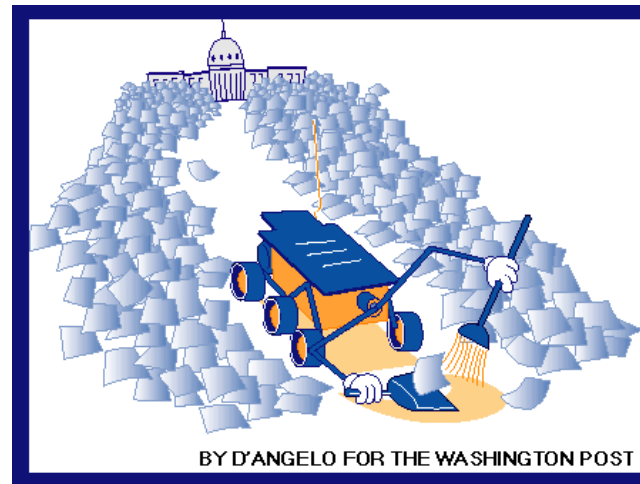
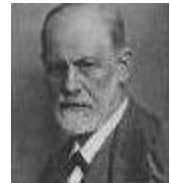


# NASA Education Resources Management Using Process Libraries and Electronic Handbooks (Where Shakespeare Meets Freud)



## Quick Summary



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

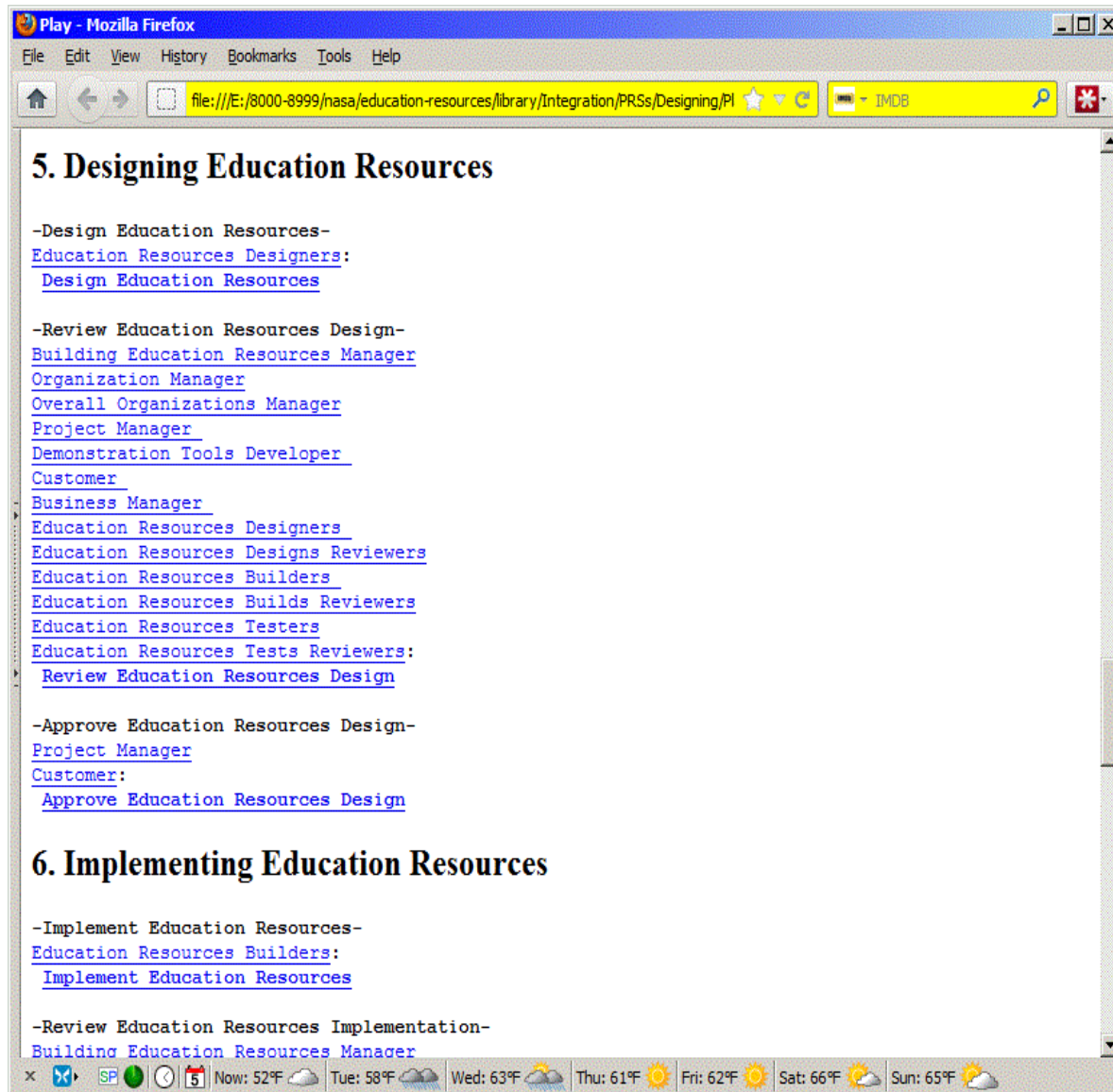
## **The Bottom Line:**

**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 following content:

**5. Designing Education Resources**

-Design Education Resources-  
[Education Resources Designers:](#)  
[Design Education Resources](#)

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

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

**6. Implementing Education Resources**

-Implement Education Resources-  
[Education Resources Builders:](#)  
[Implement Education Resources](#)

