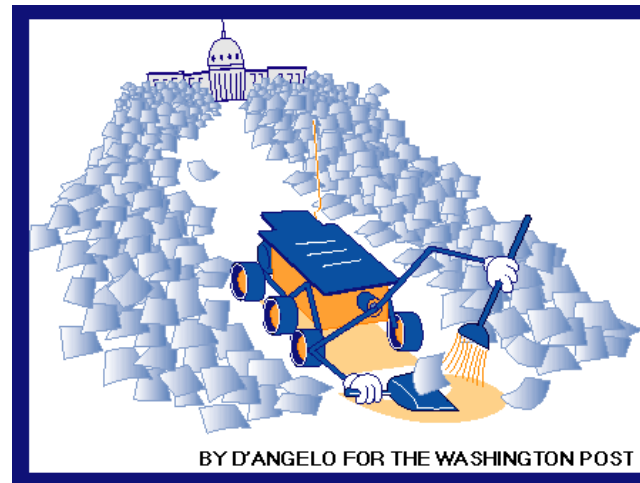


NASA Operations Scenarios Resources Management Using Process Libraries and Electronic Handbooks

(Where Shakespeare Meets Freud)



Quick Summary



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

The Bottom Line:

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

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

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

Plays describe subprocess execution.



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

5. Designing Operations Scenarios

-Design Operations Scenarios-
[Operations Scenarios Designers:](#)
[Design Operations Scenarios](#)

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

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

6. Implementing Operations Scenarios

-Implement Operations Scenarios-
[Operations Scenarios Builders:](#)
[Implement Operations Scenarios](#)

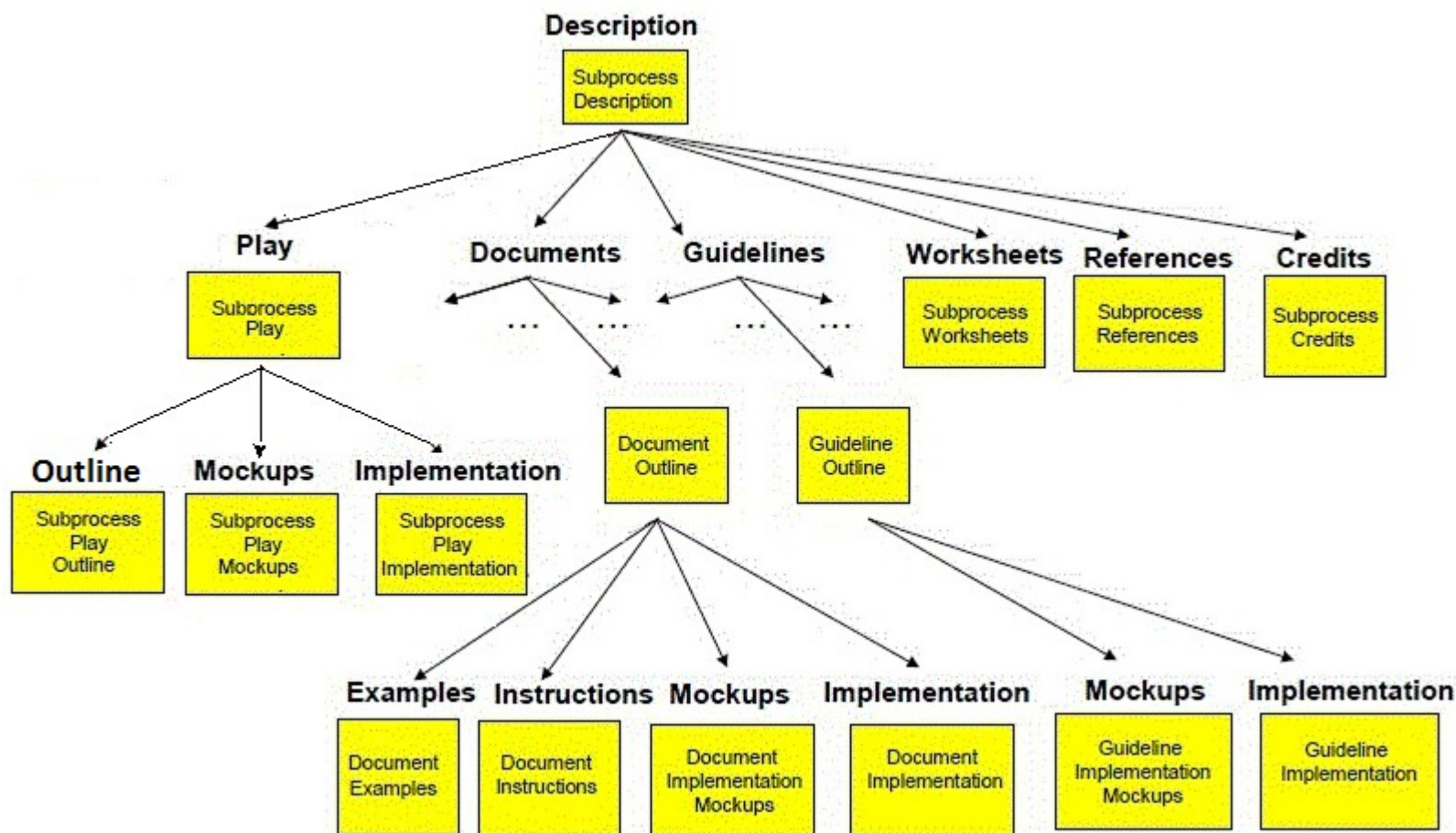
-Review Operations Scenarios Implementation-
[Building Operations Scenarios Manager](#)

The browser window also shows a taskbar at the bottom with system icons and a weather forecast for the week of May 5th to 11th.

