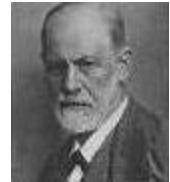
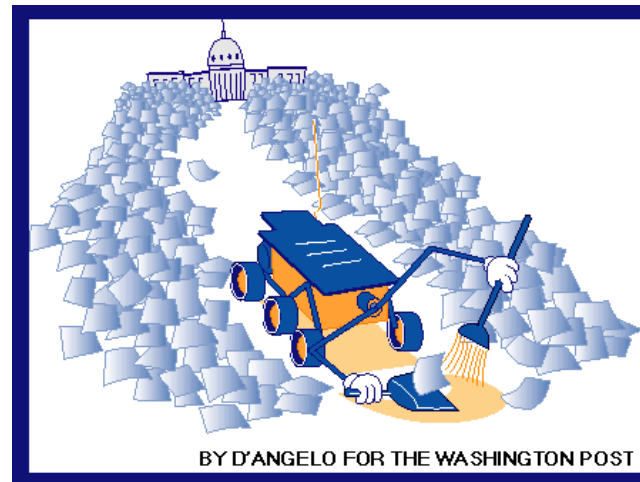


# NASA Hardware Management Using Process Libraries and Electronic Handbooks

(Where Shakespeare Meets Freud)



