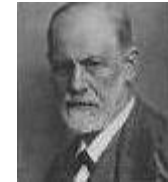


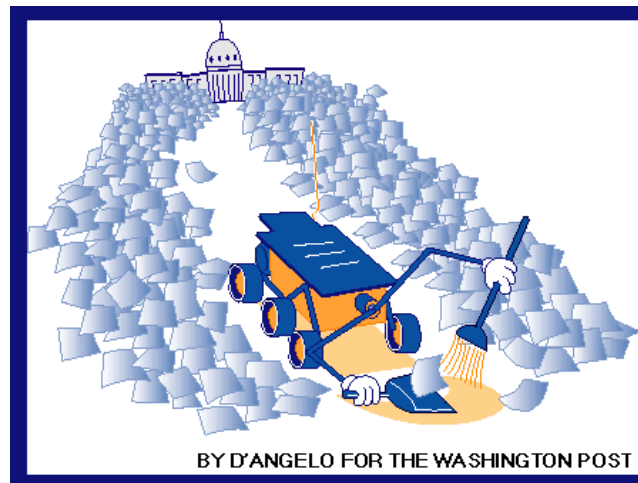
# NASA Directives Management Using Process Libraries and Electronic Handbooks



(Where Shakespeare Meets Freud)



## Quick Summary



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

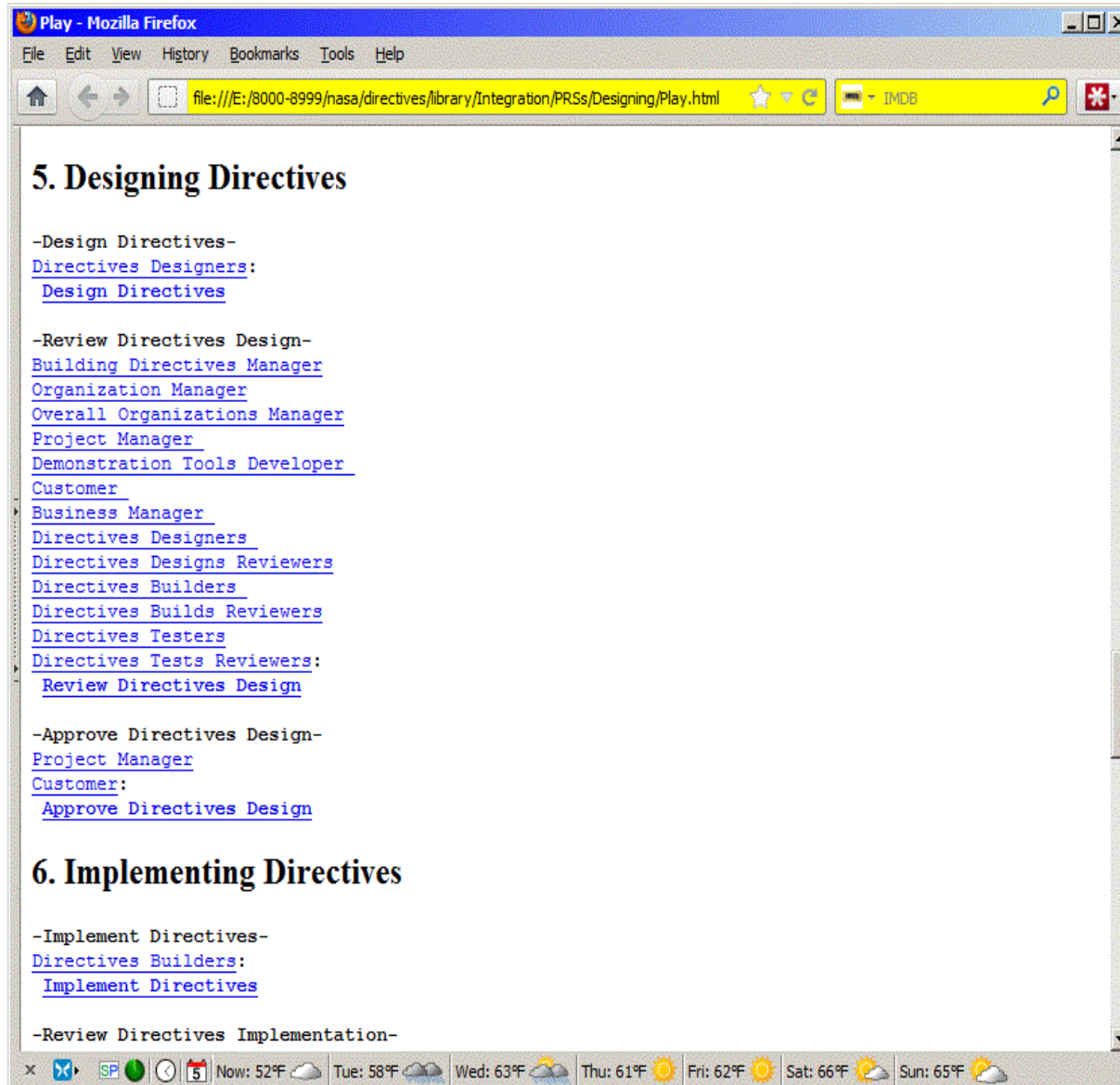
## **The Bottom Line:**

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

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

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

# Plays describe subprocess execution.



The screenshot shows a Mozilla Firefox browser window with the title bar 'Play - Mozilla Firefox'. The address bar contains the file path: file:///E:/8000-8999/nasa/directives/library/Integration/PRs/Designing/Play.html. The main content area displays the following text:

## 5. Designing Directives

-Design Directives-  
[Directives Designers:](#)  
[Design Directives](#)

-Review Directives Design-  
[Building Directives Manager](#)  
[Organization Manager](#)  
[Overall Organizations Manager](#)  
[Project Manager](#)  
[Demonstration Tools Developer](#)  
[Customer](#)  
[Business Manager](#)  
[Directives Designers](#)  
[Directives Designs Reviewers](#)  
[Directives Builders](#)  
[Directives Builds Reviewers](#)  
[Directives Testers](#)  
[Directives Tests Reviewers:](#)  
[Review Directives Design](#)

-Approve Directives Design-  
[Project Manager](#)  
[Customer:](#)  
[Approve Directives Design](#)

## 6. Implementing Directives

-Implement Directives-  
[Directives Builders:](#)  
[Implement Directives](#)