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.**

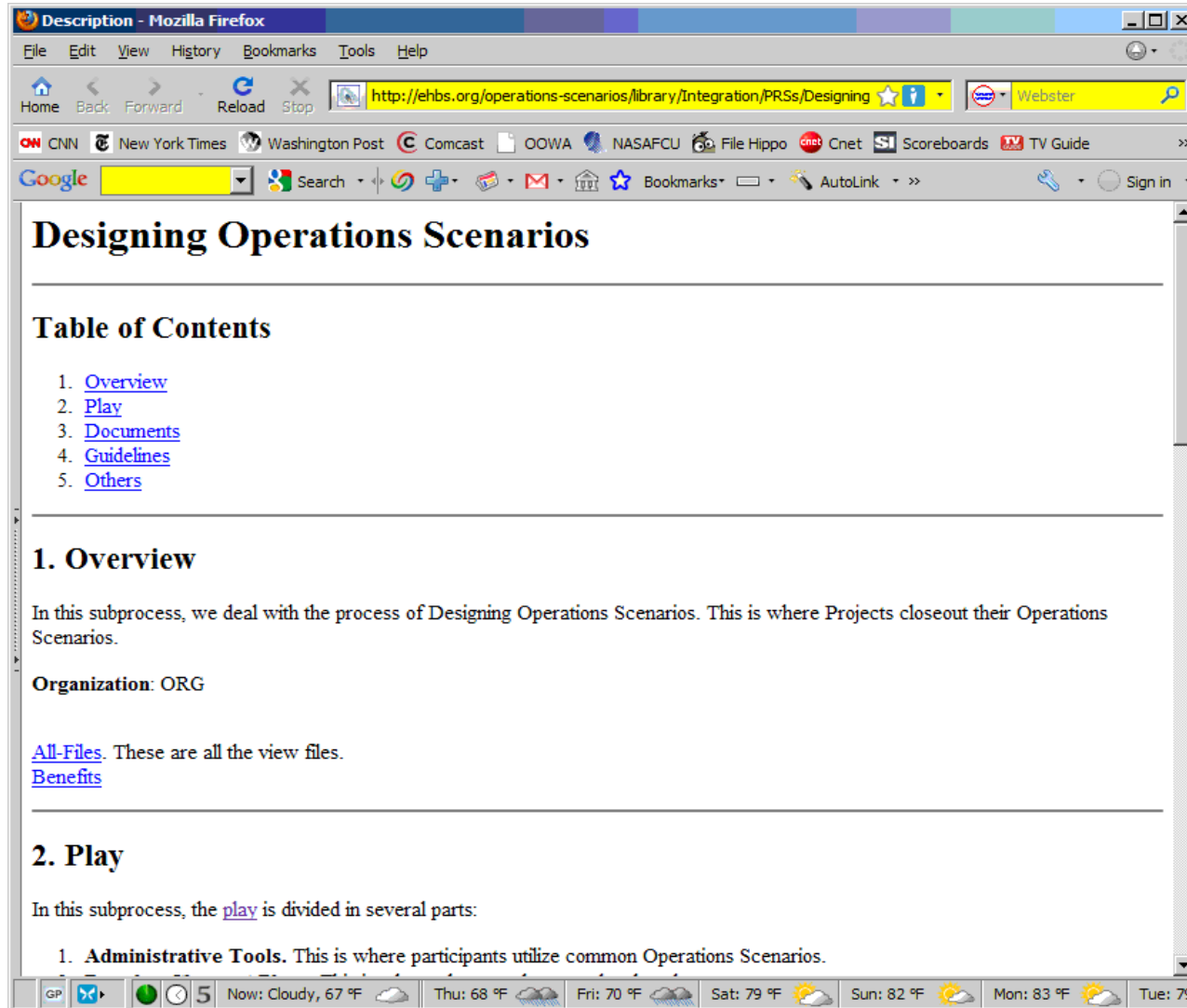
William Shakespeare

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/operations-scenarios/library/Integration/PRSS/Designing>. The page title is "Designing Operations Scenarios".

Designing Operations Scenarios

Table of Contents

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

1. Overview

In this subprocess, we deal with the process of Designing Operations Scenarios. This is where Projects closeout their Operations Scenarios.

Organization: ORG

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

2. Play

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

- 1. Administrative Tools.** This is where participants utilize common Operations Scenarios.

The browser's taskbar at the bottom shows the system tray with the date and time (5:05) and a weather forecast for the week: Now: Cloudy, 67 °F; Thu: 68 °F; Fri: 70 °F; Sat: 79 °F; Sun: 82 °F; Mon: 83 °F; Tue: 79 °F.

Plays describe subprocess execution.



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

5. Designing Operations Scenarios

-Design Operations Scenarios-
[Operations Scenarios Designers:](#)
[Design Operations Scenarios](#)

-Review Operations Scenarios Design-
[Building Operations Scenarios Manager](#)
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[Operations Scenarios Builders](#)
[Operations Scenarios Builds Reviewers](#)
[Operations Scenarios Testers](#)
[Operations Scenarios Tests Reviewers:](#)
[Review Operations Scenarios Design](#)

