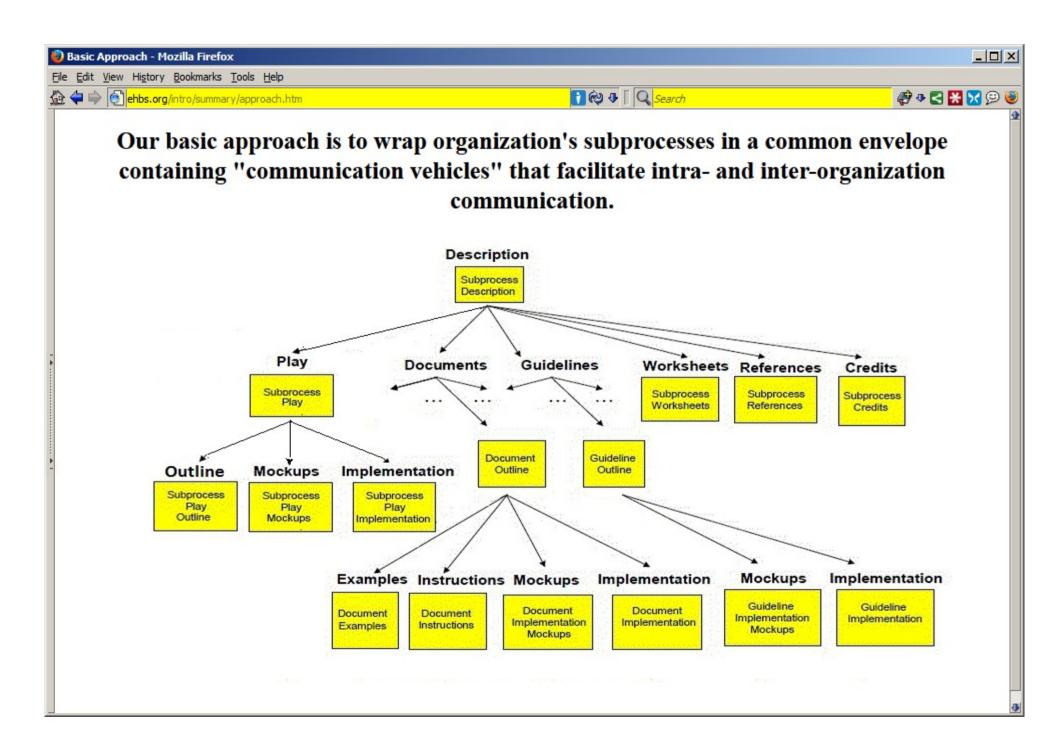


# Tools that can be focused on during stagesby tool.

| Tools To Focus On During Stages Mozilla             | Firefox                  |  |   |               |
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|   | Te                       | ools To Focus On Durin                                   | g Stages- By Tool.  | a             |
|   | Tool                     | Process Developer  | Process Participant   |               |
|   | Descriptions             | Learn,<br>Integrate,<br>Test,<br>Tesch,<br>Work Together | Learn,<br>Integrate Document: Using Role Guidelines/EHBs,<br>Test,<br>Teach,<br>Work Together |               |
|   | Plays                    | Learn,<br>Integrate,<br>Test,<br>Teach,<br>Work Together | Learn,<br>Integrate Documents Using Role Guidelines/EHBs,<br>Test,<br>Tesch,<br>Work Together |               |
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|   | Subprocess<br>Worksheets | Learn,<br>Integrate,<br>Test,<br>Tesch,<br>Work Together | Learn,<br>Integrate Document: Using Role Guidelines/EHBs,<br>Test,<br>Teach,<br>Work Together |               |
|   | References               | Learn,<br>Integrate,<br>Test,<br>Teach,<br>Work Together | Learn,<br>Integrate Document: Using Role Guidelines/EHBs,<br>Test,<br>Tesch,<br>Work Together |               |
|   | Credits                  | Learn,<br>Integrate,<br>Test,<br>Tesch,<br>Work Together | Learn,<br>Integrate Documents Using Role Guidelines/EHBs,<br>Test,<br>Tesch,<br>Work Together |               |

