NASA Data Center Consolidation Management Using Process Libraries and Electronic Handbooks



(Where Shakespeare Meets Freud)



Quick Summary



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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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Benefits:

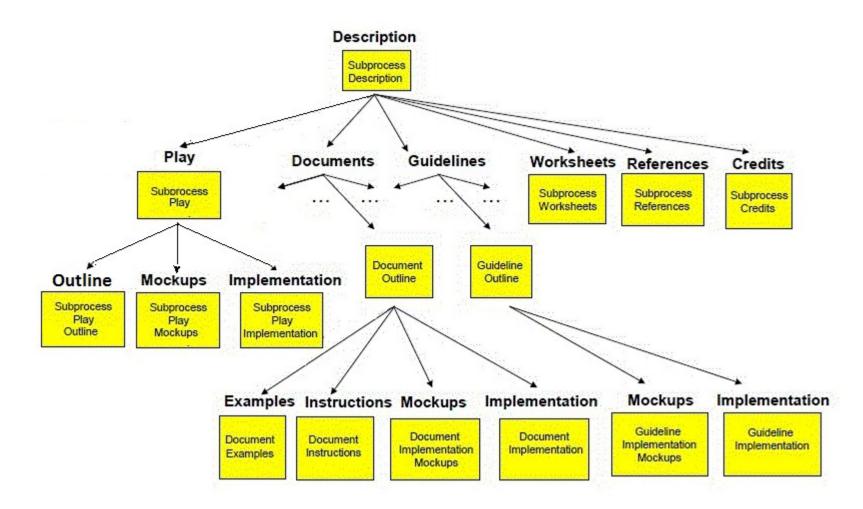
- Facilitates the collection of system and organizational requirements,

- Does not anger/upset people whose opinions are heard,

and

- Increases the interaction between managers, process developers, and participants.

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



All the world's a stage ...

Jaques:

All the world's a stage,

And all the men and women merely players;

They have their exits and their entrances,

And one man in his time plays many parts,

His acts being seven ages.

William Shakespeare As You Like It, Act 2, Scene 7. The approach uses a modernization of the Socratic Method or Dialogue to gain consensus between Teachers, Documentors, Managers, Implementors, and Participants.



Descriptions summarize subprocesses.

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Planning Data Center Consolidations	
Table of Contents	
1. <u>Overview</u>	
2. <u>Play</u> 3. Documents	
4. <u>Guidelines</u>	
5. Others	
 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. Benefits	
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.	

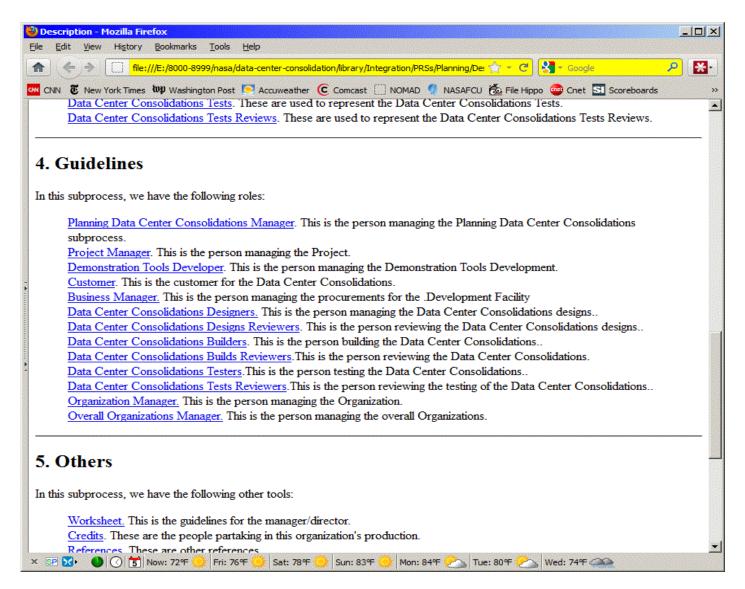
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Documents describe subprocess data.

Description - Mozilla Firefox - 0 × File Edit View History Bookmarks Tools Help 💮 file:///E:/8000-8999/nasa/data-center-consolidation/library/Integration/PRSs/Planning/De: 🛧 – C 🛛 🎦 – Google -2 🚾 CNN 🐮 New York Times 🖤 Washington Post 阿 Accuweather 🗲 Comcast 🦳 NOMAD 🥠 NASAFCU 🐔 File Hippo 🚥 Cnet 🔄 Scoreboards 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. 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. × SP 🔀 🌒 🔇 🔂 Now: 72°F Wed: 74% -Fri: 76ºF Sun: 83% Mon: 84ºF 🔈 Tue: 80 °F 😥 Sat: 78°F

Guidelines describe user subprocesses.