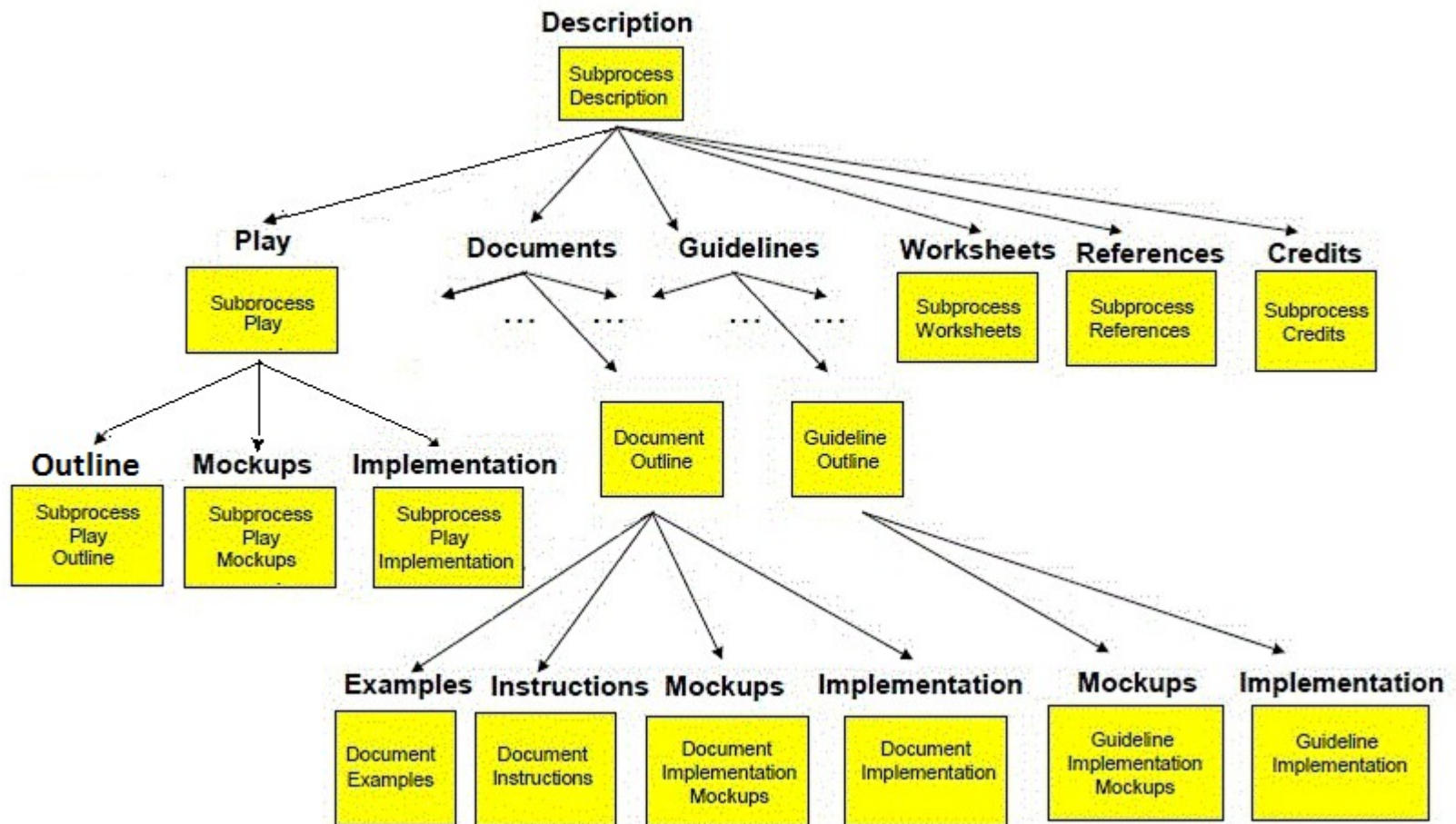
-Review Education Resources Implementation-  
[Building Education Resources Manager](#)

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

## **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.**

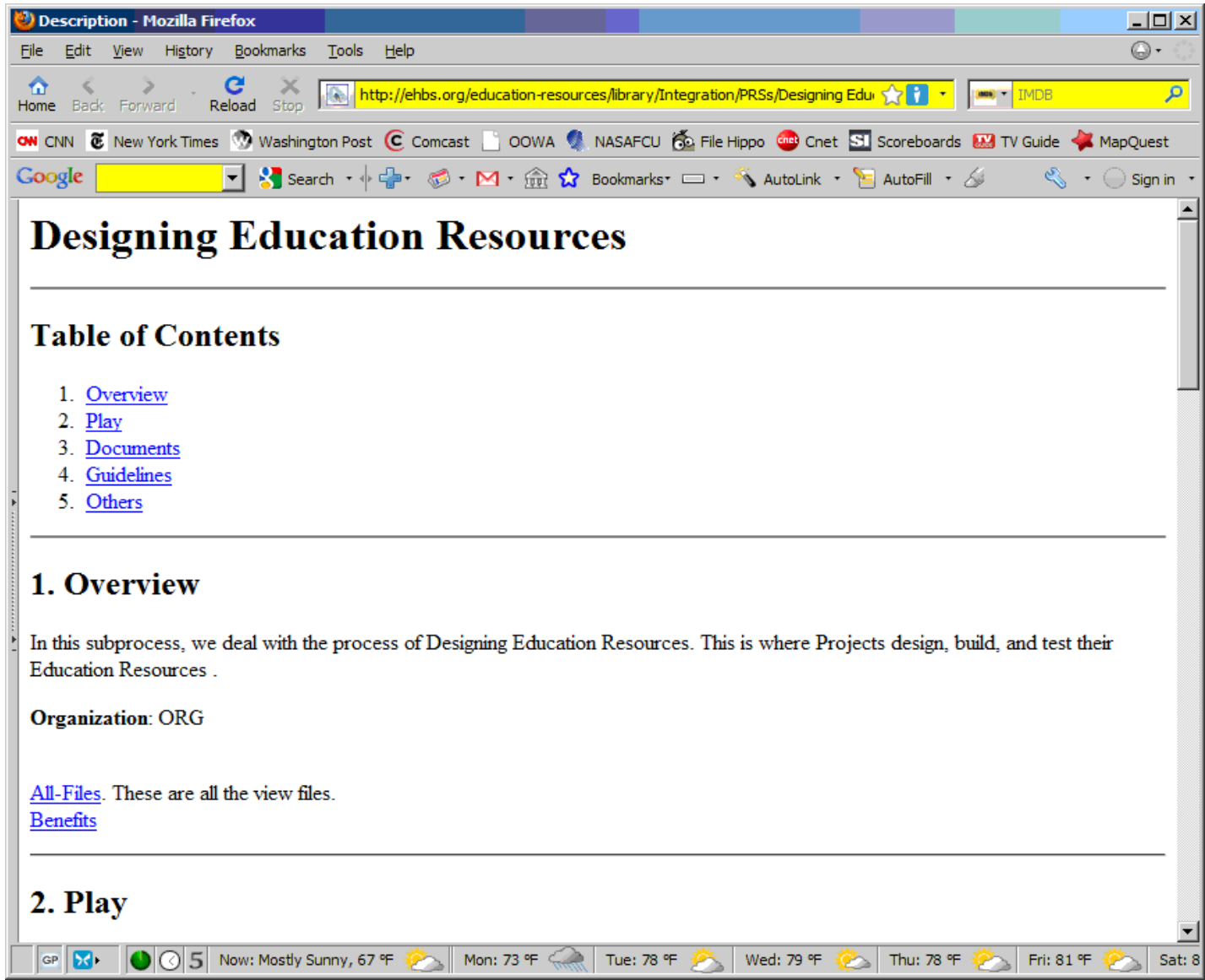
**William Shakespeare**

**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. The address bar contains the URL: <http://ehbs.org/education-resources/library/Integration/PRs/Designing Edu>. The page title is "Description - Mozilla Firefox". The page content includes a main heading "Designing Education Resources" and a "Table of Contents" section with the following links:

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

Below the table of contents, the "1. Overview" section is visible. It contains the following text:

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

**Organization:** ORG

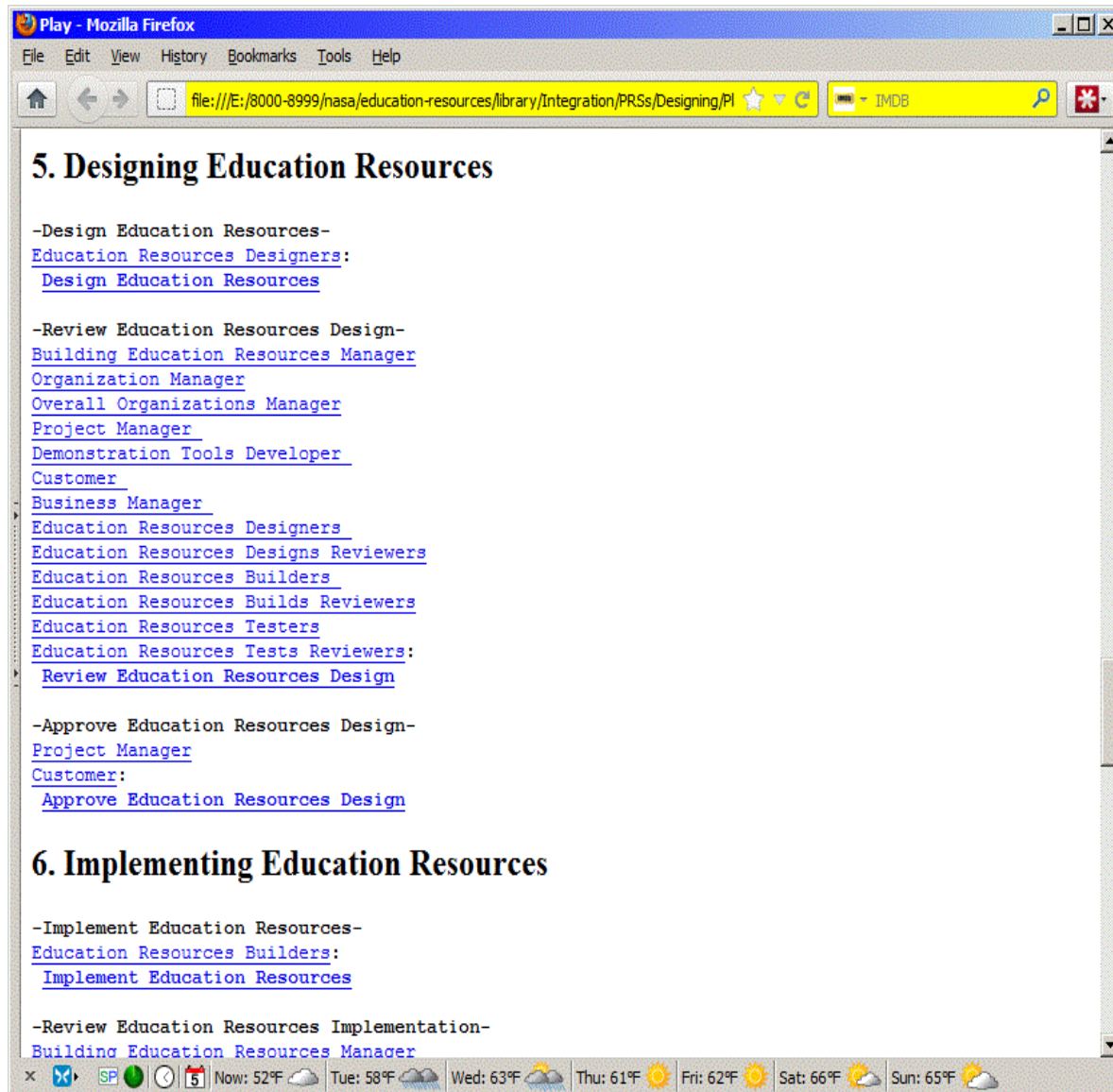
[All-Files](#). These are all the view files.  
[Benefits](#)

The "2. Play" section is also visible at the bottom of the page.

The browser's status bar at the bottom shows the current time as 5:00 and the weather as "Now: Mostly Sunny, 67 °F". The forecast for the next six days is: Mon: 73 °F, Tue: 78 °F, Wed: 79 °F, Thu: 78 °F, Fri: 81 °F, Sat: 81 °F.



# Plays describe subprocess execution.



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

**5. Designing Education Resources**

-Design Education Resources-  
[Education Resources Designers:](#)  
[Design Education Resources](#)

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

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

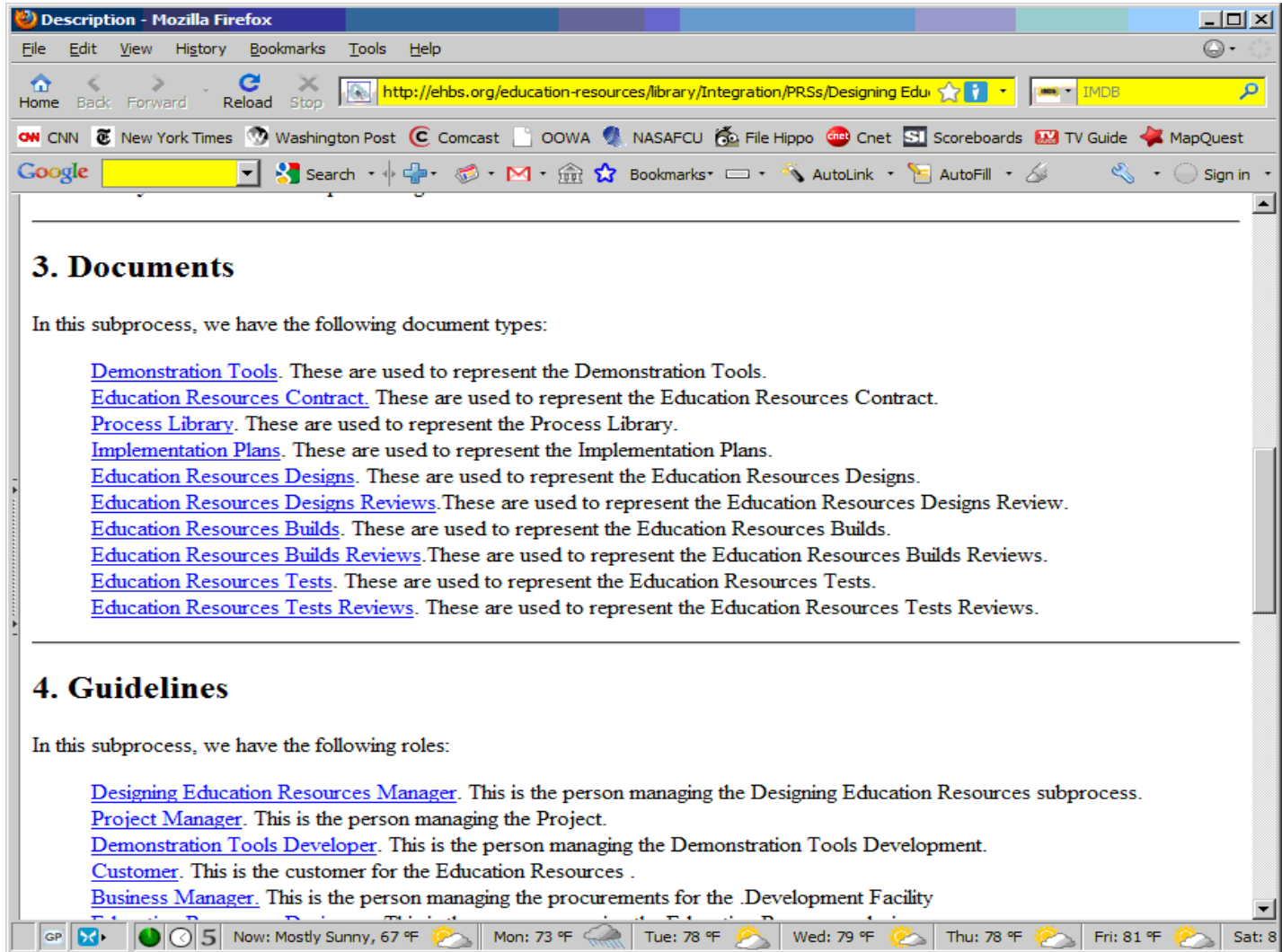
**6. Implementing Education Resources**

-Implement Education Resources-  
[Education Resources Builders:](#)  
[Implement Education Resources](#)