## Quick Summary



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

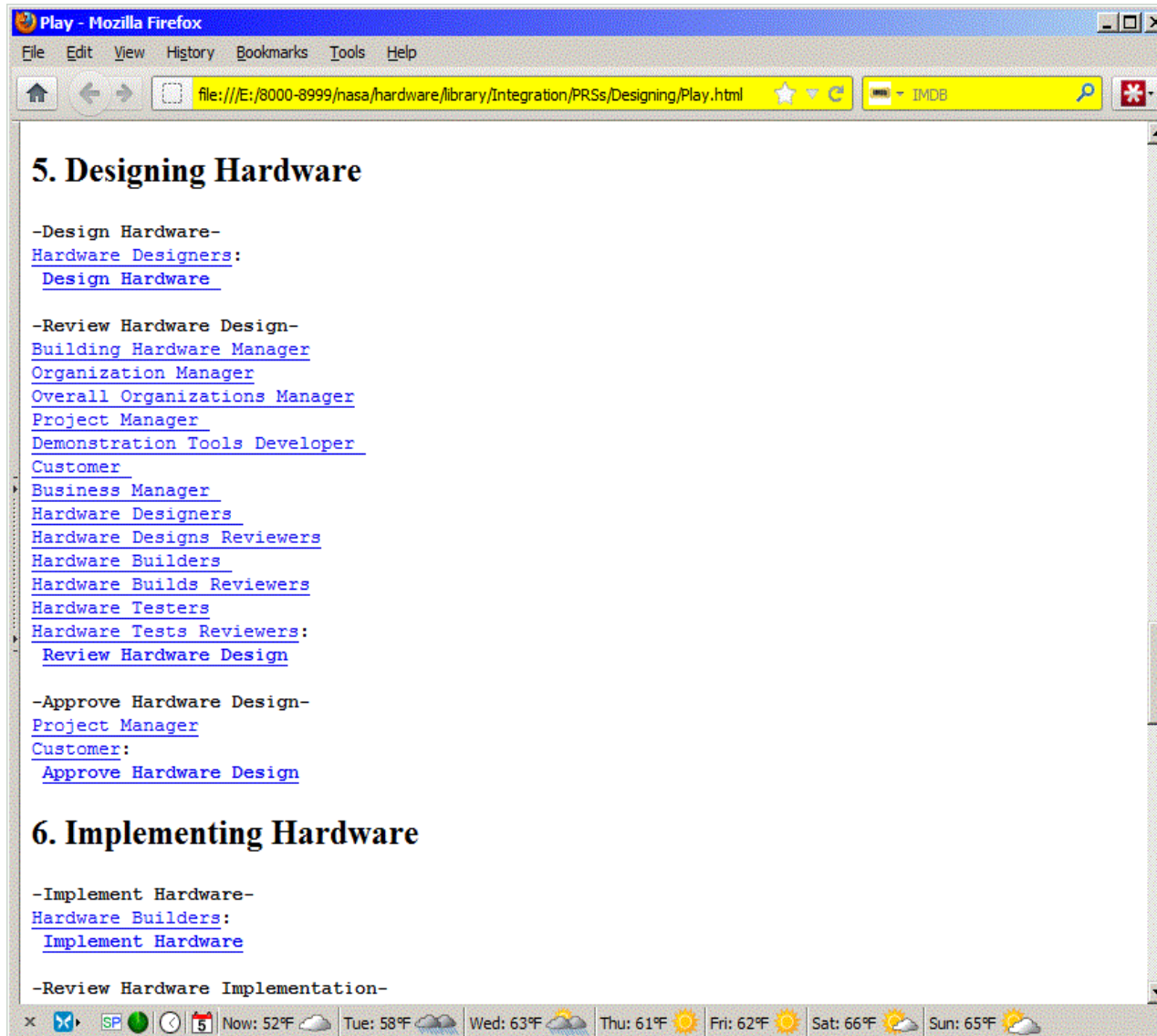
## **The Bottom Line:**

**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:

**Play - Mozilla Firefox**

File Edit View History Bookmarks Tools Help

file:///E:/8000-8999/nasa/hardware/library/Integration/PRs/Designing/Play.html

## 5. Designing Hardware

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

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

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

## 6. Implementing Hardware

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

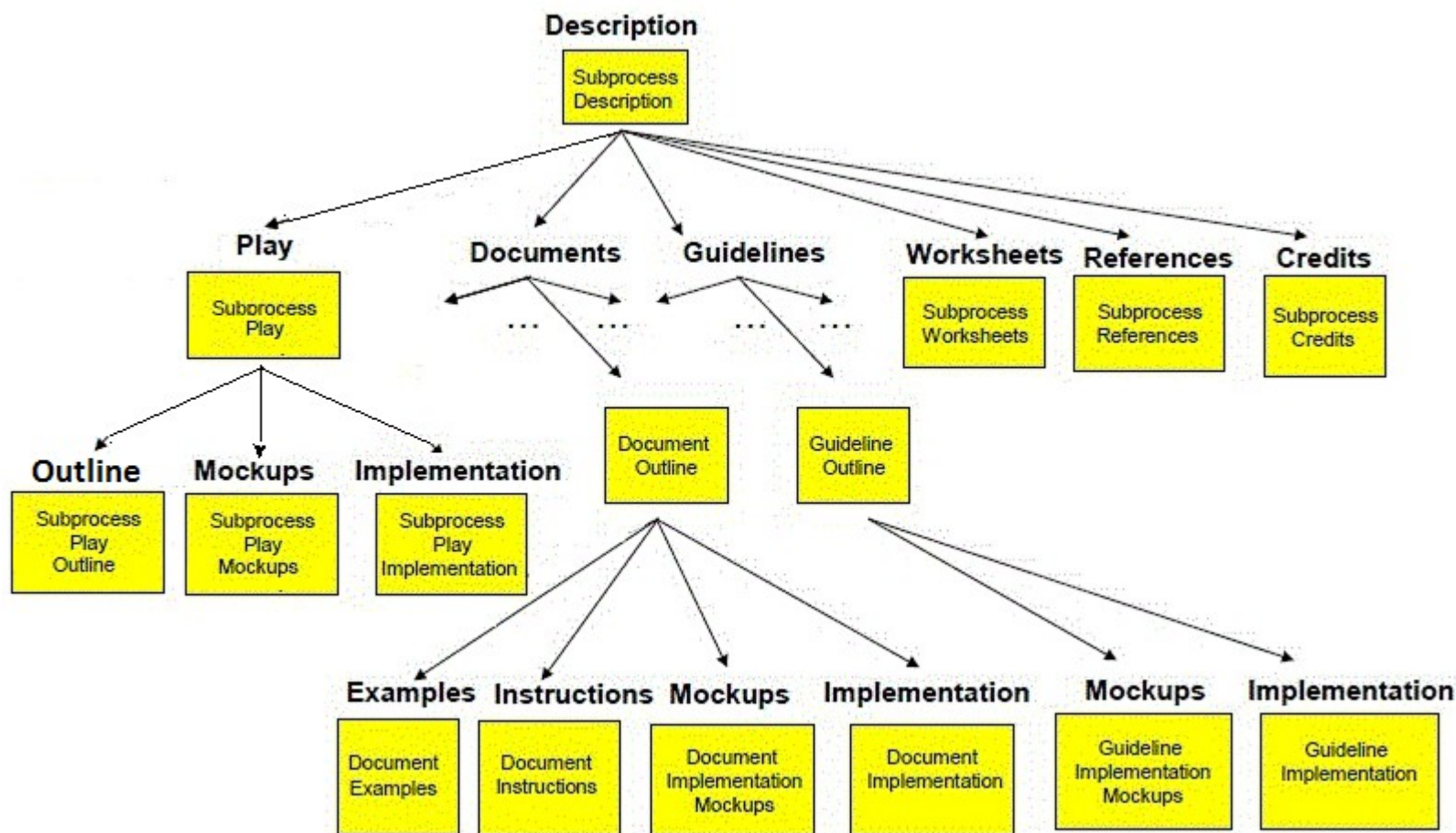
-Review Hardware Implementation-

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

## **Benefits:**

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

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



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

**Jaques:**

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

**William Shakespeare**

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

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



# Descriptions summarize subprocesses.



The screenshot shows a Mozilla Firefox browser window with the address bar displaying <http://ehbs.org/hardware/library/Integration/PRs/Designing Hardware/Desi>. The page title is "Designing Hardware".

## Designing Hardware

---

### Table of Contents

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

---

## 1. Overview

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

**Organization:** ORG

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

---

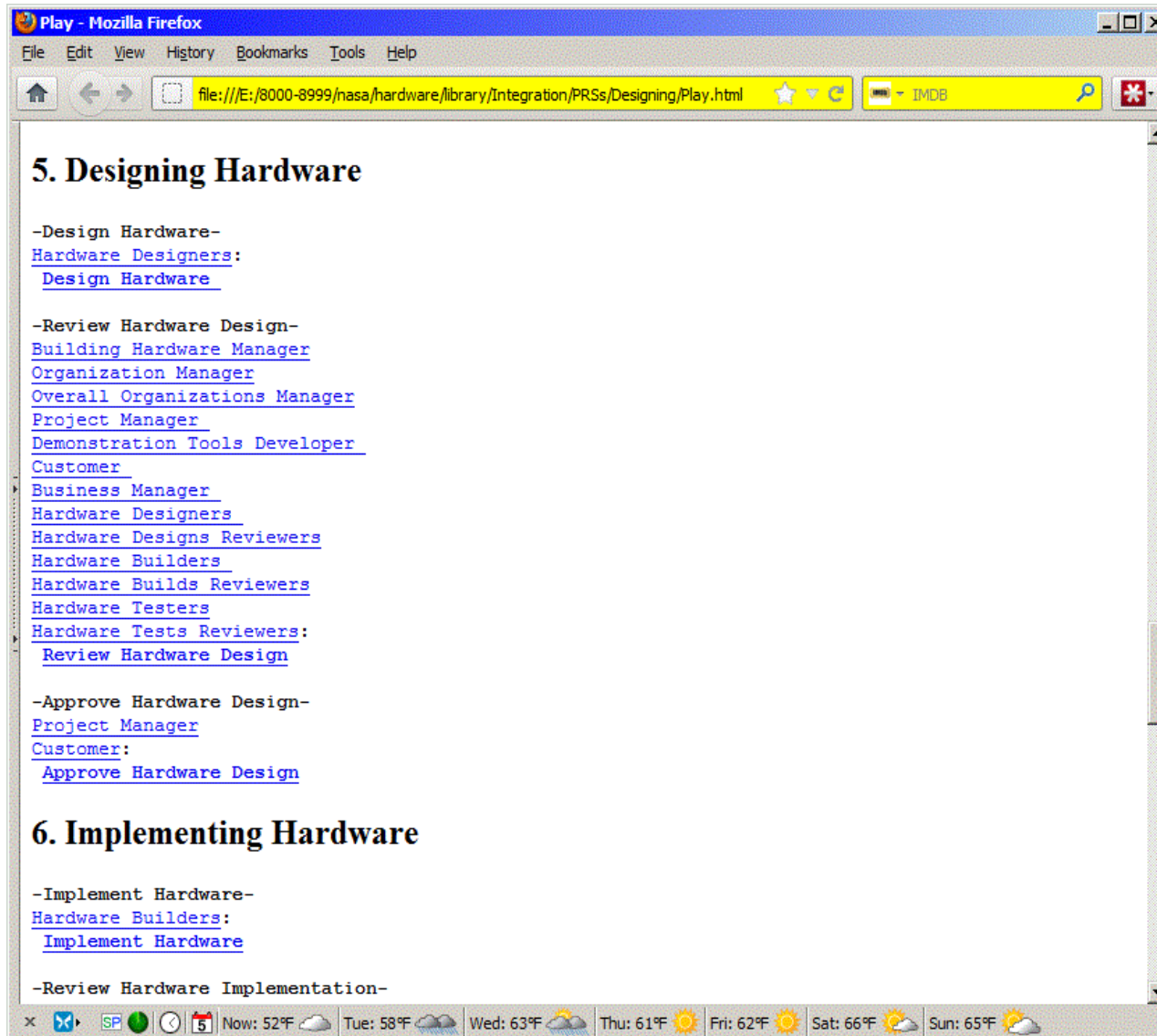
## 2. Play

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

The browser's taskbar at the bottom shows the system clock as 5:05, the current weather as "Now: Mostly Sunny, 67 °F", and a forecast for the following days: Mon: 73 °F, Tue: 78 °F, Wed: 79 °F, Thu: 78 °F, Fri: 81 °F, and Sat: 81 °F.



