

# NASA Security Incidents Management Using Process Libraries and Electronic Handbooks



(Where Shakespeare Meets Freud)



## Quick Summary



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

## **The Bottom Line:**

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

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

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

# Plays describe subprocess execution.



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

**5. Planning Security Incident Handlings**

- Design Subprocess Security Incident Handlings-  
[Security Incident Handlings Designers:](#)  
[Design Subprocess Security Incident Handlings](#)
- Review Subprocess Security Incident Handlings Design-  
[Planning Security Incident Handlings Manager](#)  
[Organization Manager](#)  
[Overall Organizations Manager,](#)  
[Project Manager](#)  
[Demonstration Tools Developer](#)  
[Customer](#)  
[Business Manager](#)  
[Security Incident Handlings Designers](#)  
[Security Incident Handlings Designs Reviewers](#)  
[Security Incident Handlings Builders](#)  
[Security Incident Handlings Builds Reviewers](#)  
[Security Incident Handlings Testers](#)  
[Security Incident Handlings Tests Reviewers:](#)  
[Review Subprocess Security Incident Handlings Design](#)
- Approve Subprocess Security Incident Handlings Design-  
[Project Manager](#)  
[Customer:](#)  
[Approve Subprocess Security Incident Handlings Design](#)

**6. Implementing Security Incident Handlings**

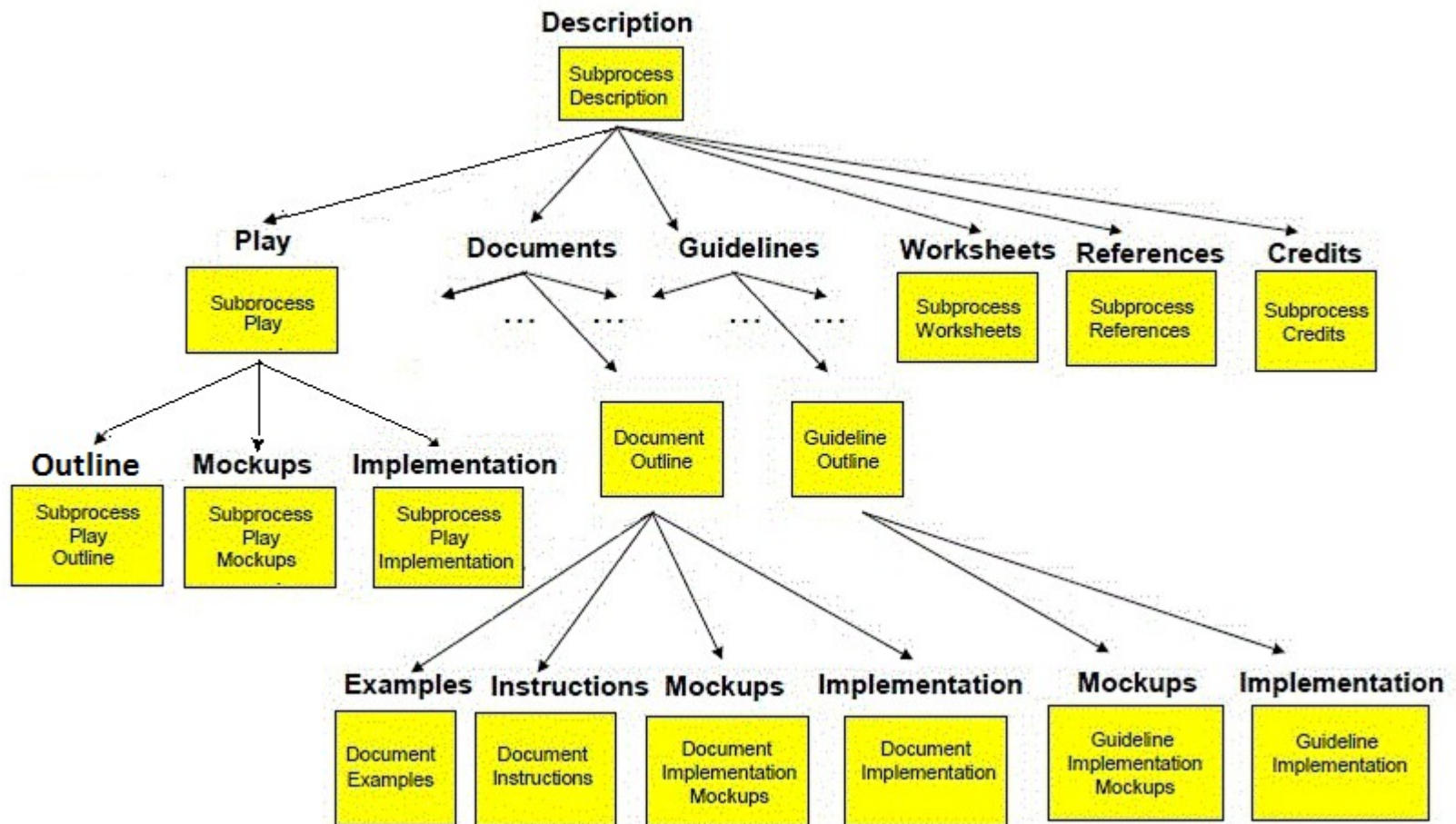
- Implement Subprocess Security Incident Handlings-  
[Security Incident Handlings Builders:](#)  
[Implement Subprocess Security Incident Handlings](#)
- Review Subprocess Security Incident Handlings Implementation-