# Tools that can be focused on during stagesby stage.

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|---|------------------|---|---|---------|--|--|
| , —,  |                  | Tools To Focus On During Stages- By Stage.  |   |         |  |  |
|   | Stage            | Process Developer   | Process Participant   |         |  |  |
|   | Learn            | Descriptions,<br>Plays,<br>Documents,<br>Role Guidelines/EHBs,<br>Subprocess Worksheets,<br>References,<br>and Credits. | Descriptions,<br>Plays,<br>Documents,<br>Role Guidelines/EHBs,<br>Subprocess Worksheets,<br>References,<br>and Credits. |         |  |  |
|   | Integrate        | Descriptions,<br>Plays,<br>Documents,<br>Role Guidelines/EHBs,<br>Subprocess Worksheets,<br>References,<br>and Credits. | Documents Using Role Guidelines/EHBs.   |         |  |  |
|   | Test             | Descriptions,<br>Plays,<br>Documents,<br>Role Guidelines/EHBs,<br>Subprocess Worksbeets,<br>References,<br>and Credits. | Descriptions,<br>Plays,<br>Documents,<br>Role Guidelines/EHBs,<br>Subprocess Worksheets,<br>References,<br>and Credits. |         |  |  |
|   | Teach            | Descriptions,<br>Plays,<br>Documents,<br>Role Guidelines/EHBs,<br>Subprocess Worksheets,<br>References,<br>and Credits. | Descriptions,<br>Plays,<br>Documents,<br>Role Guidelines/EHBs,<br>Subprocess Worksheets,<br>References,<br>and Credits. |         |  |  |
|   | Work<br>Together | Descriptions,<br>Plays,<br>Documents,<br>Role Guidelines/EHBs,<br>Subprocess Worksheets,<br>References,<br>and Credits. | Descriptions,<br>Plays,<br>Documents,<br>Role Guidelines/EHBs,<br>Subprocess Worksheets,<br>References,<br>and Credits. |         |  |  |



Shakespeare Meets Freud - Mozilla Firefox 4.0 Beta 3

Help

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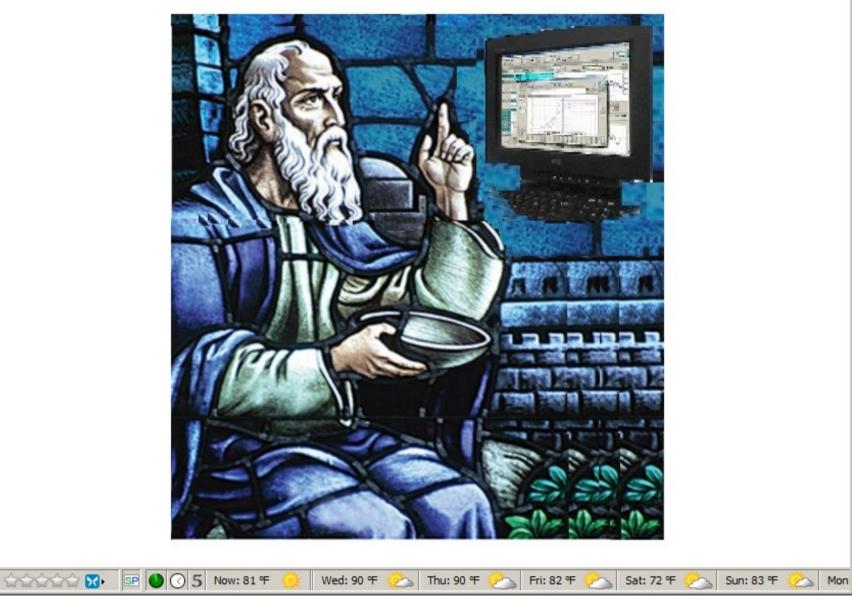
Process Libraries (PLs) and Electronic Handbooks (EHBs) are where Shakespeare meets Freud

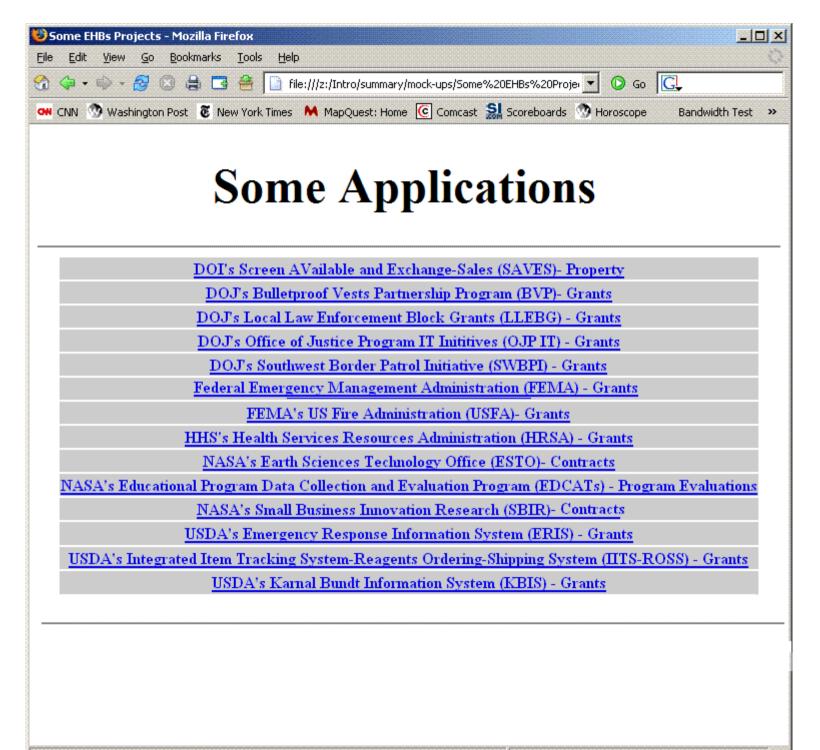


- In Process Libraries (PLs), subprocesses are represented as "plays" where "actors" communicate thru the Internet. Each organization puts on its own "productions". For each role, Electronic Handbooks (EHBs) (also called Guidelines) guide "actors" thru their parts. Managers are "directors" using Worksheets 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]

