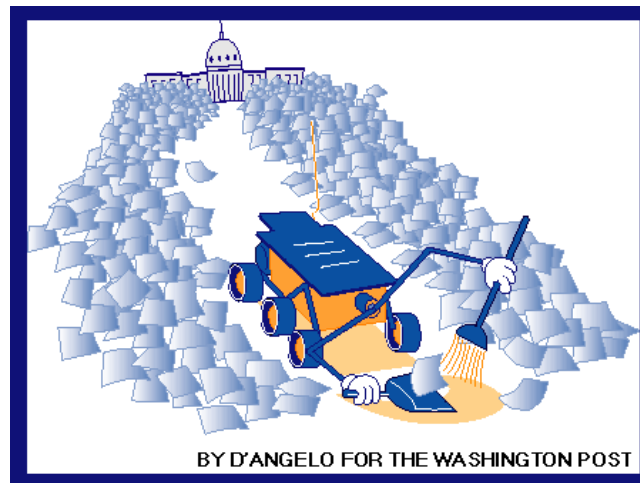


NASA/JPL Contract Task Management Using Process Libraries and Electronic Handbooks

(Where Shakespeare Meets Freud)



Quick Summary



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

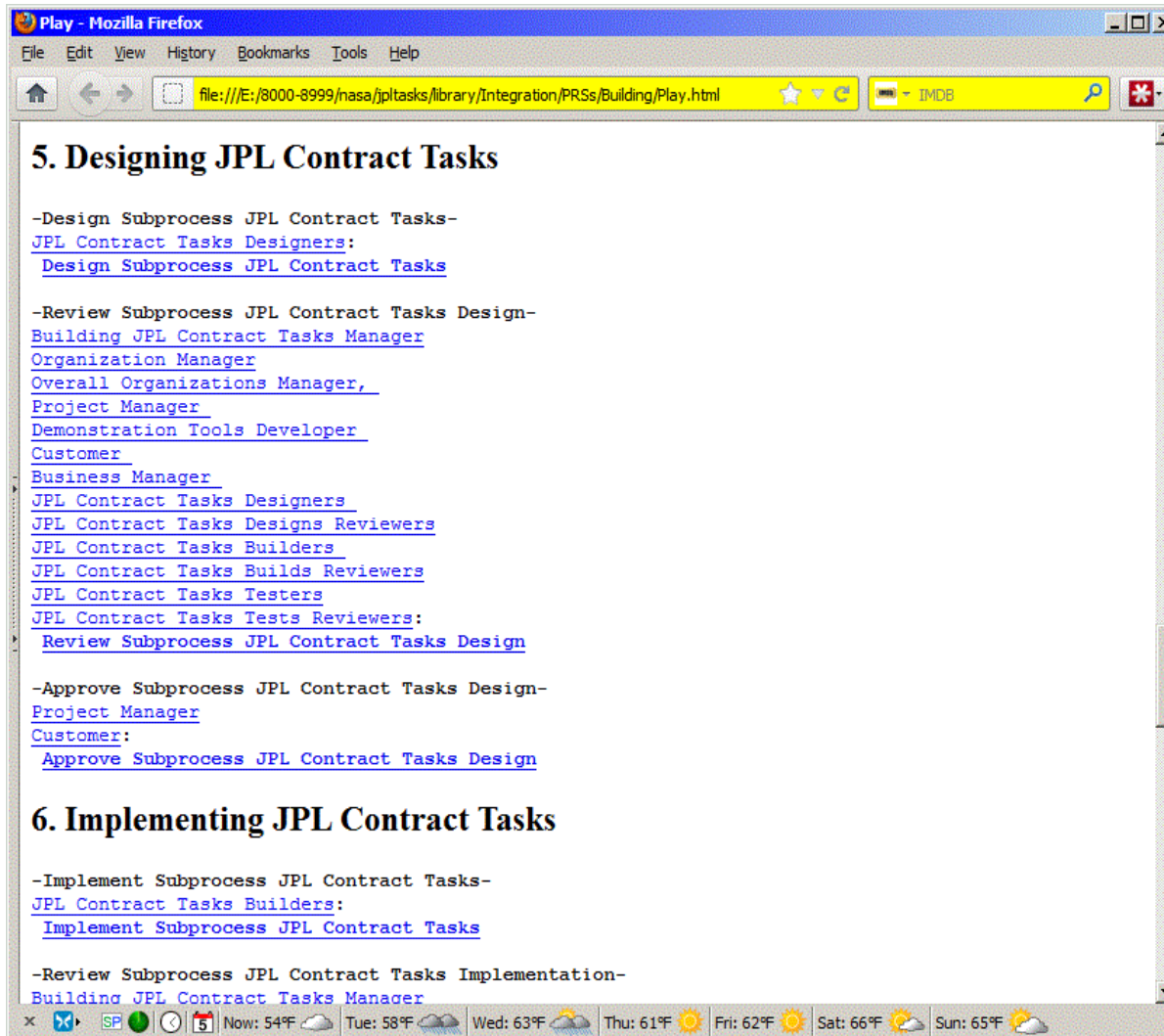
The Bottom Line:

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 address bar displaying the file path: `file:///E:/8000-8999/nasa/jpltasks/library/Integration/PRs/Building/Play.html`. The main content area displays the following text:

5. Designing JPL Contract Tasks

-Design Subprocess JPL Contract Tasks-
[JPL Contract Tasks Designers:](#)
[Design Subprocess JPL Contract Tasks](#)

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

-Approve Subprocess JPL Contract Tasks Design-
[Project Manager](#)
[Customer:](#)
[Approve Subprocess JPL Contract Tasks Design](#)

6. Implementing JPL Contract Tasks

-Implement Subprocess JPL Contract Tasks-
[JPL Contract Tasks Builders:](#)
[Implement Subprocess JPL Contract Tasks](#)

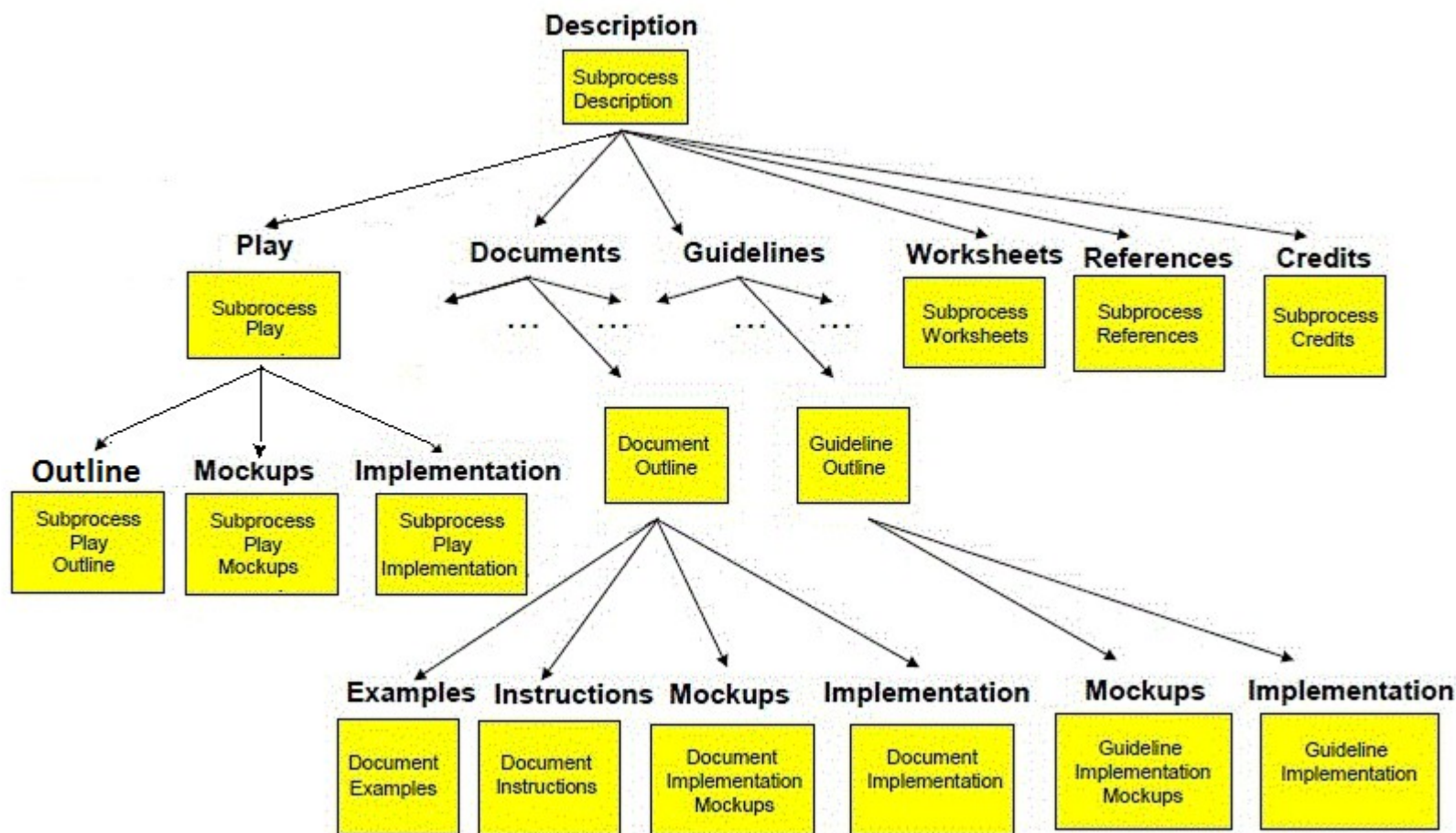
-Review Subprocess JPL Contract Tasks Implementation-
[Building JPL Contract Tasks Manager](#)

