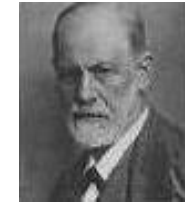


# NASA Earth Sciences Technology Office (ESTO) Technologies Management Using Process Libraries and Electronic Handbooks

(Where Shakespeare Meets Freud)



## Demonstration



Dr. Barry E. Jacobs  
[barry.e.jacobs@comcast.net](mailto: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 displays the file path: `file:///E:/8000-8999/nasa/esto/library/Integration/PRSS/Solicitation Development/Pla`. The main content area is titled '4. Topic Development' and lists several tasks and roles:

- Develop Topics-
  - [Mission Directorate Representative \(Lead\)](#)
  - [Field Center Program Manager,](#)
  - [Field Center Technologies Manager:](#)
    - [Read Guidelines](#)
    - [Add/Update/Delete Topics](#)
    - [Re-number/Move Topics](#)
- Register, Assign, Notify Topic Managers-
  - [Mission Directorate Representative \(Co-Lead\)](#)
  - [Field Center Program Manager \(Co-Lead\)](#)
  - [Field Center Technologies Manager:](#)
    - [Register Topic Manager](#)
    - [Assign Topic Manager](#)
- Update Topic Descriptions-
  - [Topic Manager \(Co-Lead\) ,](#)
  - [Mission Directorate Representative \(Co-Lead\)](#)
  - [Field Center Program Manager](#)
  - [Field Center Technologies Manager](#)
  - [Solicitation Development Manager:](#)
    - [Read Guidelines](#)
    - [Update Topic Descriptions](#)
- [Solicitation Development Manager:](#)
  - [Notify Reviewers to Review Topics](#)
- Review Topics-
  - [Program Manager,](#)
  - [Overall Programs Manager,](#)
  - [Field Center Program Manager,](#)
  - [Field Center Technologies Manager,](#)
  - [Solicitation Development Manager:](#)
    - [Read Guidelines](#)
    - [Review Topics](#)

The bottom of the browser window shows a taskbar with a clock displaying 'Now: 52°F' and a weather forecast for the following days: 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.**

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



# Descriptions summarize subprocesses.

The screenshot shows a Mozilla Firefox browser window. The address bar displays the URL <http://ehbs.org/esto/library/Integration/PRs/Solicitation Development/Desa>. The page title is "Description - Mozilla Firefox". The browser's toolbar includes buttons for Home, Back, Forward, Reload, and Stop, along with a search bar and various utility icons. The page content is titled "Solicitation Development" and features a "Table of Contents" section with the following links:

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

The "1. Overview" section contains the following text:

In this subprocess, we deal with the process of developing,, reviewing, and distributing the Solicitation..

**Organization:** ORG

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

[Benefits](#)

The "2. Play" section contains the following text:

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

The bottom of the browser window shows a taskbar with system icons and a weather forecast for the current day and the following days.



# Plays describe subprocess execution.

**Play - Mozilla Firefox**

File Edit View History Bookmarks Tools Help

file:///E:/8000-8999/nasa/esto/library/Integration/PRSS/Solicitation Development/Pla

## 4. Topic Development

-Develop Topics-

- [Mission Directorate Representative \(Lead\)](#)
- [Field Center Program Manager,](#)
- [Field Center Technologies Manager:](#)
  - [Read Guidelines](#)
  - [Add/Update/Delete Topics](#)
  - [Re-number/Move Topics](#)

-Register, Assign, Notify Topic Managers-

- [Mission Directorate Representative \(Co-Lead\)](#)
- [Field Center Program Manager \(Co-Lead\)](#)
- [Field Center Technologies Manager:](#)
  - [Register Topic Manager](#)
  - [Assign Topic Manager](#)

-Update Topic Descriptions-

- [Topic Manager \(Co-Lead\) ,](#)
- [Mission Directorate Representative \(Co-Lead\)](#)
- [Field Center Program Manager](#)
- [Field Center Technologies Manager](#)
- [Solicitation Development Manager:](#)
  - [Read Guidelines](#)
  - [Update Topic Descriptions](#)

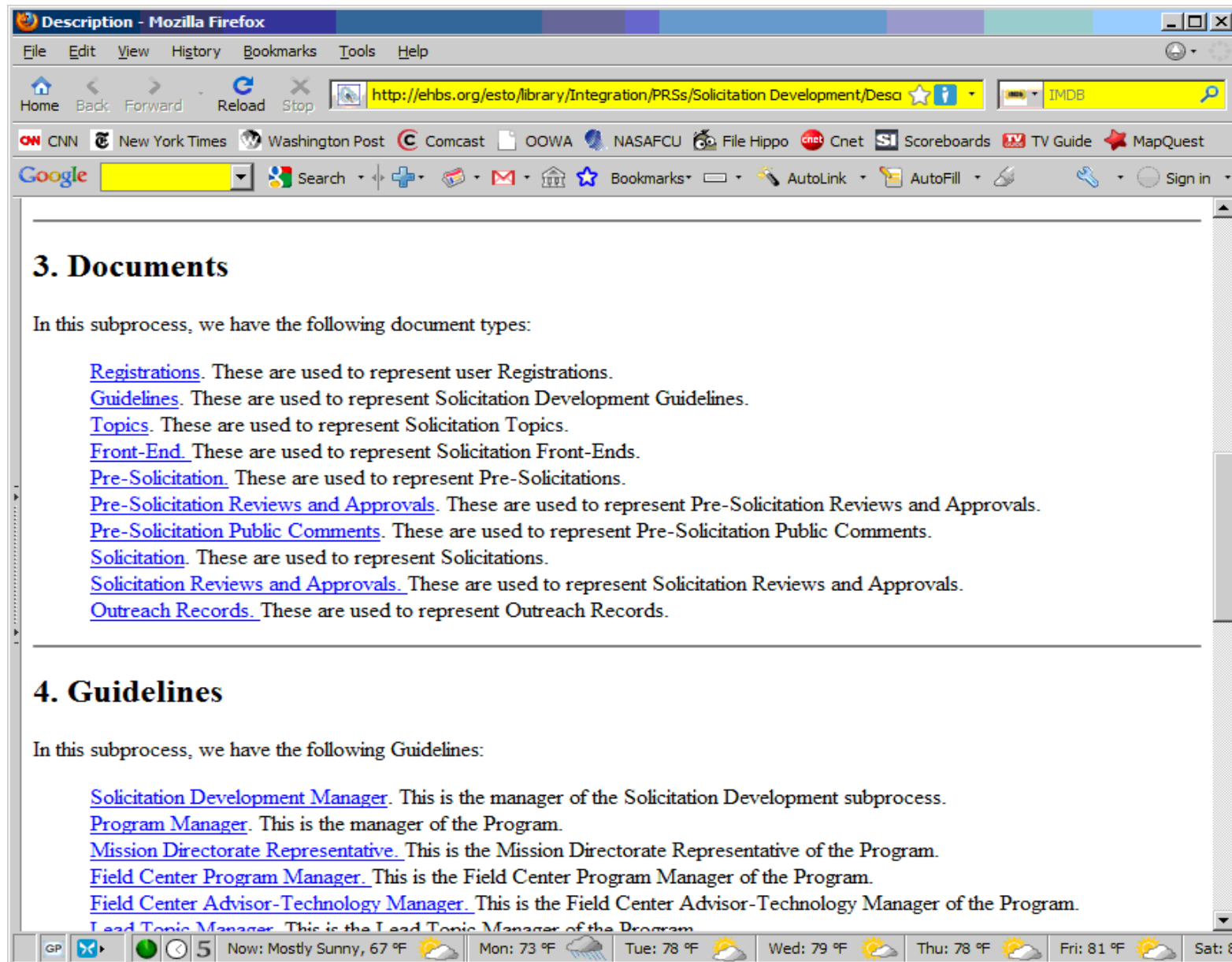
[Solicitation Development Manager:](#)  
[Notify Reviewers to Review Topics](#)

-Review Topics-

- [Program Manager,](#)
- [Overall Programs Manager,](#)
- [Field Center Program Manager,](#)
- [Field Center Technologies Manager,](#)
- [Solicitation Development Manager:](#)
  - [Read Guidelines](#)
  - [Review Topics](#)

Now: 52°F Tue: 58°F Wed: 63°F Thu: 61°F Fri: 62°F Sat: 66°F Sun: 65°F

# Documents describe subprocess data.



**3. Documents**

In this subprocess, we have the following document types:

- [Registrations](#). These are used to represent user Registrations.
- [Guidelines](#). These are used to represent Solicitation Development Guidelines.
- [Topics](#). These are used to represent Solicitation Topics.
- [Front-End](#). These are used to represent Solicitation Front-Ends.
- [Pre-Solicitation](#). These are used to represent Pre-Solicitations.
- [Pre-Solicitation Reviews and Approvals](#). These are used to represent Pre-Solicitation Reviews and Approvals.
- [Pre-Solicitation Public Comments](#). These are used to represent Pre-Solicitation Public Comments.
- [Solicitation](#). These are used to represent Solicitations.
- [Solicitation Reviews and Approvals](#). These are used to represent Solicitation Reviews and Approvals.
- [Outreach Records](#). These are used to represent Outreach Records.