-Review Education Resources Implementation-  
[Building Education Resources Manager](#)

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

# Documents describe subprocess data.



The screenshot shows a Mozilla Firefox browser window with the address bar displaying <http://ehbs.org/education-resources/library/Integration/PRs/Designing Edu>. The page content includes:

### 3. Documents

In this subprocess, we have the following document types:

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

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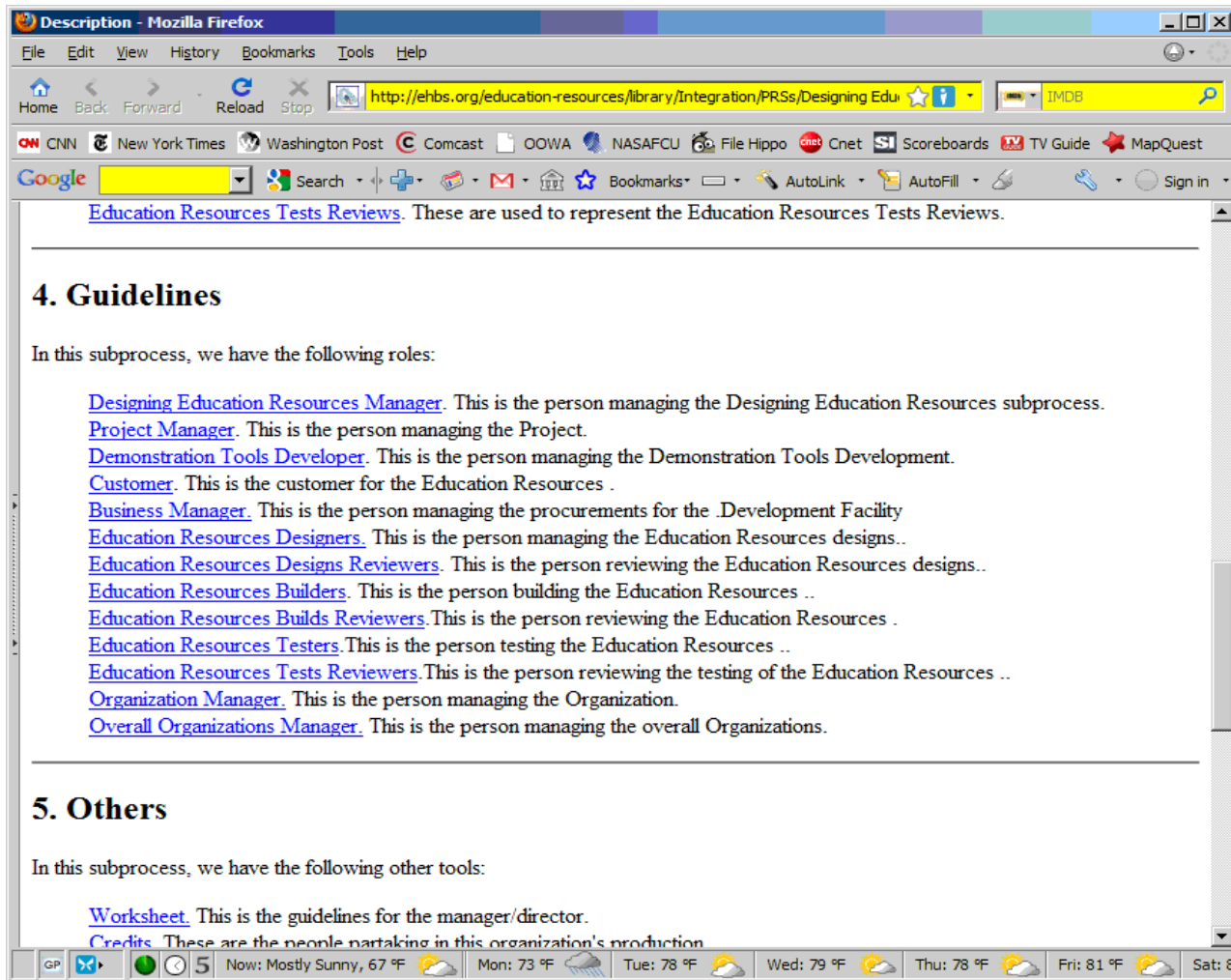
### 4. Guidelines

In this subprocess, we have the following roles:

- [Designing Education Resources Manager](#). This is the person managing the Designing Education Resources 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 Education Resources .
- [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 Sunny, 67 °F'. The system tray also displays weather forecasts 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/education-resources/library/Integration/PRSS/Designing Edu>. The page content includes a link to [Education Resources Tests Reviews](#) and a section titled **4. Guidelines**. Below this section, it states: "In this subprocess, we have the following roles:" followed by a list of roles with descriptions: [Designing Education Resources Manager](#), [Project Manager](#), [Demonstration Tools Developer](#), [Customer](#), [Business Manager](#), [Education Resources Designers](#), [Education Resources Designs Reviewers](#), [Education Resources Builders](#), [Education Resources Builds Reviewers](#), [Education Resources Testers](#), [Education Resources Tests Reviewers](#), [Organization Manager](#), and [Overall Organizations Manager](#). Below this is a section titled **5. Others** with the text: "In this subprocess, we have the following other tools:" followed by [Worksheet](#) and [Credits](#). The browser's status bar at the bottom shows the system clock as 5:05 and weather information for the current day and the following week.