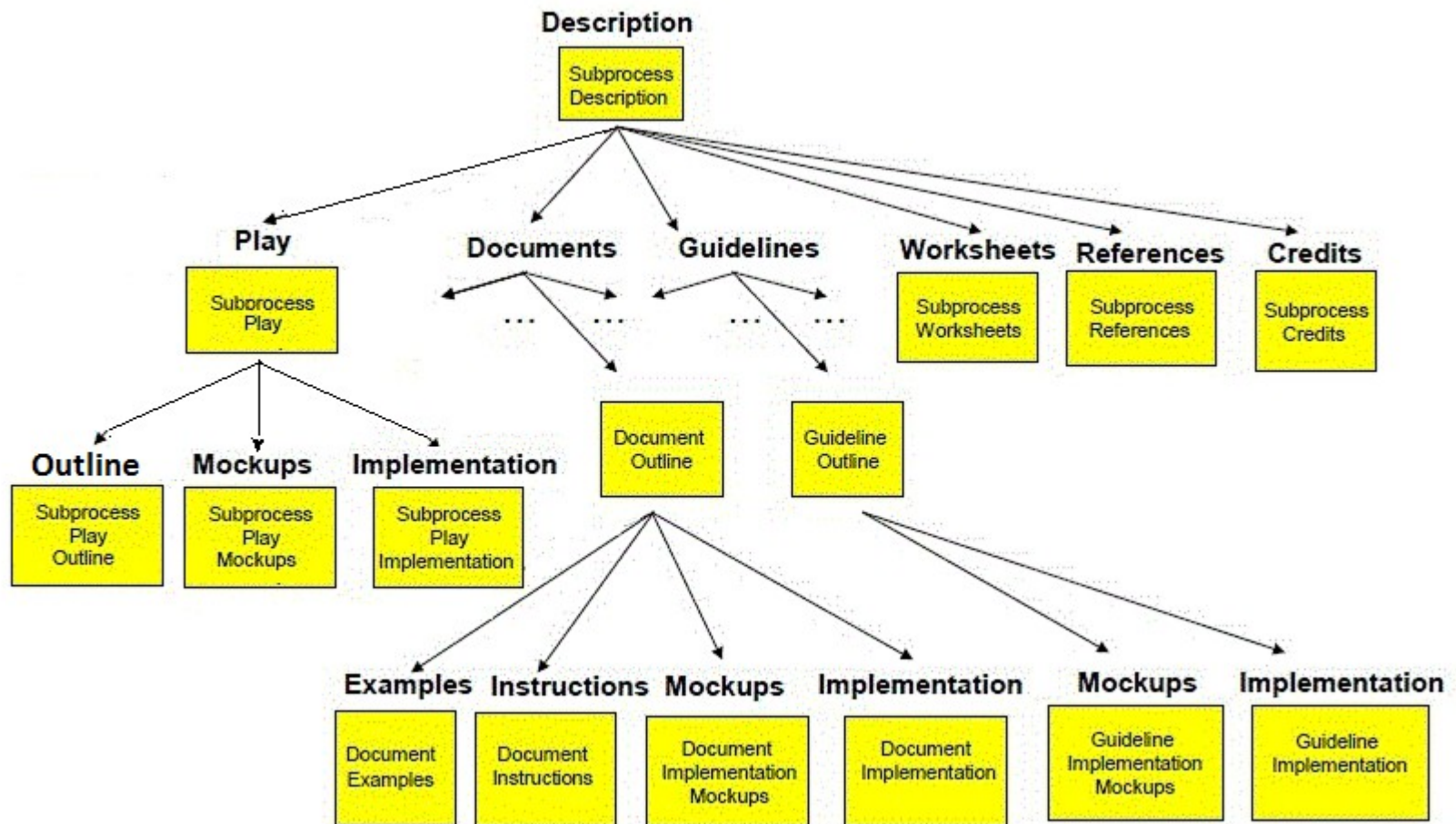
-Review Directives Implementation-

The browser's status bar at the bottom shows the system tray with icons for network, volume, and power, along with a weather forecast for the week: Now: 52°F, Tue: 58°F, Wed: 63°F, Thu: 61°F, Fri: 62°F, Sat: 66°F, Sun: 65°F.