The browser's taskbar at the bottom shows the system tray with the date and time (Now: 54°F) and a weather forecast for the next seven 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.**

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.**

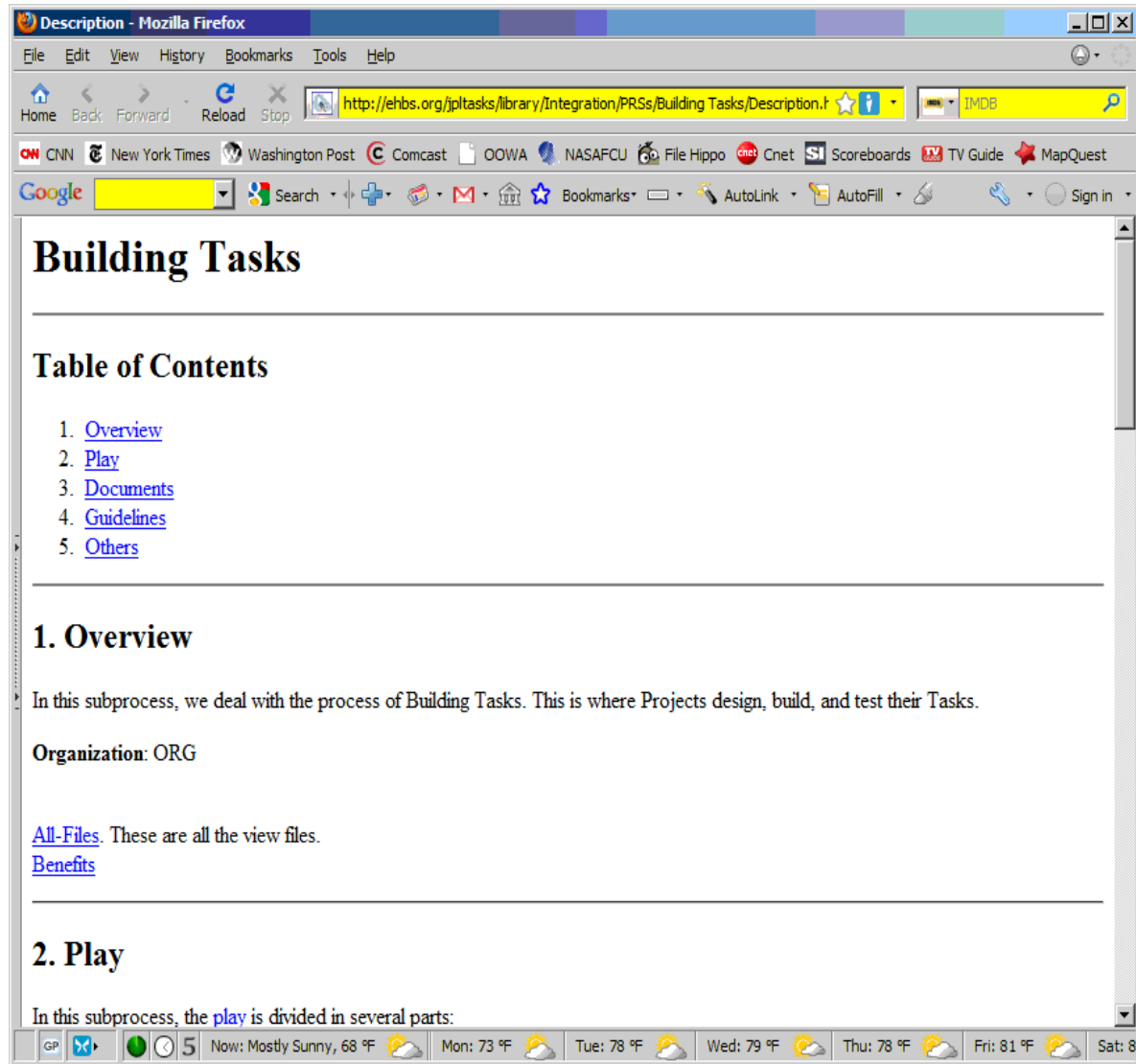
William Shakespeare

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/jpltasks/library/Integration/PRs/Building Tasks/Description.i](http://ehbs.org/jpltasks/library/Integration/PRs/Building%20Tasks/Description.i). The page content includes:

Building Tasks

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 Tasks. This is where Projects design, build, and test their Tasks.