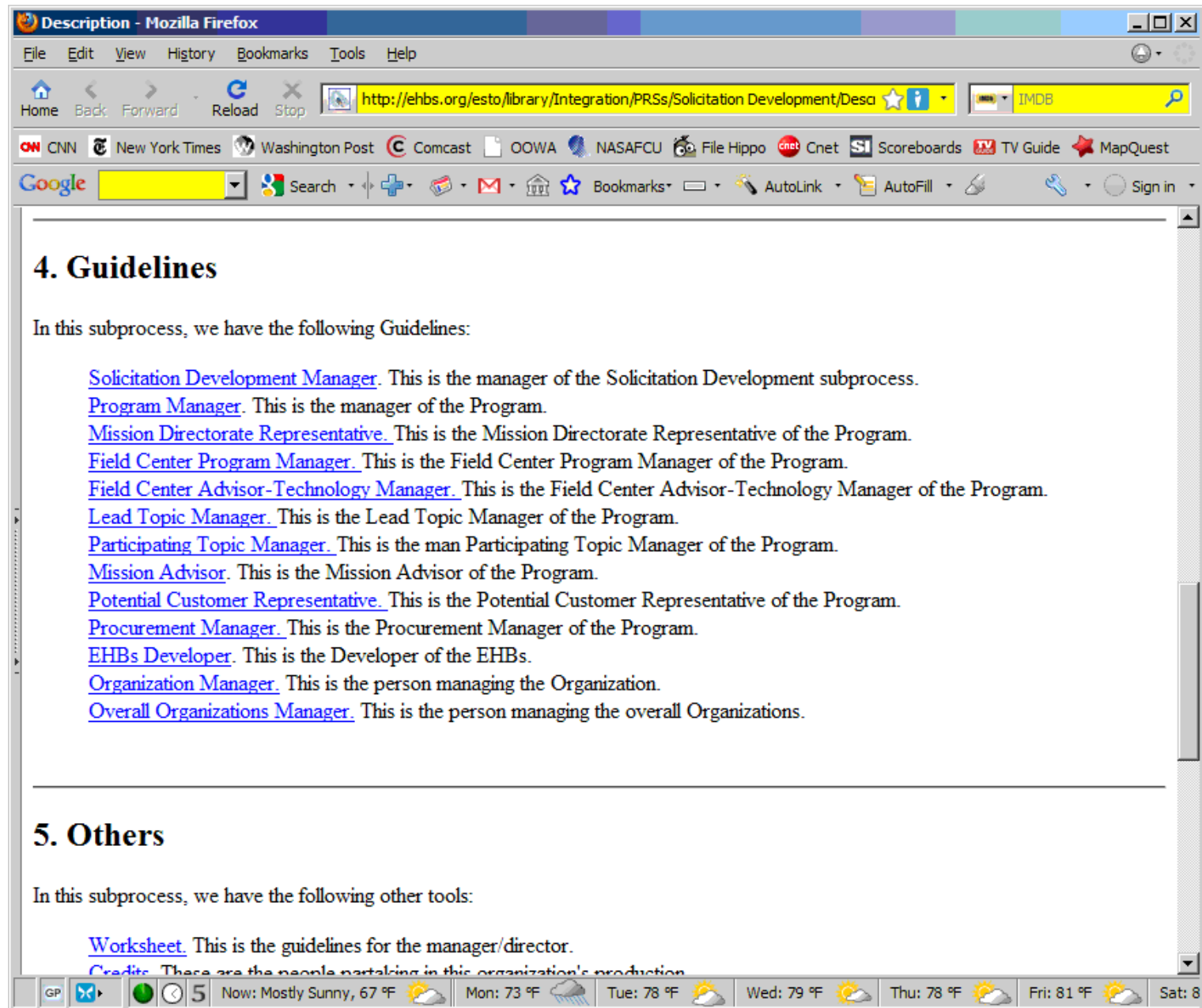
**4. Guidelines**

In this subprocess, we have the following Guidelines:

- [Solicitation Development Manager](#). This is the manager of the Solicitation Development subprocess.
- [Program Manager](#). This is the manager of the Program.
- [Mission Directorate Representative](#). This is the Mission Directorate Representative of the Program.
- [Field Center Program Manager](#). This is the Field Center Program Manager of the Program.
- [Field Center Advisor-Technology Manager](#). This is the Field Center Advisor-Technology Manager of the Program.
- [Lead Topic Manager](#). This is the Lead Topic Manager of the Program.



# Guidelines describe user subprocesses.



**4. Guidelines**

In this subprocess, we have the following Guidelines:

- [Solicitation Development Manager](#). This is the manager of the Solicitation Development subprocess.
- [Program Manager](#). This is the manager of the Program.
- [Mission Directorate Representative](#). This is the Mission Directorate Representative of the Program.
- [Field Center Program Manager](#). This is the Field Center Program Manager of the Program.
- [Field Center Advisor-Technology Manager](#). This is the Field Center Advisor-Technology Manager of the Program.
- [Lead Topic Manager](#). This is the Lead Topic Manager of the Program.
- [Participating Topic Manager](#). This is the man Participating Topic Manager of the Program.
- [Mission Advisor](#). This is the Mission Advisor of the Program.
- [Potential Customer Representative](#). This is the Potential Customer Representative of the Program.
- [Procurement Manager](#). This is the Procurement Manager of the Program.
- [EHBs Developer](#). This is the Developer of the EHBs.
- [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 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:/Intro/summary/mock-ups/Worksheet.htm

IMDB

## Subprocess Worksheet

**Subprocess: Solicitation Development**

In this subprocess, we deal with the process of developing, reviewing, and distributing the Solicitation.

**Organization:** Division C

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 Project Development.	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:</a> NS2034
<b>Critical Design Review (CDR)</b>	The purpose of this task is to administer Critical Design Review (CDR).	Task Lead, Subtask Lead, Subtask Member, Reviewer, Approval Official, Project Manager, Documents Manager	James Green	06/23/07	06/23/07	Critical Design Review (CDR) Documents	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library:</a> NS2034
						Draft Project Requirements Document	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library:</a> NS2034
						Project Plan	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library:</a> NS2034
<b>Resource Analysis Office</b>	The purpose of this task is to administer Resource Analysis Office	Task Lead, Subtask Lead, Subtask Member, Reviewer,	James Green			Resource Analysis Office (RAO) Data Dump Documents	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library:</a> NS2034
						Project Plan	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library:</a> NS2034

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

Google

### 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
Subprocess Worksheets	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. - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ehbs.org/intro/summary/stages2.html

Google

### 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.



## Overview of NASA Earth Sciences Technology Office (ESTO) Technologies Process Library

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

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

For more information on the NASA Esto Process Library see: [paper](#), [summary](#), and [other process libraries](#).

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Subprocesses - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Stop <http://lincoln.gsfc.nasa.gov/esto/whatare/process.htm> Webster

## Technologies

Product Realization Subprocesses								
Integrated Problems-Solutions Database	Planning Technologies	Solicitation Development	Submission	Review & Selection	Negotiation & Award	Administration	Closeout	Post-Closeout

(Potential Customers: Flight Projects)

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: Flight Projects, Non-NASA Customers)

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 ESTO Organizations - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Print Stop file:///E:/8000-8999/nasa/esto/plib/Organizations.htm

## NASA ESTO Organizations

Product Realization Subprocesses Organizations
Instrument Incubator Program (IIP)
Quick Response System (QRS)
Earth Sciences Enterprise Studies (ESES)
Advanced Information Systems Technologies (AIST)
Advanced Technologies Initiatives (ATI)

Product Distribution Subprocesses Organizations
Instrument Incubator Program (IIP)
Quick Response System (QRS)
Earth Sciences Enterprise Studies (ESES)
Advanced Information Systems Technologies (AIST)
Advanced Technologies Initiatives (ATI)

Support Subprocesses Organizations
Support Contractor A
Support Contractor B
Support Contractor C

Improvement Subprocesses Organizations
ISO 9001: 2000 Improvements Contractor
CMMI- Staged Improvements Contractor
CMMI- Continuous Improvements Contractor

Common Subprocesses Organizations
Support Contractor A
Support Contractor A
Support Contractor C

Now: Cloudy, 60° F Thu: 66° F Fri: 68° F Sat: 76° F Sun: 79° F Mon: 79° F Tue: 76° F

Organizations Execute The Eight "Play Development" Stages - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Organizations Execute The Eight "Pl... X +

ehbs.org/intro/summary/Eight-Stages.html Wikipedia (en)

## **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.**

Silver Spring, MD 20902, USA: 95°F Sun: 92°F Mon: 88°F Tue: 88°F Wed: 88°F Thu: 90°F Fri: 88°F



## 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 - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ehbs.org/intro/summary/Important Human Factor Issues/

Google

## 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 - Mozilla Firefox

File Edit View History Bookmarks Tools Help

<http://ehbs.org/intro/summary/Telephone Game Syndrome.htm> ★ YouTube Feedback

## The "Game of Telephone" Syndrome: Where People Pass-On Only Parts of the "Message"



A group of nine business professionals (seven men and two women) are standing in a line. Each person has a speech bubble above them that says "View". The speech bubbles are connected by lines, suggesting a chain of communication. At the ends of the line, on the floor, are two rotary telephones. The overall image illustrates the concept of the "Game of Telephone" syndrome, where only parts of the message are passed on.

× ★★★★★ [Icons] Silver Spring, MD 20902, USA: 54°F ☀ Tue: 61°F ☀ Wed: 58°F ☁ Thu: 51°F ☀ Fri: 47°F ☁

## 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.

Overview of NASA Esto Process Library - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Print Stop file:///E:/8000-8999/nasa/esto/plib/overview.html ★ IMDB

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Now: Cloudy, 60° F Thu: 66° F Fri: 68° F Sat: 76° F Sun: 79° F Mon: 79° F Tue: 76° F

NASA Esto Process Library - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Stop <http://lincoln.gsfc.nasa.gov/esto/plib/> Webster

## NASA Earth Sciences Technology Office (ESTO) Technologies Process Library

---

[Overview \(Demo\)](#)

[Integrated Problems-Solutions Database](#)

[Planning Technologies](#)

[Solicitation Development](#)

[Submission](#)

[Review and Selection](#)

[Negotiation and Award](#)

[Administration](#)

[Closeout](#)

[Post-Closeout](#)

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GP 5 Now: Sunny, 79 °F Sat: 87 °F Sun: 85 °F Mon: 80 °F Tue: 85 °F Wed: 84 °F Thu: 81 °F

Views - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Print Stop

file:///E:/8000-8999/nasa/esto/summary/mock-ups/Views.htm

IMDB

# Views

Total 31 Entries

Classification: **Product Distribution Subprocesses** (T4-00-00-00)

Subprocess: **Solicitation Development** (T4-1-00-00)

[Create View](#)