## **Benefits:**

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

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



# **All the world's a stage ...**

**Jaques:**

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

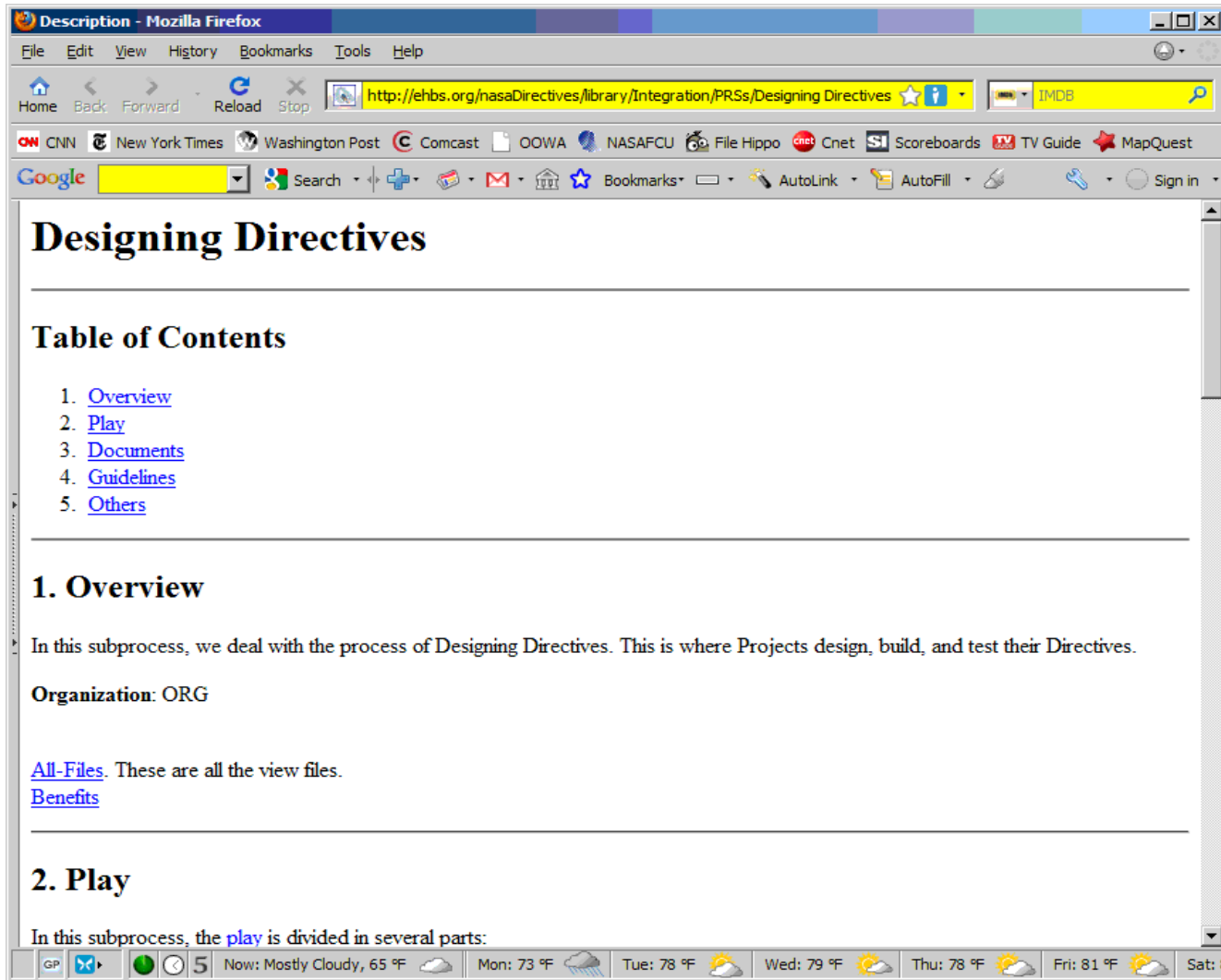
**William Shakespeare**

**As You Like It, Act 2, Scene 7.**

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



# Descriptions summarize subprocesses.



The screenshot shows a Mozilla Firefox browser window with the address bar displaying the URL <http://ehbs.org/nasaDirectives/library/Integration/PRs/Designing Directives>. The page content includes a title 'Designing Directives', a 'Table of Contents' with five items: 'Overview', 'Play', 'Documents', 'Guidelines', and 'Others'. The '1. Overview' section is expanded, containing a paragraph: 'In this subprocess, we deal with the process of Designing Directives. This is where Projects design, build, and test their Directives.' Below this is the text 'Organization: ORG' and two links: '[All-Files](#). These are all the view files.' and '[Benefits](#)'. The '2. Play' section is partially visible, starting with 'In this subprocess, the play is divided in several parts:'. The browser's status bar at the bottom shows the system tray with weather information for various days.

**Designing Directives**

---

**Table of Contents**

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

---

**1. Overview**

In this subprocess, we deal with the process of Designing Directives. This is where Projects design, build, and test their Directives.

**Organization:** ORG

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

[Benefits](#)

---

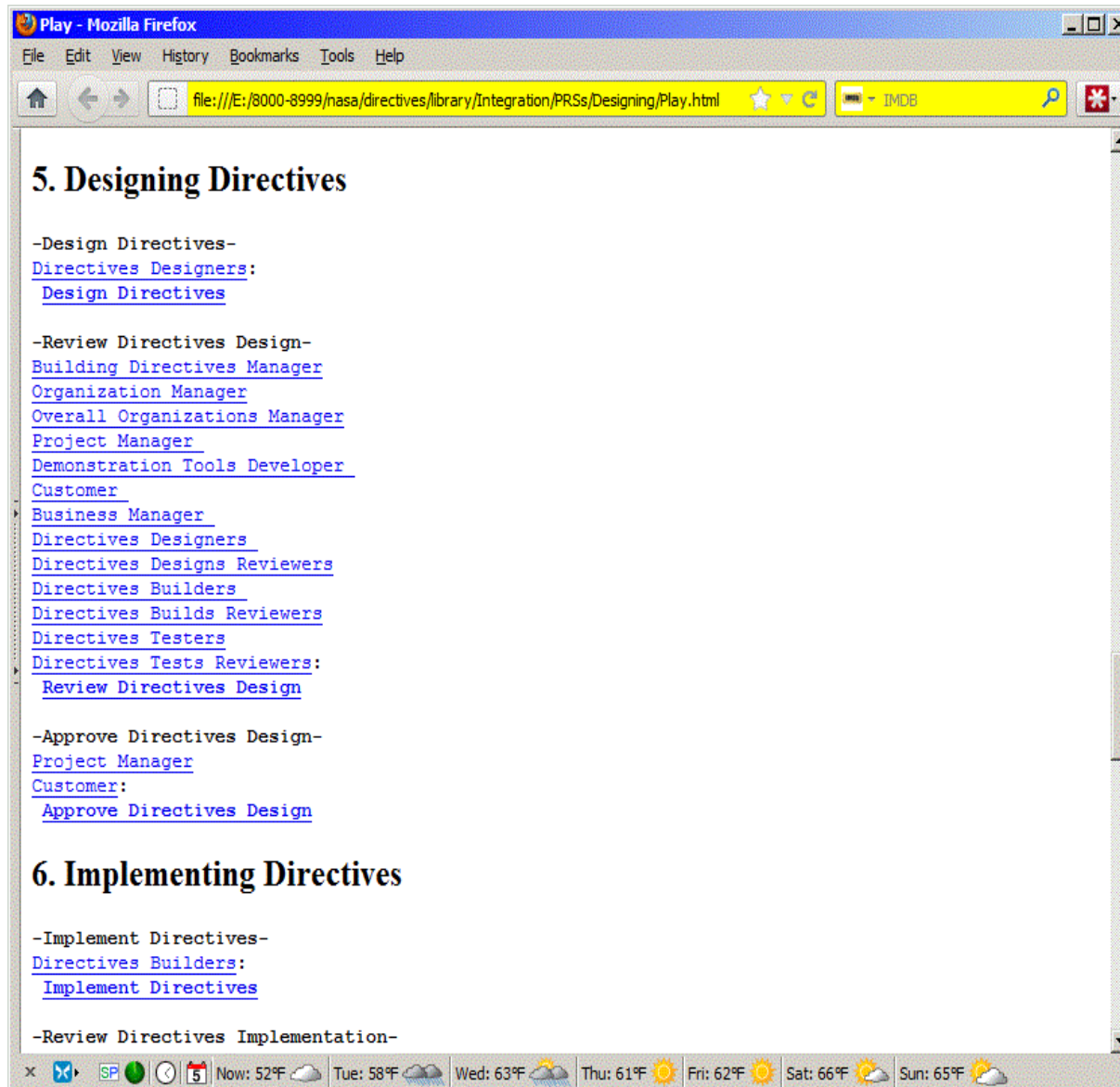
**2. Play**

In this subprocess, the play is divided in several parts:

GP [System Tray] Now: Mostly Cloudy, 65 °F Mon: 73 °F Tue: 78 °F Wed: 79 °F Thu: 78 °F Fri: 81 °F Sat: 8



# Plays describe subprocess execution.



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

**5. Designing Directives**

-Design Directives-  
[Directives Designers:](#)  
[Design Directives](#)

-Review Directives Design-  
[Building Directives Manager](#)  
[Organization Manager](#)  
[Overall Organizations Manager](#)  
[Project Manager](#)  
[Demonstration Tools Developer](#)  
[Customer](#)  
[Business Manager](#)  
[Directives Designers](#)  
[Directives Designs Reviewers](#)  
[Directives Builders](#)  
[Directives Builds Reviewers](#)  
[Directives Testers](#)  
[Directives Tests Reviewers:](#)  
[Review Directives Design](#)

-Approve Directives Design-  
[Project Manager](#)  
[Customer:](#)  
[Approve Directives Design](#)

**6. Implementing Directives**

-Implement Directives-  
[Directives Builders:](#)  
[Implement Directives](#)

-Review Directives Implementation-

The browser window also shows a taskbar at the bottom with system icons and weather information for the week.