| 🥹 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





😓 Subprocess Life-Cycle Views that are supported. \* - Mozilla Firefox

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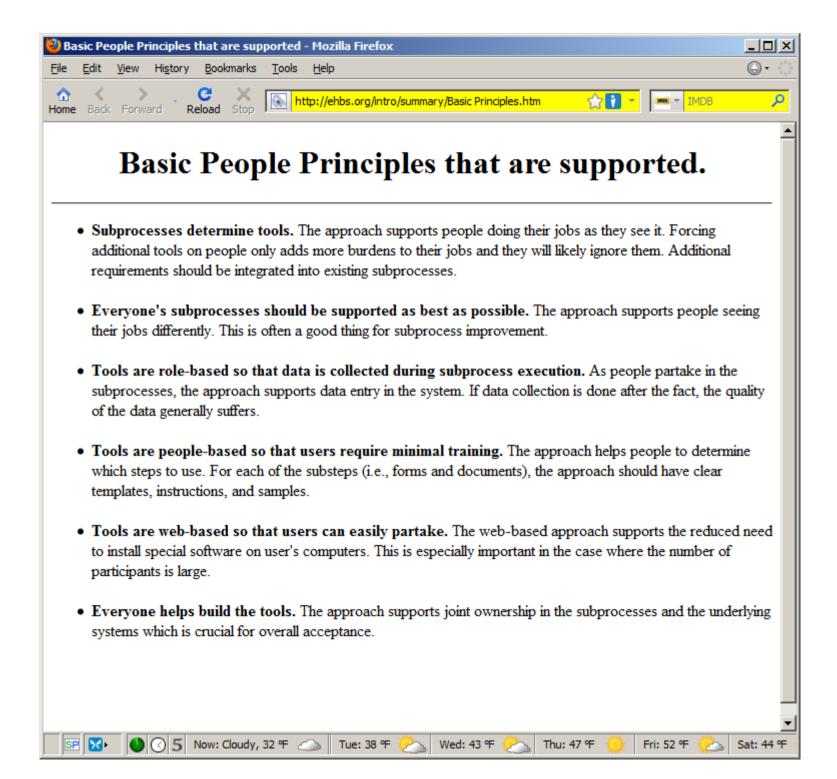
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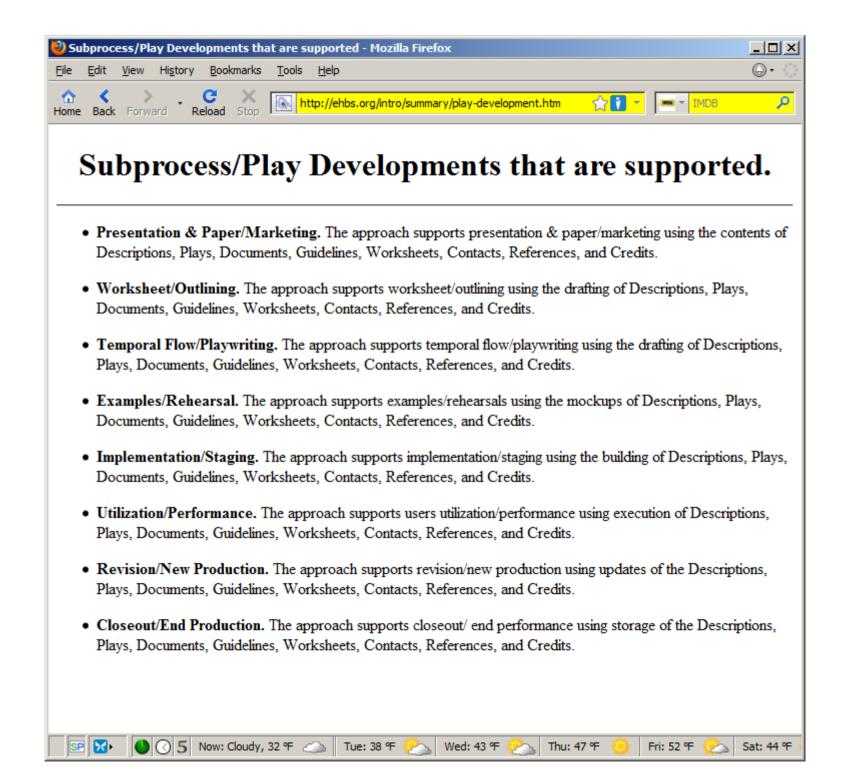
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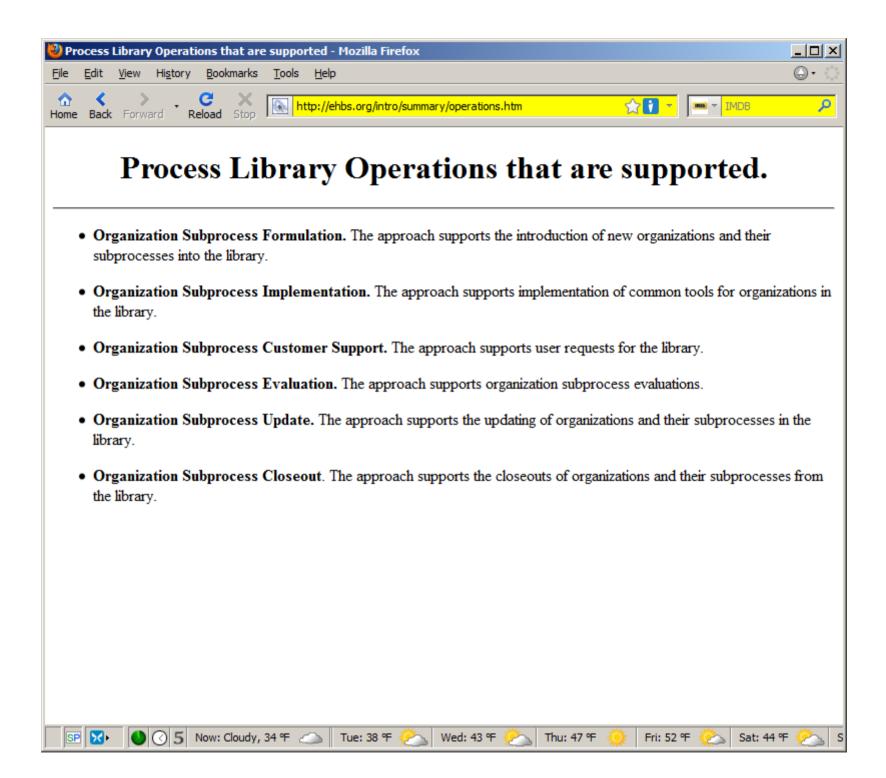
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#### Subprocess Life-Cycle Views that are supported.