View	Steps
<a href="#">Instrument Incubator Program (IIP)</a> Jim Bogue (jim.bogue@nasa.gov)	<a href="#">Update</a> <a href="#">Copy</a> <a href="#">Delete</a>
<a href="#">Quick Response System (QRS)</a> Mary Smith (mary.smith@nasa.gov)	<a href="#">Update</a> <a href="#">Copy</a> <a href="#">Delete</a>
<a href="#">Earth Sciences Enterprise Studies (ESES)</a> Phillip Green (phillip.green@nasa.gov)	<a href="#">Update</a> <a href="#">Copy</a> <a href="#">Delete</a>
<a href="#">Advanced Information Systems Technologies (AIST)</a> James R. Bryant (Ray.Bryant-1@nasa.gov)	<a href="#">Update</a> <a href="#">Copy</a> <a href="#">Delete</a>
<a href="#">Advanced Technologies Initiatives (ATI)</a> Robert Wong (robert.l.yang@nasa.gov)	<a href="#">Update</a> <a href="#">Copy</a> <a href="#">Delete</a>

Done

Now: Sunny, 84° F

Tue: 89° F

Wed: 91° F

Thu: 92° F

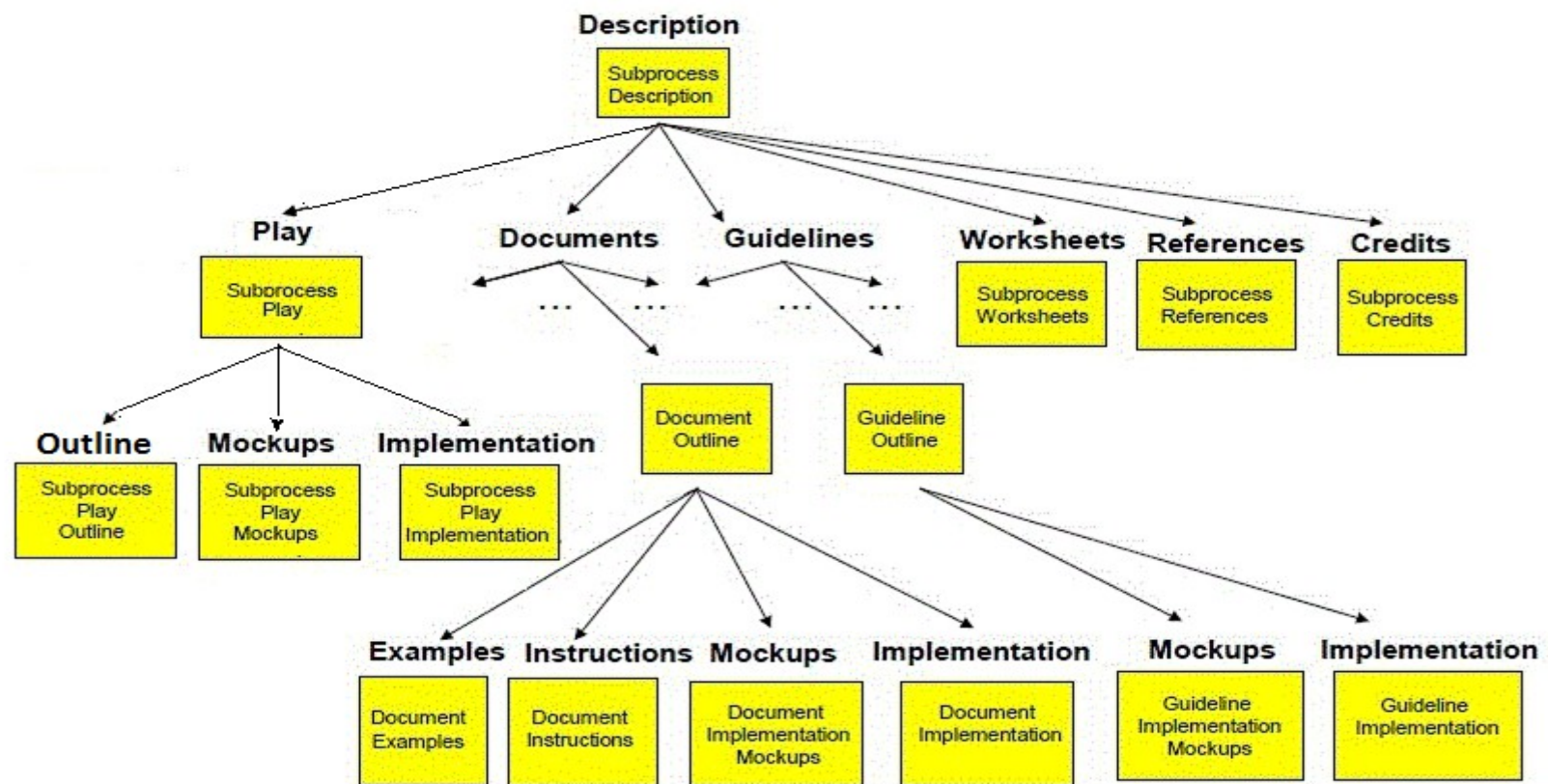
Fri: 93° F

Sat: 87° F

Sun: 92° F



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



Description - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Stop <http://ehbs.org/esto/library/Integration/PRs/Solicitation Development/Desc> ★ ⓘ

CNN New York Times Washington Post Comcast OOWA NASAFCU File Hippo Cnet SI Scoreboards TV Guide MapQuest

Google Search + + + + + Bookmarks AutoLink AutoFill Sign in

# Solicitation Development

---

## Table of Contents

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

---

## 1. Overview

In this subprocess, we deal with the process of developing,, reviewing, and distributing the Solicitation..

**Organization:** ORG

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

---

## 2. Play

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

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

Play - Mozilla Firefox

File Edit View History Bookmarks Tools Help

file:///E:/8000-8999/nasa/esto/library/Integration/PRsS/Solicitation Development/Pla ★

IMDB

## 4. Topic Development

-Develop Topics-

- [Mission Directorate Representative \(Lead\)](#)
- [Field Center Program Manager,](#)
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- [Re-number/Move Topics](#)

-Register, Assign, Notify Topic Managers-

- [Mission Directorate Representative \(Co-Lead\)](#)
- [Field Center Program Manager \(Co-Lead\)](#)
- [Field Center Technologies Manager:](#)
- [Register Topic Manager](#)
- [Assign Topic Manager](#)

-Update Topic Descriptions-

- [Topic Manager \(Co-Lead\) ,](#)
- [Mission Directorate Representative \(Co-Lead\)](#)
- [Field Center Program Manager](#)
- [Field Center Technologies Manager](#)
- [Solicitation Development Manager:](#)
- [Read Guidelines](#)
- [Update Topic Descriptions](#)

[Solicitation Development Manager:](#)

- [Notify Reviewers to Review Topics](#)

-Review Topics-

- [Program Manager,](#)
- [Overall Programs Manager,](#)
- [Field Center Program Manager,](#)
- [Field Center Technologies Manager,](#)
- [Solicitation Development Manager:](#)
- [Read Guidelines](#)
- [Review Topics](#)

Now: 52°F Tue: 58°F Wed: 63°F Thu: 61°F Fri: 62°F Sat: 66°F Sun: 65°F

**Description - Mozilla Firefox**

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Stop <http://ehbs.org/esto/library/Integration/PRs/SolicitationDevelopment/Desc> ★ ⓘ

CNN New York Times Washington Post Comcast OOWA NASAFCU File Hippo Cnet SI Scoreboards TV Guide MapQuest

Google Search + + + + + Bookmarks AutoLink AutoFill Sign in

---

### 3. Documents

In this subprocess, we have the following document types:

- [Registrations](#). These are used to represent user Registrations.
- [Guidelines](#). These are used to represent Solicitation Development Guidelines.
- [Topics](#). These are used to represent Solicitation Topics.
- [Front-End](#). These are used to represent Solicitation Front-Ends.
- [Pre-Solicitation](#). These are used to represent Pre-Solicitations.
- [Pre-Solicitation Reviews and Approvals](#). These are used to represent Pre-Solicitation Reviews and Approvals.
- [Pre-Solicitation Public Comments](#). These are used to represent Pre-Solicitation Public Comments.
- [Solicitation](#). These are used to represent Solicitations.
- [Solicitation Reviews and Approvals](#). These are used to represent Solicitation Reviews and Approvals.
- [Outreach Records](#). These are used to represent Outreach Records.

---

### 4. Guidelines

In this subprocess, we have the following Guidelines:

- [Solicitation Development Manager](#). This is the manager of the Solicitation Development subprocess.
- [Program Manager](#). This is the manager of the Program.
- [Mission Directorate Representative](#). This is the Mission Directorate Representative of the Program.
- [Field Center Program Manager](#). This is the Field Center Program Manager of the Program.
- [Field Center Advisor-Technology Manager](#). This is the Field Center Advisor-Technology Manager of the Program.
- [Lead Topic Manager](#). This is the Lead Topic Manager of the Program.

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



**Description - Mozilla Firefox**

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Stop <http://ehbs.org/esto/library/Integration/PRsS/Solicitation Development/Desc> ★ ⓘ

CNN New York Times Washington Post Comcast OOWA NASAFCU File Hippo Cnet SI Scoreboards TV Guide MapQuest

Google Search + + + + + Bookmarks AutoLink AutoFill Sign in

---

## 4. Guidelines

In this subprocess, we have the following Guidelines:

- [Solicitation Development Manager](#). This is the manager of the Solicitation Development subprocess.
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- [Field Center Program Manager](#). This is the Field Center Program Manager of the Program.
- [Field Center Advisor-Technology Manager](#). This is the Field Center Advisor-Technology Manager of the Program.
- [Lead Topic Manager](#). This is the Lead Topic Manager of the Program.
- [Participating Topic Manager](#). This is the man Participating Topic Manager of the Program.
- [Mission Advisor](#). This is the Mission Advisor of the Program.
- [Potential Customer Representative](#). This is the Potential Customer Representative of the Program.
- [Procurement Manager](#). This is the Procurement Manager of the Program.
- [EHBs Developer](#). This is the Developer of the EHBs.
- [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 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:/Intro/summary/mock-ups/Worksheet.htm

IMDB

## Subprocess Worksheet

**Subprocess: Solicitation Development**

In this subprocess, we deal with the process of developing, reviewing, and distributing the Solicitation.