# Documents describe subprocess data.

The screenshot shows a Mozilla Firefox browser window. The address bar displays the URL: <http://ehbs.org/nasaDirectives/library/Integration/PRs/Designing Directives>. The page content includes:

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

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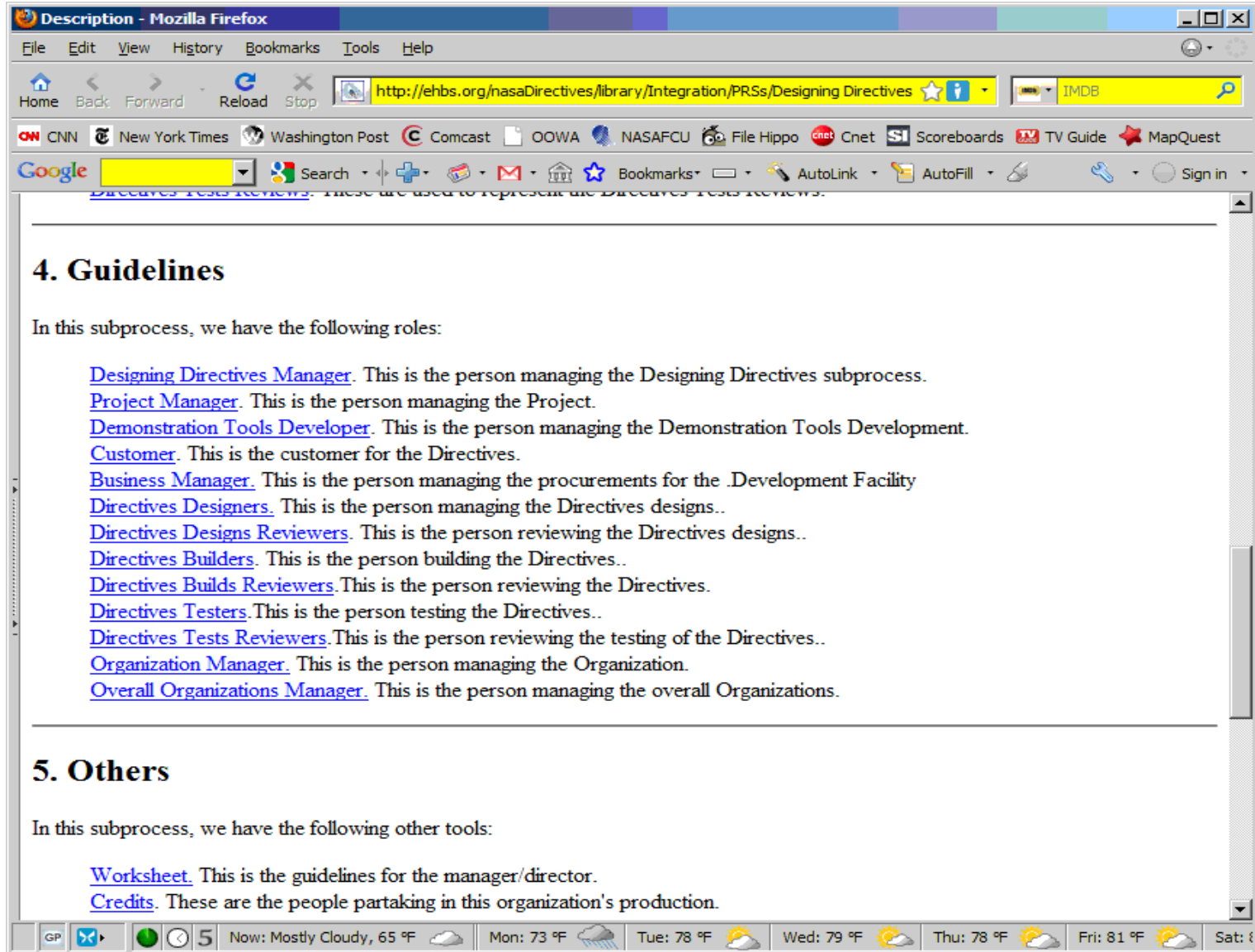
### 4. Guidelines

In this subprocess, we have the following roles:

- [Designing Directives Manager](#). This is the person managing the Designing Directives 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 Directives.
- [Business Manager](#). This is the person managing the procurements for the .Development Facility

The browser's status bar at the bottom shows the current time as 5:00 and the weather as 'Now: Mostly Cloudy, 65 °F'. It also displays a forecast for the following days: Mon: 73 °F, Tue: 78 °F, Wed: 79 °F, Thu: 78 °F, Fri: 81 °F, and Sat: 81 °F.

# Guidelines describe user subprocesses.



The screenshot shows a Mozilla Firefox browser window with the address bar displaying <http://ehbs.org/nasaDirectives/library/Integration/PRs/Designing Directives>. The page content includes a section titled "4. Guidelines" and another titled "5. Others".

## 4. Guidelines

In this subprocess, we have the following roles:

- [Designing Directives Manager](#). This is the person managing the Designing Directives 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 Directives.
- [Business Manager](#). This is the person managing the procurements for the .Development Facility
- [Directives Designers](#). This is the person managing the Directives designs..
- [Directives Designs Reviewers](#). This is the person reviewing the Directives designs..
- [Directives Builders](#). This is the person building the Directives..
- [Directives Builds Reviewers](#). This is the person reviewing the Directives.
- [Directives Testers](#). This is the person testing the Directives..
- [Directives Tests Reviewers](#). This is the person reviewing the testing of the Directives..
- [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.

The browser's status bar at the bottom shows the current time as 5:00 and the weather as "Now: Mostly Cloudy, 65 °F". The forecast for the following days is: Mon: 73 °F, Tue: 78 °F, Wed: 79 °F, Thu: 78 °F, Fri: 81 °F, Sat: 81 °F.