- 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.









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### **Overview of NASA Data Center Consolidations Process Library**

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The objective of this tool is to help NASA Data Center Consolidations Managers (and Staff) to *quickly learn* to build and manage Data Center Consolidations. We present our approach in five bullets.

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- Sample documents have three levels of access: a) Unconditionally Distributable (e.g., <u>1</u>, <u>2</u>), b) Maintained In Organization Libraries (e.g., <u>1</u>, <u>2</u>), and c) Proprietary (e.g., <u>1</u>, <u>2</u>).
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For more information on the NASA Data Center Consolidations Process Library see: <u>paper</u>, <u>summary</u>, and <u>other process libraries</u>.



**Planning Data Center Consolidation** 

## **Data Center Consolidation Designs**

Document

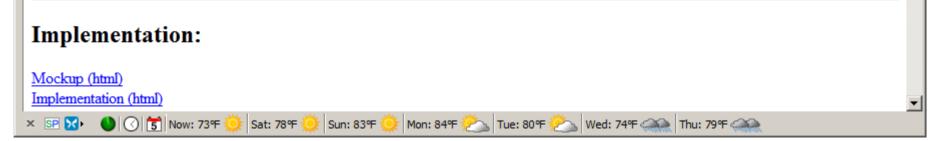
#### Overview

The purpose of Data Center Consolidation Handlings Designs is to provide Data Center Consolidation Handlings Designs documents for the Planning Data Center Consolidation Handlings subprocess.

Organization: ORG

### Document

Template (doc) Example(s) (html) Instructions (html)