# Plays describe subprocess execution.



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

**Play - Mozilla Firefox**

File Edit View History Bookmarks Tools Help

file:///E:/8000-8999/nasa/hardware/library/Integration/PRs/Designing/Play.html

## 5. Designing Hardware

-Design Hardware-

[Hardware Designers:](#)  
[Design Hardware](#)

-Review Hardware Design-

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

-Approve Hardware Design-

[Project Manager](#)  
[Customer:](#)  
[Approve Hardware Design](#)

## 6. Implementing Hardware

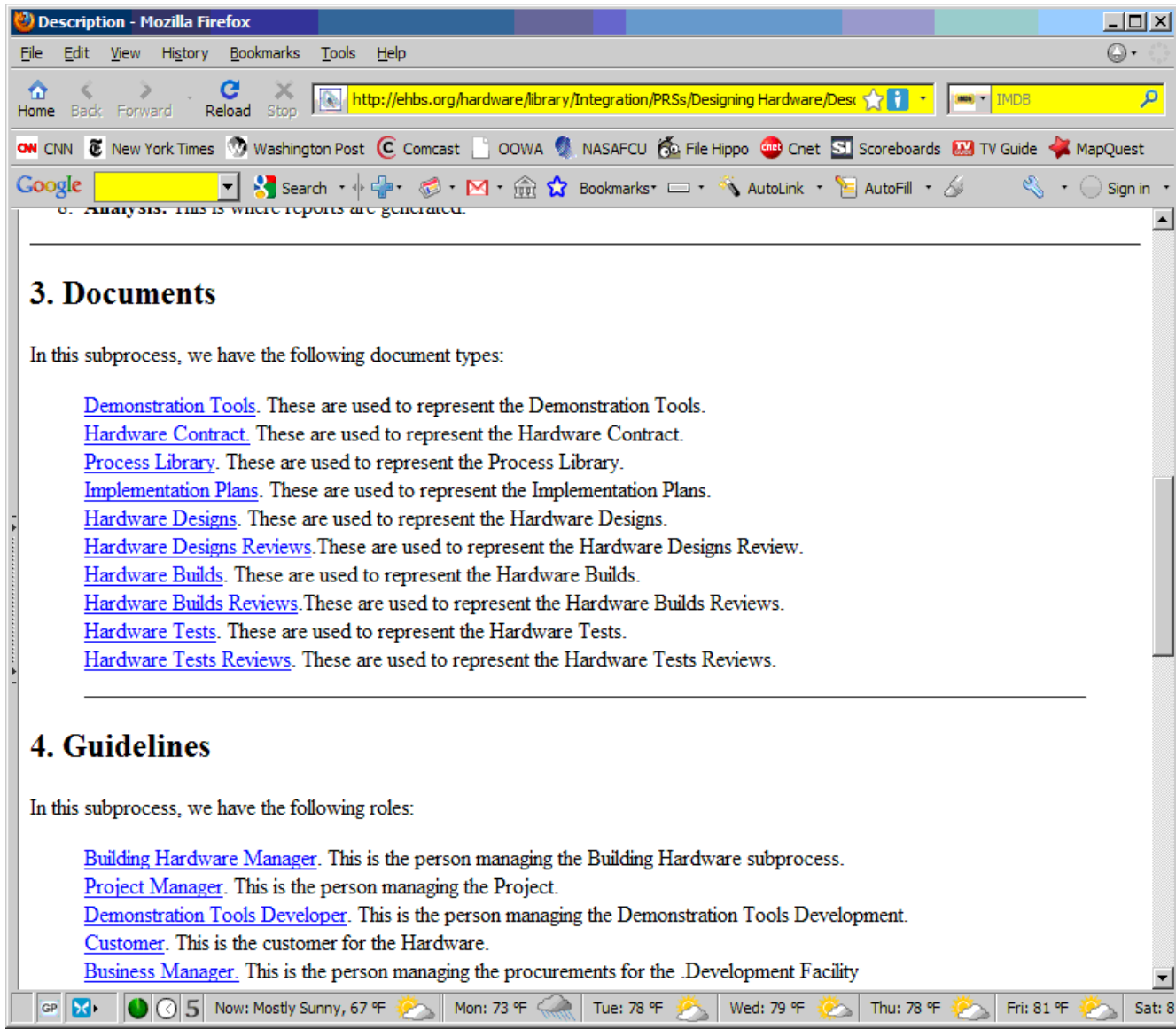
-Implement Hardware-

[Hardware Builders:](#)  
[Implement Hardware](#)

-Review Hardware Implementation-

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.



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

0. **Analysis.** This is where reports are generated.

---

### 3. Documents

In this subprocess, we have the following document types:

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

---

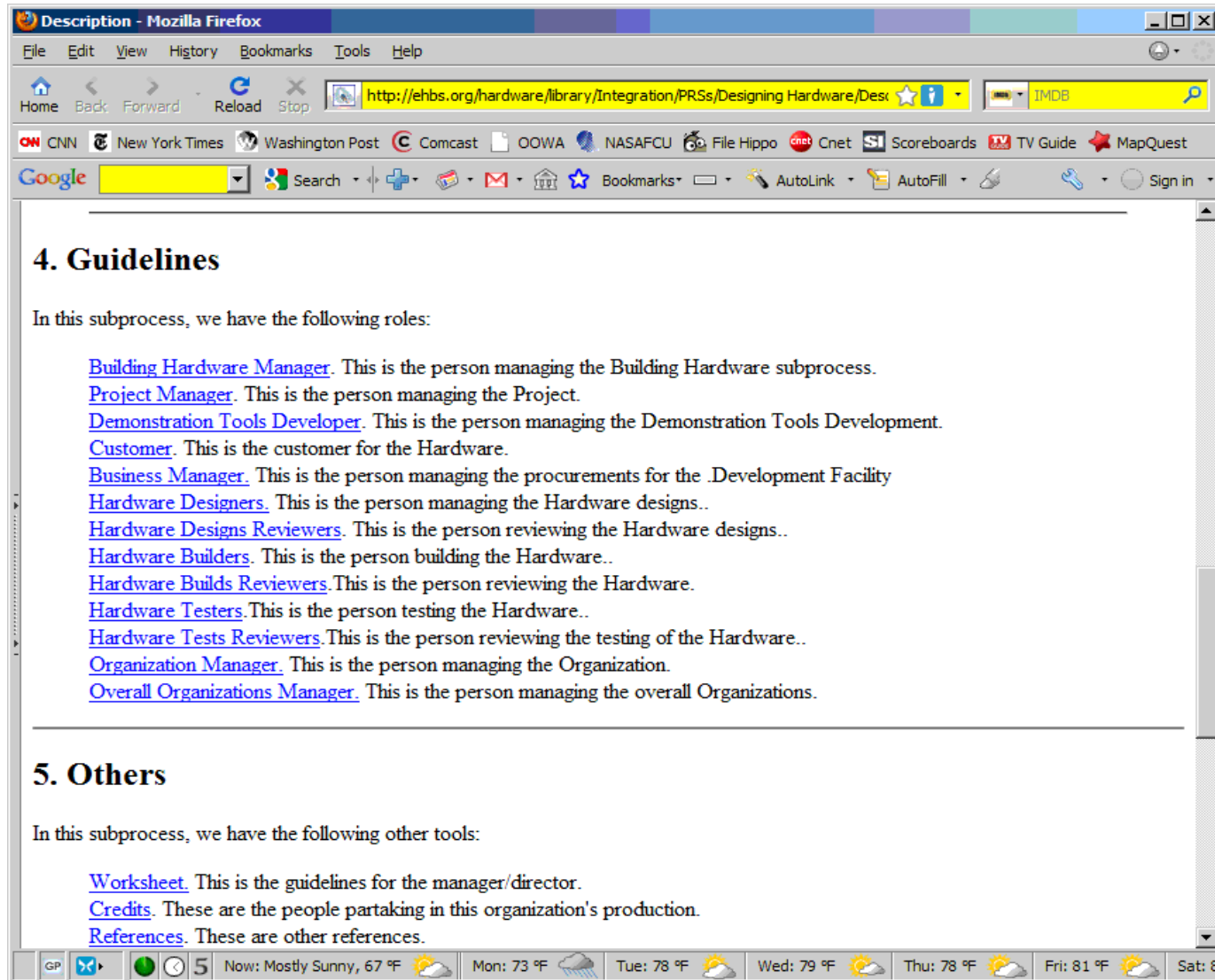
### 4. Guidelines

In this subprocess, we have the following roles:

- [Building Hardware Manager](#). This is the person managing the Building Hardware 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 Hardware.
- [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 for the week: Now: Mostly Sunny, 67 °F; Mon: 73 °F; Tue: 78 °F; Wed: 79 °F; Thu: 78 °F; Fri: 81 °F; Sat: 81 °F.

# Guidelines describe user subprocesses.



The screenshot shows a Mozilla Firefox browser window with the address bar displaying <http://ehbs.org/hardware/library/Integration/PRs/Designing Hardware/Desc>. The page content is as follows:

## 4. Guidelines

In this subprocess, we have the following roles:

- [Building Hardware Manager](#). This is the person managing the Building Hardware 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 Hardware.
- [Business Manager](#). This is the person managing the procurements for the .Development Facility
- [Hardware Designers](#). This is the person managing the Hardware designs..
- [Hardware Designs Reviewers](#). This is the person reviewing the Hardware designs..
- [Hardware Builders](#). This is the person building the Hardware..
- [Hardware Builds Reviewers](#). This is the person reviewing the Hardware..
- [Hardware Testers](#). This is the person testing the Hardware..
- [Hardware Tests Reviewers](#). This is the person reviewing the testing of the Hardware..
- [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.
- [References](#). These are other references.

The browser's status bar at the bottom shows the system tray with icons for GP, a clock, and weather forecasts for the week: Now: Mostly Sunny, 67 °F; Mon: 73 °F; Tue: 78 °F; Wed: 79 °F; Thu: 78 °F; Fri: 81 °F; Sat: 81 °F.

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

Worksheet - Mozilla Firefox

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

## Subprocess Worksheet

**Subprocess:** Designing Hardware

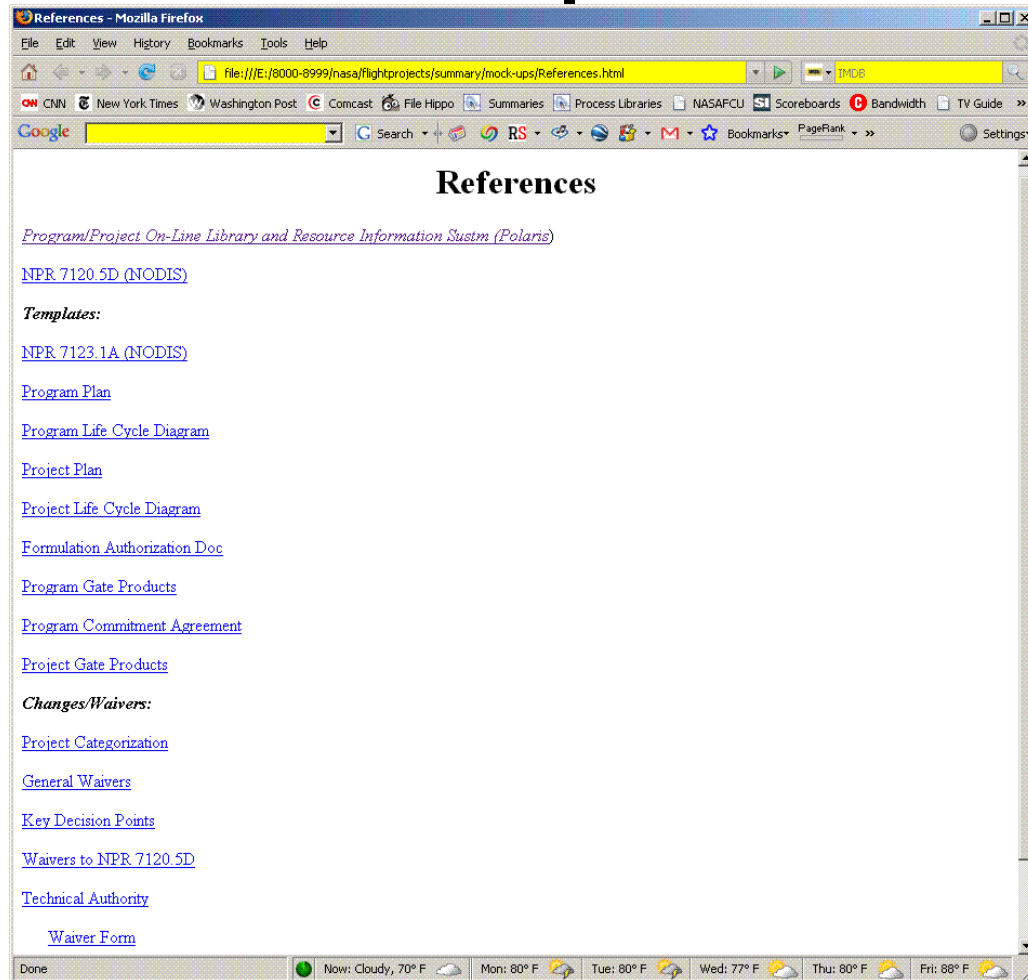
**Purpose:** The purpose of this subprocess is to design Hardware.