**Organization:** Division C

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 Project Development.	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:</a> NS2034
<b>Critical Design Review (CDR)</b>	The purpose of this task is to administer Critical Design Review (CDR).	Task Lead, Subtask Lead, Subtask Member, Reviewer, Approval Official, Project Manager, Documents Manager	James Green	06/23/07	06/23/07	Critical Design Review (CDR) Documents	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library:</a> NS2034
						Draft Project Requirements Document	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library:</a> NS2034
						Project Plan	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library:</a> NS2034
<b>Resource Analysis Office</b>	The purpose of this task is to administer Resource	Task Lead, Subtask Lead, Subtask Member, Reviewer,	James			Resource Analysis Office (RAO) Data Dump Documents	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library:</a> NS2034
						Project Plan	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library:</a> NS2034

Do...

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



# References

["NASA Sets Sights on a 'Paperless' Planet"- Washington Post  
\(Federal Page\)](#)

["Justice Department to Use Internet to Help Protect Officers"- USDOJ Press Release  
\(Photograph\)](#)

["Over 19,500 Applications Received For Firefighters Grant Program"- USFA Press Release](#)

["Contract Cybernauts"- Government Executive](#)

["NASA's Electronic Handbooks Offer Paper-Free Management"- Federal Computer Week](#)

["Bulletproof Vests System Wins FGIPC's 1999 GOLD IOSS AWARD"- FGIPC's Press Release](#)

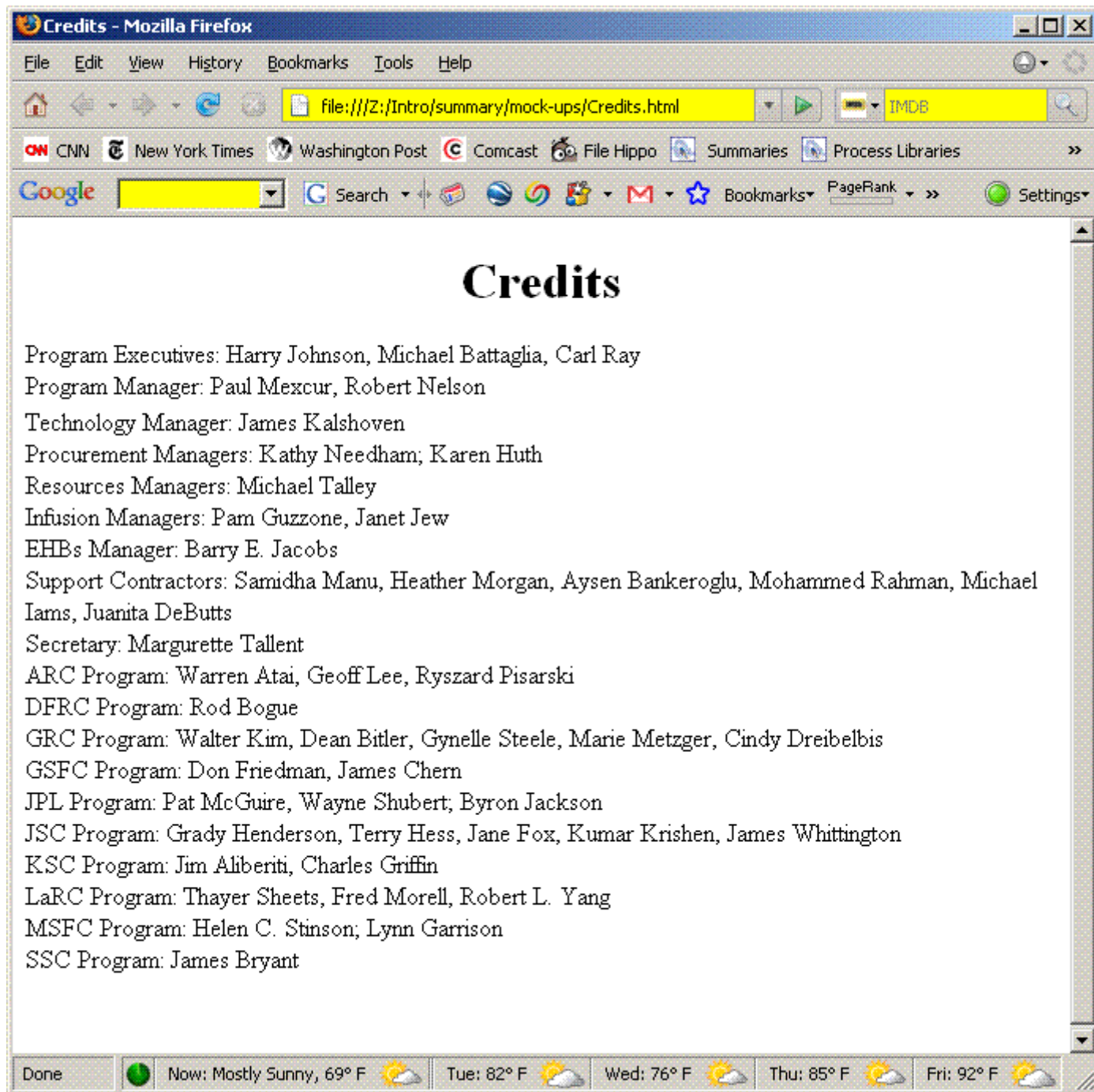
["NASA E-Commerce Solution Gains Attention"- Washington Technology](#)

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["NASA Tames a Paper Beast"- NASA Tech Briefs](#)

["Time and Cost Savings Result From Internet Software Tool Developed For Electronic Process Management"- NASA/GSFC Press Release](#)



# 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

Google

### 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
Subprocess Worksheets	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. - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ehbs.org/intro/summary/stages2.html

Google

### 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.

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







Shakespeare Meets Freud - Mozilla Firefox 4.0 Beta 3

File Edit View History Bookmarks Tools Help

Shakespeare Meets Freud



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



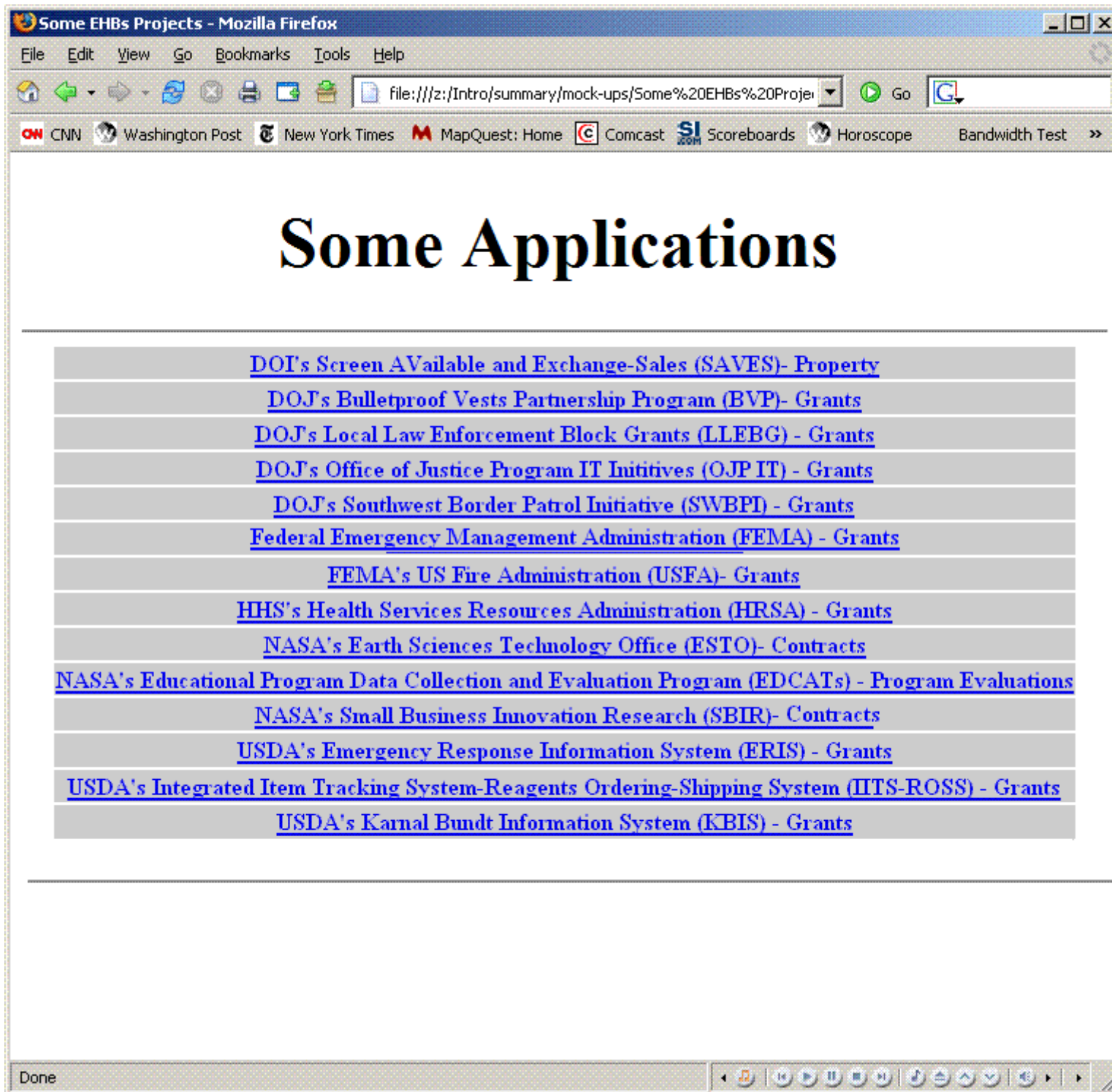
- **In Process Libraries (PLs), subprocesses are represented as "plays" where "actors" communicate thru the Internet. Each organization puts on its own "productions". For each role, Electronic Handbooks (EHBs) (also called Guidelines) guide "actors" thru their parts. Managers are "directors" using Worksheets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

Done



**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.

- **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.