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

---

## 4. Guidelines

In this subprocess, we have the following roles:

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

GP [X] 5 Now: Mostly Sunny, 67 °F Mon: 73 °F Tue: 78 °F Wed: 79 °F Thu: 78 °F Fri: 81 °F Sat: 8

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

Worksheet - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Print Stop

file:///E:/8000-8999/nasa/education-resources/summary/mockups/Worksheet.htm

IMDB

## Subprocess Worksheet

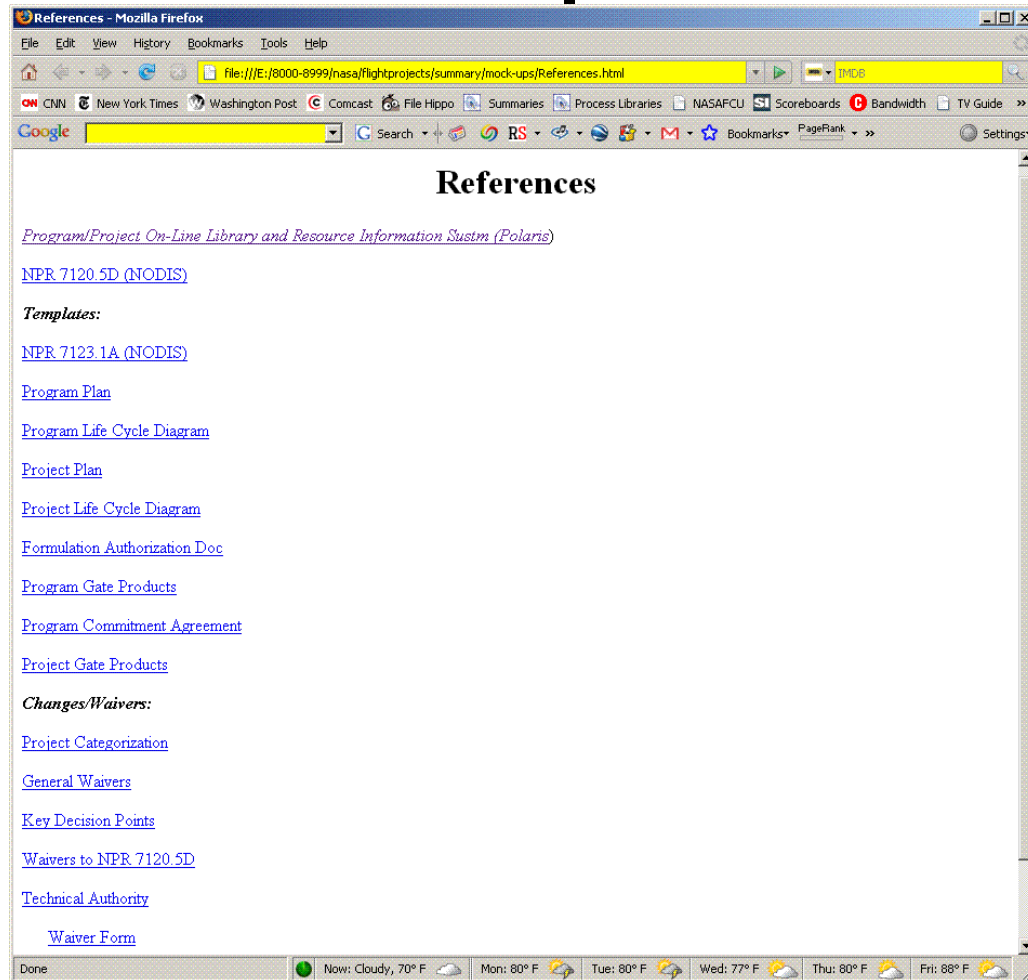
**Subprocess: Designing Education Resources**

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

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)
<b>Administration</b>	The purpose of this task is to administer the design of Education Resources.	Task Lead, Subtask Lead, Subtask Member, Reviewer, Approval Official, Project Manager, Documents Manager	James Green	07/23/07	08/23/07	Document Library	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library: NS2034</a>
<b>Planning</b>	The purpose of this task is to plan the design of Education Resources.	Task Lead, Subtask Lead, Subtask Member, Reviewer, Approval Official, Project Manager, Documents Manager	James Green	06/23/07	06/23/07	Planning Document	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library: NS2034</a>
						Draft Project Requirements Document	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library: NS2034</a>
						Project Plan	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library: NS2034</a>
<b>Designing Education Resources</b>	The purpose of this task is to design the Education Resources.	Task Lead, Subtask Lead, Subtask Member, Reviewer, Approval Official,	James Green	07/23/07	07/23/07	Design Document	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library: NS2034</a>
						Project Plan	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library: NS2034</a>
						Review Forms	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library: NS2034</a>

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

# References list other related resources.



# Credits acknowledge people's contributions.



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

Tools To Focus On During Stages. - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ehbs.org/intro/summary/stages1.html

Tools To Focus On During Stages- By Tool.

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

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

Tools To Focus On During Stages- By Stage.

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



# Objective:

## Develop Internet-based tools to support the paperless documentation and management of complex distributed processes.

The screenshot shows a Mozilla Firefox browser window with the address bar displaying <http://lincoln.gsfc.nasa.gov/education-resources/whatare/process.htm>. The page content is as follows:

### Education Resources

Product Realization Subprocesses*												
Integrated Problems-Solutions Database	Planning Education Resources	Education Resources Development Facility Solicitation Development	Submission	Handling	Gathering Requirements	Designing Education Resources	Building Education Resources	Using Education Resources	Improving Education Resources	Revising Education Resources	Closing Education Resources	Post-Closeout

(Potential Customers: Flight Projects, Educators)

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: Educators)

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

The browser's status bar at the bottom shows the system clock and weather forecast for the current day (Sunny, 82 °F) and the following days (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.

The screenshot shows a Mozilla Firefox browser window with the title "NASA Education Management Organizations - Mozilla Firefox". The address bar displays the file path: "file:///E:/8000-8999/nasa/education-resources/whatare/Organizations.htm". The page content features a large heading "NASA Education Resources Management Organizations" followed by a list of mission names under the subheading "Product Realization Subprocesses Organizations". The list includes: Advanced Composition Explorer (ACE), ACRIMSAT Mission, Aura Mission, Cassini-Huygens Mission, Chandra X-ray Observatory, Cosmic Hot Interstellar Plasma Spectrometer (CHIPS), Cluster ESA/NASA Mission, Deep Impact, ISS Expedition 10, Fast Auroral Snapshot Explorer (FAST), Far Ultraviolet Spectroscopic Explorer (FUSE) Mission, Galaxy Evolution Explorer (GALEX) Mission, Genesis Mission, Geotail Mission, Gravity Probe B (GPB) Mission, Gravity Recovery and Climate Experiment, High Energy Transient Explorer-2 (HETE-2) Mission, Hubble Space Telescope, Ice Cloud and Land Elevation Satellite (ICESat) Mission, Imager for Magnetopause-to-Aurora Global Exploration (IMAGE), INTERNATIONAL Gamma-Ray Astrophysics Laboratory (INTEGRAL), Mars Express, Mars Exploration Rover - Opportunity, Mars Exploration Rover - Spirit, Mars Global Surveyor, Mars Odyssey, MErcury, Surface, Space Experiment, GEochemistry and Ranging (MESSENGER) Mission, Muses-C, NOAA-M Environmental Satellite, Polar Mission, Reuven Ramaty High Energy Solar Spectroscopic Imager (RHESSI), and Rosetta Mission. The Windows taskbar at the bottom shows the system clock as "Now: 82°F" and a weather forecast for the following days: Sat: 88°F, Sun: 78°F, Mon: 76°F, Tue: 80°F, Wed: 81°F, Thu: 80°F.