Organization: ORG

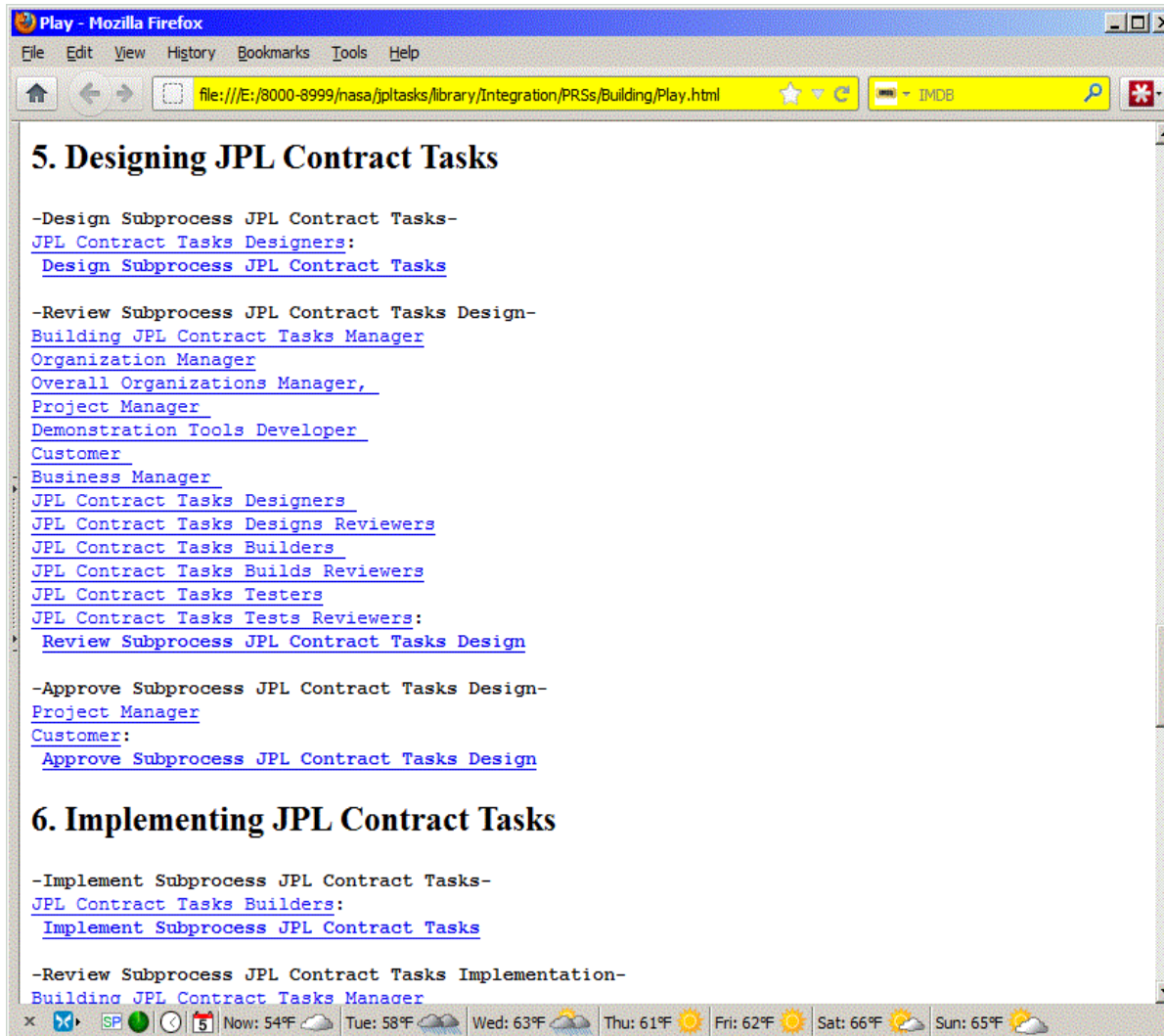
[All-Files](#). These are all the view files.
[Benefits](#)

2. Play

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

The browser's status bar at the bottom shows the current time as 5:05 and the weather as 'Now: Mostly Sunny, 68 °F'. The forecast for the following days is: 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:

5. Designing JPL Contract Tasks

-Design Subprocess JPL Contract Tasks-
[JPL Contract Tasks Designers:](#)
[Design Subprocess JPL Contract Tasks](#)

-Review Subprocess JPL Contract Tasks Design-
[Building JPL Contract Tasks Manager](#)
[Organization Manager](#)
[Overall Organizations Manager,](#)
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[Demonstration Tools Developer](#)
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[JPL Contract Tasks Builders](#)
[JPL Contract Tasks Builds Reviewers](#)
[JPL Contract Tasks Testers](#)
[JPL Contract Tasks Tests Reviewers:](#)
[Review Subprocess JPL Contract Tasks Design](#)

-Approve Subprocess JPL Contract Tasks Design-
[Project Manager](#)
[Customer:](#)
[Approve Subprocess JPL Contract Tasks Design](#)

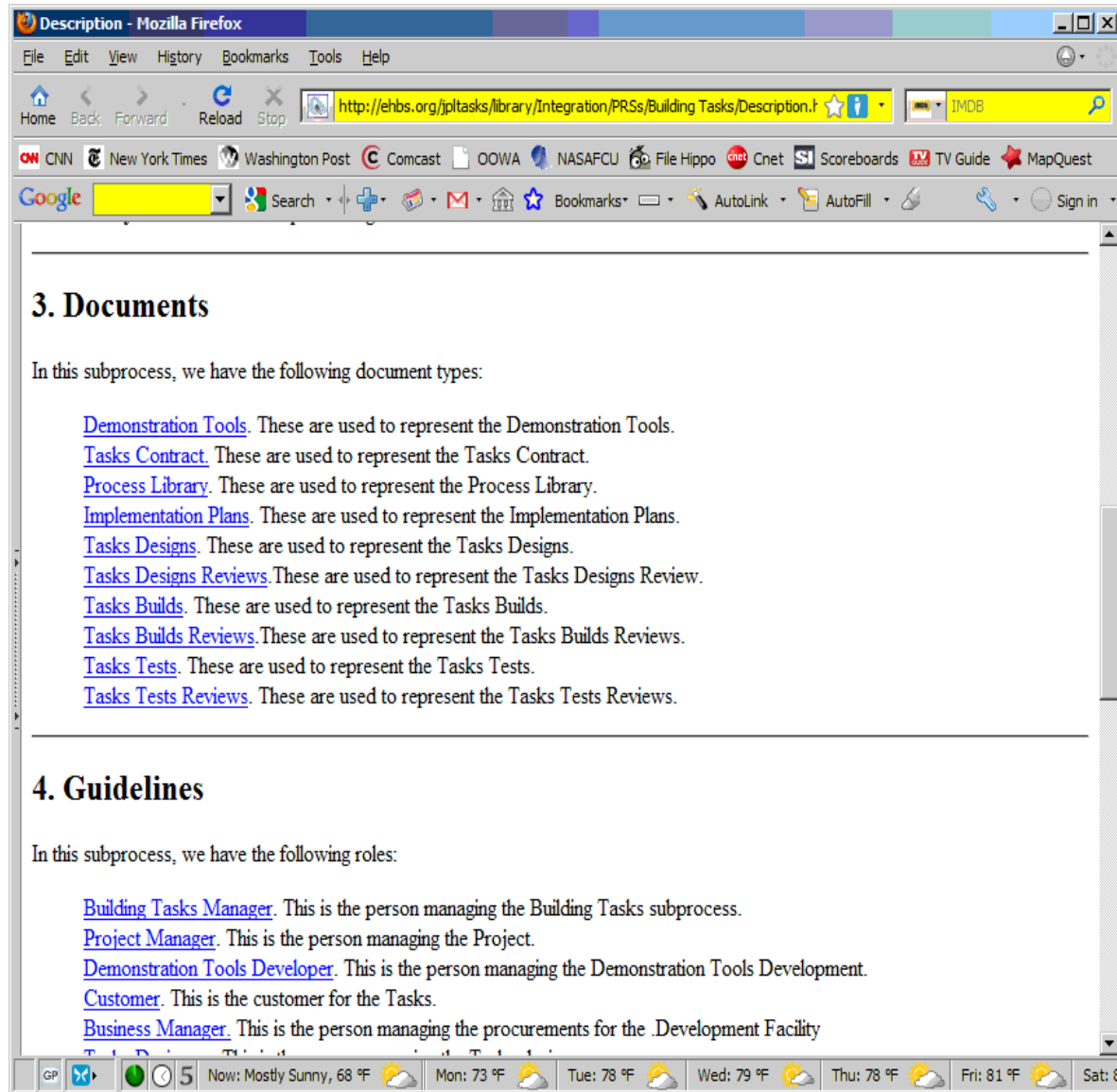
6. Implementing JPL Contract Tasks

-Implement Subprocess JPL Contract Tasks-
[JPL Contract Tasks Builders:](#)
[Implement Subprocess JPL Contract Tasks](#)

-Review Subprocess JPL Contract Tasks Implementation-
[Building JPL Contract Tasks Manager](#)

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

Documents describe subprocess data.