Basic People Principles that are supported - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Stop <http://ehbs.org/intro/summary/Basic Principles.htm> ☆ ⓘ IMDB 🔍

## Basic People Principles that are supported.

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- **Subprocesses determine tools.** The approach supports people doing their jobs as they see it. Forcing additional tools on people only adds more burdens to their jobs and they will likely ignore them. Additional requirements should be integrated into existing subprocesses.
- **Everyone's subprocesses should be supported as best as possible.** The approach supports people seeing their jobs differently. This is often a good thing for subprocess improvement.
- **Tools are role-based so that data is collected during subprocess execution.** As people partake in the subprocesses, the approach supports data entry in the system. If data collection is done after the fact, the quality of the data generally suffers.
- **Tools are people-based so that users require minimal training.** The approach helps people to determine which steps to use. For each of the substeps (i.e., forms and documents), the approach should have clear templates, instructions, and samples.
- **Tools are web-based so that users can easily partake.** The web-based approach supports the reduced need to install special software on user's computers. This is especially important in the case where the number of participants is large.
- **Everyone helps build the tools.** The approach supports joint ownership in the subprocesses and the underlying systems which is crucial for overall acceptance.

SF 5 Now: Cloudy, 32 °F Tue: 38 °F Wed: 43 °F Thu: 47 °F Fri: 52 °F Sat: 44 °F

Subprocess/Play Developments that are supported - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Stop <http://ehbs.org/intro/summary/play-development.htm> ★ ⓘ IMDB 🔍

## Subprocess/Play Developments that are supported.

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- **Presentation & Paper/Marketing.** The approach supports presentation & paper/marketing using the contents of Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
- **Worksheet/Outlining.** The approach supports worksheet/outlining using the drafting of Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
- **Temporal Flow/Playwriting.** The approach supports temporal flow/playwriting using the drafting of Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
- **Examples/Rehearsal.** The approach supports examples/rehearsals using the mockups of Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
- **Implementation/Staging.** The approach supports implementation/staging using the building of Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
- **Utilization/Performance.** The approach supports users utilization/performance using execution of Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
- **Revision/New Production.** The approach supports revision/new production using updates of the Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
- **Closeout/End Production.** The approach supports closeout/ end performance using storage of the Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.

SF 5 Now: Cloudy, 32 °F Tue: 38 °F Wed: 43 °F Thu: 47 °F Fri: 52 °F Sat: 44 °F

Process Library Operations that are supported - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Stop <http://ehbs.org/intro/summary/operations.htm> ★ ⓘ IMDB

## Process Library Operations that are supported.

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- **Organization Subprocess Formulation.** The approach supports the introduction of new organizations and their subprocesses into the library.
- **Organization Subprocess Implementation.** The approach supports implementation of common tools for organizations in the library.
- **Organization Subprocess Customer Support.** The approach supports user requests for the library.
- **Organization Subprocess Evaluation.** The approach supports organization subprocess evaluations.
- **Organization Subprocess Update.** The approach supports the updating of organizations and their subprocesses in the library.
- **Organization Subprocess Closeout.** The approach supports the closeouts of organizations and their subprocesses from the library.

SP X Now: Cloudy, 34 °F Tue: 38 °F Wed: 43 °F Thu: 47 °F Fri: 52 °F Sat: 44 °F S



Overview of NASA Esto Process Library - Mozilla Firefox

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## Overview of NASA Earth Sciences Technology Office (ESTO) Technologies Process Library

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

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

For more information on the NASA Esto Process Library see: [paper](#), [summary](#), and [other process libraries](#).

Now: Cloudy, 60° F Thu: 66° F Fri: 68° F Sat: 76° F Sun: 79° F Mon: 79° F Tue: 76° F

Document - Mozilla Firefox

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Home Back Forward Reload Stop <http://ehbs.org/esto/library/Integration/PRSs/Solicitation Development/> Webster

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Google Search Bookmarks AutoLink Sign in

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## Solicitation Development

# Solicitation

### Document

---

## Overview

The purpose of Solicitation is to provide Solicitation documents for the Solicitation Development subprocess.

**Organization:** ORG

---

## Document

[Template \(doc\)](#)  
[Example\(s\) \(html\)](#)  
[Instructions \(html\)](#)

---

## Implementation:

[Mockup \(html\)](#)  
[Implementation \(html\)](#)

---

## Contacts:

---

GP 5 Now: Cloudy, 67 °F Sat: 76 °F Sun: 83 °F Mon: 84 °F Tue: 83 °F Wed: 76 °F Thu: 7

Document - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Stop [http://ehbs.org/esto/library/Integration/PRSs/Solicitation Development/L](http://ehbs.org/esto/library/Integration/PRSs/Solicitation%20Development/L) Webster

CNN New York Times Washington Post Comcast OOWA NASAFCU File Hippo Cnet Scoreboards TV Guide

Google Search Bookmarks AutoLink Sign in

The purpose of Solicitation is to provide Solicitation documents for the Solicitation Development subprocess.

**Organization:** ORG

---

**Document**

[Template \(doc\)](#)  
[Example\(s\) \(html\)](#)  
[Instructions \(html\)](#)

---

**Implementation:**

[Mockup \(html\)](#)  
[Implementation \(html\)](#)

---

**Contacts:**

[Name- Phone-Email \(mailto-hyperlink\)](#)

---

**References:**

[Title- Author- Library \(html\)](#)

---

GP 5 Now: Cloudy, 67 °F Sat: 76 °F Sun: 83 °F Mon: 84 °F Tue: 83 °F Wed: 76 °F Thu: 7

Fetch Integration - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

file:///E:/8000-8999/nasa/esto/summary/mock-ups/Integrations.ht GSpace Go

## Fetch Integration

Read Integration	
Classification	Product Realization Subprocesses
Subprocess	Solicitation Development
Type	Guidelines
Title	Subprocess Manager
Id	T4-4-3-00
Integration Url	<a href="#">Fetch</a>
Ordinal	33
Date Created	03-MAY-2005
Date Updated	18-MAY-2005

Samples From Views	
<a href="#">ARC ESTO Office</a> <a href="#">Fetch</a>	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
<a href="#">DFRC ESTO Office</a> <a href="#">Fetch</a>	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
<a href="#">GRC ESTO Office</a> <a href="#">Fetch</a>	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
<a href="#">GSFC ESTO Office</a> <a href="#">Fetch</a>	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
<a href="#">HQ ESTO Office</a> <a href="#">Fetch</a>	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
<a href="#">JPL ESTO Office</a> <a href="#">Fetch</a>	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
<a href="#">JSC ESTO Office</a> <a href="#">Fetch</a>	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
<a href="#">KSC ESTO Office</a> <a href="#">Fetch</a>	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
<a href="#">LaRC ESTO Office</a>	Date Created: 23-Jun-2005

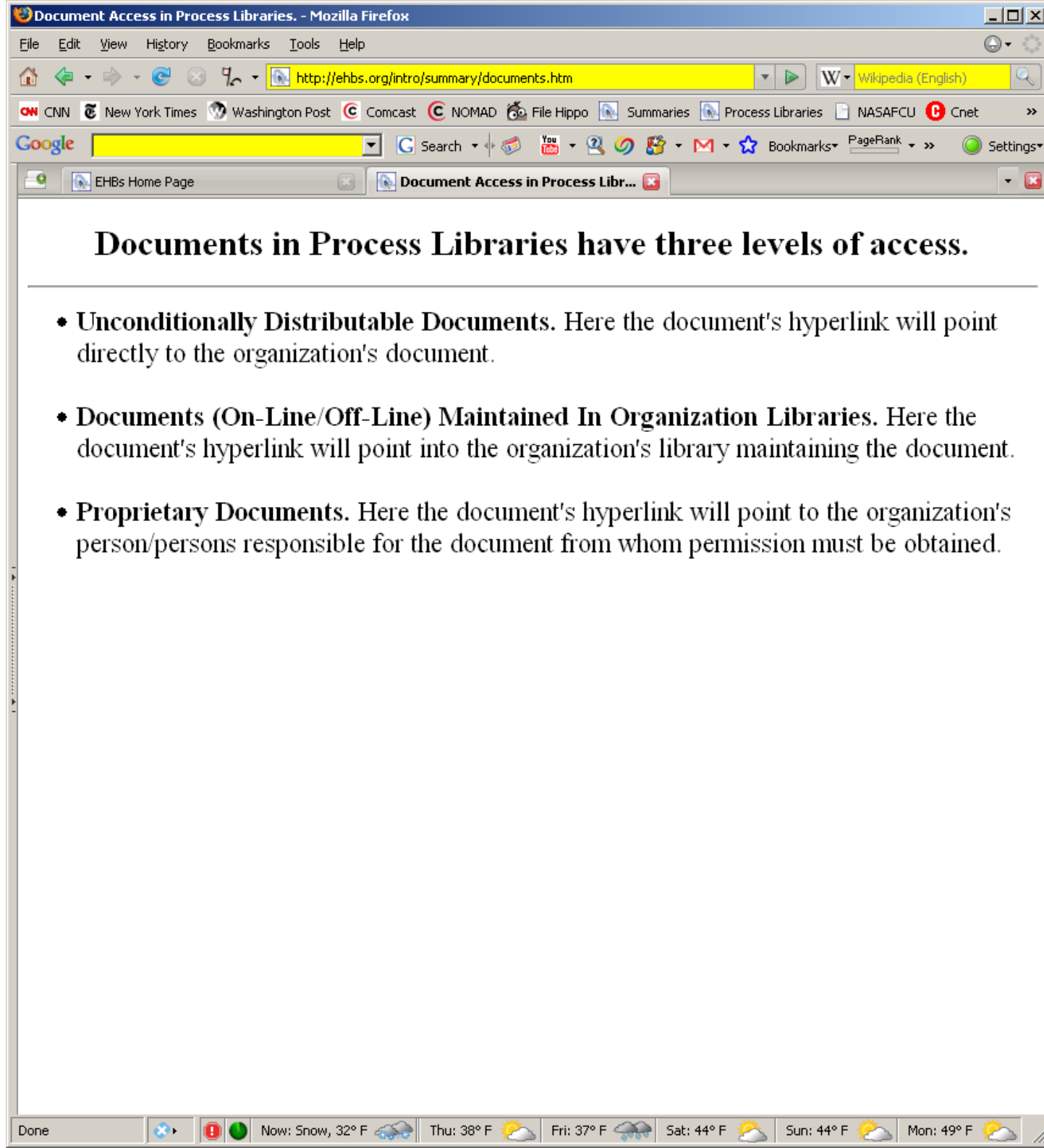
Dr... Integrations - ...