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| Classification   | Product Realization Subprocesses    |  |  |  |  |  |  |  |
| Subprocess       | Planning Data Center Consolidations |  |  |  |  |  |  |  |
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| Title            | Advisor                             |  |  |  |  |  |  |  |
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| Date Created     | 03-MAY-2005                         |  |  |  |  |  |  |  |
| Date Updated     | 18-MAY-2005                         |  |  |  |  |  |  |  |

|                                       | Samples From Views  |
|---------------------------------------|---|
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| Fetch - (Size: 10 KB)                 | Date Updated: 23-Jun-2005                                     |
| DFRC Data Center Consolidation Office | Date Created: 23-Jun-2005                                     |
| Fetch - (Size: 10 KB)                 | Date Updated: 23-Jun-2005                                     |
| GRC Data Center Consolidation Office  | Date Created: 23-Jun-2005                                     |
| Fetch - (Size: 10 KB)                 | Date Updated: 23-Jun-2005                                     |
| GSFC Data Center Consolidation Office | Date Created: 23-Jun-2005                                     |
| Fetch - (Size: 10 KB)                 | Date Updated: 23-Jun-2005                                     |
| HQ Data Center Consolidation Office   | Date Created: 23-Jun-2005                                     |
| Fetch - (Size: 10 KB)                 | Date Updated: 23-Jun-2005                                     |
| JPL Data Center Consolidation Office  | Date Created: 23-Jun-2005                                     |
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### **Overview of NASA Data Center Consolidations Process Library**

The objective of this tool is to help NASA Data Center Consolidations Managers (and Staff) to *quickly learn* to build and manage Data Center Consolidations. We present our approach in five bullets.

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 Sample documents have three levels of access: a) Unconditionally Distributable (e.g., <u>1</u>, <u>2</u>), b) Maintained In Organization Libraries (e.g., <u>1</u>, <u>2</u>), and c) Proprietary (e.g., <u>1</u>, <u>2</u>).

• Each organization gets worksheets for its own use. These worksheets also help add to the database as Managers go thru the subprocesses. (e.g., <u>1</u>, <u>2</u>)

For more information on the NASA Data Center Consolidations Process Library see: <u>paper</u>, <u>summary</u>, and <u>other process libraries</u>.

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### 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.

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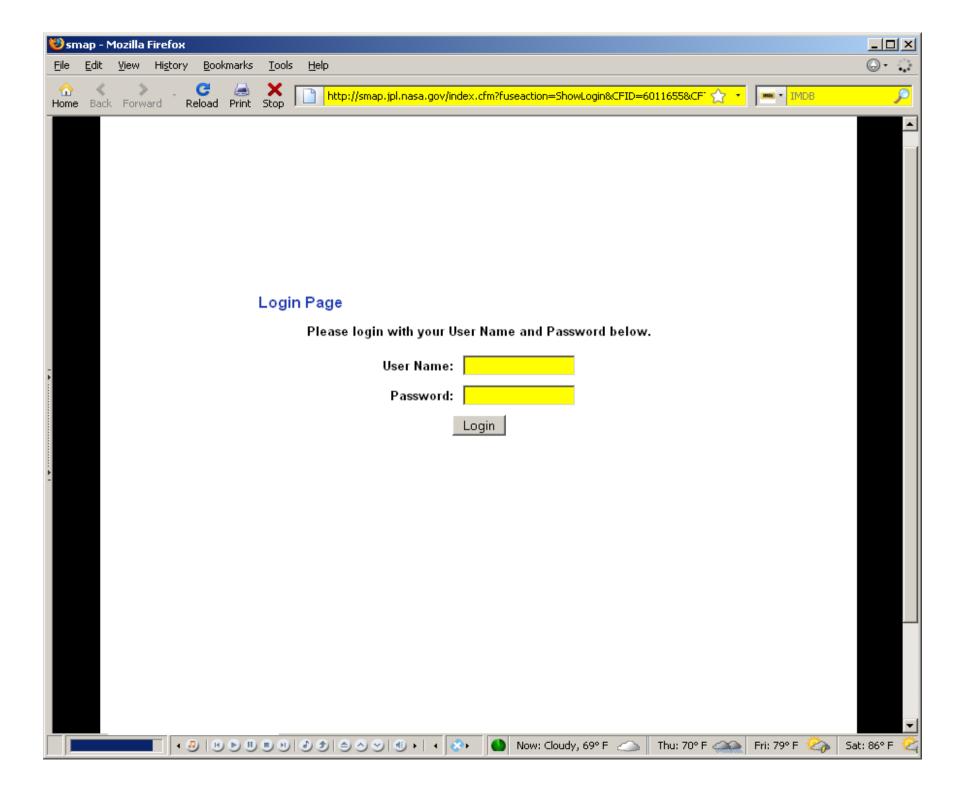
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×  $(\mathbf{\Sigma})$ 1 / 44 -47.5% Ŧ Ŧ Tools Comment NASA Data Center Consolidation Management Using Process Libraries and Electronic Handbooks (Where Shakespeare Meets Freud) Dr. Barry E. Jacobs Code 690.1 NASA Goddard Space Flight Center Greenbelt, MD 20771, USA barry.e.jacobs@nasa.gov 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 Figure 1(a). Subprocesses and Figure 2(b). Subprocesses in a common envelope. 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 National Aeronautics and Space Administration (NASA) Data Center Consolidation. NASA Data Center Consolidation is a key ingredient of NASA Flight Projects which are the heart of NASA. 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. 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. 1. Problems We discuss here some of the problems that are intrinsic to the management of complex distributed processes. First, complex distributed processes tend to have lots of related subprocesses. For example, Figure 1(a) shows some of the subprocesses of NASA Data Center Consolidation. Notice that we organize the subprocesses into five categories: Product Realization, Product Distribution, Support, Improvement, and Common. Second, for each subprocess, we tend to have multiple organizations, each having their own view of the subprocesses. Some of these views may be proprietary. For example, Figure 1(b) shows some of the organizations participating in the NASA Data Center Consolidation. In addition, there are also