The browser window also shows the address bar with the file path: file:///E:/8000-8999/nasa/incidents/library/Integration/PRSS/Planning/Play.html. The taskbar at the bottom displays the system tray with the date and time (Now: 54°F) and a weather forecast for the next seven days.

## **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.**

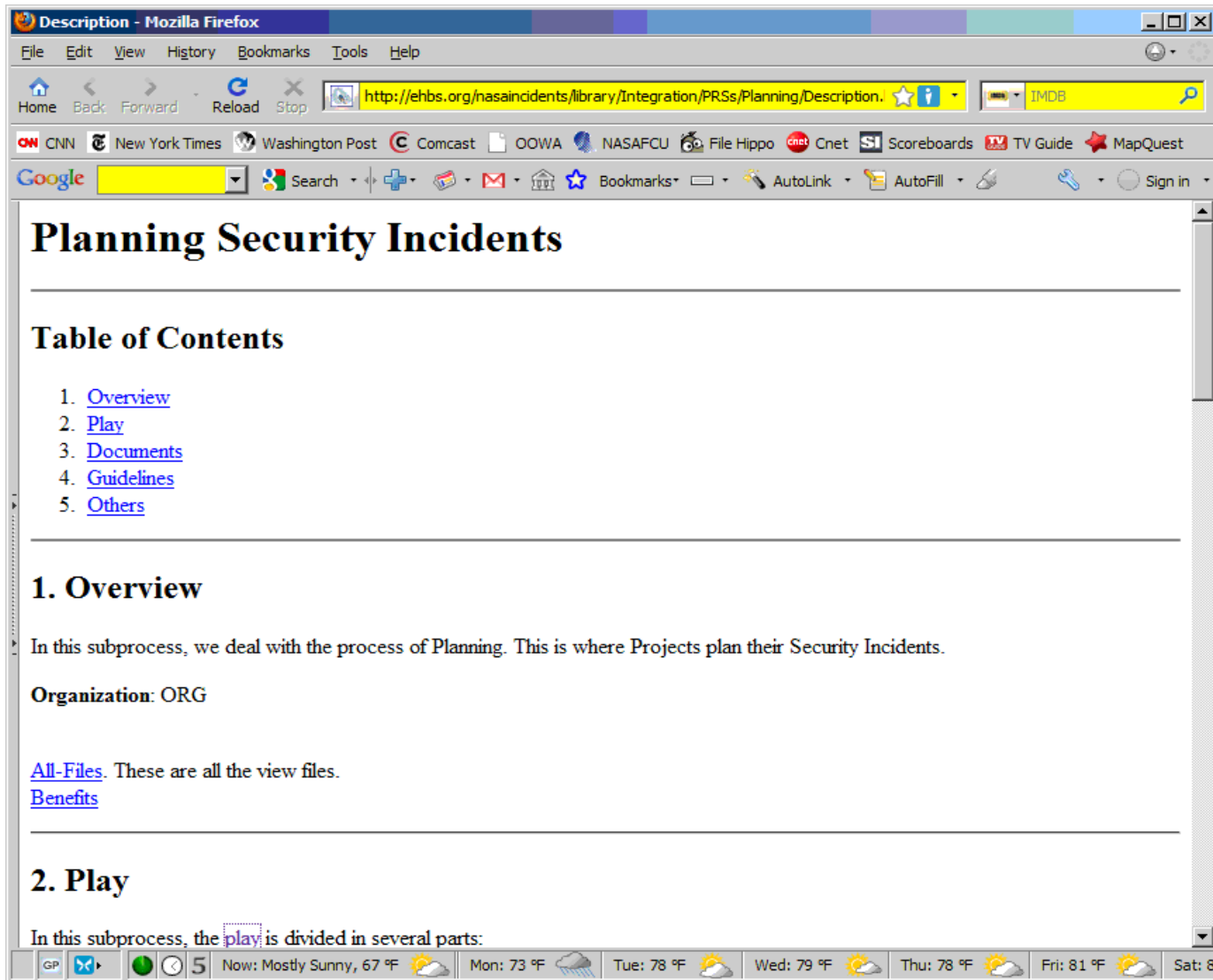
**William Shakespeare**

**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/nasaincidents/library/Integration/PRs/Planning/Description>. The page title is "Description - Mozilla Firefox". The browser's menu bar includes File, Edit, View, History, Bookmarks, Tools, and Help. The address bar has navigation buttons for Home, Back, Forward, Reload, and Stop. The browser's toolbar includes icons for CNN, New York Times, Washington Post, Comcast, OOWA, NASAFCU, File Hippo, Cnet, SI, Scoreboards, TV Guide, and MapQuest. The search bar is set to Google. The page content is as follows:

## Planning Security Incidents

---

### Table of Contents

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

---

## 1. Overview

In this subprocess, we deal with the process of Planning. This is where Projects plan their Security Incidents.

**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 status bar at the bottom shows the system tray with icons for GP, a clock, and weather information: Now: Mostly Sunny, 67 °F; Mon: 73 °F; Tue: 78 °F; Wed: 79 °F; Thu: 78 °F; Fri: 81 °F; Sat: 8



# Plays describe subprocess execution.



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

**5. Planning Security Incident Handlings**

- Design Subprocess Security Incident Handlings-  
[Security Incident Handlings Designers:](#)  
[Design Subprocess Security Incident Handlings](#)
- Review Subprocess Security Incident Handlings Design-  
[Planning Security Incident Handlings Manager](#)  
[Organization Manager](#)  
[Overall Organizations Manager,](#)  
[Project Manager](#)  
[Demonstration Tools Developer](#)  
[Customer](#)  
[Business Manager](#)  
[Security Incident Handlings Designers](#)  
[Security Incident Handlings Designs Reviewers](#)  
[Security Incident Handlings Builders](#)  
[Security Incident Handlings Builds Reviewers](#)  
[Security Incident Handlings Testers](#)  
[Security Incident Handlings Tests Reviewers:](#)  
[Review Subprocess Security Incident Handlings Design](#)
- Approve Subprocess Security Incident Handlings Design-  
[Project Manager](#)  
[Customer:](#)  
[Approve Subprocess Security Incident Handlings Design](#)

**6. Implementing Security Incident Handlings**

- Implement Subprocess Security Incident Handlings-  
[Security Incident Handlings Builders:](#)  
[Implement Subprocess Security Incident Handlings](#)
- Review Subprocess Security Incident Handlings Implementation-

The browser window also shows the address bar with the file path: file:///E:/8000-8999/nasa/incidents/library/Integration/PRSS/Planning/Play.html. The taskbar at the bottom displays the system tray with the date and time (Now: 54°F) and a weather forecast for the next seven days.

# Documents describe subprocess data.

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

---

### 3. Documents

In this subprocess, we have the following document types:

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

---

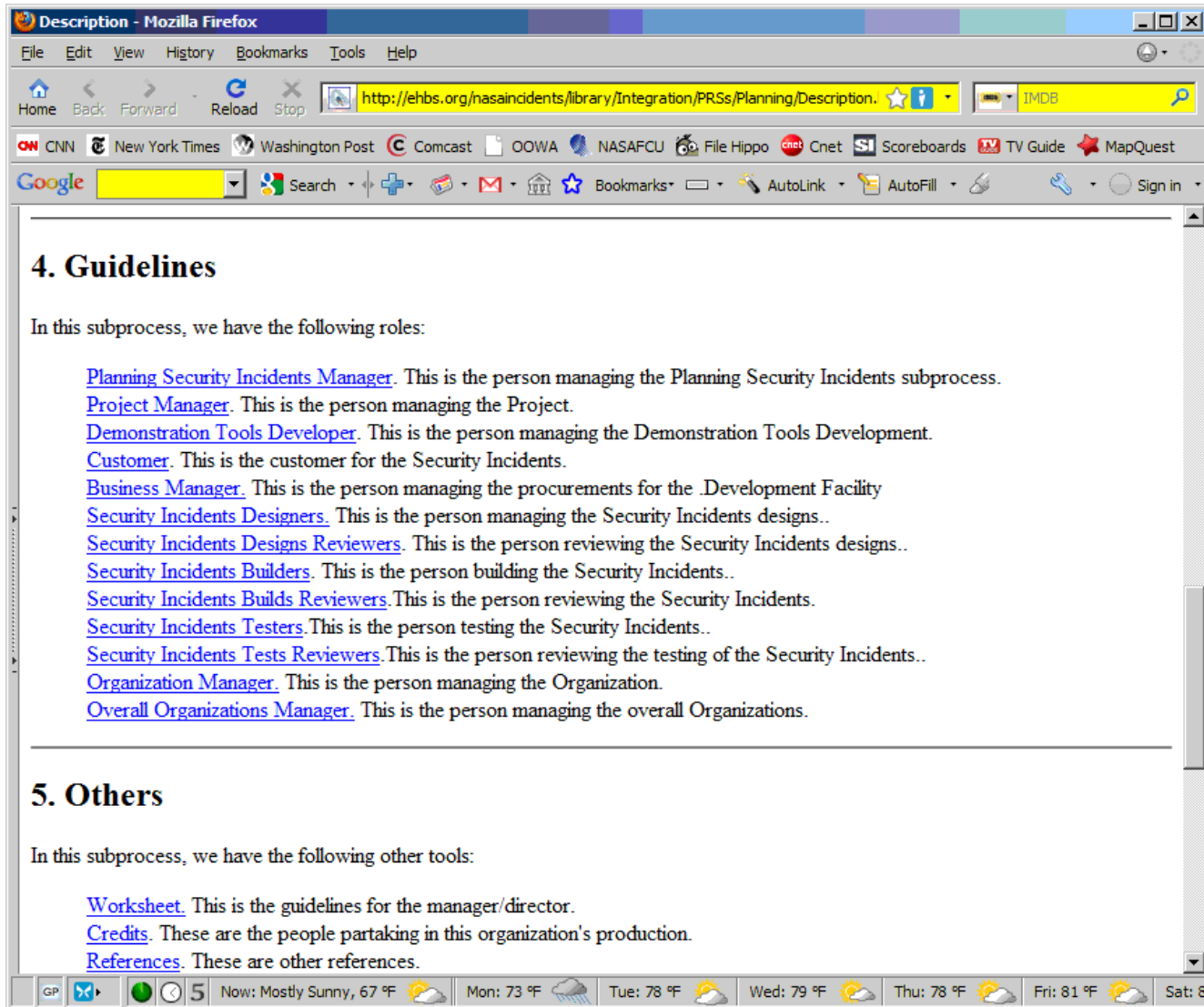
### 4. Guidelines

In this subprocess, we have the following roles:

- [Planning Security Incidents Manager](#). This is the person managing the Planning Security Incidents 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 Security Incidents.
- [Business Manager](#). This is the person managing the procurements for the .Development Facility

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

# Guidelines describe user subprocesses.



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

## 4. Guidelines

In this subprocess, we have the following roles:

- [Planning Security Incidents Manager](#). This is the person managing the Planning Security Incidents 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 Security Incidents.
- [Business Manager](#). This is the person managing the procurements for the .Development Facility
- [Security Incidents Designers](#). This is the person managing the Security Incidents designs..
- [Security Incidents Designs Reviewers](#). This is the person reviewing the Security Incidents designs..
- [Security Incidents Builders](#). This is the person building the Security Incidents..
- [Security Incidents Builds Reviewers](#). This is the person reviewing the Security Incidents.
- [Security Incidents Testers](#). This is the person testing the Security Incidents..
- [Security Incidents Tests Reviewers](#). This is the person reviewing the testing of the Security Incidents..
- [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 current time as 5:00 and the weather as 'Now: Mostly Sunny, 67 °F'. It also displays a 7-day weather forecast: 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:/Intro/summary/mock-ups/Worksheet.htm