## Overview of NASA Earth Sciences Technology Office (ESTO) Technologies Process Library

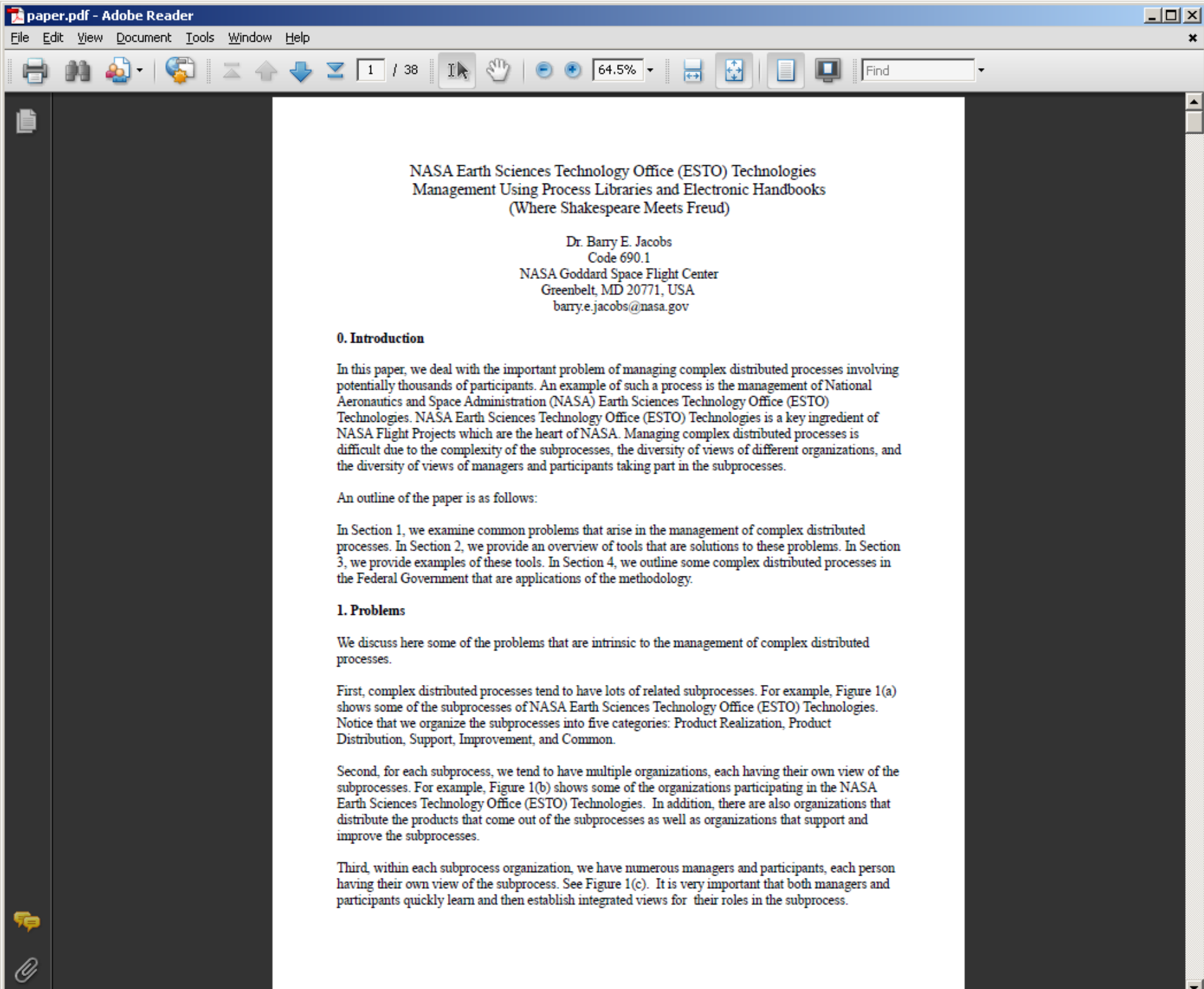
The objective of this tool is to help NASA Esto Managers (and Staff) to *quickly learn* to build and manage Esto. We present our approach in five bullets.

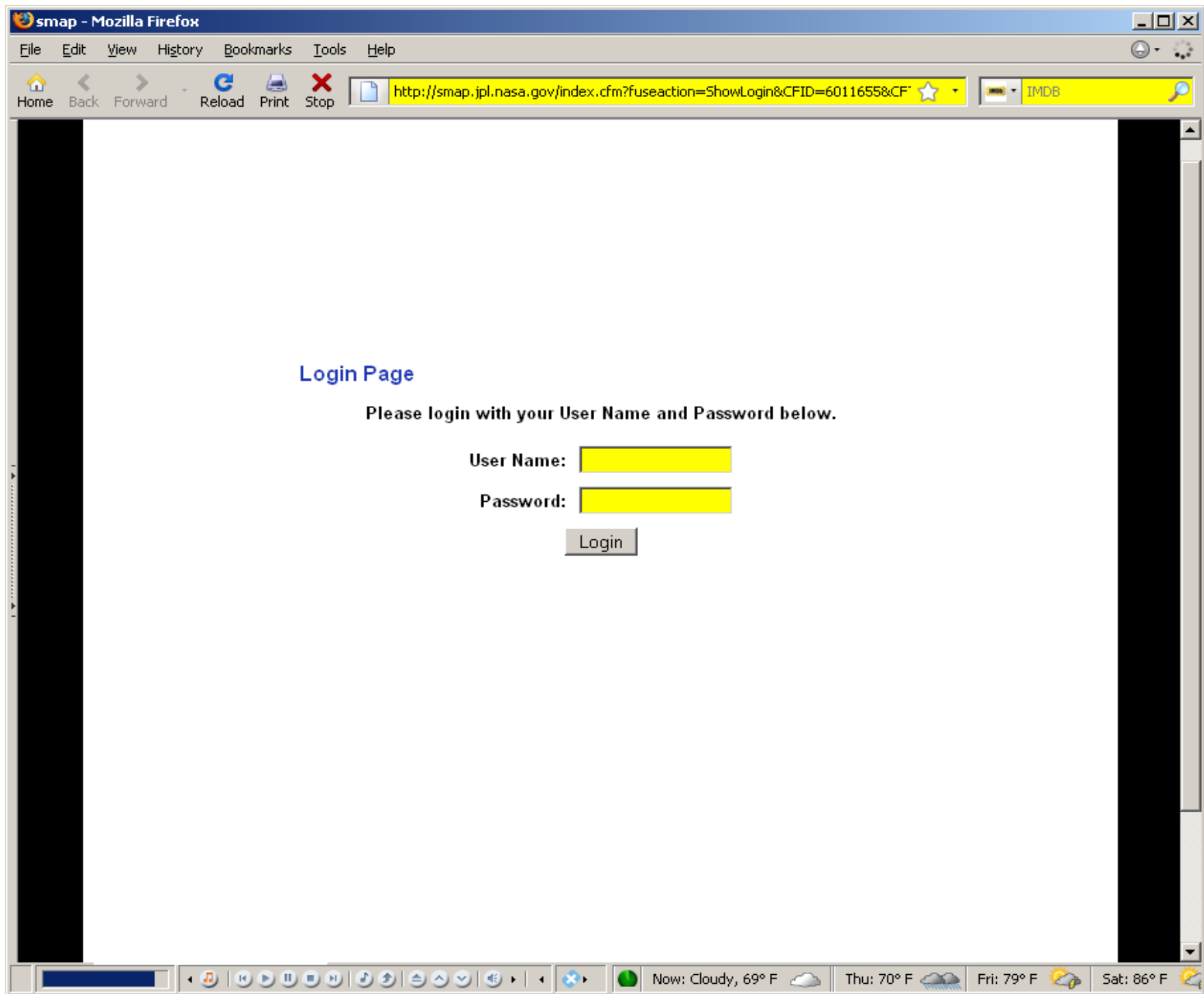
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- For each document type, we create files to help prepare the document. These files include document overview, organization, related links, structure, references, organization samples, organization contacts, and *sample documents from other organizations*. (e.g., [1](#), [2](#))
- Sample documents have three levels of access: a) Unconditionally Distributable (e.g., [1](#), [2](#)), b) Maintained In Organization Libraries (e.g., [1](#), [2](#)), and c) Proprietary (e.g., [1](#), [2](#)).
- Each organization gets worksheets for its own use. These worksheets also help add to the database as Managers go thru the subprocesses. (e.g., [1](#), [2](#))

For more information on the NASA Esto Process Library see: [paper](#), [summary](#), and [other process libraries](#).









Compose: Please send me a copy of your project's proprietary MDR Package

File Edit View Insert Format Options Tools Help

Send Contacts Spell Attach Security Save

From: Barry E. Jacobs <barry.e.jacobs@nasa.gov> - BEJ@nasa

To: Mary.T.Smith@jpl.nasa.gov

To:

Subject: Please send me a copy of your project's proprietary MDR Package

Preformat Variable Width

Please send me a copy of your project's proprietary:

Package

Thanks,

Barry

--  
Dr. Barry E. Jacobs  
Code 690.1  
NASA Goddard Space Flight Center  
Greenbelt, MD 20771  
barry.e.jacobs@nasa.gov

## Overview of NASA Earth Sciences Technology Office (ESTO) Technologies Process Library

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For more information on the NASA Esto Process Library see: [paper](#), [summary](#), and [other process libraries](#).

# Subprocess Worksheet

## Subprocess: Solicitation Development

In this subprocess, we deal with the process of developing, reviewing, and distributing the Solicitation.