**Organization:** IMAGE

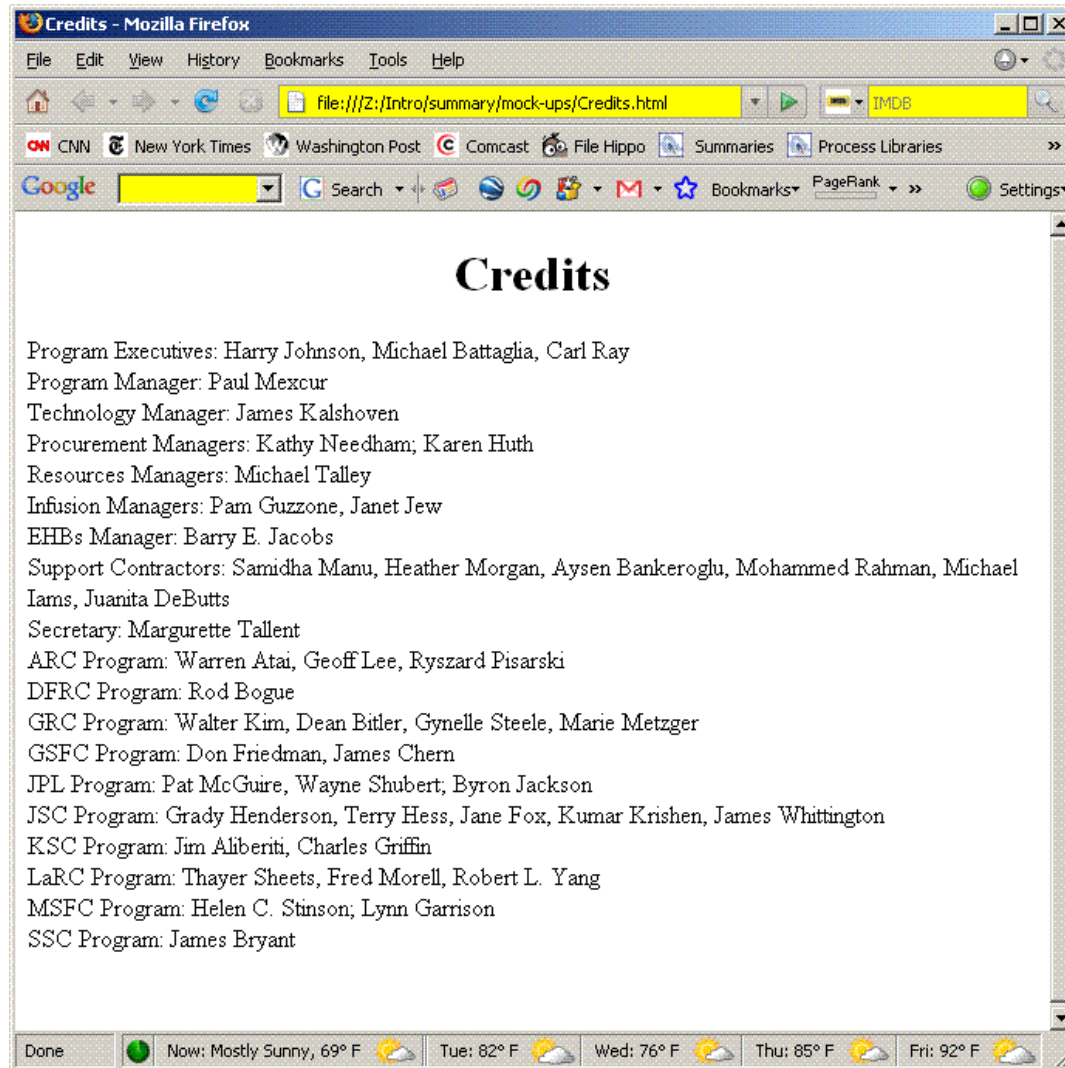
Task	Purpose	Suggested Roles	Task Lead(s)	Estimated Completion Date	Actual Completion Date	Documents					
						Document	Instructions and Samples	Document Lead(s)	Estimated Completion Date	Actual Completion Date	Document Location(s)
<b>Administration</b>	The purpose of this task is to administer the design of Hardware.	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>Planning</b>	The purpose of this task is to plan the design of Hardware.	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</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>Designing Hardware</b>	The purpose of this task is to design the Hardware.	Task Lead, Subtask Lead, Subtask Member, Reviewer, Approval Official,	James Green	07/23/07	078/23/07	Design 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
						Review Forms	<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

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 displaying a web page titled "Hardware". The address bar shows the URL: <http://lincoln.gsfc.nasa.gov/hardware/whatare/process.htm>. The page content is organized into several sections, each with a yellow header:

- Product Realization Subprocesses**: A table with 13 columns: Integrated Problems-Solutions Database, Planning Hardware, Hardware Development Facility Solicitation Development, Submission, Handling, Gathering Requirements, Designing Hardware, Building Hardware, Using Hardware, Improving Hardware, Revising Hardware, Closing Hardware, and Post-Closeout. Below the table is the text "(Potential Customers: Flight Projects)".
- Product Distribution Subprocesses**: A table with 8 columns: Integrated Problems-Solutions Database, Planning Distributions, Distribution Facility Solicitation Development, Problem Submission, Problem Handling, Agreement Administration, Agreement Closeout, and Post-Agreement Closeout. Below the table is the text "(Potential Customers: Flight Projects, Non-NASA Customers)".
- Support Subprocesses**: A table with 9 columns: 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, and Visualizations.
- Improvement Subprocesses**: A table with 3 columns: ISO 9001: 2000, CMMI- Staged, and CMMI- Continuous.
- Common Subprocesses**: A table with 6 columns: Organization Subprocess Formulation, Organization Subprocess Implementation, Organization Subprocess Customer Support, Organization Subprocess Evaluation, Organization Subprocess Update, and Organization Subprocess Closeout.

The browser's status bar at the bottom shows the system tray with a clock, weather information (Now: Sunny, 82 °F), and a taskbar with icons for GP, a green circle, and the number 5.

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

The screenshot shows a Mozilla Firefox browser window with the address bar displaying <http://ehbs.org/hardware/whatare/Organizations.htm>. The page content is as follows:

## NASA Hardware Management Organizations

**Product Realization Subprocesses Organizations**

- Advanced Composition Explorer (ACE)
- ACREMSAT Mission
- Aura Mission
- Cassini-Huygens Mission
- Chandra X-ray Observatory
- Comet 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
- Raven Ramaty High Energy Solar Spectroscopic Imager (RHES)SD
- Rosetta Mission
- Rossi X-ray Timing Explorer (RXTE) Mission
- Solar Anomalous and Magnetospheric Particle Explorer (SAMPEX) Mission
- SeaWinds

The browser's status bar at the bottom shows system information: Done, 0.351s, McAfee SiteAdvisor, Now: Mostly Cloudy, 49° F, Fri: 51° F, Sat: 60° F, Sun: 56° F, Mon: 65° F.