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

Worksheet - Mozilla Firefox

file:///E:/8000-8999/nasa/directives/summary/Mock-ups/Worksheet.htm

Subprocess Worksheet

**Subprocess: Designing Directives**

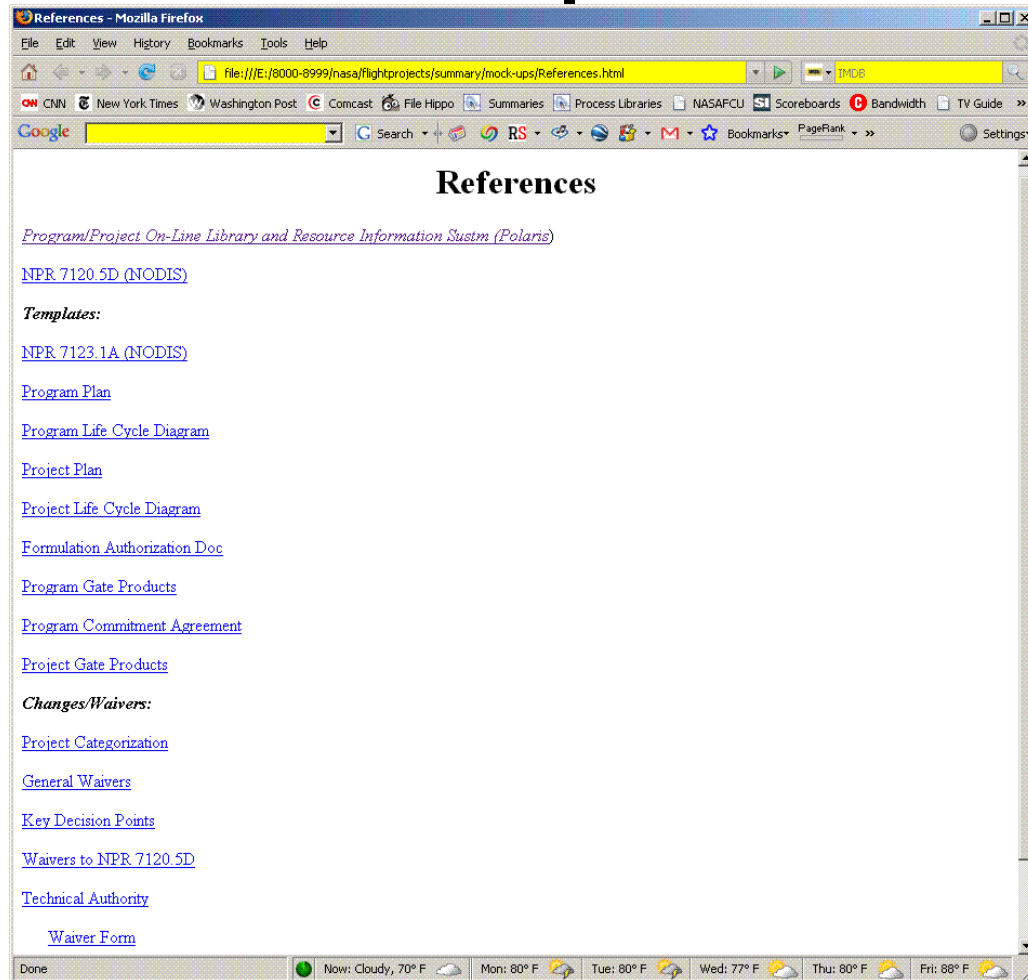
**Purpose:** The purpose of this subprocess is to manage Directives

**Organization:** MSFC Directives Office

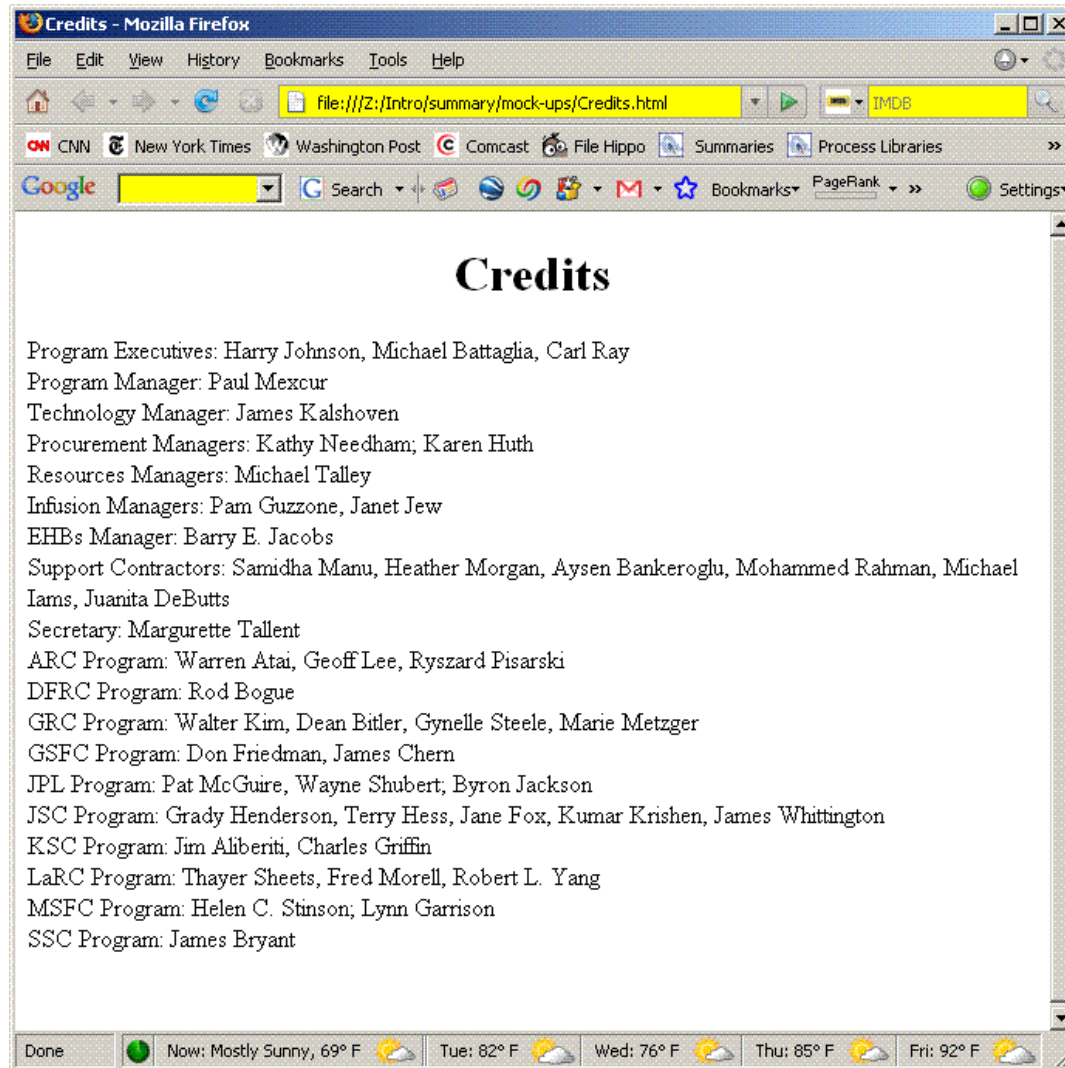
Task	Purpose	Suggested Roles	Task Lead(s)	Estimated Completion Date	Actual Completion Date	Documents					
						Document	Instructions and Samples	Document Lead(s)	Estimated Completion Date	Actual Completion Date	Document Location(s)
Administration	The purpose of this task is to administer the design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

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

# 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 <http://lincoln.gsfc.nasa.gov/directives/whatare/process.htm>. The page content is as follows:

### Directives

Product Realization Subprocesses*												
Integrated Problems-Solutions Database	Planning Directives	Directives Development Facility Solicitation Development	Submission	Handling	Gathering Requirements	Designing Directives	Building Directives	Using Directives	Improving Directives	Revising Directives	Closing Directives	Post-Closeout
(Potential Customers: NASA)												

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

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

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

Common Subprocesses					
Organization Subprocess Formulation	Organization Subprocess Implementation	Organization Subprocess Customer Support	Organization Subprocess Evaluation	Organization Subprocess Update	Organization Subprocess Closeout

GP [5] Now: Sunny, 82 °F Sat: 87 °F Sun: 85 °F Mon: 80 °F Tue: 85 °F Wed: 84 °F Thu: 81 °F