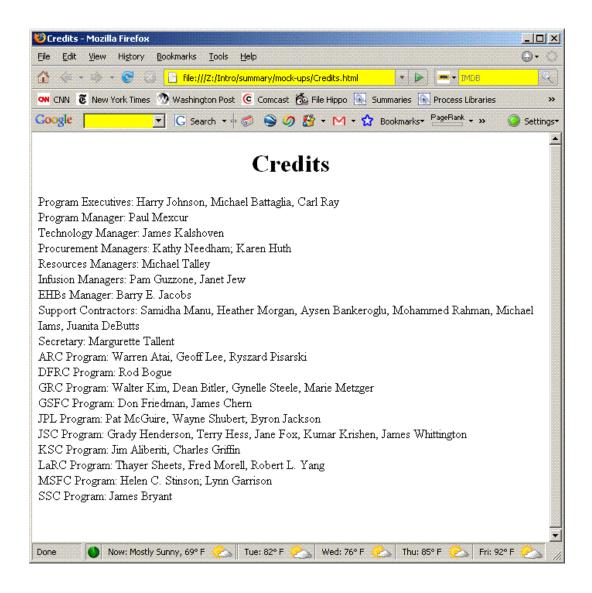
Subprocess Worksheets facilitate subprocess manager communication with process developers and participants.

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1	Subprocess: Planning Data	Center Consolidations													
1	Purpose: The purpose of th	is subprocess is to Plan Data Center Consolidations.													
•	Organization: GSFC														
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1.				Task	Estimated	Actual			Documents						
	Task	Purpose	Suggested Roles	Lead(s)	Completion Date	Completion Date	Document	Instructions and Samples	Document Lead(s)	Estimated Completion Date	Actual Completion Date	Document Location(s)			
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1000000			Task Lead, Subtask Lead, Subtask Member.				Planning Document	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034			
And a state of the	Planning	The purpose of this task is to plan the design of Datasets.	Reviewer, Approval Official, Project Manager,	James Green				06/23/07	Draft Project Requirements Document	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034	
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ALCONTON O			Task Lead, Subtask Lead,				Design Document	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034			
	Designing Datasets	The purpose of this task is to design the Datasets.	Subtask Member, Reviewer,	James	07/23/07	078/23/07	Project Plan	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034			
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References list other related resources.

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NPR 7123.1A (NODIS)			
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Program Life Cycle Diagram			
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Changes/Waivers:			
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General Waivers			
Key Decision Points			
Waivers to NPR 7120.5D			
Technical Authority			
Waiver Form			

Credits acknowledge people's contributions.



Tools that can be focused on during stagesby tool.

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	Tool	Process Developer	Process Participant				
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	Plays	Learn, Integrate, Test, Tesch, Work Together	Learn, Integrate Documents Using Role Guidelines/ZHBs, Test, Tesch, Work Together				
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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			
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	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.

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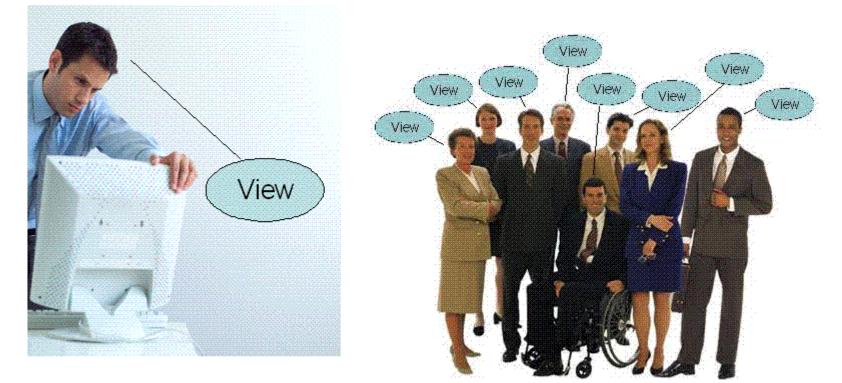
Organizations provide different views of the subprocesses, some of which may be proprietary.

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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.

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
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.

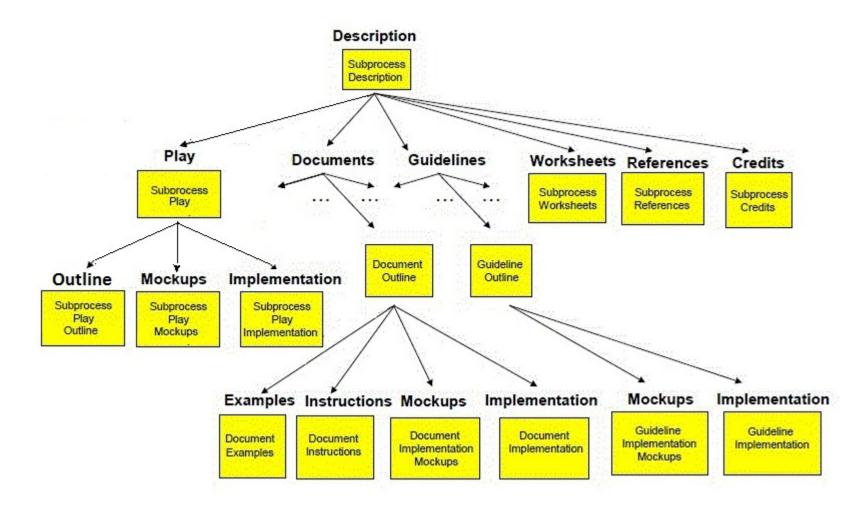
Solution: Process Libraries maintain organization's views of the subprocesses.