The screenshot shows a Mozilla Firefox browser window with the address bar displaying http://ehbs.org/jpltasks/library/Integration/PRSS/Building_Tasks/Description.f. The page content is as follows:

3. Documents

In this subprocess, we have the following document types:

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

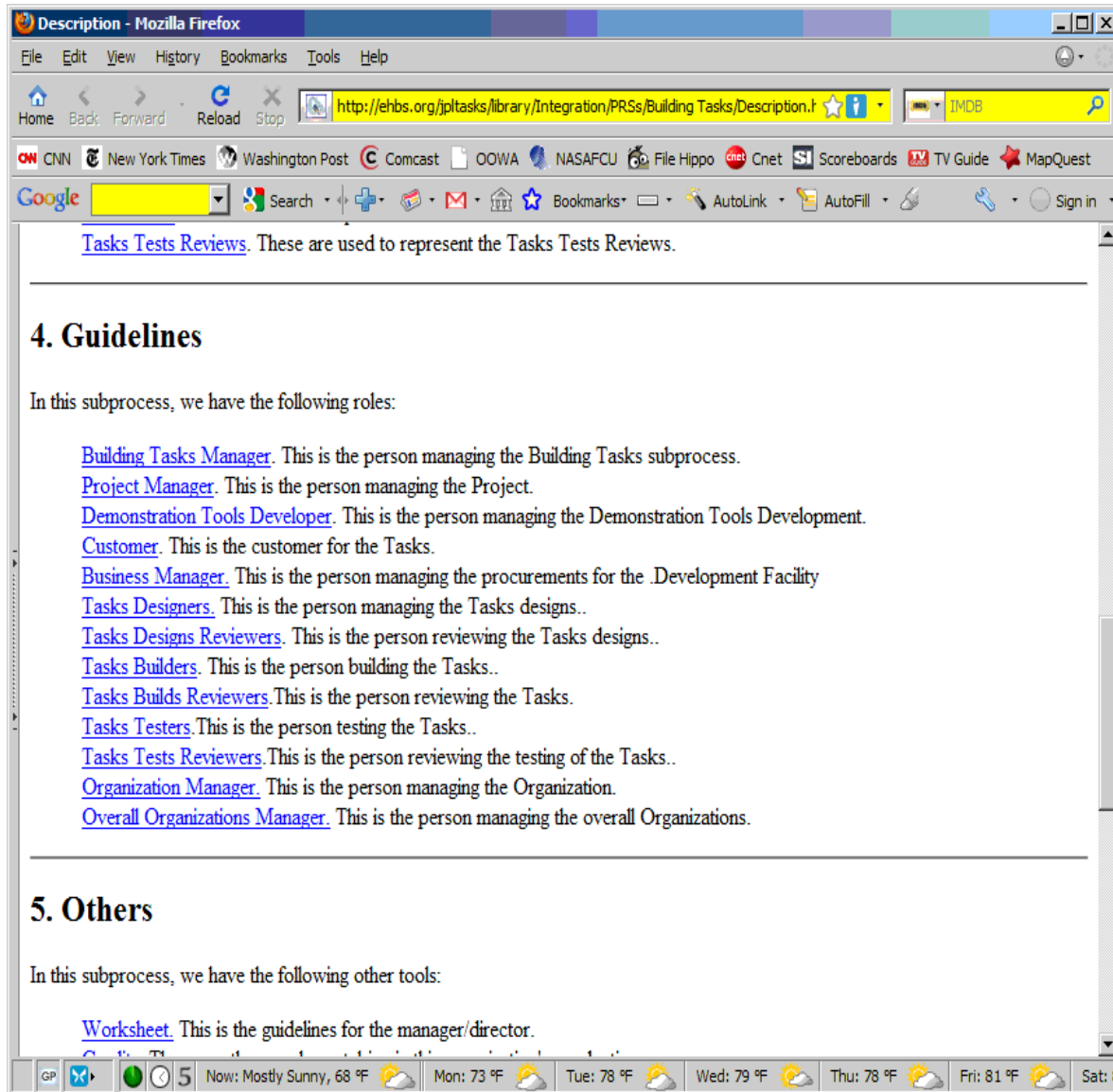
4. Guidelines

In this subprocess, we have the following roles:

- [Building Tasks Manager](#). This is the person managing the Building Tasks 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 Tasks.
- [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 5:05 and the weather as 'Now: Mostly Sunny, 68 °F'. A weather forecast for the following days is also visible: 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/jpltasks/library/Integration/PRs/Building Tasks/Description.t](http://ehbs.org/jpltasks/library/Integration/PRs/Building%20Tasks/Description.t). The page content includes a link to [Tasks Tests Reviews](#) and a section titled **4. Guidelines**. Below this section, it states: "In this subprocess, we have the following roles:" followed by a list of roles with their descriptions: [Building Tasks Manager](#), [Project Manager](#), [Demonstration Tools Developer](#), [Customer](#), [Business Manager](#), [Tasks Designers](#), [Tasks Designs Reviewers](#), [Tasks Builders](#), [Tasks Builds Reviewers](#), [Tasks Testers](#), [Tasks Tests Reviewers](#), [Organization Manager](#), and [Overall Organizations Manager](#). Below the guidelines section is another section titled **5. Others**, which states: "In this subprocess, we have the following other tools:" followed by [Worksheet](#). The browser's taskbar at the bottom shows the system tray with a clock, weather information (Now: Mostly Sunny, 68 °F), and a forecast for the next six days.

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

4. Guidelines

In this subprocess, we have the following roles:

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

GP [Icons] 5 Now: Mostly Sunny, 68 °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:///E:/Intro/summary/mock-ups/Worksheet.htm

Subprocess Worksheet

Subprocess: Building Tasks

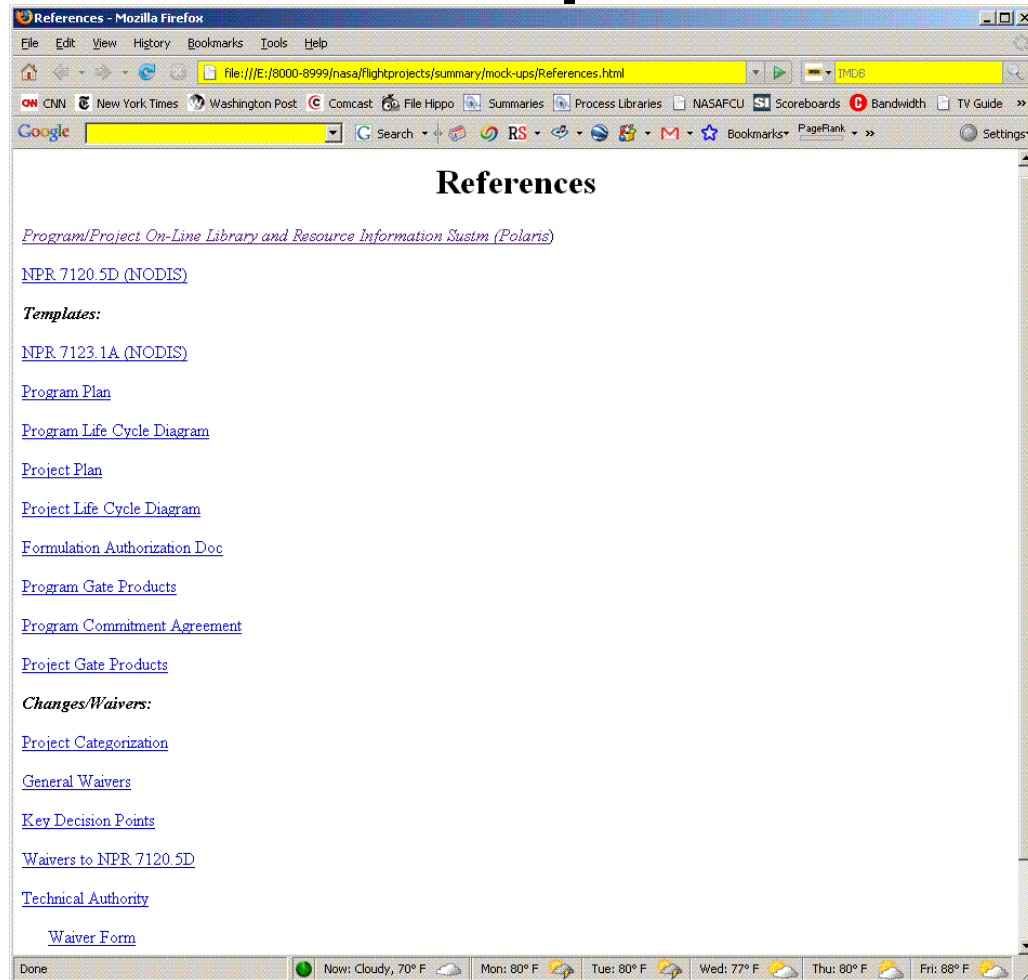
In this subprocess, we deal with the process of Building Tasks. This is where Projects design, build, and test their Tasks.