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

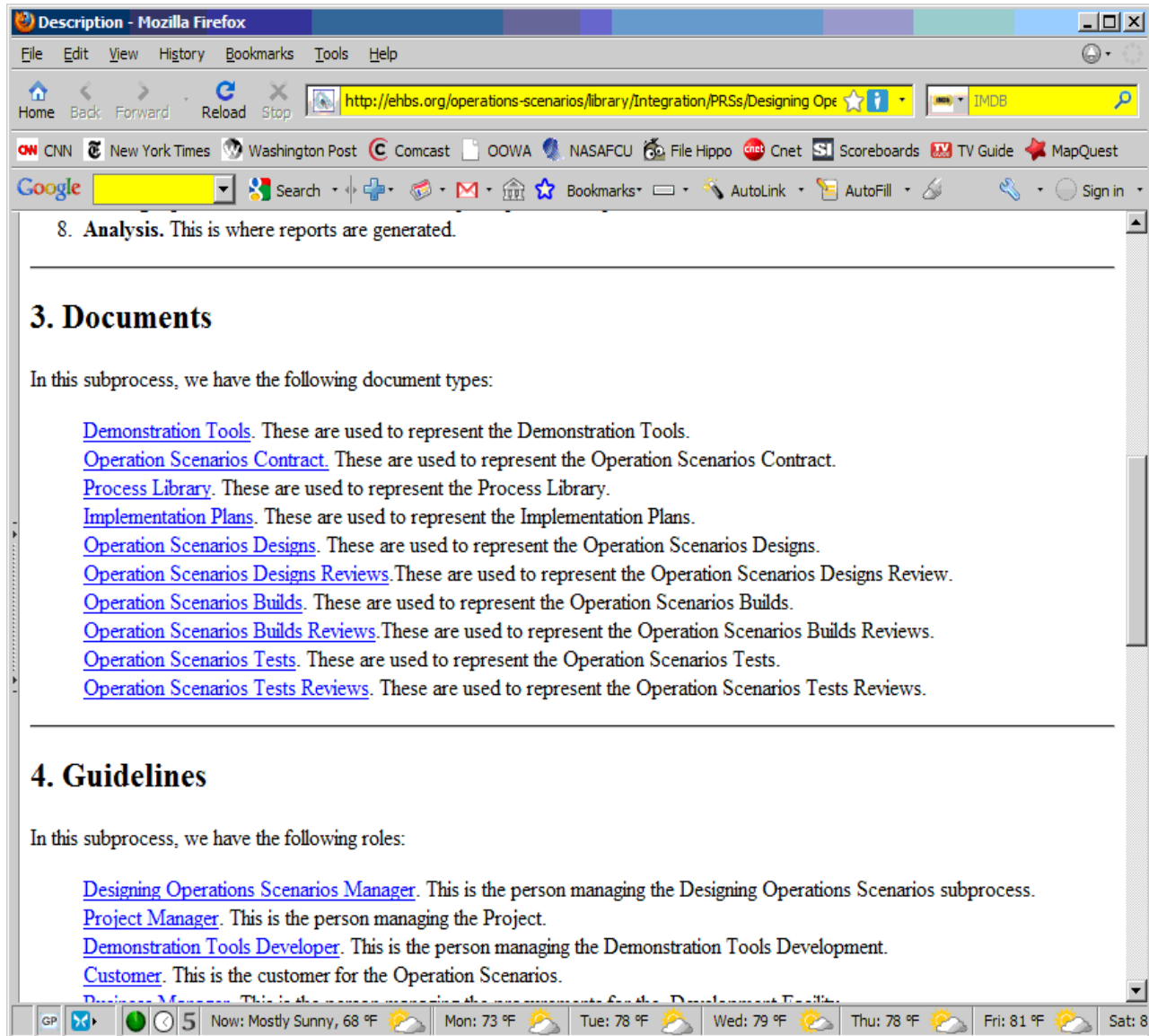
6. Implementing Operations Scenarios

-Implement Operations Scenarios-
[Operations Scenarios Builders:](#)
[Implement Operations Scenarios](#)

-Review Operations Scenarios Implementation-
[Building Operations Scenarios 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/operations-scenarios/library/Integration/PRs/Designing Op>. The page content includes:

8. **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.
- [Operation Scenarios Contract](#). These are used to represent the Operation Scenarios Contract.
- [Process Library](#). These are used to represent the Process Library.
- [Implementation Plans](#). These are used to represent the Implementation Plans.
- [Operation Scenarios Designs](#). These are used to represent the Operation Scenarios Designs.
- [Operation Scenarios Designs Reviews](#). These are used to represent the Operation Scenarios Designs Review.
- [Operation Scenarios Builds](#). These are used to represent the Operation Scenarios Builds.
- [Operation Scenarios Builds Reviews](#). These are used to represent the Operation Scenarios Builds Reviews.
- [Operation Scenarios Tests](#). These are used to represent the Operation Scenarios Tests.
- [Operation Scenarios Tests Reviews](#). These are used to represent the Operation Scenarios Tests Reviews.