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

**NASA Directives Organizations**

Product Realization Subprocesses Organizations
ARC Directives Office
DFRC Directives Office
GRC Directives Office
GSFC Directives Office
HQ Directives Office
JPL Directives Office
JSC Directives Office
KSC Directives Office
LaRC Directives Office
MSFC Directives Office
Office of Exploration Systems Directives Offices
Office of Aeronautics Research Directives Offices
Office of Science Directives Offices
Office of Space Operations Directives Offices
Directives PMO Office
SSC Directives Office

Product Distribution Subprocesses Organizations
ARC Directives Office
DFRC Directives Office
GRC Directives Office
GSFC Directives Office
HQ Directives Office
JPL Directives Office
JSC Directives Office
KSC Directives Office
LaRC Directives Office
MSFC Directives Office

Now: 82°F Sat: 88°F Sun: 78°F Mon: 76°F Tue: 80°F Wed: 81°F Thu: 80°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><b>Develop Internet-based tools to support the paperless documentation and management of complex distributed processes.</b></p>	<p><b>Editable process documentation tools can be tailored to each subprocess.</b></p>
<p><b>Organizations provide different views of the subprocesses.</b></p>	<p><b>Editable process documentation tools can be tailored to reflect different organization's views of the subprocess.</b></p>
<p><b>Organizations execute the eight "play development" stages.</b></p>	<p><b>Editable process documentation tools can be tailored to reflect the eight "play development" stages.</b></p>
<p><b>People in organizations provide different views of the subprocesses.</b></p>	<p><b>Editable process documentation tools can be tailored to communicate different people's views of the subprocess.</b></p>
<p><b>Organizations generate Subprocess Life-Cycle Views.</b></p>	<p><b>Editable process documentation tools can be tailored to reflect different Life-Cycle views of the subprocess.</b></p>
<p><b>The "Game of Telephone" Syndrome: Where People Pass-On Only Parts of the "Message".</b></p>	<p><b>Editable process documentation tools can be tailored to layer below different people's views of the subprocess.</b></p>

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

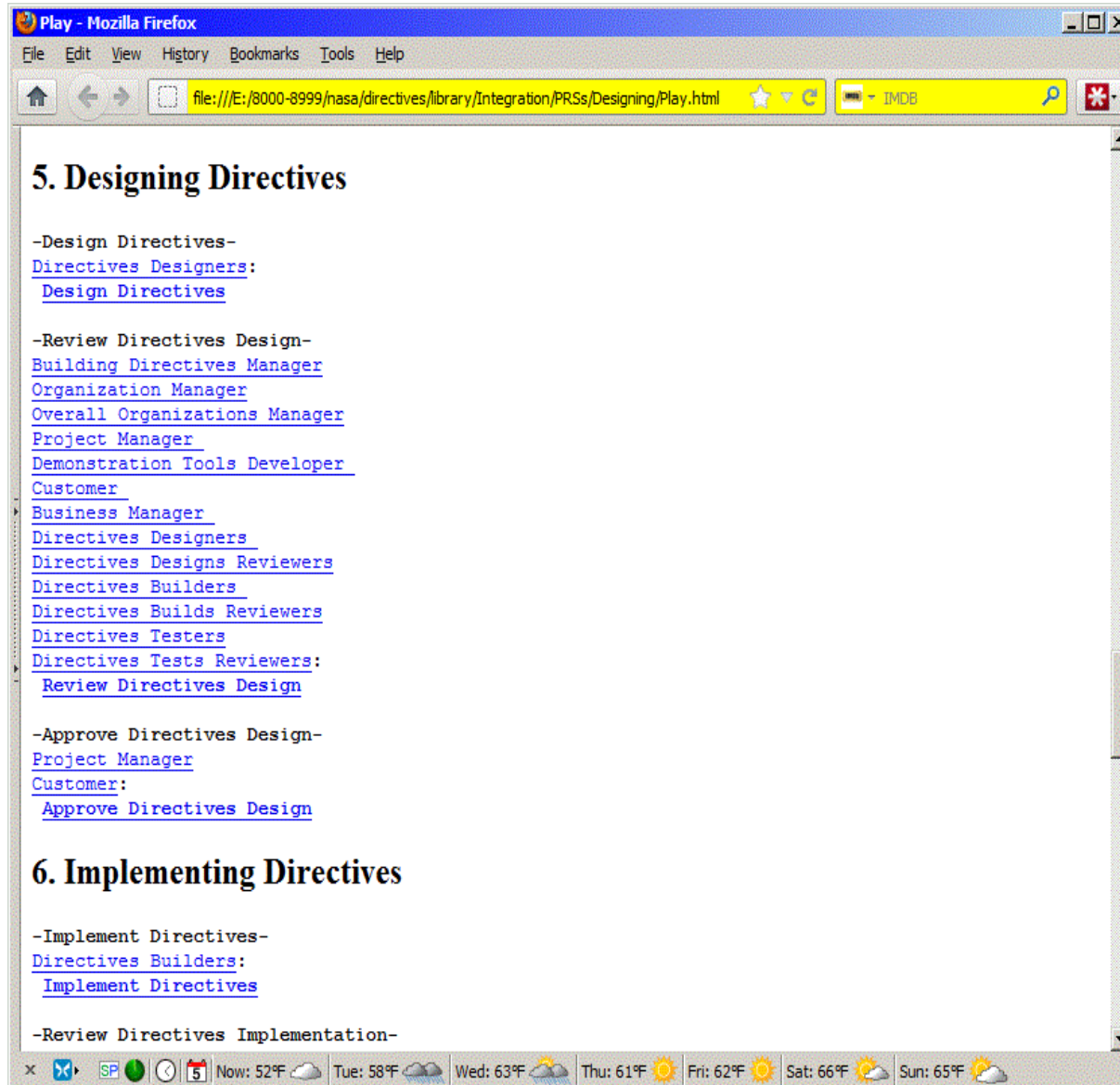
The screenshot shows a Mozilla Firefox browser window with the following details:

- Address bar: file:///Z:/8000-8999/nasa/directives/summary/Mock-ups/Views.htm
- Search bar: Google
- Navigation buttons: Home, Back, Forward, Stop, Reload
- Bookmarks bar: CNN, New York Times, Washington Post, Comcast, NOMAD, File Hippo, Summaries, Papers
- Page title: Views
- Content: Total 11 Entries, Classification: Product Realization Subprocesses (T4-00-00-00), Subprocess: Designing Directives (T4-3-00-00), Create View link
- Table with 2 columns: View, Steps
- System tray: Weather forecast for the week (Now: Mostly Cloudy, 53° F; Sat: 63° F; Sun: 50° F; Mon: 53° F; Tue: 52° F; Wed: 64° F)

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



# Plays describe subprocess execution.



The screenshot shows a Mozilla Firefox browser window with the title bar 'Play - Mozilla Firefox'. The address bar contains the file path: file:///E:/8000-8999/nasa/directives/library/Integration/PRs/Designing/Play.html. The main content area displays the following text:

## 5. Designing Directives

-Design Directives-  
[Directives Designers:](#)  
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[Directives Designs Reviewers](#)  
[Directives Builders](#)  
[Directives Builds Reviewers](#)  
[Directives Testers](#)  
[Directives Tests Reviewers:](#)  
[Review Directives Design](#)