Organization: Division C

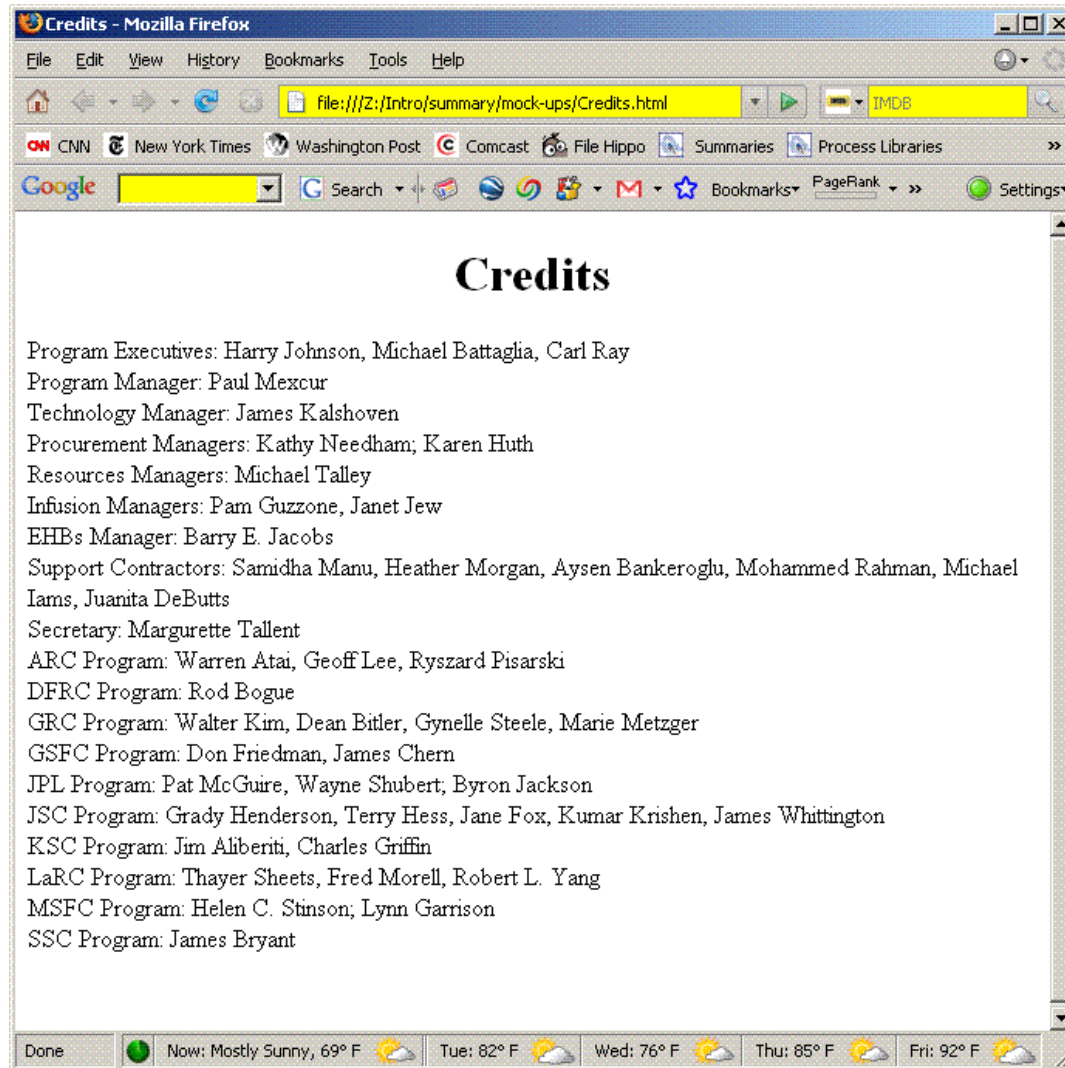
Task	Purpose	Suggested Roles	Task Lead(s)	Estimated Completion Date	Actual Completion Date	Documents					
						Document	Instructions and Samples	Document Lead(s)	Estimated Completion Date	Actual Completion Date	Document Location(s)
Administration	The purpose of this task is to administer Project Development .	Task Lead, Subtask Lead, Subtask Member, Reviewer, Approval Official, Project Manager, Documents Manager	James Green	07/23/07	08/23/07	Document Library	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
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	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
						Draft Project Requirements Document	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
						Project Plan	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
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	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
						Project Plan	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034

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.

Subprocesses - Mozilla Firefox

File Edit View History Bookmarks Tools Help

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

NASA/JPL Contract Tasks

Product Realization Subprocesses												
Integrated Problems-Solutions Database	Planning Tasks	Solicitation Development	Submission	Handling	Task Initiation & Execution	Task Administration	Task Modification	Task Closeout	Post-Task Closeout	Contract Performance Evaluation Planning	Contract Performance Evaluation	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, NASA/JPL Managers)

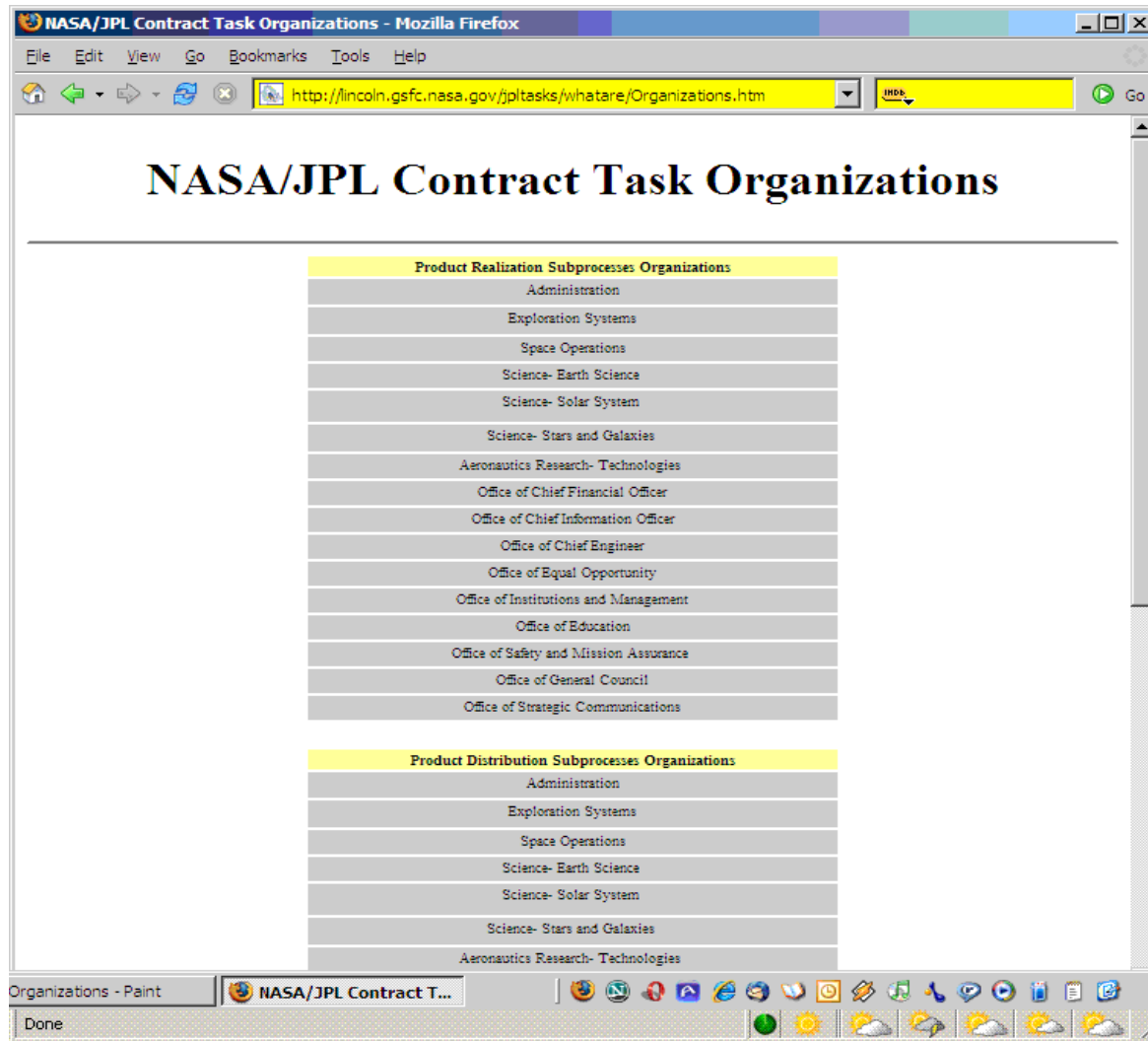
Support Subprocesses								
Survey Management	Computer Systems Development and Evolution	Computer Systems Operations and Network Administration	Home Page Management	Education and Outreach Activities	Facilities Management	Security	Small Systems (Mac and PC) Support	Visualizations