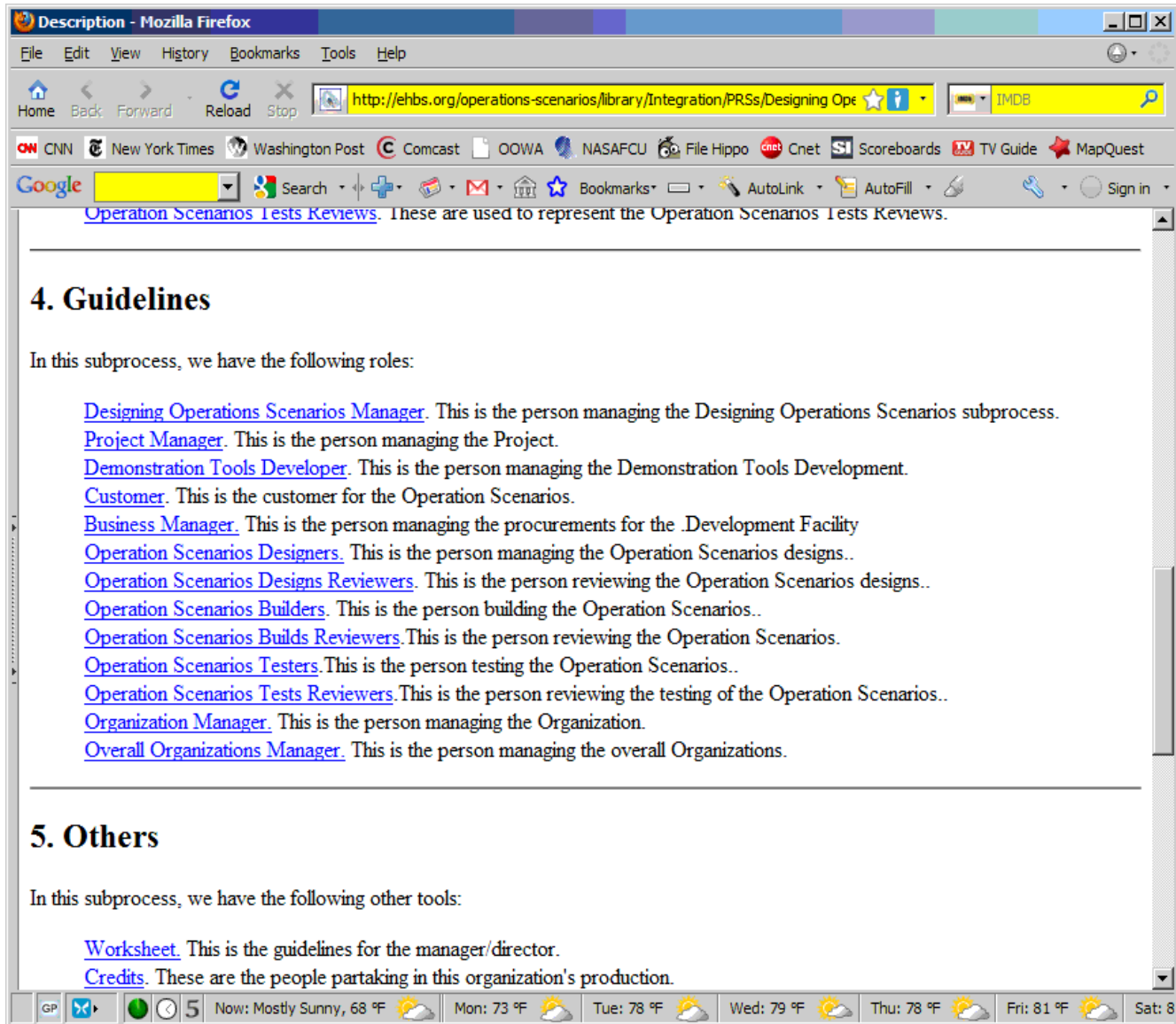
4. Guidelines

In this subprocess, we have the following roles:

- [Designing Operations Scenarios Manager](#). This is the person managing the Designing Operations Scenarios 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 Operation Scenarios.
- [Business Manager](#). This is the person managing the requirements for the Development Facility.

The browser's status bar at the bottom shows the current time as 5:05 and the weather for the current day (Now: Mostly Sunny, 68 °F) and the following days (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/operations-scenarios/library/Integration/PRSs/Designing Ope>. The page content includes a link to [Operation Scenarios Tests Reviews](#) and a section titled **4. Guidelines**. Below this section, it states: "In this subprocess, we have the following roles:" followed by a list of roles with descriptions: [Designing Operations Scenarios Manager](#), [Project Manager](#), [Demonstration Tools Developer](#), [Customer](#), [Business Manager](#), [Operation Scenarios Designers](#), [Operation Scenarios Designs Reviewers](#), [Operation Scenarios Builders](#), [Operation Scenarios Builds Reviewers](#), [Operation Scenarios Testers](#), [Operation Scenarios Tests Reviewers](#), [Organization Manager](#), and [Overall Organizations Manager](#). A section titled **5. Others** follows, stating: "In this subprocess, we have the following other tools:" followed by [Worksheet](#) and [Credits](#). The browser's status bar at the bottom shows the date and time as "Now: Mostly Sunny, 68 °F" and a weather forecast for the following days.

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

4. Guidelines

In this subprocess, we have the following roles:

- [Designing Operations Scenarios Manager](#). This is the person managing the Designing Operations Scenarios 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 Operation Scenarios.
- [Business Manager](#). This is the person managing the procurements for the .Development Facility
- [Operation Scenarios Designers](#). This is the person managing the Operation Scenarios designs..
- [Operation Scenarios Designs Reviewers](#). This is the person reviewing the Operation Scenarios designs..
- [Operation Scenarios Builders](#). This is the person building the Operation Scenarios..
- [Operation Scenarios Builds Reviewers](#). This is the person reviewing the Operation Scenarios.
- [Operation Scenarios Testers](#). This is the person testing the Operation Scenarios..
- [Operation Scenarios Tests Reviewers](#). This is the person reviewing the testing of the Operation Scenarios..
- [Organization Manager](#). This is the person managing the Organization.
- [Overall Organizations Manager](#). This is the person managing the overall Organizations.

5. Others

In this subprocess, we have the following other tools:

- [Worksheet](#). This is the guidelines for the manager/director.
- [Credits](#). These are the people partaking in this organization's production.