**NASA Education Resources Management Organizations**

**Product Realization Subprocesses Organizations**

- Advanced Composition Explorer (ACE)
- ACRIMSAT Mission
- Aura Mission
- Cassini-Huygens Mission
- Chandra X-ray Observatory
- Cosmic Hot Interstellar Plasma Spectrometer (CHIPS)
- Cluster ESA/NASA Mission
- Deep Impact
- ISS Expedition 10
- Fast Auroral Snapshot Explorer (FAST)
- Far Ultraviolet Spectroscopic Explorer (FUSE) Mission
- Galaxy Evolution Explorer (GALEX) Mission
- Genesis Mission
- Geotail Mission
- Gravity Probe B (GPB) Mission
- Gravity Recovery and Climate Experiment
- High Energy Transient Explorer-2 (HETE-2) Mission
- Hubble Space Telescope
- Ice Cloud and Land Elevation Satellite (ICESat) Mission
- Imager for Magnetopause-to-Aurora Global Exploration (IMAGE)
- INTERNATIONAL Gamma-Ray Astrophysics Laboratory (INTEGRAL)
- Mars Express
- Mars Exploration Rover - Opportunity
- Mars Exploration Rover - Spirit
- Mars Global Surveyor
- Mars Odyssey
- MErcury, Surface, Space Experiment, GEochemistry and Ranging (MESSENGER) Mission
- Muses-C
- NOAA-M Environmental Satellite
- Polar Mission
- Reuven Ramaty High Energy Solar Spectroscopic Imager (RHESSI)
- Rosetta Mission

# **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.

Views - Mozilla Firefox

file:///E:/8000-8999/nasa/education-resources/summary/mockups/views.htm

CNN New York Times Washington Post Comcast File Hippo Summaries Process Libraries NASAFCU SI Scoreboards Bandwidth

Google Search

## Views

**Total 30 Entries**

Classification: **Product Realization Subprocesses** (T4-00-00-00)  
Subprocess: **Designing Education Resources** (T4-08-00-00)

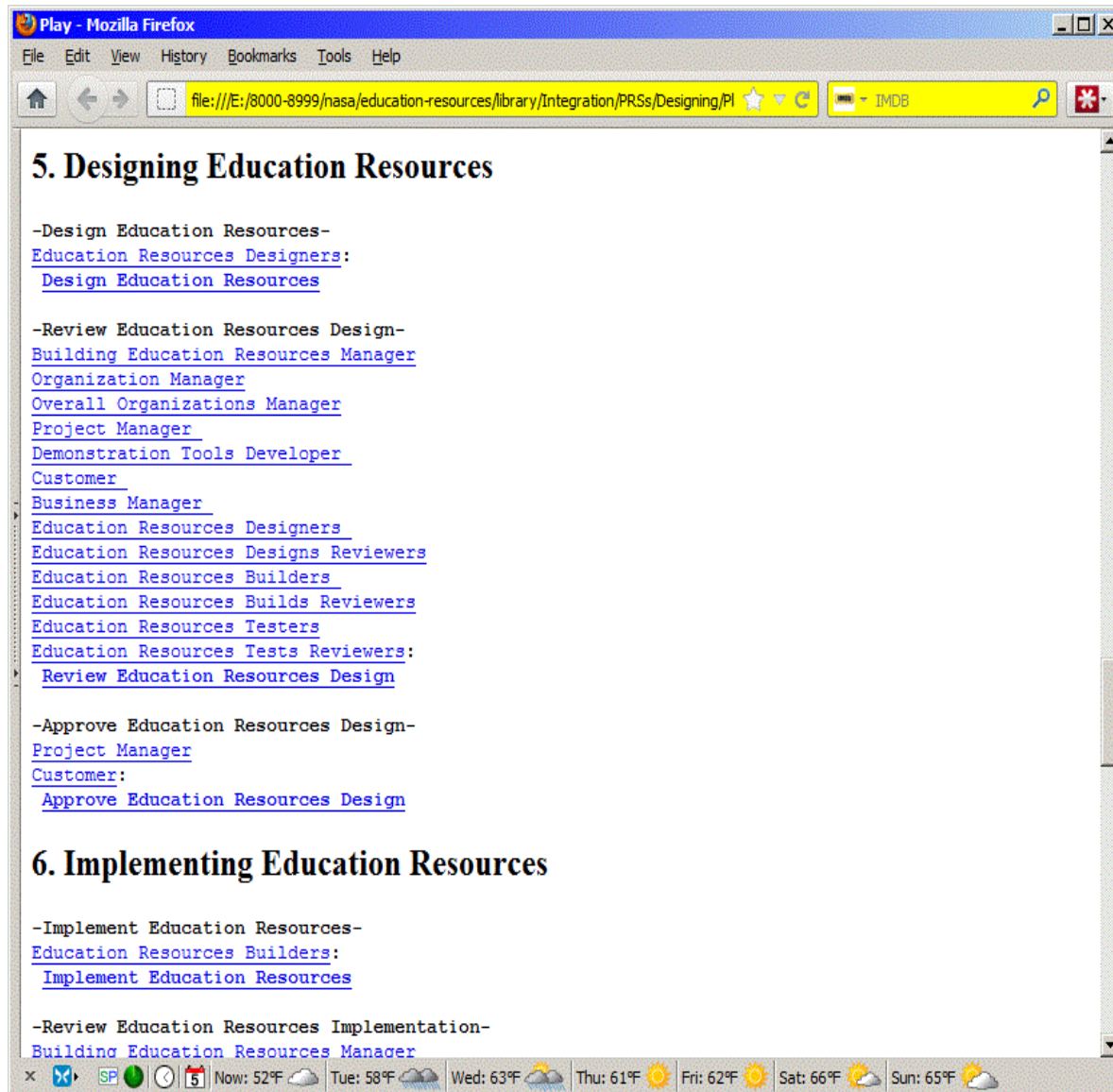
[Create View](#)

View	Steps
<a href="#">ASTRO-E2</a> Don Margolies (Don.Margolies@nasa.gov)	<a href="#">Update</a> <a href="#">Copy</a> <a href="#">Delete</a>
<a href="#">CHIPS</a> Dave Pierce (Dave.Pierce@nasa.gov)	<a href="#">Update</a> <a href="#">Copy</a> <a href="#">Delete</a>
<a href="#">CINDI/TWINS</a> Jim Byrd (Jim.Byrd@nasa.gov)	<a href="#">Update</a> <a href="#">Copy</a> <a href="#">Delete</a>
<a href="#">Constellation-X</a> Liz Citri (Liz.Citri@nasa.gov)	<a href="#">Update</a> <a href="#">Copy</a> <a href="#">Delete</a>
<a href="#">ESDIS</a> MaryAnn Esfandiari (MaryAnn.Esfandiari@nasa.gov)	<a href="#">Update</a> <a href="#">Copy</a> <a href="#">Delete</a>
<a href="#">EO-1</a> Bryant Cramer (Bryant.Cramer@nasa.gov)	<a href="#">Update</a> <a href="#">Copy</a> <a href="#">Delete</a>
<a href="#">EOS AURA</a>	<a href="#">Update</a>

Done Now: Mostly Sunny, 69° F Sat: 76° F Sun: 82° F Mon: 78° F Tue: 74° F Wed: 69° F



# Plays describe subprocess execution.



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

**5. Designing Education Resources**

-Design Education Resources-  
[Education Resources Designers:](#)  
[Design Education Resources](#)