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 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.



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".

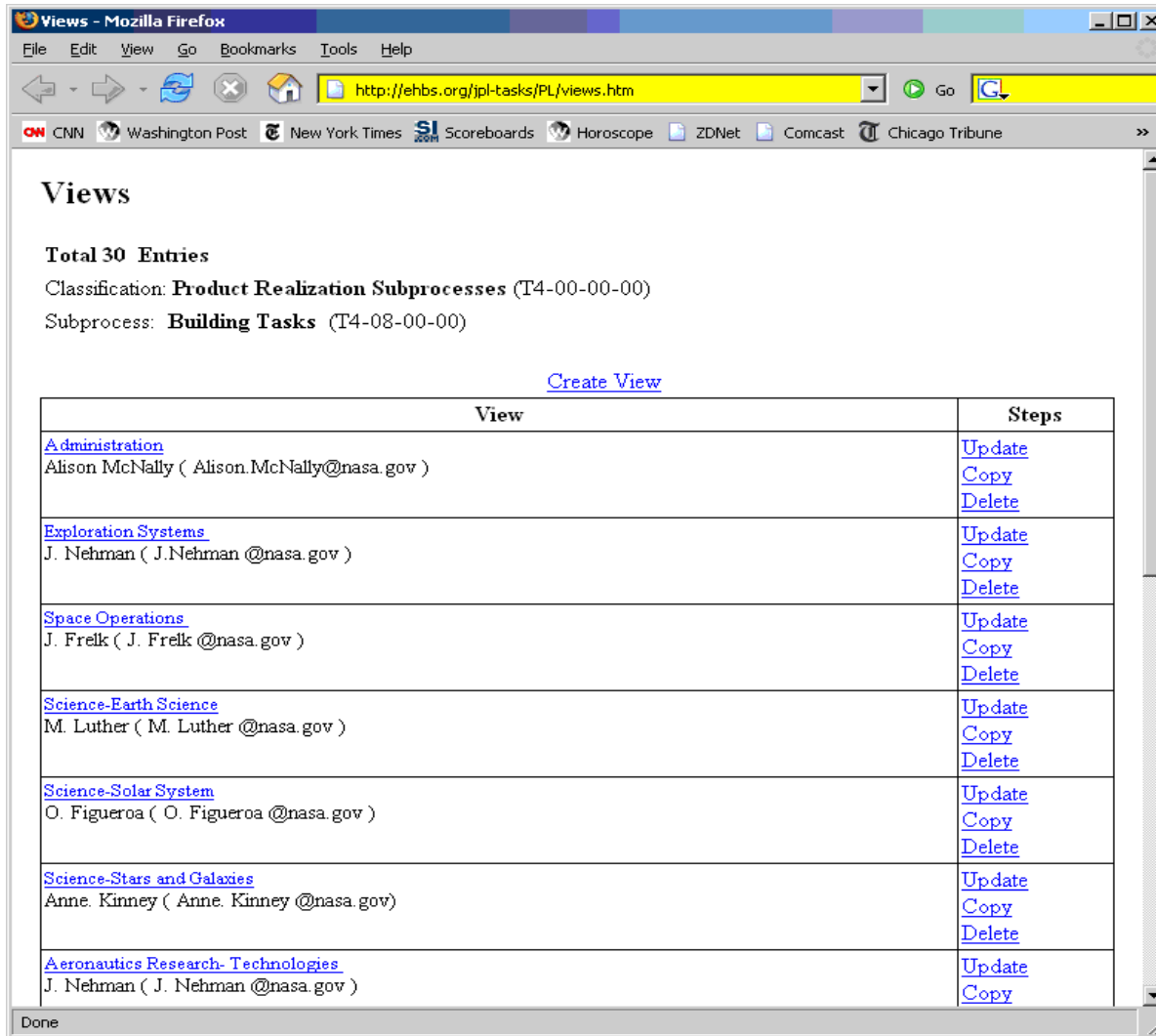
The "Game of Telephone" Syndrome: Where People Pass-On Only Parts of the "Message"



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

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

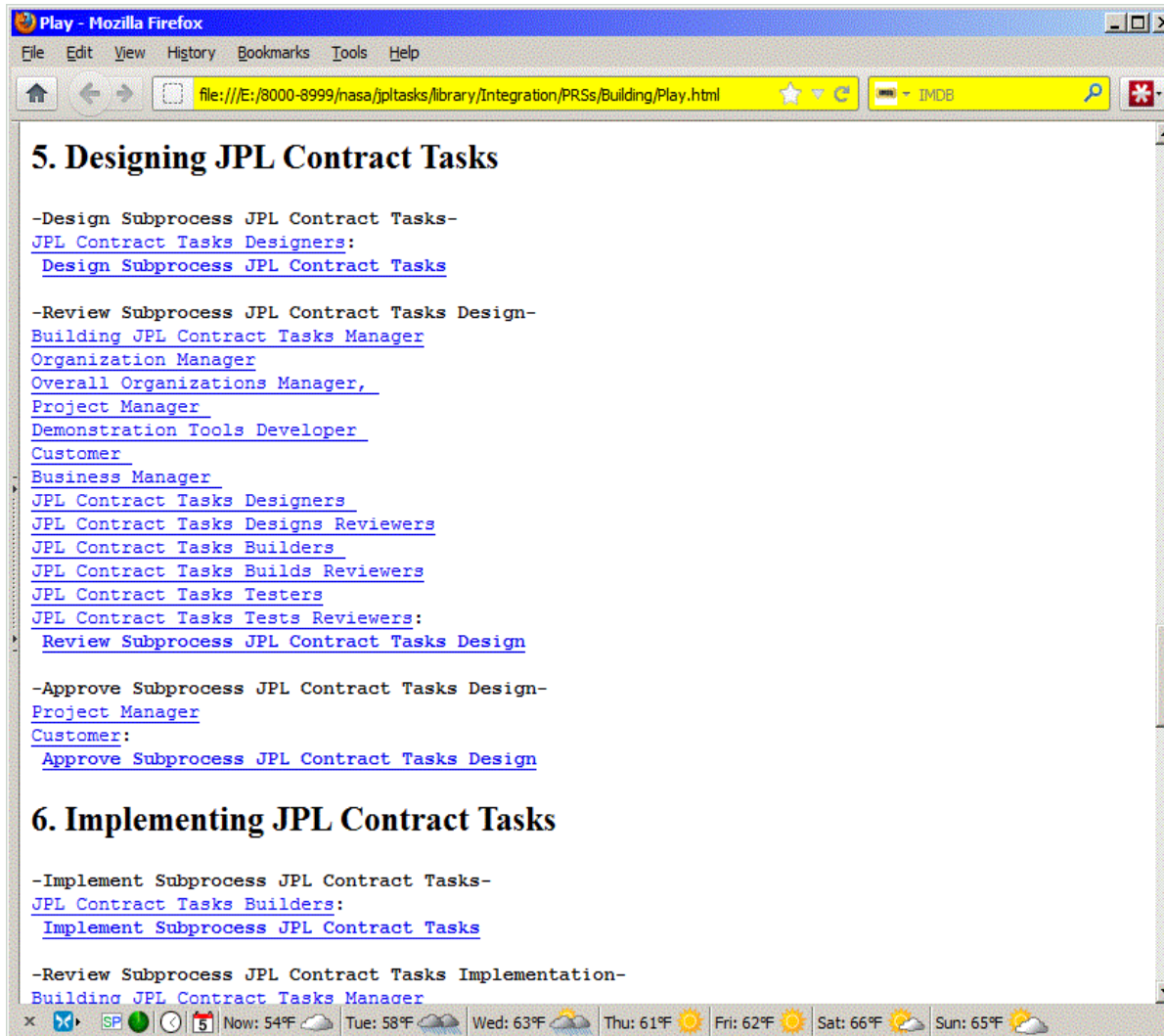
Solution: Process Libraries maintain organization's views of the subprocesses.



