

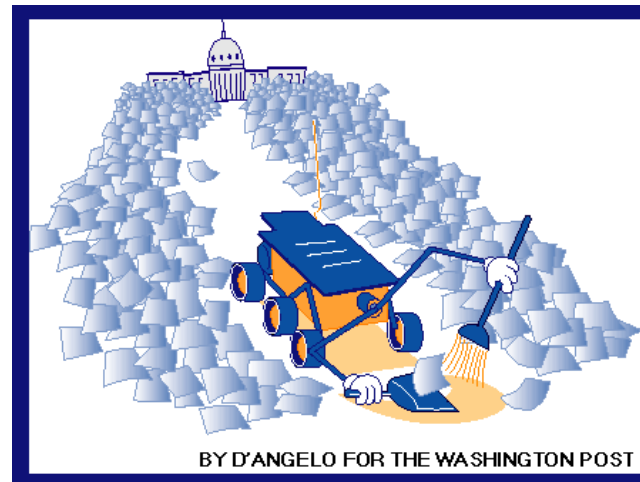
NASA Publications Management Using Process Libraries and Electronic Handbooks



(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:

3. Guidelines Development

-Register, Assign, Notify Participants-
Solicitation Development Manager:
[Develop Guidelines](#)
[Notify Reviewers to Review Guidelines](#)

[Program Manager](#)
Overall Programs Manager:
[Review Guidelines](#)

[Mission Directorate Representative,](#)
Field Center Program Manager:
[Review Guidelines](#)

4. Topic Development

-Develop Topics-

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

-Register, Assign, Notify Topic Managers-

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

-Update Topic Descriptions-

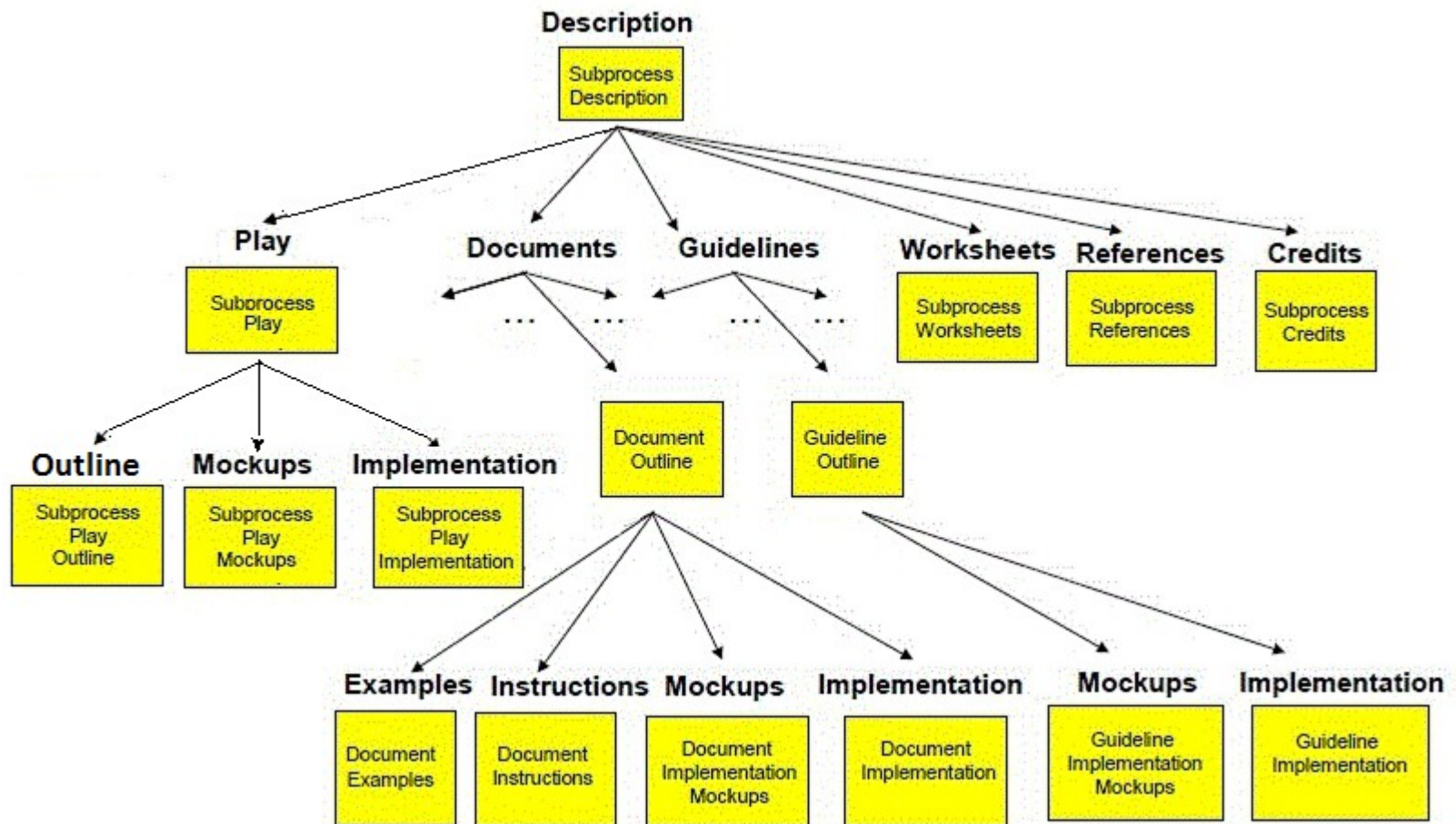
[Topic Manager \(Co-Lead\) ,](#)
[Mission Directorate Representative \(Co-Lead\)](#)