# **Organizations execute the eight “Play Development” stages.**

- 1) summarizing (descriptions),**
- 2) playwriting (outlines),**
- 3) staging (mockups),**
- 4) dress rehearsal (implementations),**
- 5) performance (implementations),**
- 6) evaluations (implementations),**
- 7) revisions (outlines, mockups, implementations),**
- and**
- 8) closing.**

# People in organizations provide different views of the subprocesses



**Subprocess  
Documentor's  
View**



**Subprocess Teacher's,  
Manager's, Implementor's  
and Participant's Views**

# Organizations generate Subprocess Life-Cycle\* Views

- Organization subprocess teachers want to quickly learn, integrate, test, and teach their own views of their subprocesses. (Critical)
- Organization subprocess documentors want to quickly learn, integrate, test, and teach their own views of their subprocesses. (Critical)
- Organization subprocess managers want to quickly learn, integrate, test, and teach their own views of their subprocesses. (Critical)
- Organization subprocess implementors want to quickly learn, integrate, test, and teach their own views of their subprocesses. (Critical)
- Organization subprocess participants want to quickly learn, integrate, and perform tasks that are part of their views. (Critical)
- Organization subprocess managers want to quickly monitor execution of tasks that are part of their views.
- Organization subprocess teachers, documentors, managers, implementors, and participants want to quickly improve, test, and teach their subprocesses.
- Organization subprocess teachers, documentors, managers, implementors, and participants want to quickly improve, test, and teach using other organization's views.
- Organization subprocess teachers, documentors, managers, implementors, and participants become hurt/angry when their views are not supported.
- Organization subprocess implementors want to quickly update, test, and teach tools that help facilitate execution of their subprocesses.
- Organization subprocess teachers, documentors, managers, implementors, and participants want to quickly leave when their views continue not to be supported.

\* Also, called the "Universal Subprocess".

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



# Overview of how editable and cost-saving process documentation tools can solve problems.

Problem	Solution
<p><b>Develop Internet-based tools to support the paperless documentation and management of complex distributed processes.</b></p>	<p><b>Editable process documentation tools can be tailored to each subprocess.</b></p>
<p><b>Organizations provide different views of the subprocesses.</b></p>	<p><b>Editable process documentation tools can be tailored to reflect different organization's views of the subprocess.</b></p>
<p><b>Organizations execute the eight "play development" stages.</b></p>	<p><b>Editable process documentation tools can be tailored to reflect the eight "play development" stages.</b></p>
<p><b>People in organizations provide different views of the subprocesses.</b></p>	<p><b>Editable process documentation tools can be tailored to communicate different people's views of the subprocess.</b></p>
<p><b>Organizations generate Subprocess Life-Cycle Views.</b></p>	<p><b>Editable process documentation tools can be tailored to reflect different Life-Cycle views of the subprocess.</b></p>
<p><b>The "Game of Telephone" Syndrome: Where People Pass-On Only Parts of the "Message".</b></p>	<p><b>Editable process documentation tools can be tailored to layer below different people's views of the subprocess.</b></p>

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

**Views**

**Total 30 Entries**  
Classification: **Product Realization Subprocesses** (T4-00-00-00)  
Subprocess: **Designing Hardware** (T4-08-00-00)

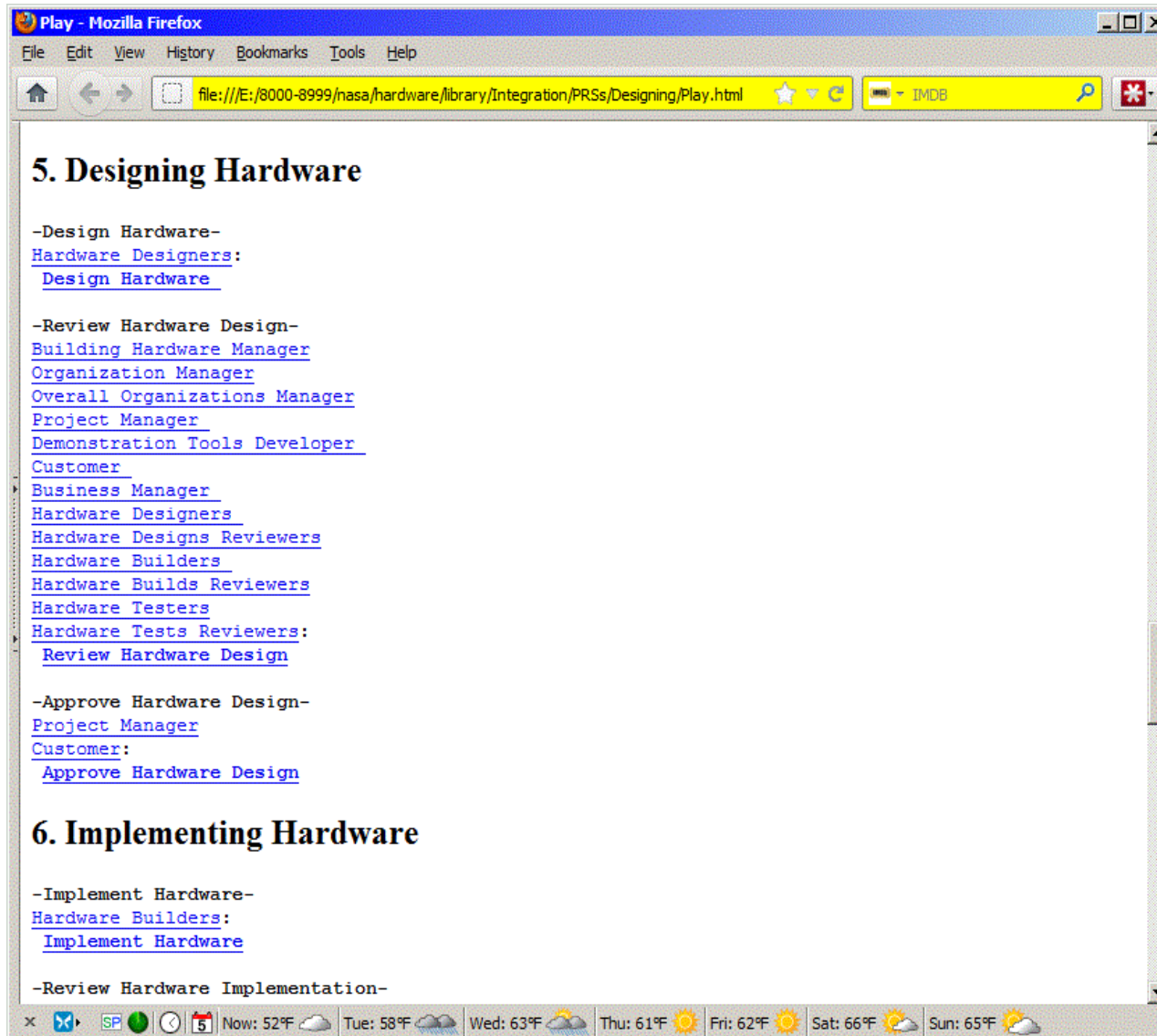
[Create View](#)