The screenshot shows a Mozilla Firefox browser window with the address bar displaying <http://ehbs.org/jpl-tasks/PL/views.htm>. The page content includes a title 'Views', a total of 30 entries, and classification information: 'Classification: Product Realization Subprocesses (T4-00-00-00)' and 'Subprocess: Building Tasks (T4-08-00-00)'. A 'Create View' link is present above a table. The table has two columns: 'View' and 'Steps'. Each row in the table represents a view entry with a title, a user name, and three action links: 'Update', 'Copy', and 'Delete'.

View	Steps
Administration Alison McNally (Alison.McNally@nasa.gov)	Update Copy Delete
Exploration Systems J. Nehman (J.Nehman @nasa.gov)	Update Copy Delete
Space Operations J. Frelk (J. Frelk @nasa.gov)	Update Copy Delete
Science-Earth Science M. Luther (M. Luther @nasa.gov)	Update Copy Delete
Science-Solar System O. Figueroa (O. Figueroa @nasa.gov)	Update Copy Delete
Science-Stars and Galaxies Anne. Kinney (Anne. Kinney @nasa.gov)	Update Copy Delete
Aeronautics Research- Technologies J. Nehman (J. Nehman @nasa.gov)	Update Copy

Plays describe subprocess execution.



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

5. Designing JPL Contract Tasks

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[Customer](#)
[Business Manager](#)
[JPL Contract Tasks Designers](#)
[JPL Contract Tasks Designs Reviewers](#)
[JPL Contract Tasks Builders](#)
[JPL Contract Tasks Builds Reviewers](#)
[JPL Contract Tasks Testers](#)
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[Customer:](#)
[Approve Subprocess JPL Contract Tasks Design](#)

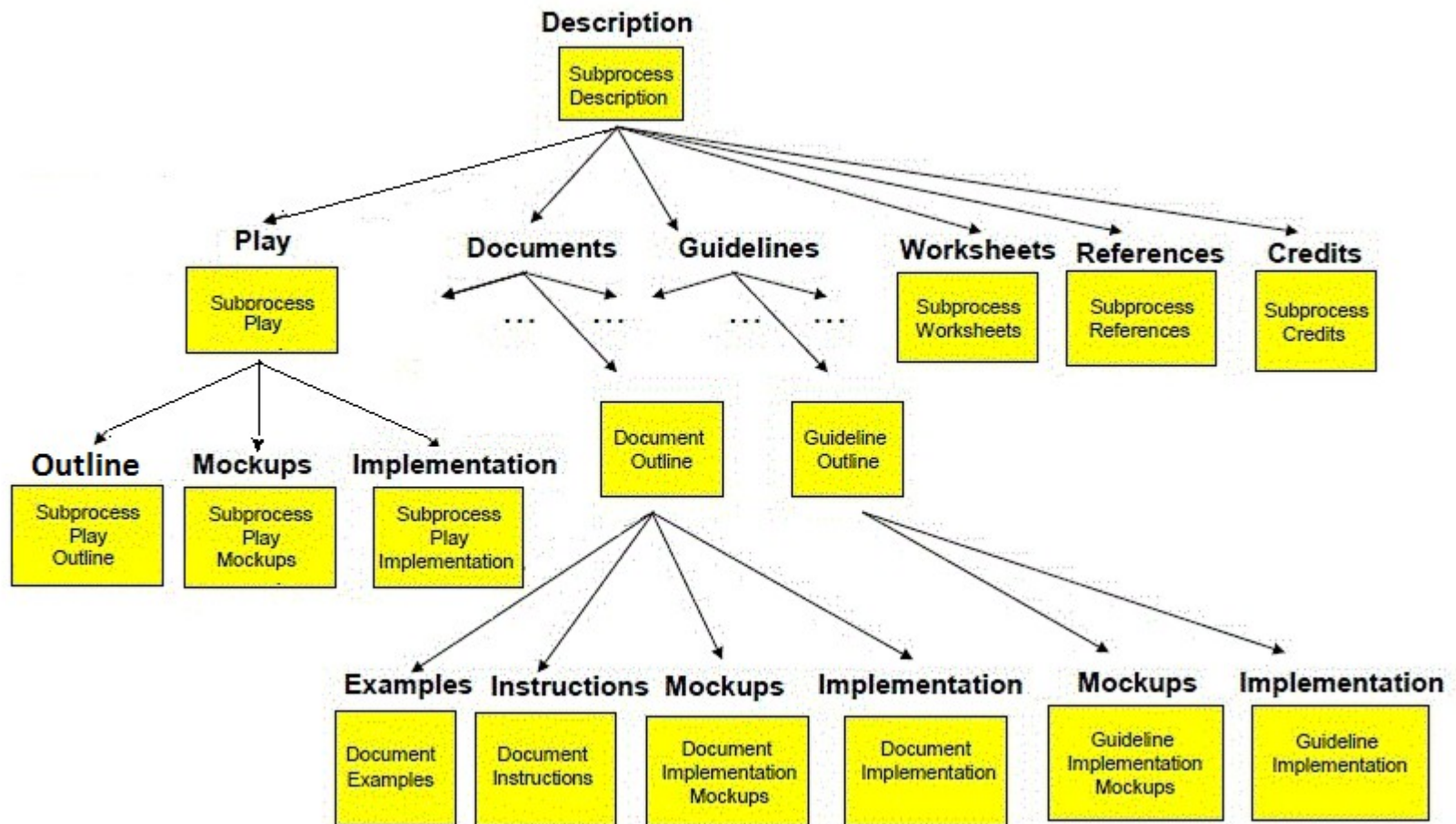
6. Implementing JPL Contract Tasks

-Implement Subprocess JPL Contract Tasks-
[JPL Contract Tasks Builders:](#)
[Implement Subprocess JPL Contract Tasks](#)

-Review Subprocess JPL Contract Tasks Implementation-
[Building JPL Contract Tasks Manager](#)

The browser's taskbar at the bottom shows the system tray with a clock displaying 'Now: 54°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.

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.