-Approve Directives Design-  
[Project Manager](#)  
[Customer:](#)  
[Approve Directives Design](#)

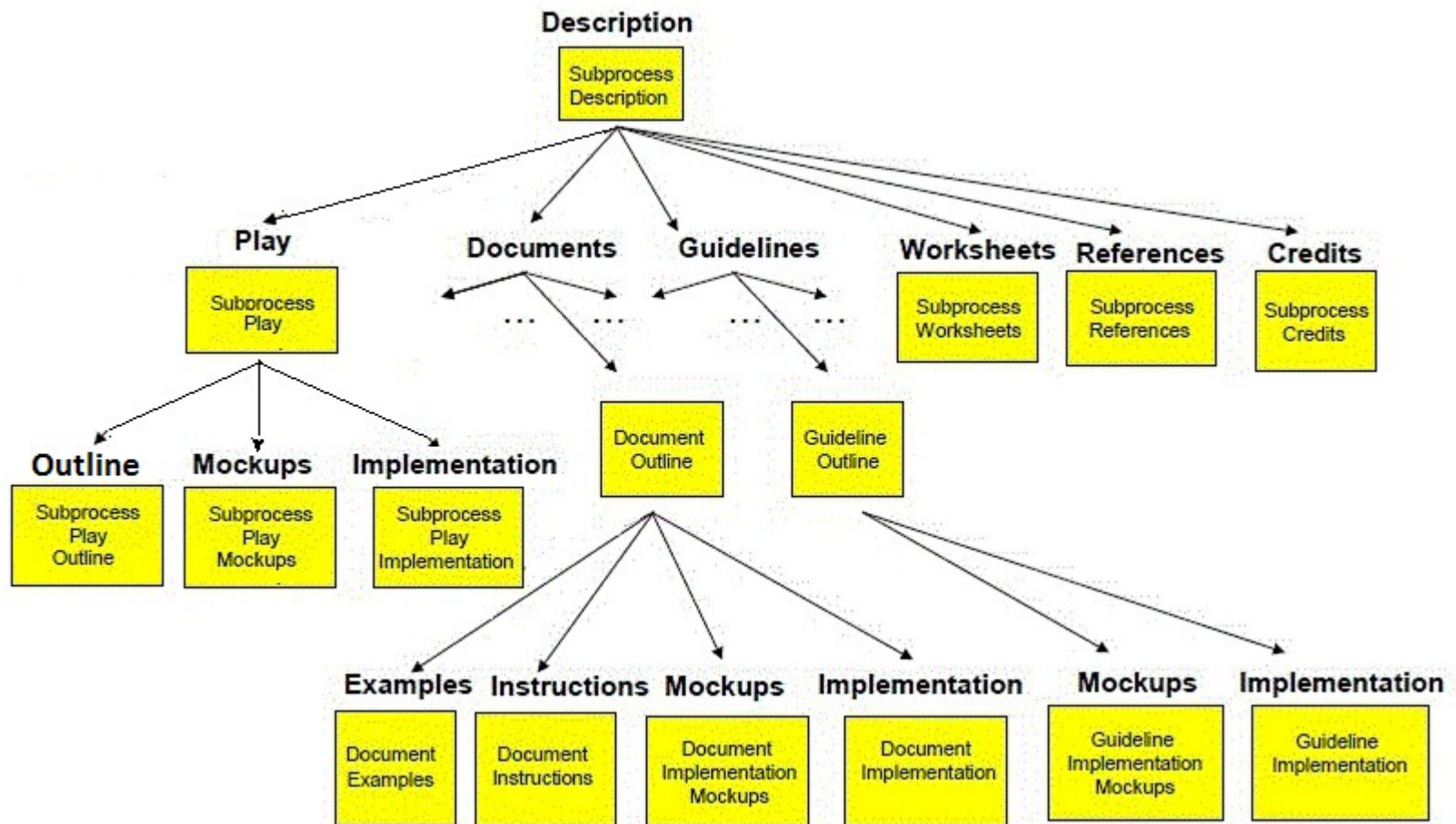
## 6. Implementing Directives

-Implement Directives-  
[Directives Builders:](#)  
[Implement Directives](#)

-Review Directives Implementation-

The browser's status bar at the bottom shows the system tray with icons for network, volume, and power, along with a weather forecast for the week: Now: 52°F, Tue: 58°F, Wed: 63°F, Thu: 61°F, Fri: 62°F, Sat: 66°F, Sun: 65°F.

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



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

Tools To Focus On During Stages. - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ehbs.org/intro/summary/stages1.html

Tools To Focus On During Stages- By Tool.

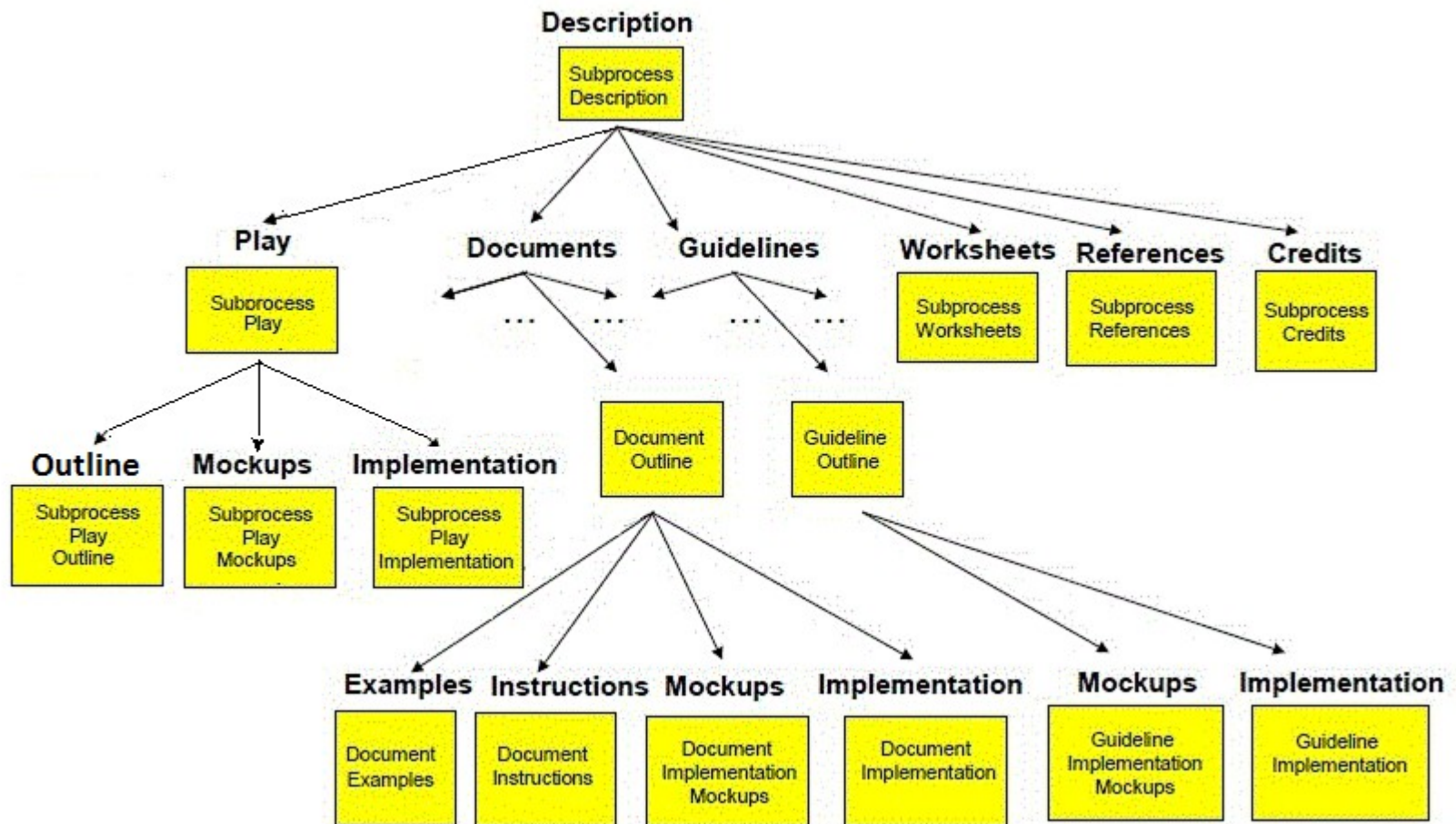
Tool	Process Developer	Process Participant
Descriptions:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Plays:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach,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