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### **Overview of NASA Data Center Consolidations Process Library**

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| Subprocess Worksheet   |                                      | <b></b> |

Subprocess: Planning Data Center Consolidations

Purpose: The purpose of this subprocess is to Plan Data Center Consolidations.

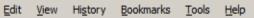
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Related Links : Other Views; Integrated View; Integrations; Other Subprocesses; Process Library; (Update Library);

| ſ |                    |  |   | Estimated      | Actual<br>Completion<br>Date | Documents          |  |  |                     |                                 |                              |                         |
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|   | Task               | Purpose  | Suggested Roles Lead(s)   |                |                              | Completion<br>Date | Document                               | Instructions and<br>Samples                  | Document<br>Lead(s) | Estimated<br>Completion<br>Date | Actual<br>Completion<br>Date | Document<br>Location(s) |
|   | Administration     | The purpose of this task is to administer the design of<br>Datasets. | Task Lead,<br>Subtask Lead,<br>Subtask Member,<br>Reviewer,<br>Approval Official,<br>Project Manager,<br>Documents<br>Manager | James<br>Green | 07/23/07                     | 08/23/07           | Document Library                       | <u>Samples</u>                               | James Green         | 06/23/07                        | 07/23/07                     | Library: NS2034         |
|   |                    |  | Task Lead,<br>Subtask Lead,   |                |                              |                    | Planning Document                      | Instructions and<br>Samples                  | James Green         | 06/23/07                        | 07/23/07                     | Library: NS2034         |