## Subprocess Worksheet

**Subprocess:** Planning Security Incident Handling

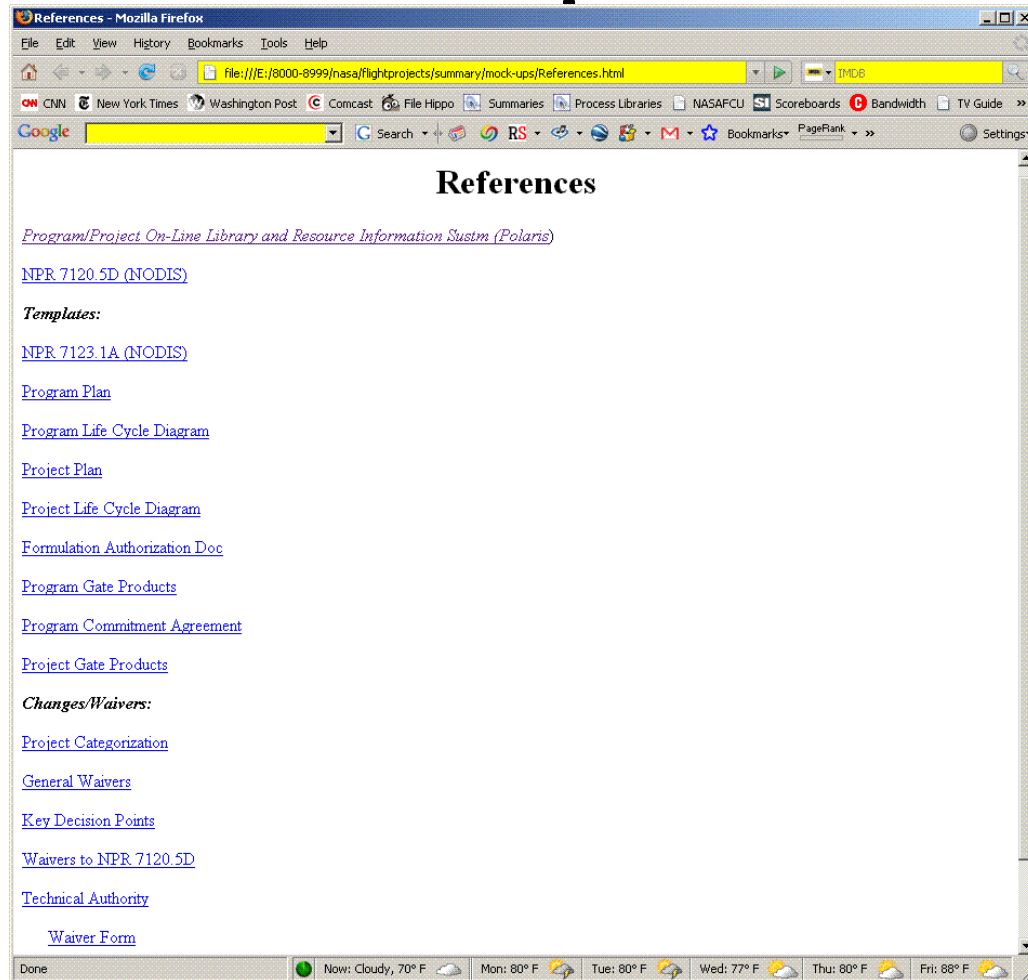
In this subprocess, we deal with the process of Planning. This is where Projects plan their Security Incidents.

**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>

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

# References list other related resources.



# Credits acknowledge people's contributions.



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

Tools To Focus On During Stages. - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ehbs.org/intro/summary/stages1.html

Tools To Focus On During Stages- By Tool.

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

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

Tools To Focus On During Stages- By Stage.

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



# Objective:

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

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

### Security Incidents

Product Realization Subprocesses								
Integrated Problems-Solutions Database	Planning Security Incident Handling	Solicitation Development	Submission	Review & Selection	Negotiation	Incident Administration	Closeout	Post-Closeout

(Potential Customers: Security Personnel, 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: Security Personnel, Flight Projects )

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 [Clock] 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 Security Incidents Organizations**

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

Product Distribution Subprocesses Organizations
ARC Security Incidents Office
DFRC Security Incidents Office
GRC Security Incidents Office
GSFC Security Incidents Office
HQ Security Incidents Office
JPL Security Incidents Office
JSC Security Incidents Office
KSC Security Incidents Office
LaRC Security Incidents Office

# **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 11 Entries  
Classification: **Product Realization Subprocesses** (T4-00-00-00)  
Subprocess: **Planning Security Incidents Handling** (T4-3-00-00)

[Create View](#)