Organization: Division C

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 Project Development .	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>
Critical Design Review (CDR)	The purpose of this task is to administer Critical Design Review (CDR)..	Task Lead, Subtask Lead, Subtask Member, Reviewer, Approval Official, Project Manager, Documents Manager	James Green	06/23/07	06/23/07	Critical Design Review (CDR)Documents	<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>
Resource Analysis Office	The purpose of this task is to administer Resource	Task Lead, Subtask Lead, Subtask Member, Reviewer,	James			Resource Analysis Office (RAO) Data Dump Documents	<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>

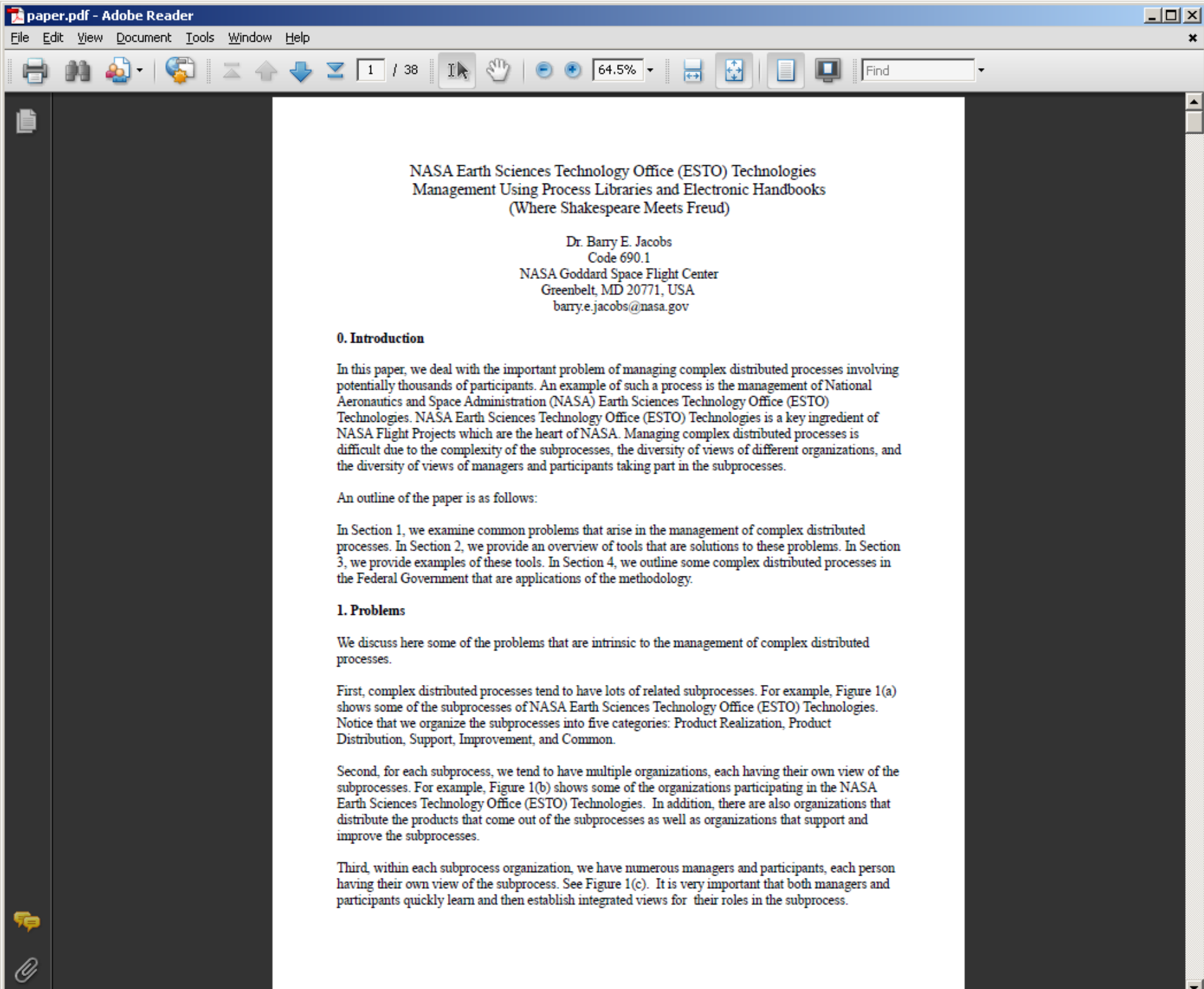
## Overview of NASA Earth Sciences Technology Office (ESTO) Technologies Process Library

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

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

For more information on the NASA Esto Process Library see: [paper](#), [summary](#), and [other process libraries](#).





NASA Earth Sciences Technology Office (ESTO) Technologies  
Management Using Process Libraries and Electronic Handbooks  
(Where Shakespeare Meets Freud)

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## 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) Earth Sciences Technology Office (ESTO) Technologies. NASA Earth Sciences Technology Office (ESTO) Technologies is a key ingredient of NASA Flight Projects which are the heart of NASA. Managing complex distributed processes is difficult due to the complexity of the subprocesses, the diversity of views of different organizations, and the diversity of views of managers and participants taking part in the subprocesses.

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 Earth Sciences Technology Office (ESTO) Technologies. 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. For example, Figure 1(b) shows some of the organizations participating in the NASA Earth Sciences Technology Office (ESTO) Technologies. In addition, there are also organizations that distribute the products that come out of the subprocesses as well as organizations that support and improve the subprocesses.

Third, within each subprocess organization, we have numerous managers and participants, each person having their own view of the subprocess. See Figure 1(c). It is very important that both managers and participants quickly learn and then establish integrated views for their roles in the subprocess.

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# NASA's Earth Sciences Technology Office (ESTO) Technologies Management Using Process Libraries and Electronic Handbooks

## (Where Shakespeare Meets Freud)

### Summary

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[\(Paper\)](#)

[\(Demonstration\)](#)

[\(Subprocesses and Their Documentations\)](#)