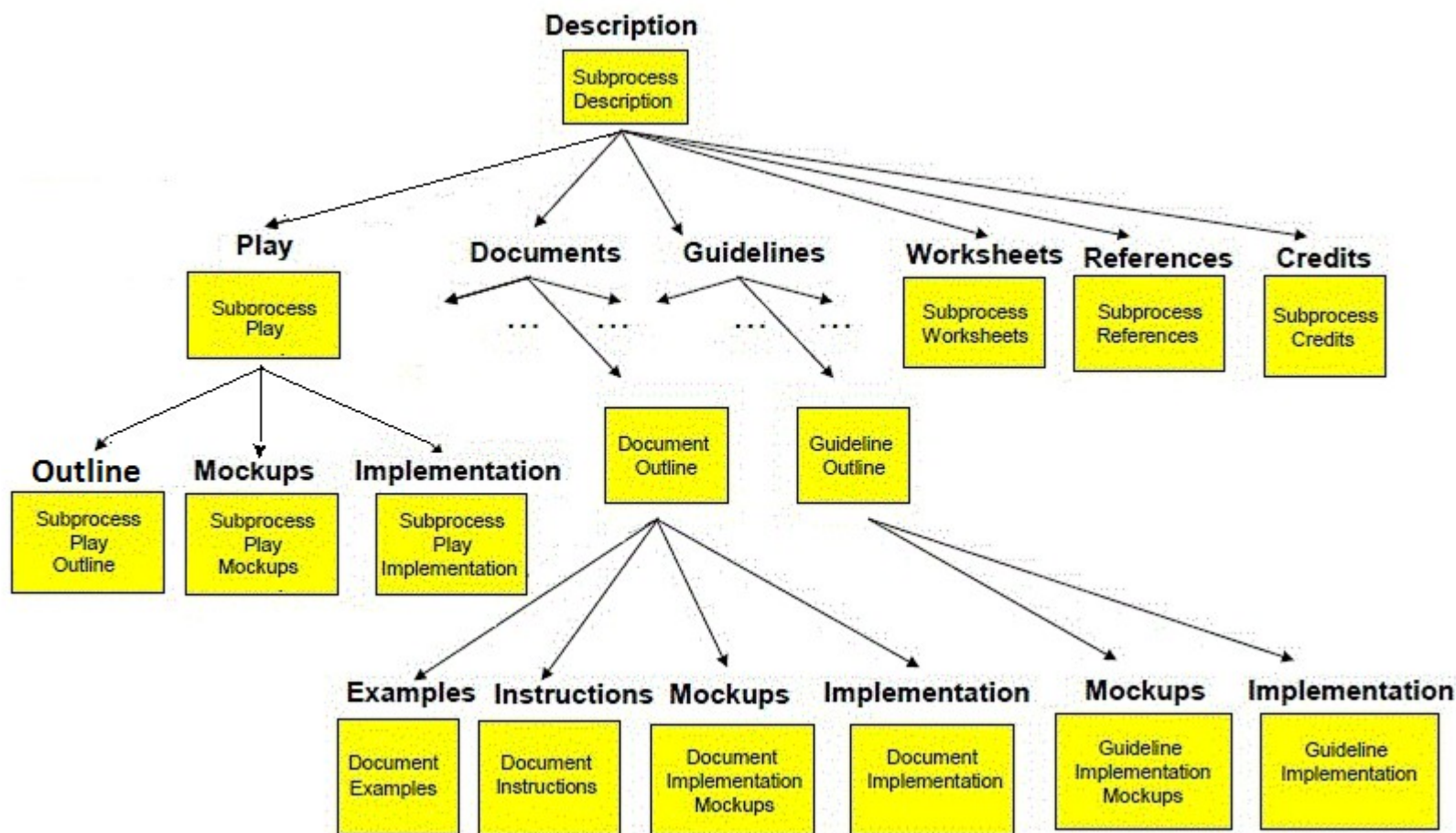
Tool	Process Developer	Process Participant
Descriptions:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Plays:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach,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

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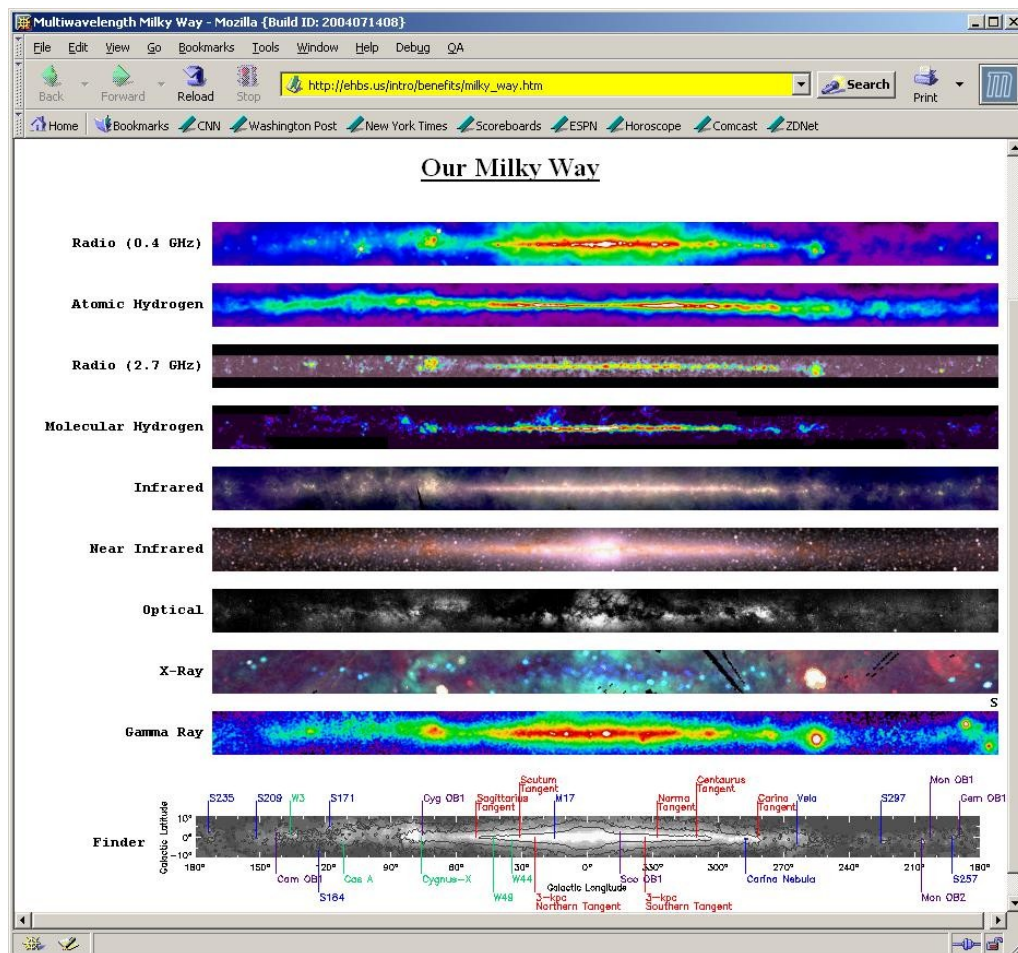
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Done

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





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



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

All the world's a stage ...

Jaques:

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

William Shakespeare

As You Like It, Act 2, Scene 7.

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



Theatre of Dionysus- Athens, Greece



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



Complex Process Management Using Process Libraries and Electronic Handbooks

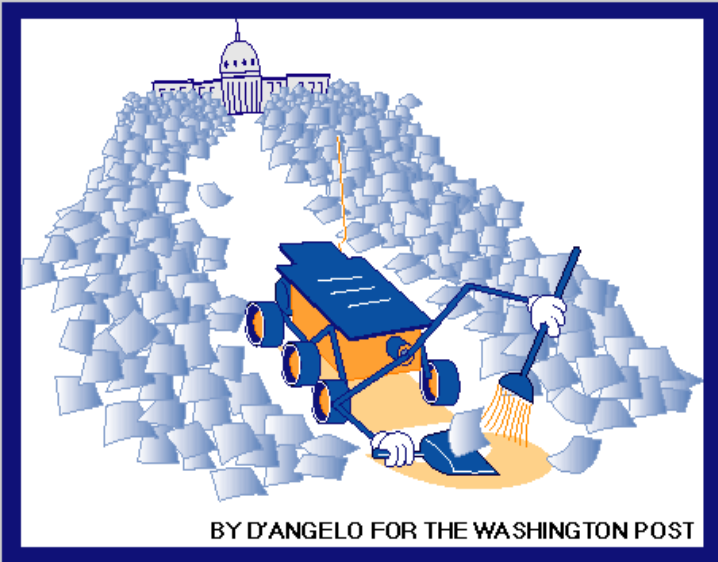
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BY D'ANGELO FOR THE WASHINGTON POST

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[\[Mini-Bio\]](#)

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