GP [Icons] 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:/8000-8999/nasa/operations-scenarios/summary/mockups/Worksheet.htm

Subprocess Worksheet

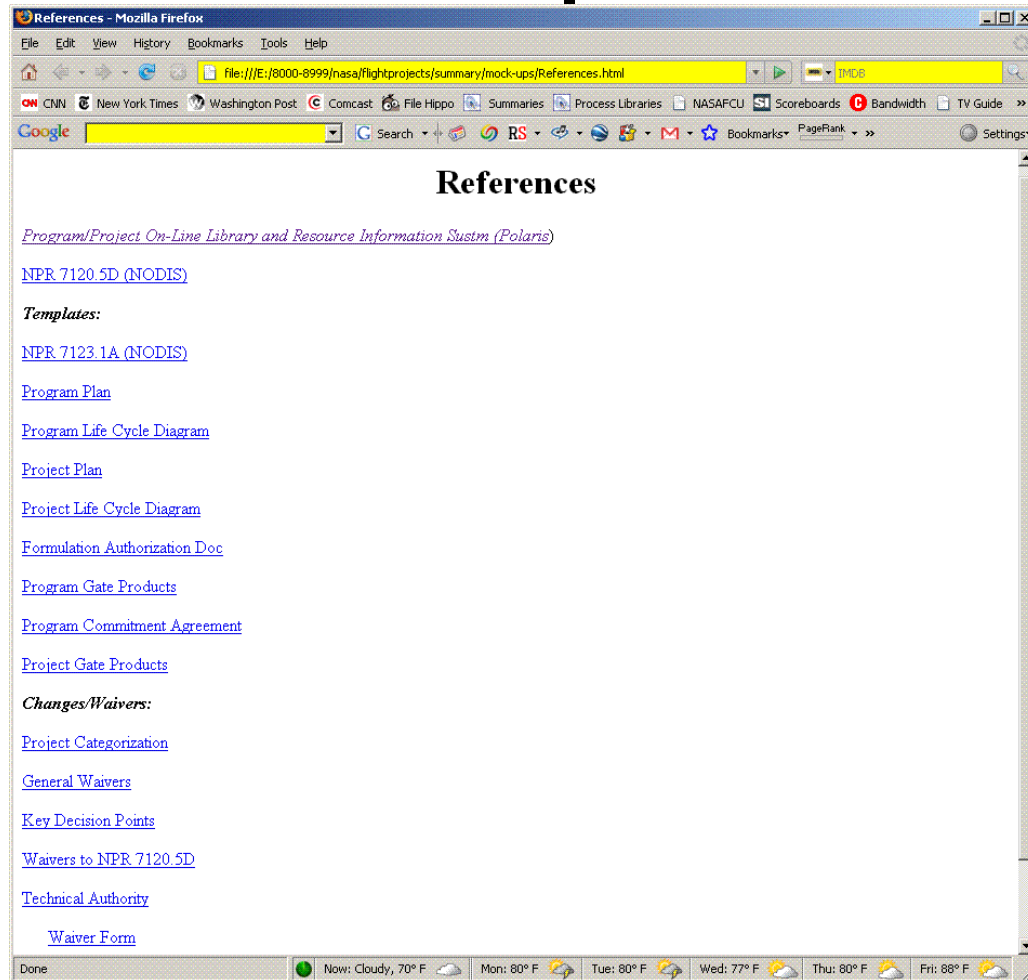
Subprocess: Designing Operations Scenarios

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

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 the design of Operations Scenarios.	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
Planning	The purpose of this task is to plan the design of Operations Scenarios.	Task Lead, Subtask Lead, Subtask Member, Reviewer, Approval Official, Project Manager, Documents Manager	James Green	06/23/07	06/23/07	Planning Document	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
Designing Operations Scenarios	The purpose of this task is to design the Operations Scenarios.	Task Lead, Subtask Lead, Subtask Member, Reviewer, Approval Official, Project Manager, Documents Manager	James Green	07/23/07	07/23/07	Design 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
						Review Forms	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034

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

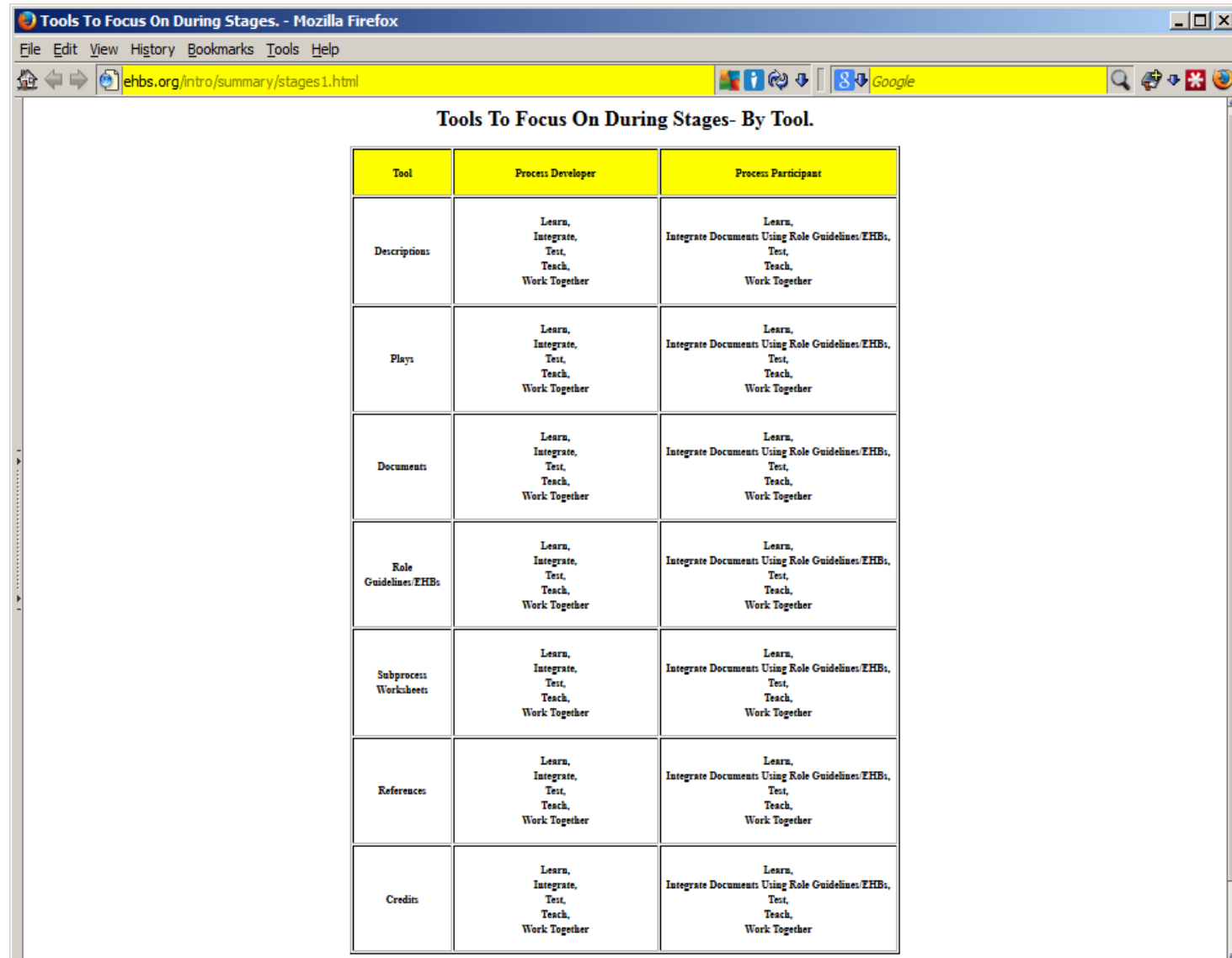
References list other related resources.