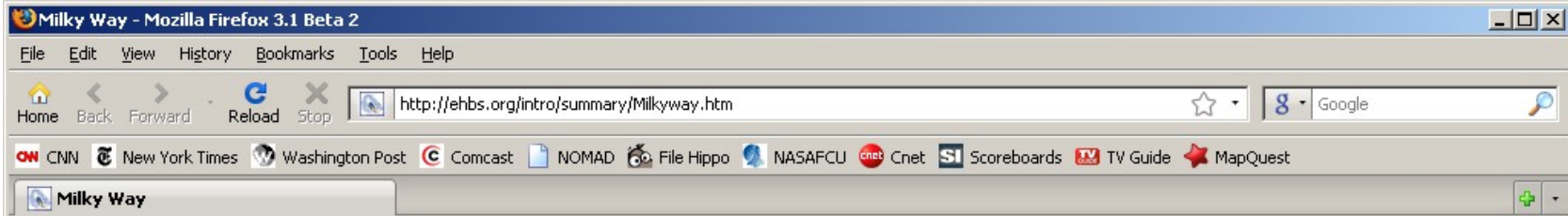
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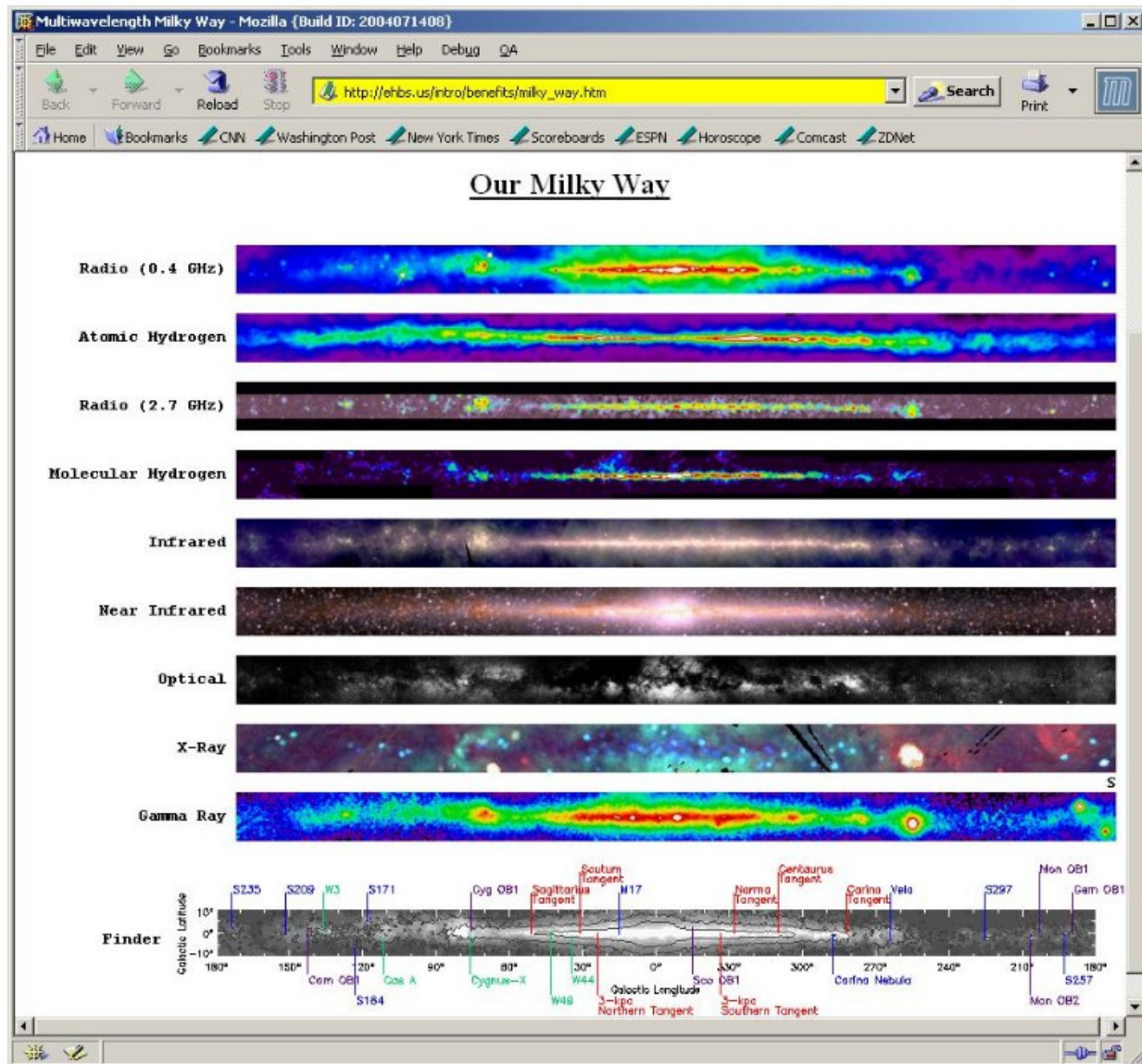
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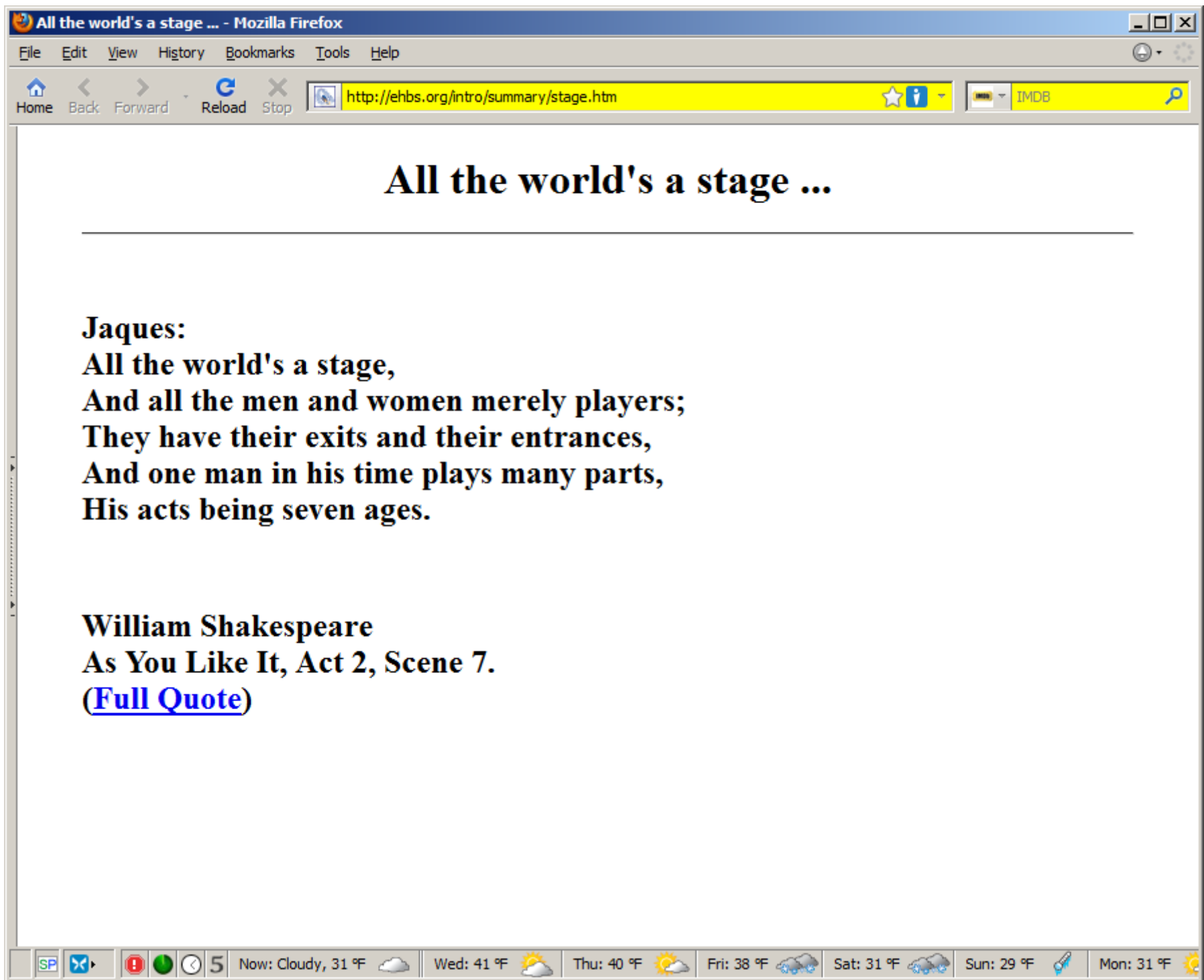
- [Cover](#)
- [The Bottom Line: Provide editable and cost-saving process documentation tools for process developers and participants to help them quickly and effectively learn, adapt, test, teach, and work together. These tools may be added to new or existing systems.](#)
- [Objective: Develop Internet-based tools to support the paperless documentation and management of complex distributed processes.](#)
- [Plays describe subprocess execution.](#)
- [Our basic approach is to wrap organization's subprocesses in a common envelope containing "communication vehicles" that facilitate learning plus intra-organization communication.](#)
- [Outline of Presentation.](#)
- [Objective: Develop Internet-based tools to support the paperless documentation and management of complex distributed processes.](#)
- [Plays describe subprocess execution.](#)
- [Organizations provide different views of the subprocesses, some of which may be proprietary.](#)
- [People in organizations provide different views of the subprocesses.](#)
- [Organizations generate Subprocess Life-Cycle Views.](#)

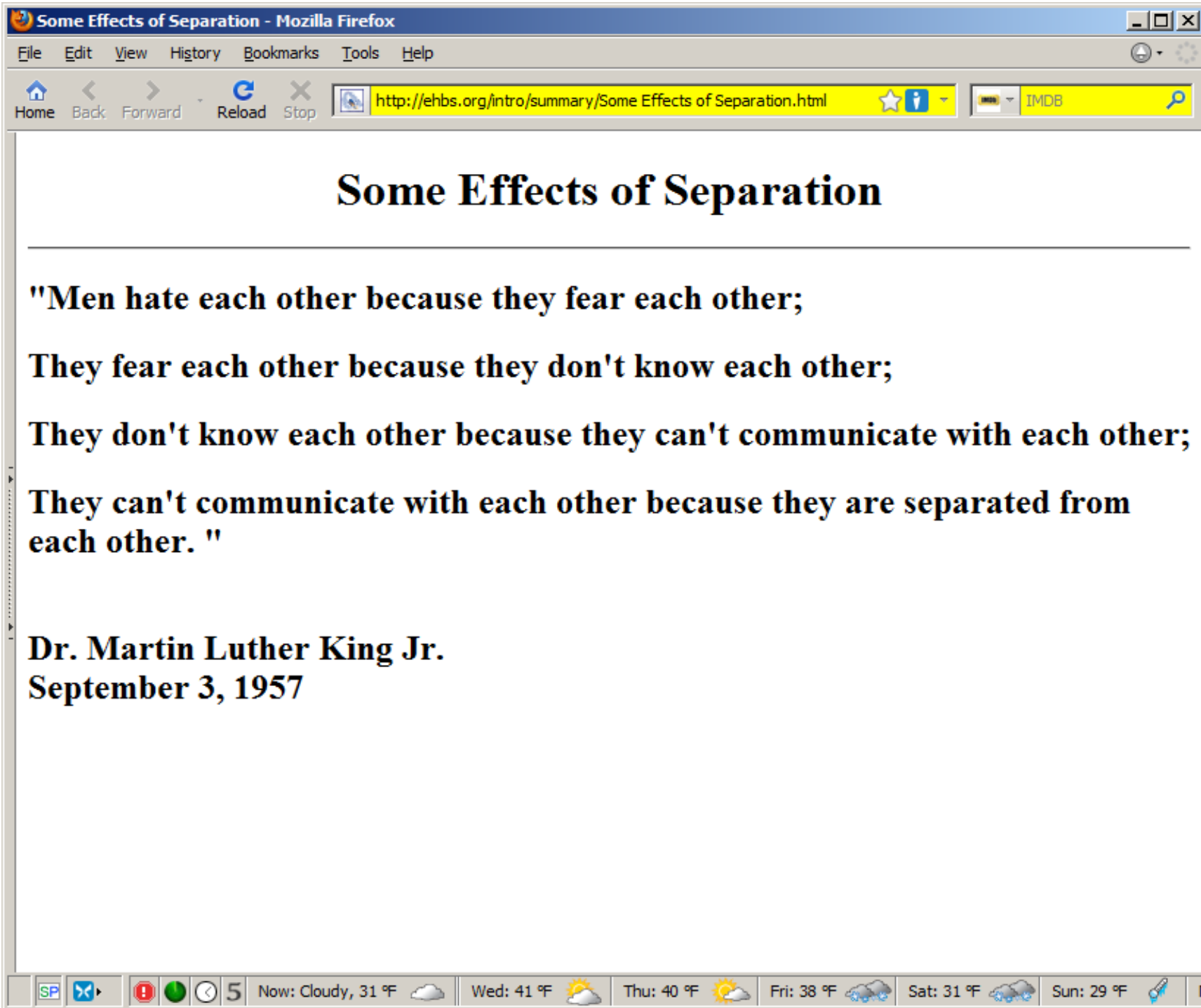
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**We believe that to truly understand one's universe, one must see it thru multiple "eyes" and also have tools to "communicate" these views.**









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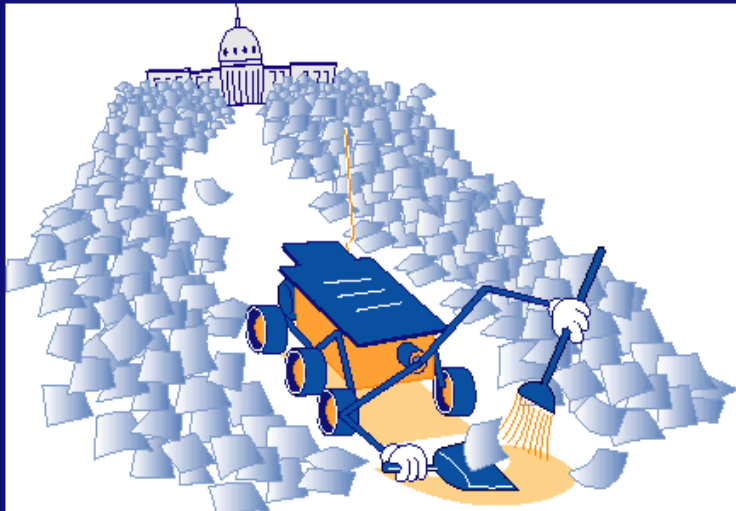
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