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 Hardware**

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

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

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

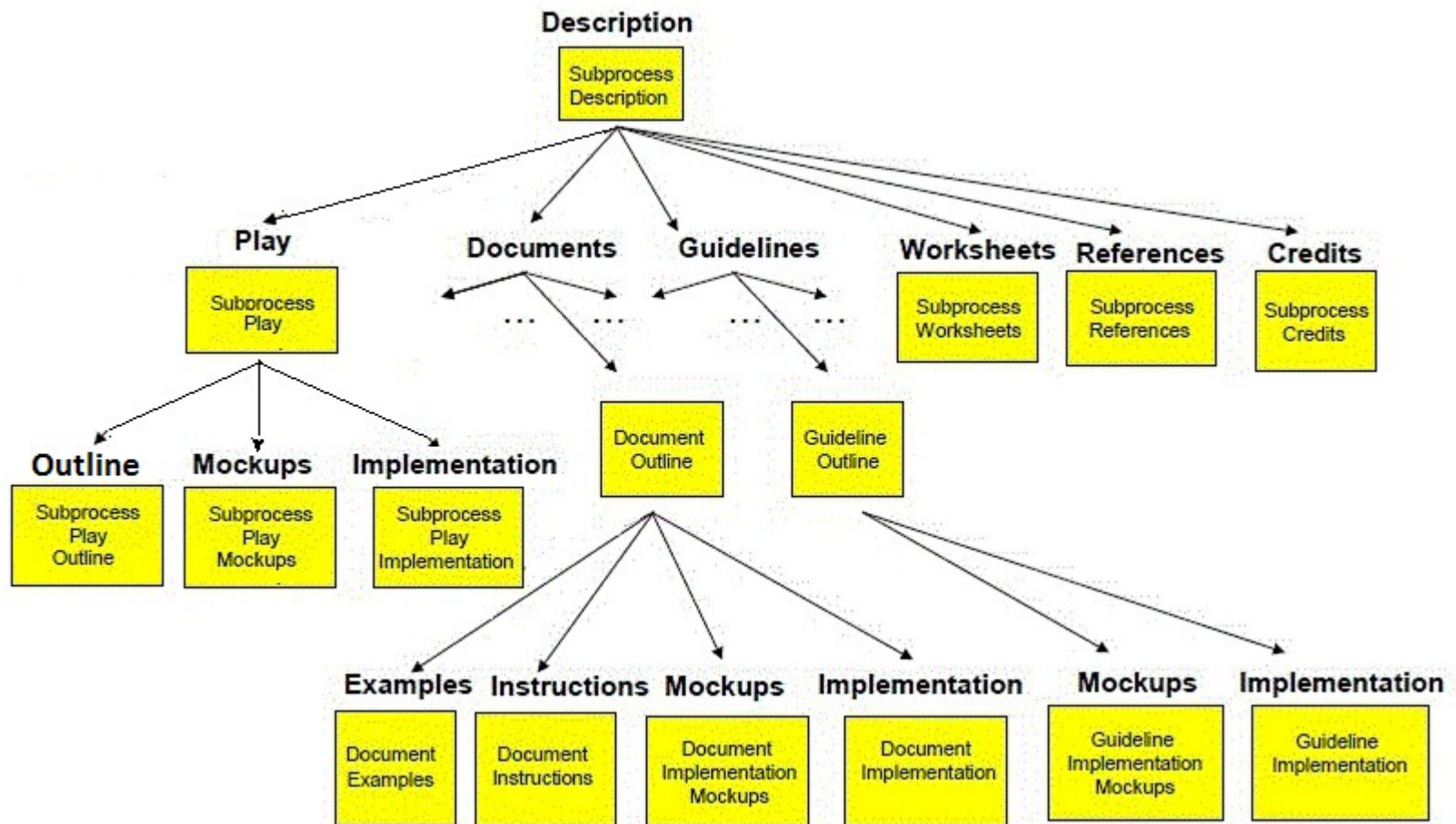
**6. Implementing Hardware**

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

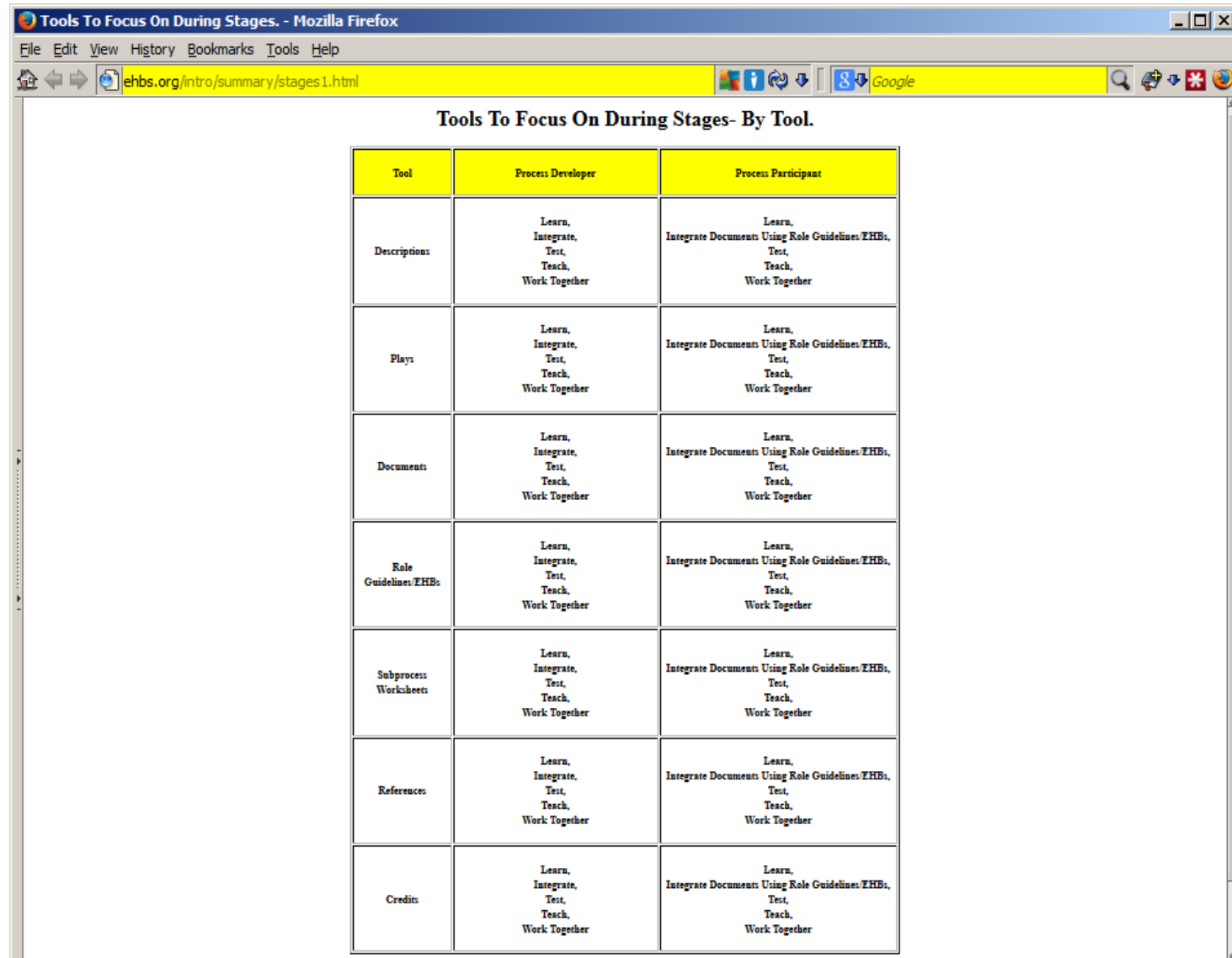
-Review Hardware Implementation-

The browser window also shows a status bar at the bottom with weather information for the current day and the following days.