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

Done | 0,203s | McAfee SiteAdvisor | Adblock



# Plays describe subprocess execution.



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

**5. Planning Security Incident Handlings**

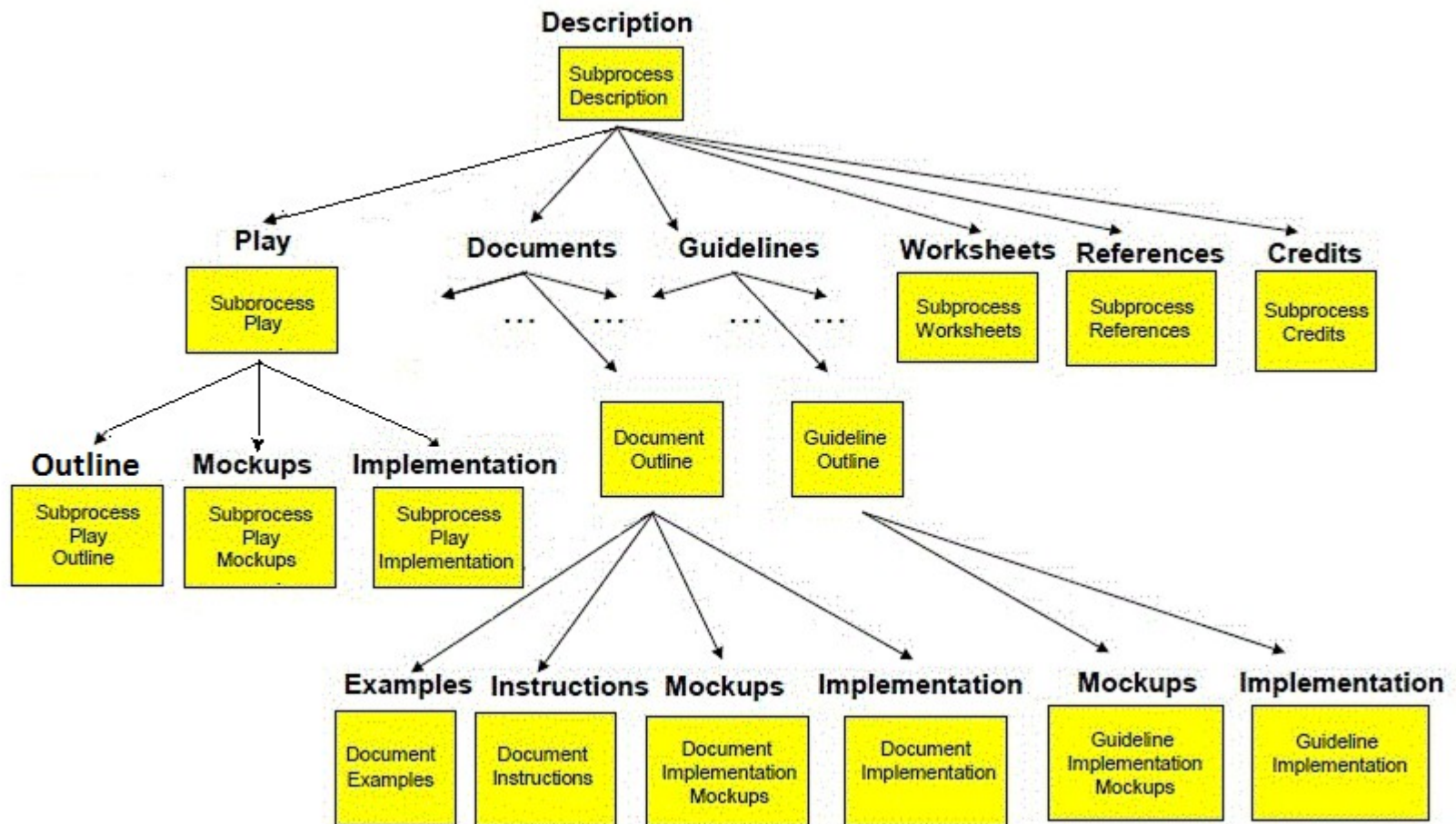
- Design Subprocess Security Incident Handlings-  
[Security Incident Handlings Designers:](#)  
[Design Subprocess Security Incident Handlings](#)
- Review Subprocess Security Incident Handlings Design-  
[Planning Security Incident Handlings Manager](#)  
[Organization Manager](#)  
[Overall Organizations Manager,](#)  
[Project Manager](#)  
[Demonstration Tools Developer](#)  
[Customer](#)  
[Business Manager](#)  
[Security Incident Handlings Designers](#)  
[Security Incident Handlings Designs Reviewers](#)  
[Security Incident Handlings Builders](#)  
[Security Incident Handlings Builds Reviewers](#)  
[Security Incident Handlings Testers](#)  
[Security Incident Handlings Tests Reviewers:](#)  
[Review Subprocess Security Incident Handlings Design](#)
- Approve Subprocess Security Incident Handlings Design-  
[Project Manager](#)  
[Customer:](#)  
[Approve Subprocess Security Incident Handlings Design](#)

**6. Implementing Security Incident Handlings**

- Implement Subprocess Security Incident Handlings-  
[Security Incident Handlings Builders:](#)  
[Implement Subprocess Security Incident Handlings](#)
- Review Subprocess Security Incident Handlings Implementation-

The browser window also shows the address bar with the file path: file:///E:/8000-8999/nasa/incidents/library/Integration/PRSS/Planning/Play.html. The taskbar at the bottom displays the system tray with the date and time (Now: 54°F) and a weather forecast for the next seven 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.

Tools To Focus On During Stages. - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ehbs.org/intro/summary/stages1.html

Tools To Focus On During Stages- By Tool.