|   | Planning           | The purpose of this task is to plan the design of Datasets.          |   | James<br>Green | 06/23/07                     | 06/23/07           | Draft Project Requirements<br>Document | Instructions and<br>Samples                  | James Green         | 06/23/07                        | 07/23/07                     | Library: NS2034         |
|   |                    |  |   |                |                              |                    | Project Plan                           | Instructions and<br>Samples                  | James Green         | 06/23/07                        | 07/23/07                     | Library: NS2034         |
|   |                    |  | Task Lead,<br>Subtask Lead,   |                |                              |                    | Design Document                        | Instructions and<br>Samples                  | James Green         | 06/23/07                        | 07/23/07                     | Library: NS2034         |
|   | Designing Detects  | The summer of this tests is to design the Detector                   | Subtask Member,<br>Reviewer,  | James          | 07/23/07                     | 078/23/07          | Project Plan                           | Instructions and<br>Samples                  | James Green         | 06/23/07                        | 07/23/07                     | Library: NS2034         |
|   | Designing Datasets | The purpose of this task is to design the Datasets.                  | Approval Official,<br>Project Manager,<br>Documents   | Green          | 01/23/07                     | 0/8/25/07          | Review Forms                           | ns <u>Instructions and</u><br><u>Samples</u> | James Green         | 06/23/07                        | 07/23/07                     | Library: NS2034         |