**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.



The screenshot shows a Mozilla Firefox browser window with the address bar displaying [ehbs.org/intro/summary/stages1.html](http://ehbs.org/intro/summary/stages1.html). The page content is a table titled "Tools To Focus On During Stages- By Tool". The table has three columns: "Tool", "Process Developer", and "Process Participant". The rows represent different tool categories: Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocesses/Workbooks, References, and Credits. Each cell in the table lists the same set of activities: Learn, Integrate, Test, Teach, and Work Together.

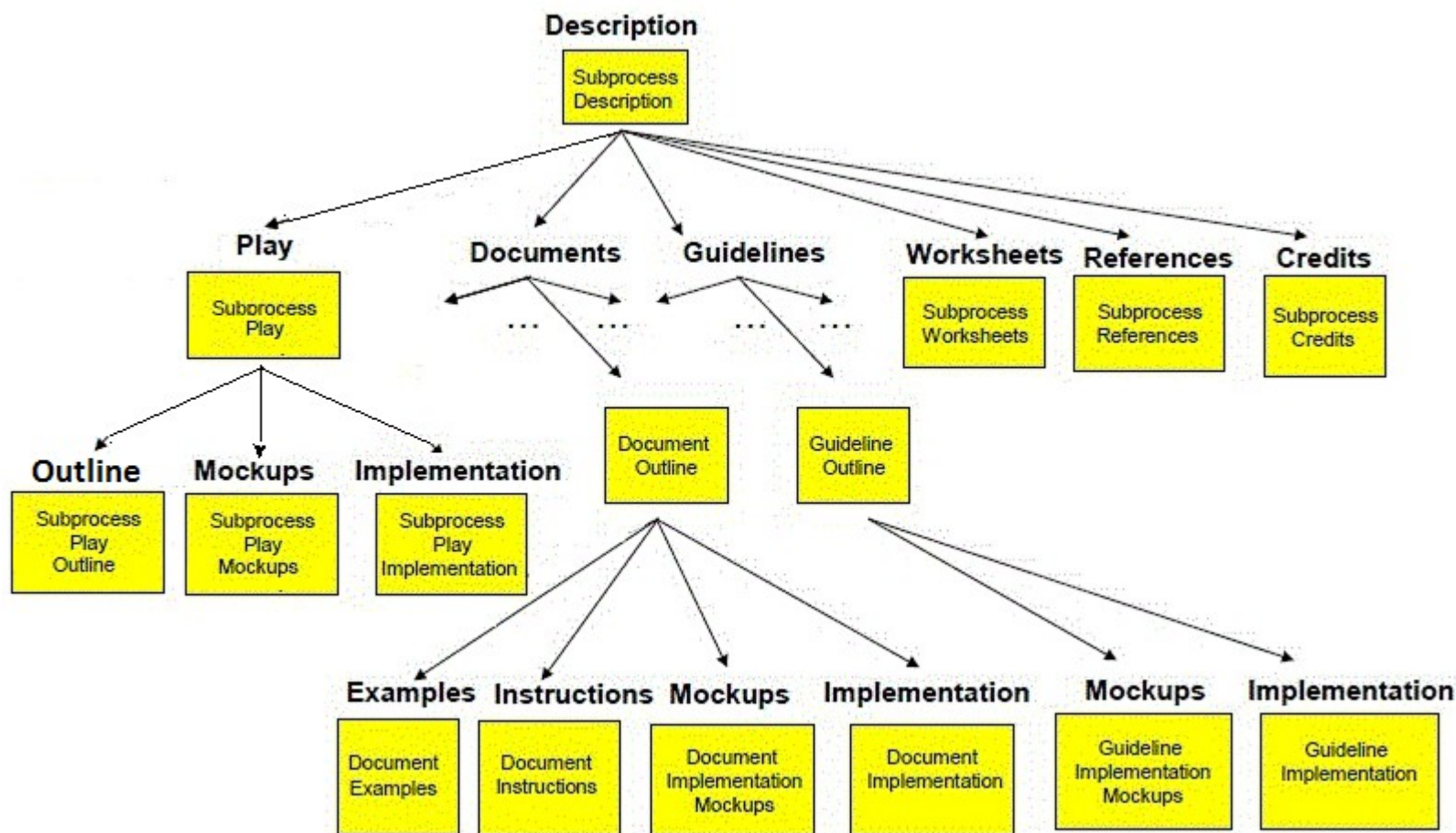
Tool	Process Developer	Process Participant
Descriptions	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Plays	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach,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

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# Some Applications

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



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



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

**Jaques:**

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

**William Shakespeare**

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

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



# Theatre of Dionysus- Athens, Greece



# For More Details



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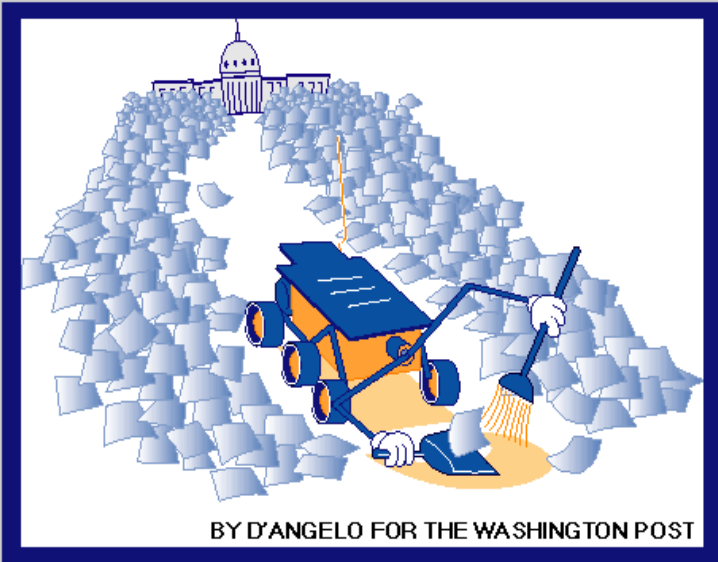
## Complex Process Management Using Process Libraries and Electronic Handbooks [Where Shakespeare Meets Freud]

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