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

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

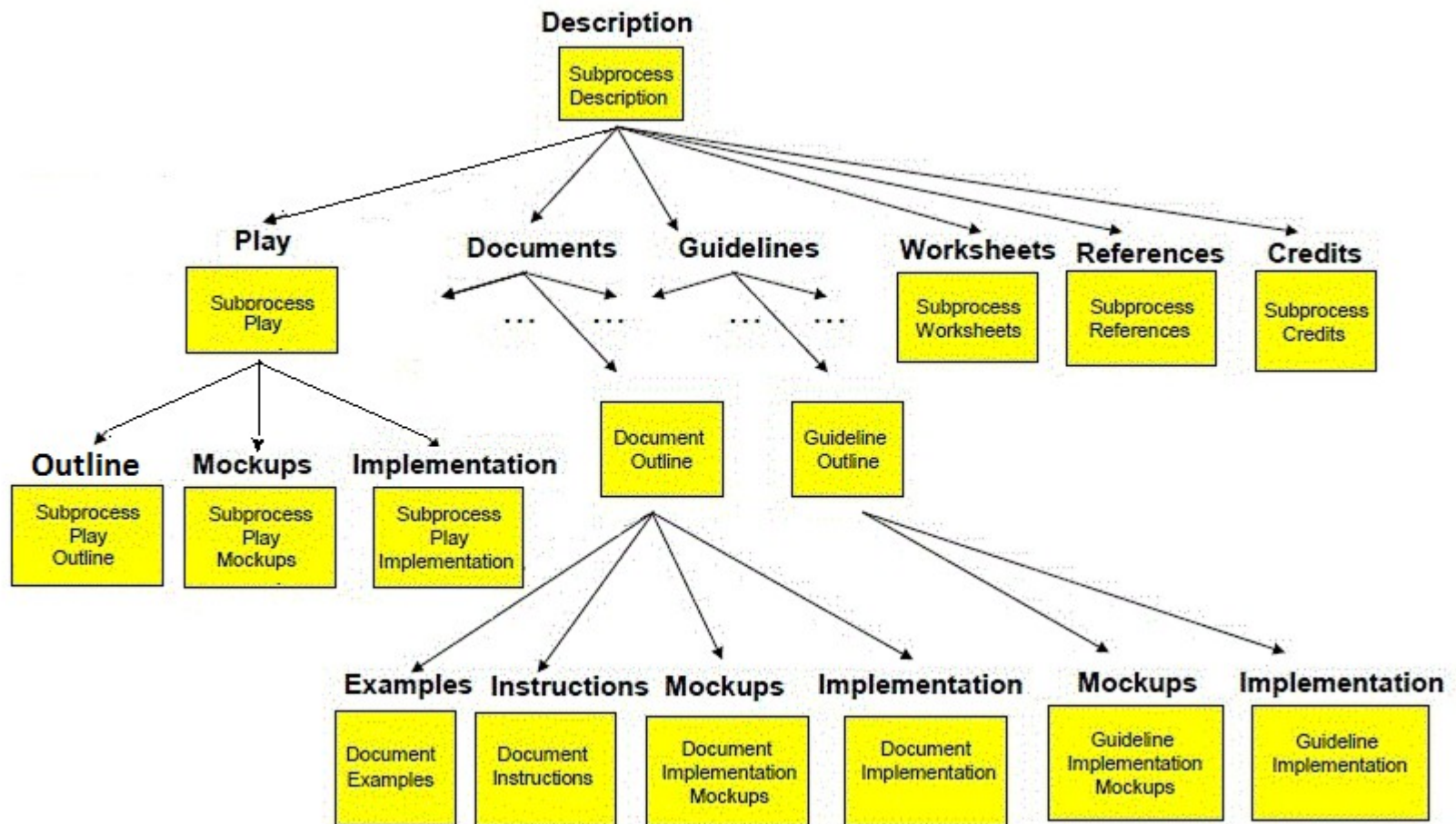
**6. Implementing Education Resources**

-Implement Education Resources-  
[Education Resources Builders:](#)  
[Implement Education Resources](#)

-Review Education Resources Implementation-  
[Building Education Resources Manager](#)

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

**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.

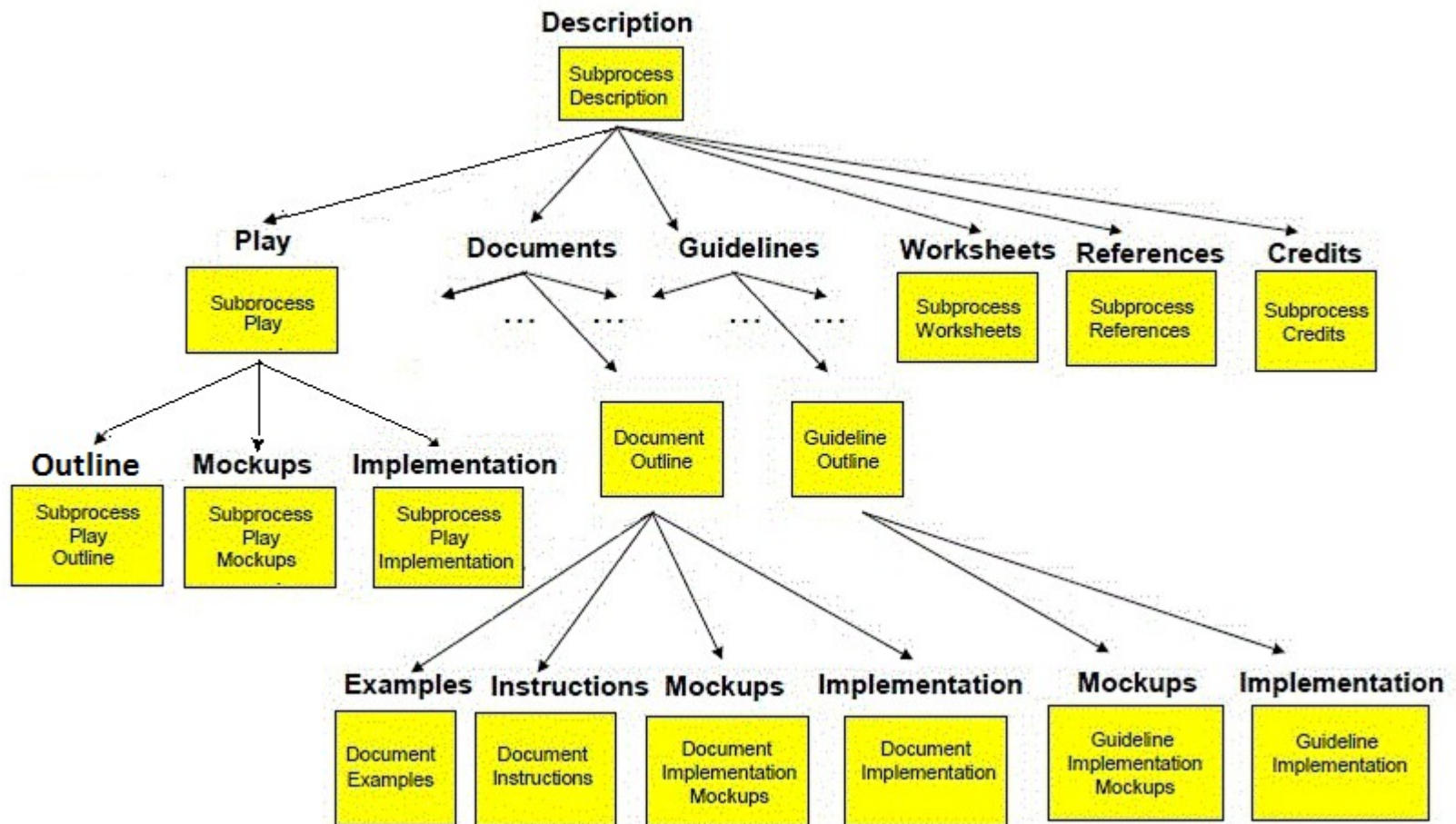
Tool	Process Developer	Process Participant
Descriptions:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Plays:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach,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