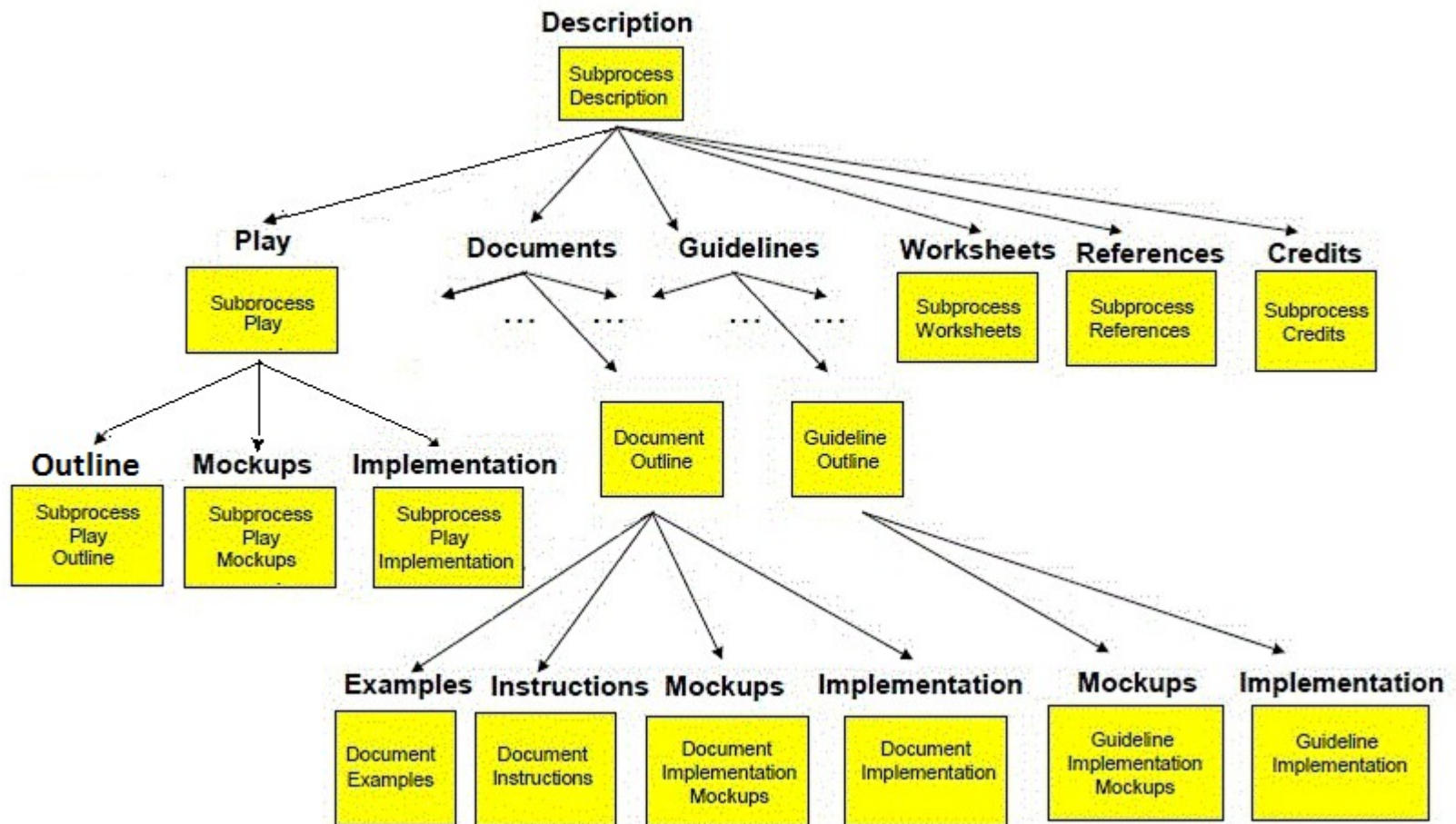
Tool	Process Developer	Process Participant
Descriptions:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Plays:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach,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

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

Tools To Focus On During Stages- By Stage.