Credits acknowledge people's contributions.



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



The screenshot shows a Mozilla Firefox browser window with the address bar displaying ehbs.org/intro/summary/stages1.html. The page content features a table with the following structure:

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/operations-scenarios/whatare/process.htm> Webster

Operations Scenarios

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

(Potential Customers: Flight Projects)

Product Distribution Subprocesses							
Integrated Problems-Solutions Database	Planning Distributions	Distribution Facility Solicitation Development	Problem Submission	Problem Handling	Agreement Administration	Agreement Closeout	Post-Agreement Closeout

(Potential Customers: Flight Projects, Non-NASA Customers)

Support Subprocesses								
Survey Management	Computer Systems Development and Evolution	Computer Systems Operations and Network Administration	Home Page Management	Operations 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.

The screenshot shows a Mozilla Firefox browser window with the title "NASA Operations Management Organizations - Mozilla Firefox". The address bar displays the file path: "file:///E:/8000-8999/nasa/operations-scenarios/whatare/Organizations.htm". The page content features a large heading "NASA Operations Scenarios Management Organizations" followed by a list of "Product Realization Subprocesses Organizations". The list includes various NASA missions and observatories, such as the Advanced Composition Explorer (ACE), Cassini-Huygens Mission, Hubble Space Telescope, and Mars Exploration Rover. The browser's status bar at the bottom shows the system clock and weather forecast for the current day and the following days.

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

Organizations execute the eight “Play Development” stages.

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

People in organizations provide different views of the subprocesses



**Subprocess
Documentor's
View**



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

Organizations generate Subprocess Life-Cycle* Views

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

* Also, called the "Universal Subprocess".

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



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

Problem	Solution
<p>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.

Views

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

[Create View](#)

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

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 Operations Scenarios

-Design Operations Scenarios-
[Operations Scenarios Designers:](#)
[Design Operations Scenarios](#)

-Review Operations Scenarios Design-
[Building Operations Scenarios Manager](#)
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[Operations Scenarios Designs Reviewers](#)
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[Operations Scenarios Builds Reviewers](#)
[Operations Scenarios Testers](#)
[Operations Scenarios Tests Reviewers:](#)
[Review Operations Scenarios Design](#)