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



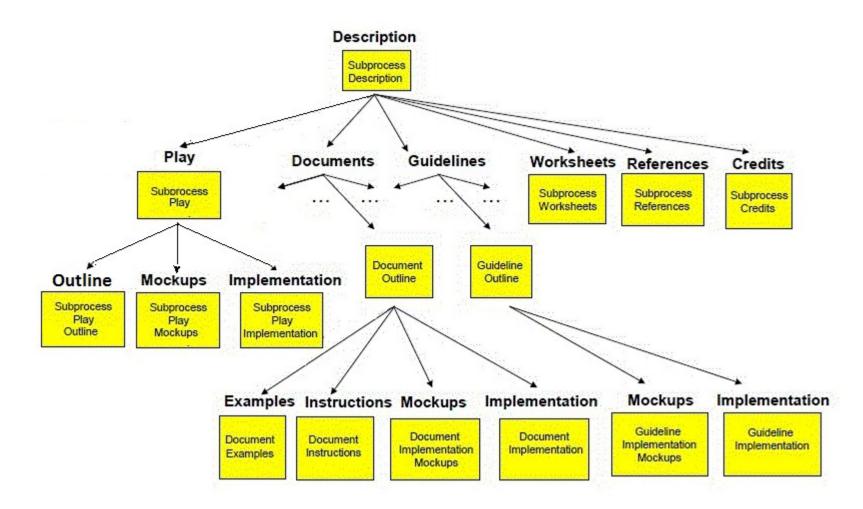
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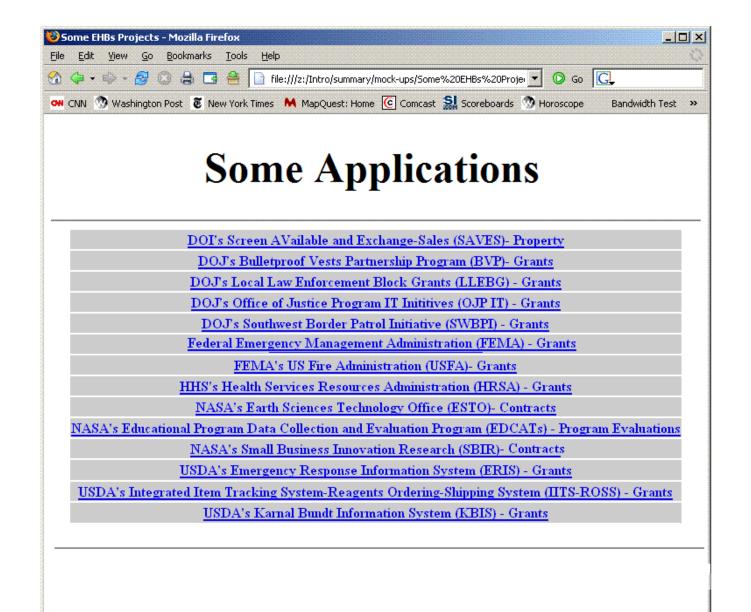
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	Tool	Process Developer	Process Participant	
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Tools that can be focused on during stagesby stage.

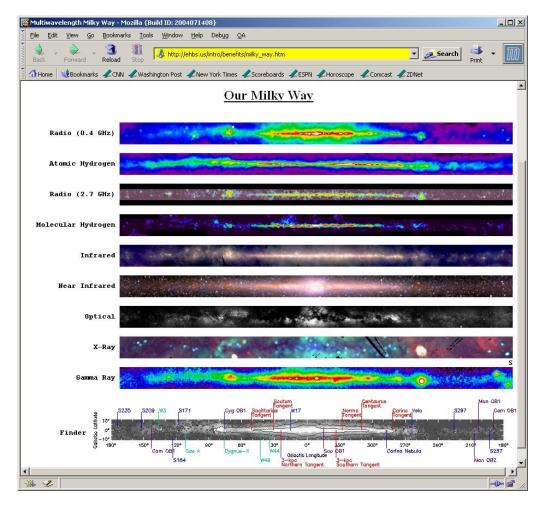
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	Stage	Process Developer	Process Participant	
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	Test	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Descriptions, Plays, Documents, Role Guidelines/EHBs, 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.





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





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



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

All the world's a stage ...

Jaques:

All the world's a stage,

And all the men and women merely players;

They have their exits and their entrances,

And one man in his time plays many parts,

His acts being seven ages.

William Shakespeare As You Like It, Act 2, Scene 7. The approach uses a modernization of the Socratic Method or Dialogue to gain consensus between Teachers, Documentors, Managers, Implementors, and Participants.



Theatre of Dionysus- Athens, Greece



For More Details