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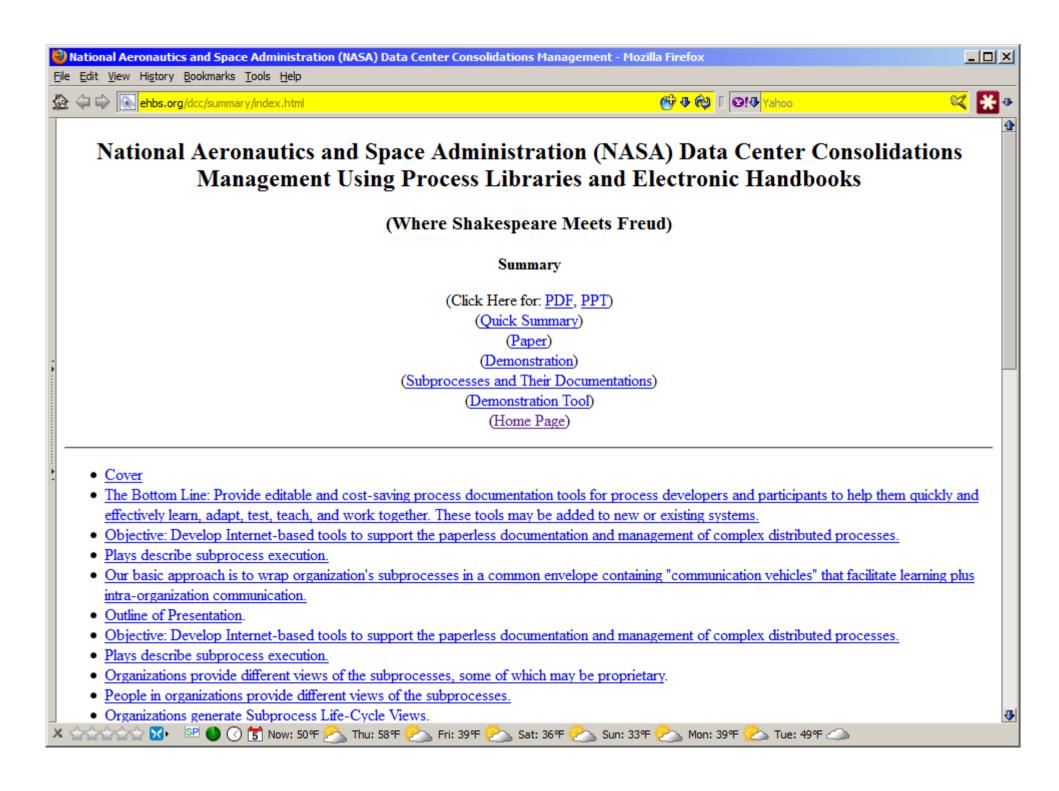
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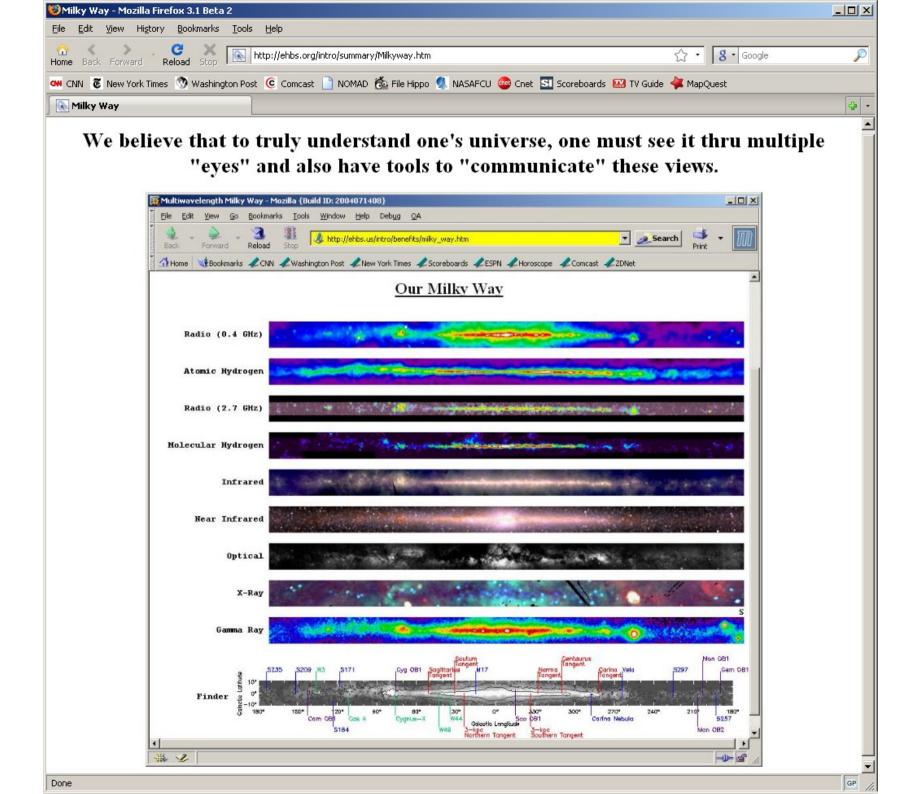
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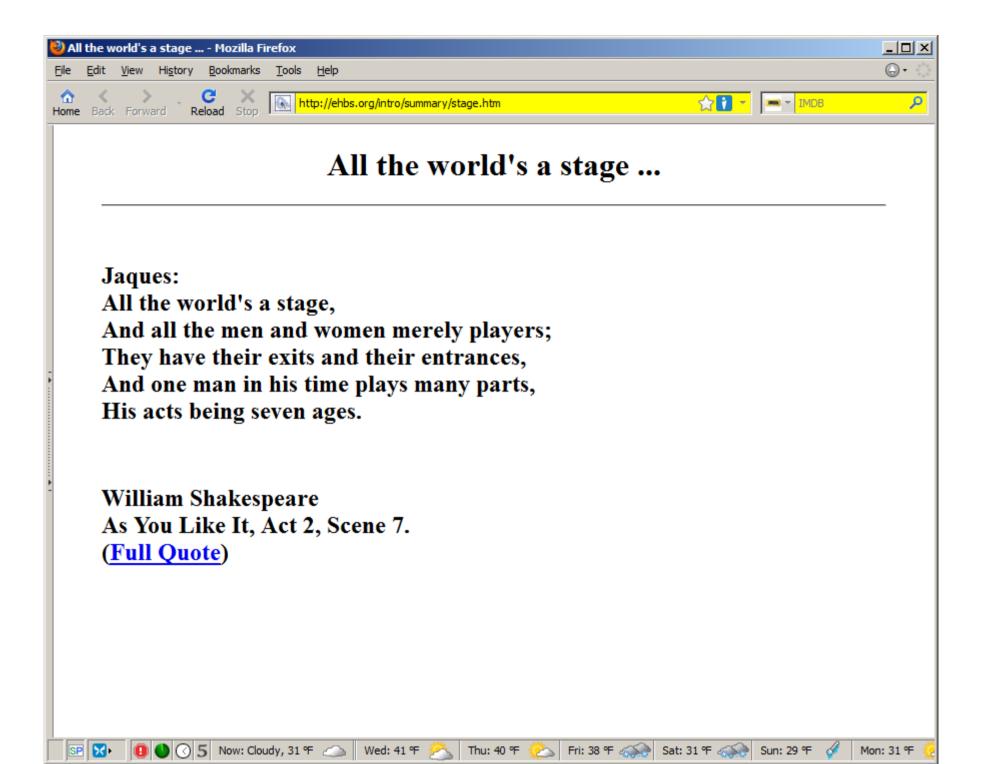
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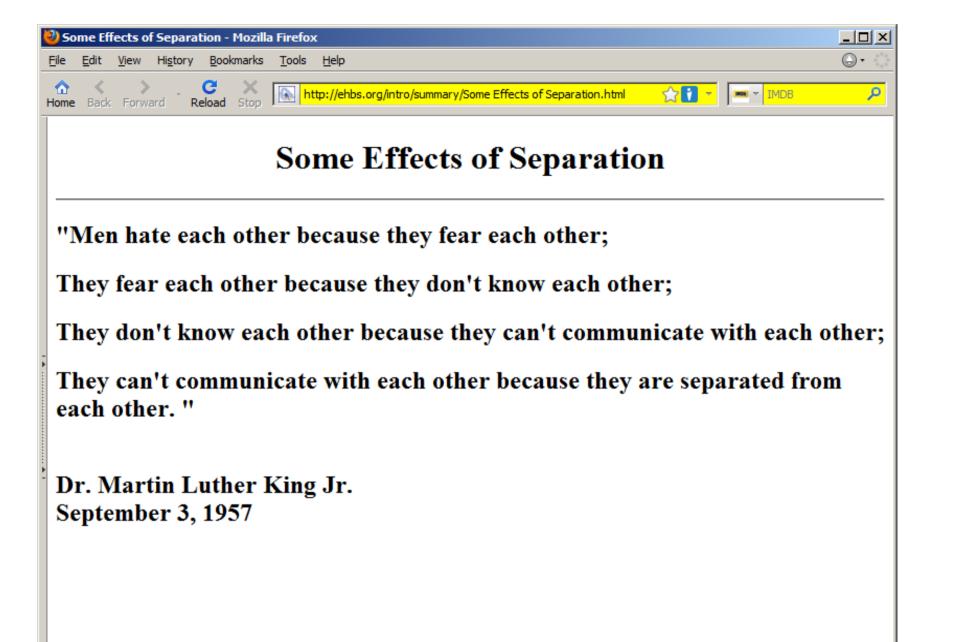
×  $(\mathbf{\Sigma})$ 1 / 44 -47.5% Ŧ Ŧ Tools Comment NASA Data Center Consolidation Management Using Process Libraries and Electronic Handbooks (Where Shakespeare Meets Freud) Dr. Barry E. Jacobs Code 690.1 NASA Goddard Space Flight Center Greenbelt, MD 20771, USA barry.e.jacobs@nasa.gov The Bottom 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 Figure 1(a). Subprocesses and Figure 2(b). Subprocesses in a common envelope. 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 National Aeronautics and Space Administration (NASA) Data Center Consolidation. NASA Data Center Consolidation is a key ingredient of NASA Flight Projects which are the heart of NASA. 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. 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. 1. Problems We discuss here some of the problems that are intrinsic to the management of complex distributed processes. First, complex distributed processes tend to have lots of related subprocesses. For example, Figure 1(a) shows some of the subprocesses of NASA Data Center Consolidation. Notice that we organize the subprocesses into five categories: Product Realization, Product Distribution, Support, Improvement, and Common. Second, for each subprocess, we tend to have multiple organizations, each having their own view of the subprocesses. Some of these views may be proprietary. For example, Figure 1(b) shows some of the organizations participating in the NASA Data Center Consolidation. In addition, there are also

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