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

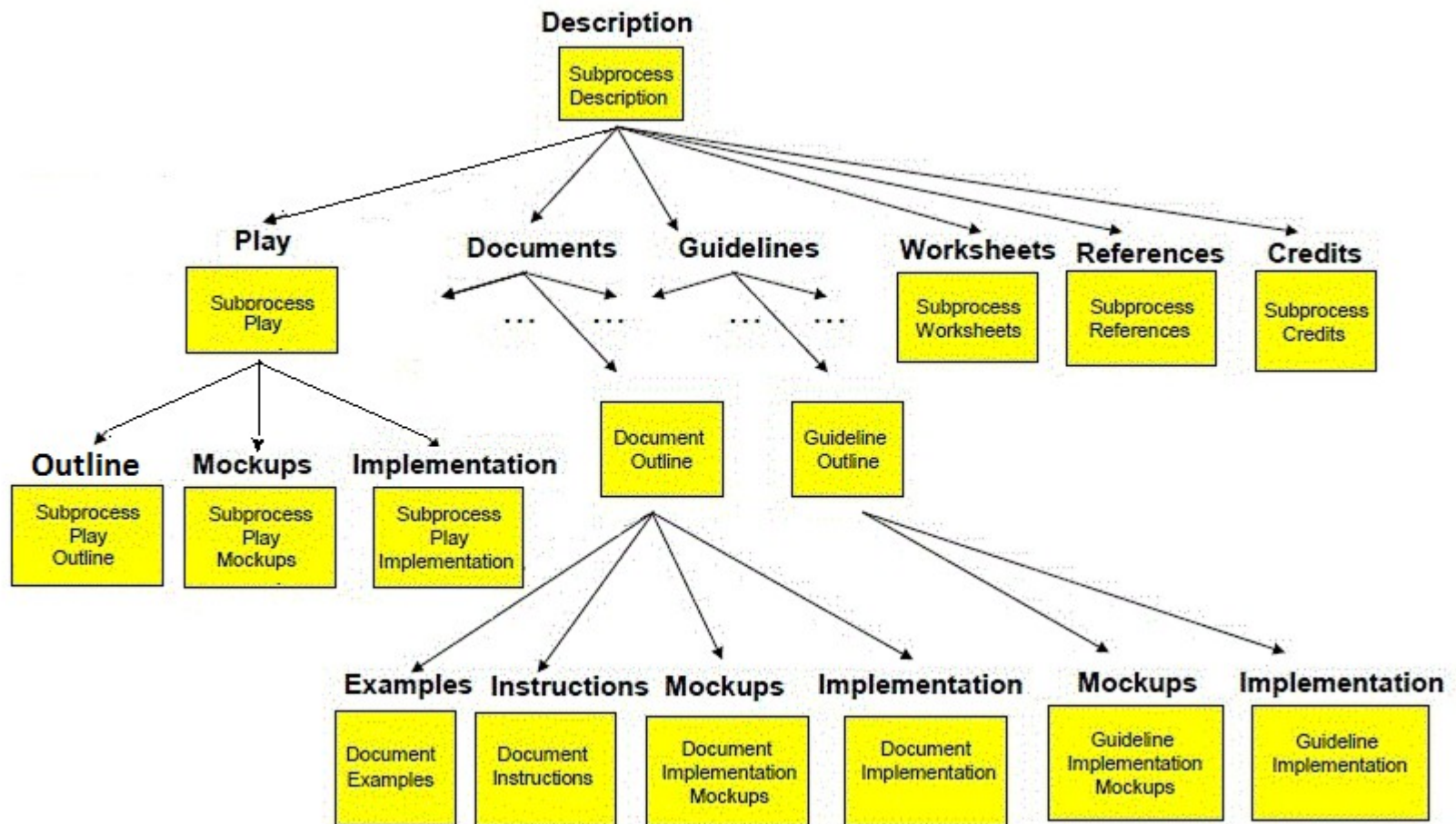
6. Implementing Operations Scenarios

-Implement Operations Scenarios-
[Operations Scenarios Builders:](#)
[Implement Operations Scenarios](#)

-Review Operations Scenarios Implementation-
[Building Operations Scenarios Manager](#)

The browser window also shows a taskbar at the bottom with system icons and a weather forecast for the week of May 5th to 11th.

For each subprocess, an “Integration View” is the integration or combination of other subprocess views. An “Integration View” facilitates 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.

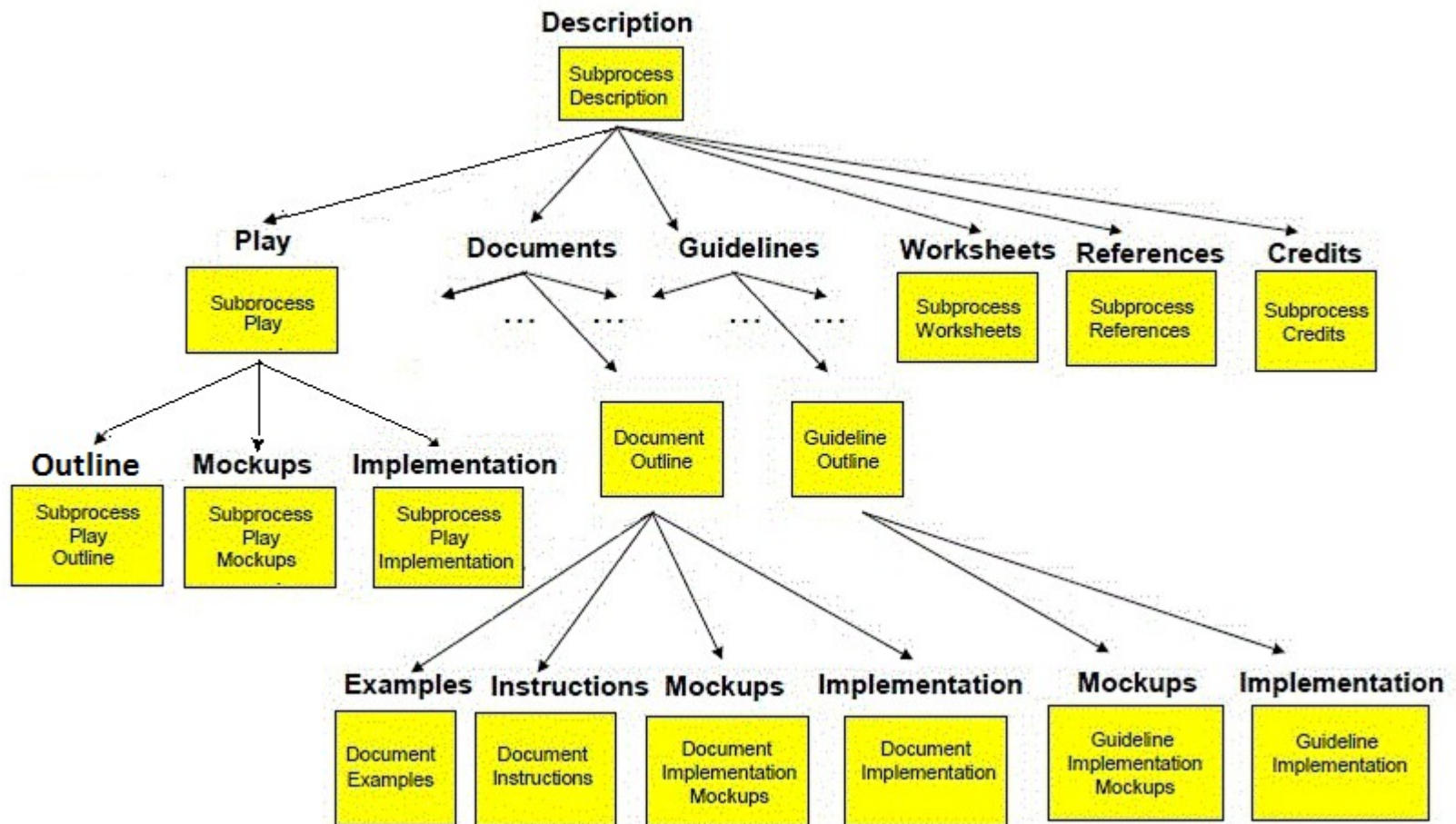
Tool	Process Developer	Process Participant
Descriptions:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Plays:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach,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