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

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



Some EHBs Projects - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

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

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

# Some Applications

---

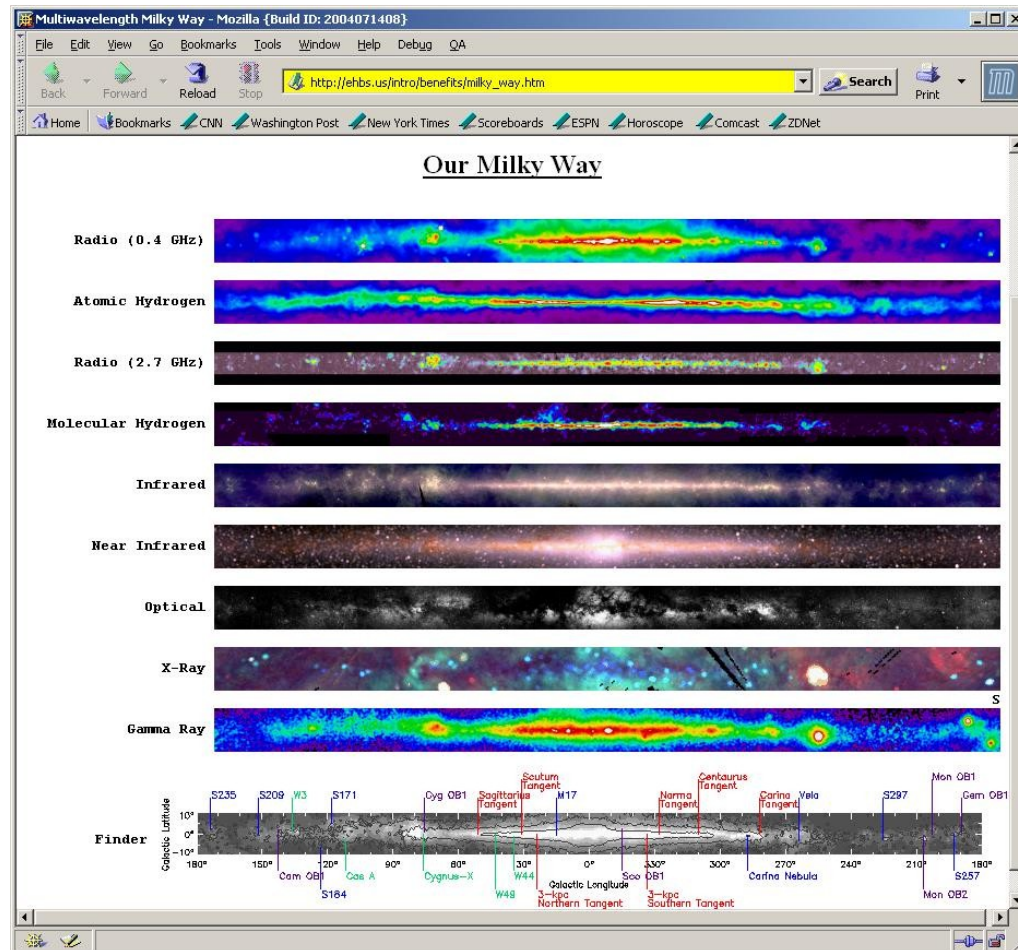
- [DOI's Screen Available and Exchange-Sales \(SAVES\)- Property](#)
- [DOJ's Bulletproof Vests Partnership Program \(BVP\)- Grants](#)
- [DOJ's Local Law Enforcement Block Grants \(LLEBG\) - Grants](#)
- [DOJ's Office of Justice Program IT Initiatives \(OJP IT\) - Grants](#)
- [DOJ's Southwest Border 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](#)

---

Done

Navigation icons: Back, Forward, Home, Stop, Reload, Print, Find, etc.

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





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



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



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

**Jaques:**

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

**William Shakespeare**

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

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



# Theatre of Dionysus- Athens, Greece



# For More Details



File Edit View History Bookmarks Tools Help

EHBs Home Page x +

ehbs.us

Search

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



## Complex Process Management Using Process Libraries and Electronic Handbooks

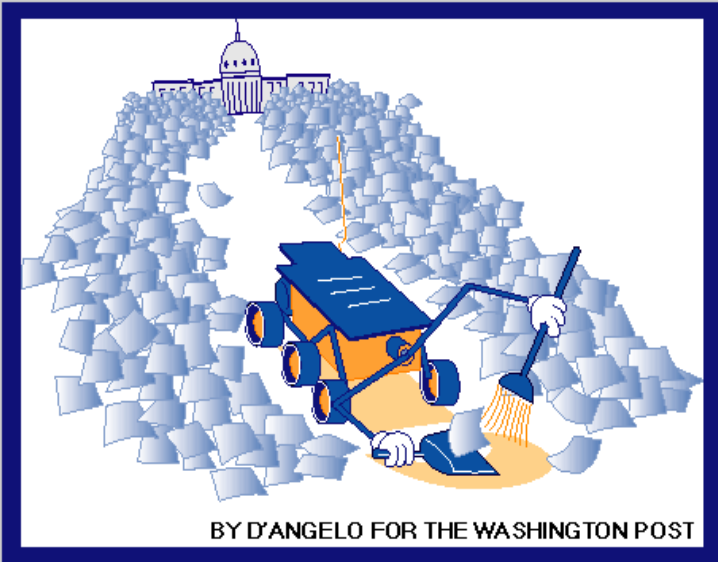
[Where Shakespeare Meets Freud]

[Home](#)

- [1. What are PLs and EHBs?](#)
- [2. Some Quick Summaries](#)
- [3. Some Applications](#)
- [4. In The Press](#)
- [5. Experiences](#)
- [6. Some Papers](#)
- [7. Some Demonstration Tools](#)
- [8. Some Subprocesses and Their Documentations](#)
- [9. Assembly Line Processes](#)
- [10. Benefits](#)

[White Paper Book](#)

[How Can I Apply These To My Organization's Processes?](#)



BY D'ANGELO FOR THE WASHINGTON POST

Dr. Barry E. Jacobs  
[barry.e.jacobs@comcast.net](mailto:barry.e.jacobs@comcast.net)  
(301) 681-7816  
[\[Mini-Bio\]](#)

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