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

Tools To Focus On During Stages- By Stage.

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

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



Some EHBs Projects - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

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

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# Some Applications

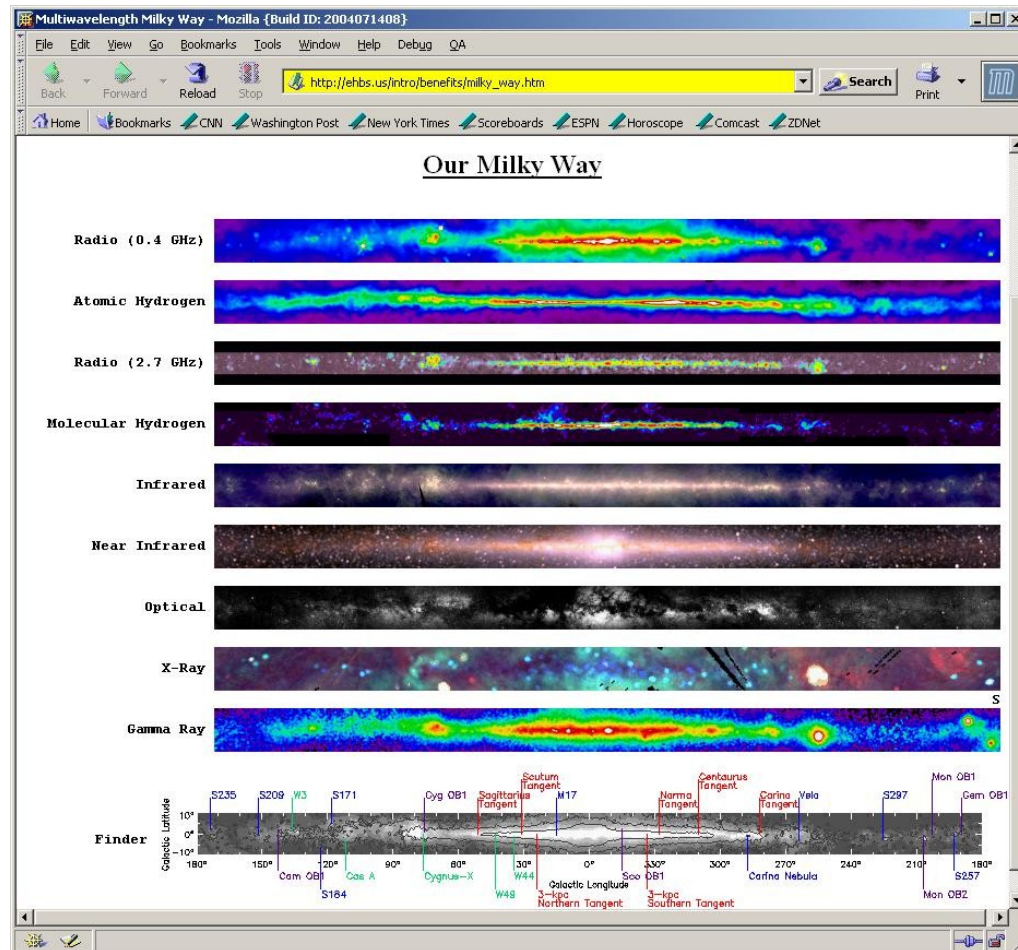
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- [DOI's Screen Available and Exchange-Sales \(SAVES\)- Property](#)
- [DOJ's Bulletproof Vests Partnership Program \(BVP\)- Grants](#)
- [DOJ's Local Law Enforcement Block Grants \(LLEBG\) - Grants](#)
- [DOJ's Office of Justice Program IT Initiatives \(OJP IT\) - Grants](#)
- [DOJ's Southwest Border Patrol Initiative \(SWBPI\) - Grants](#)
- [Federal Emergency Management Administration \(FEMA\) - Grants](#)
- [FEMA's US Fire Administration \(USFA\)- Grants](#)
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- [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](#)

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Done

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



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EHBs Home Page

ehbs.us

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



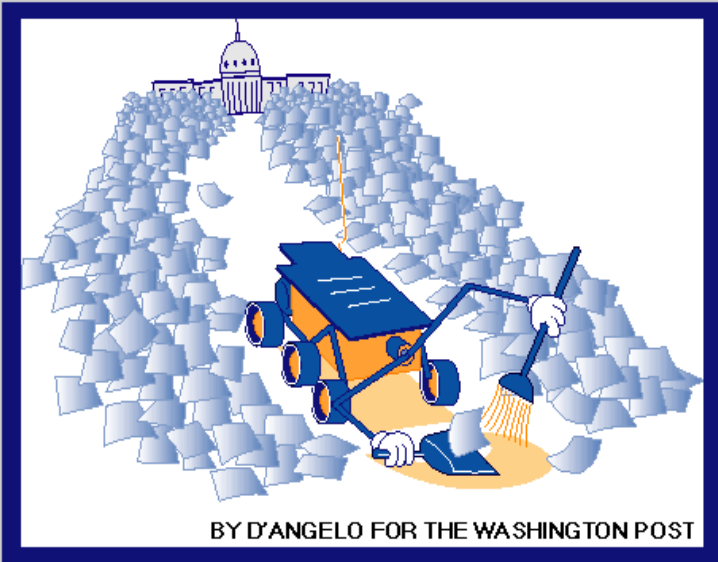
## Complex Process Management Using Process Libraries and Electronic Handbooks [Where Shakespeare Meets Freud]

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