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

# Some Applications

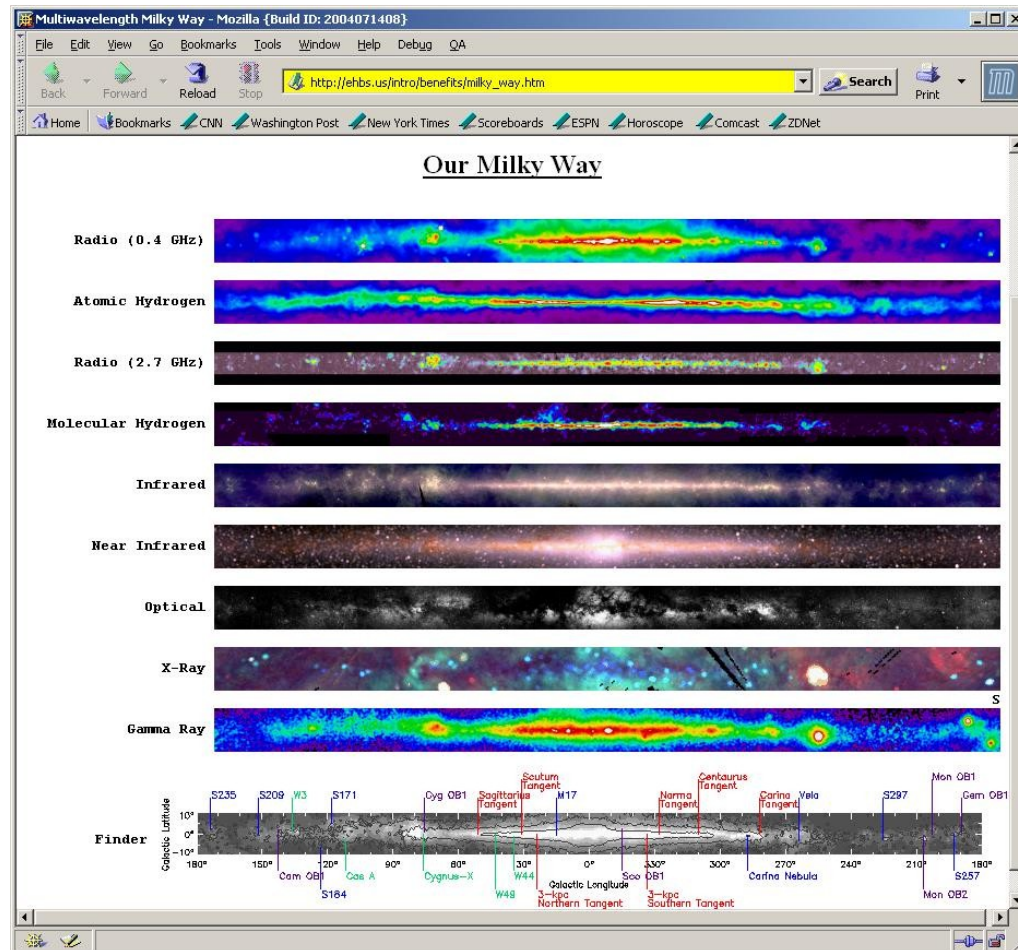
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- [DOI's Screen Available and Exchange-Sales \(SAVES\)- Property](#)
- [DOJ's Bulletproof Vests Partnership Program \(BVP\)- Grants](#)
- [DOJ's Local Law Enforcement Block Grants \(LLEBG\) - Grants](#)
- [DOJ's Office of Justice Program IT Initiatives \(OJP IT\) - Grants](#)
- [DOJ's Southwest Border Patrol Initiative \(SWBPI\) - Grants](#)
- [Federal Emergency Management Administration \(FEMA\) - Grants](#)
- [FEMA's US Fire Administration \(USFA\)- Grants](#)
- [HHS's Health Services Resources Administration \(HRSA\) - Grants](#)
- [NASA's Earth Sciences Technology Office \(ESTO\)- Contracts](#)
- [NASA's Educational Program Data Collection and Evaluation Program \(EDCATs\) - Program Evaluations](#)
- [NASA's Small Business Innovation Research \(SBIR\)- Contracts](#)
- [USDA's Emergency Response Information System \(ERIS\) - Grants](#)
- [USDA's Integrated Item Tracking System-Reagents Ordering-Shipping System \(IITS-ROSS\) - Grants](#)
- [USDA's Karnal Bundt Information System \(KBIS\) - Grants](#)

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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

File Edit View History Bookmarks Tools Help

EHBs Home Page

ehbs.us

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



## Complex Process Management Using Process Libraries and Electronic Handbooks

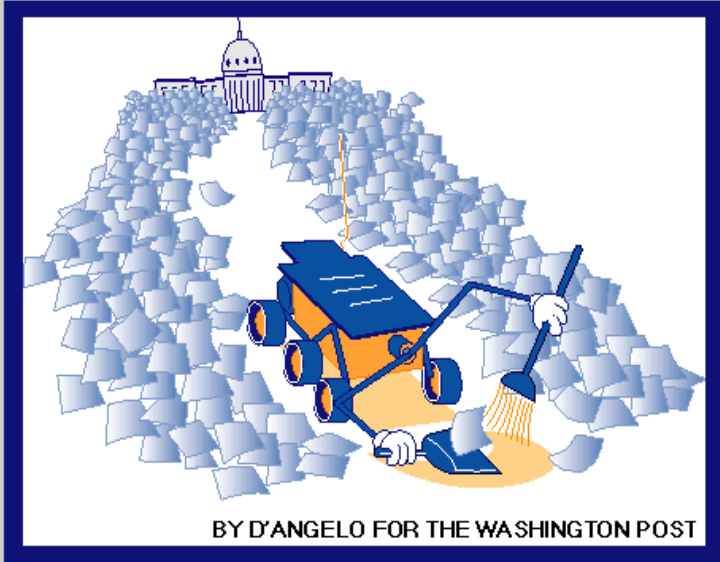
[Where Shakespeare Meets Freud]

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Now: 64°F Sun: 83°F Mon: 60°F Tue: 62°F Wed: 76°F Thu: 78°F Fri: 62°F