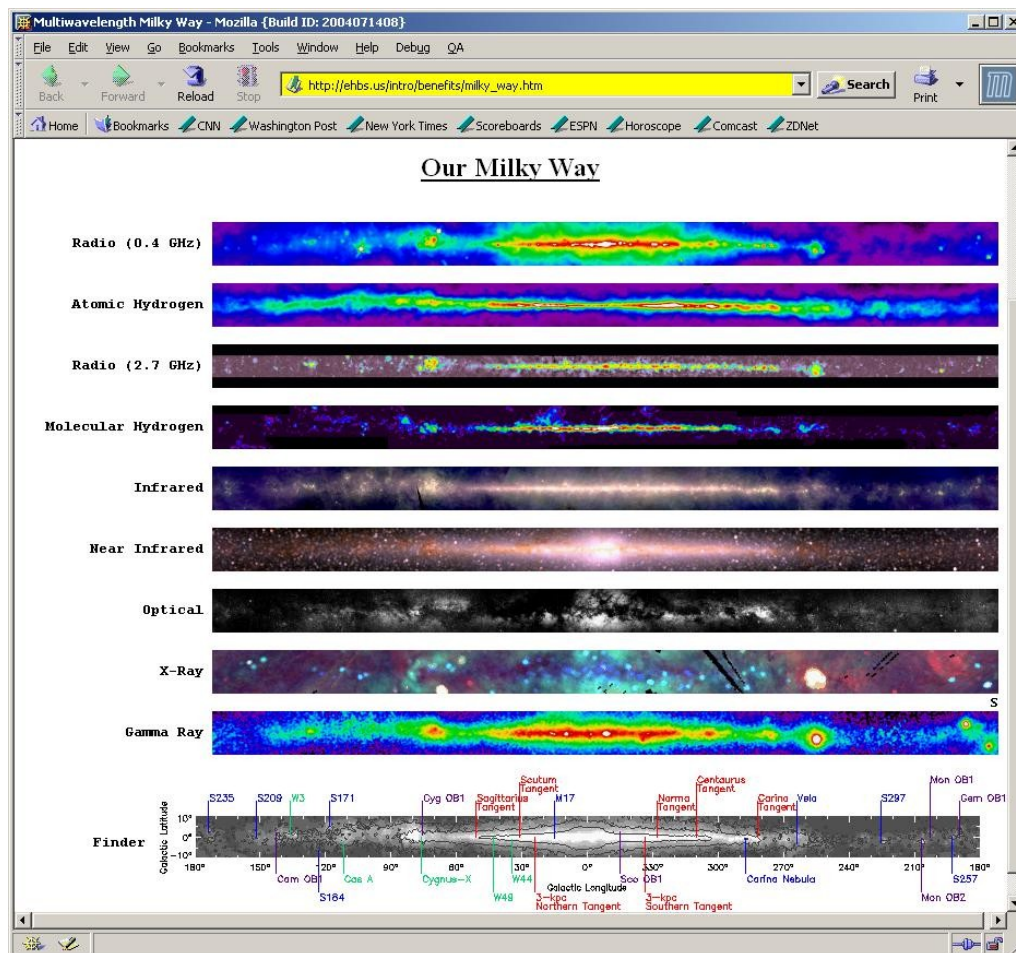
CNN Washington Post New York Times MapQuest: Home Comcast Scoreboards Horoscope Bandwidth Test >>

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](#)
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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

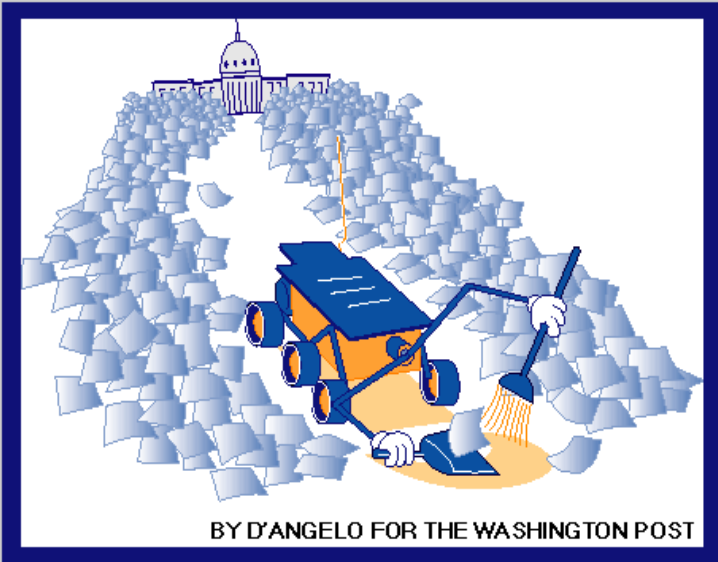
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[\[Mini-Bio\]](#)

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