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

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.**

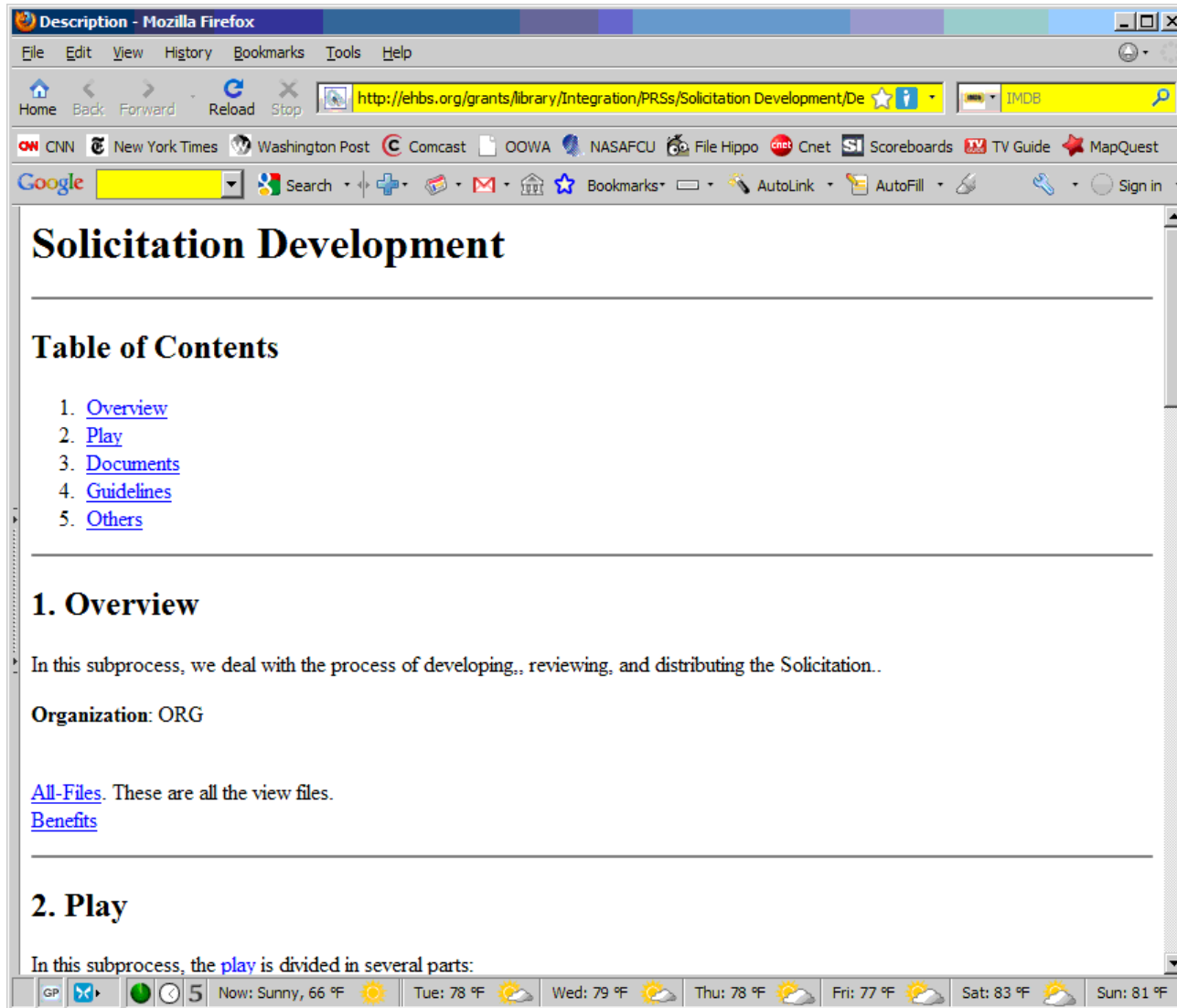
William Shakespeare

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 the URL: <http://ehbs.org/grants/library/Integration/PRs/Solicitation Development/De>. The page content includes:

Solicitation Development

Table of Contents

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

1. Overview

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

Organization: ORG

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

[Benefits](#)

2. Play

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

The browser's taskbar at the bottom shows the system clock as 5:05 and the date as Now: Sunny, 66 °F. The weather forecast for the following days is: Tue: 78 °F, Wed: 79 °F, Thu: 78 °F, Fri: 77 °F, Sat: 83 °F, and Sun: 81 °F.

Plays describe subprocess execution.



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

3. Guidelines Development

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[Develop Guidelines](#)
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Overall Programs Manager:
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[Mission Directorate Representative,](#)
Field Center Program Manager:
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4. Topic Development

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[Field Center Program Manager,](#)
Field Center Research Grants Manager:
[Read Guidelines](#)
[Add/Update/Delete Topics](#)
[Re-number/Move Topics](#)

-Register, Assign, Notify Topic Managers-

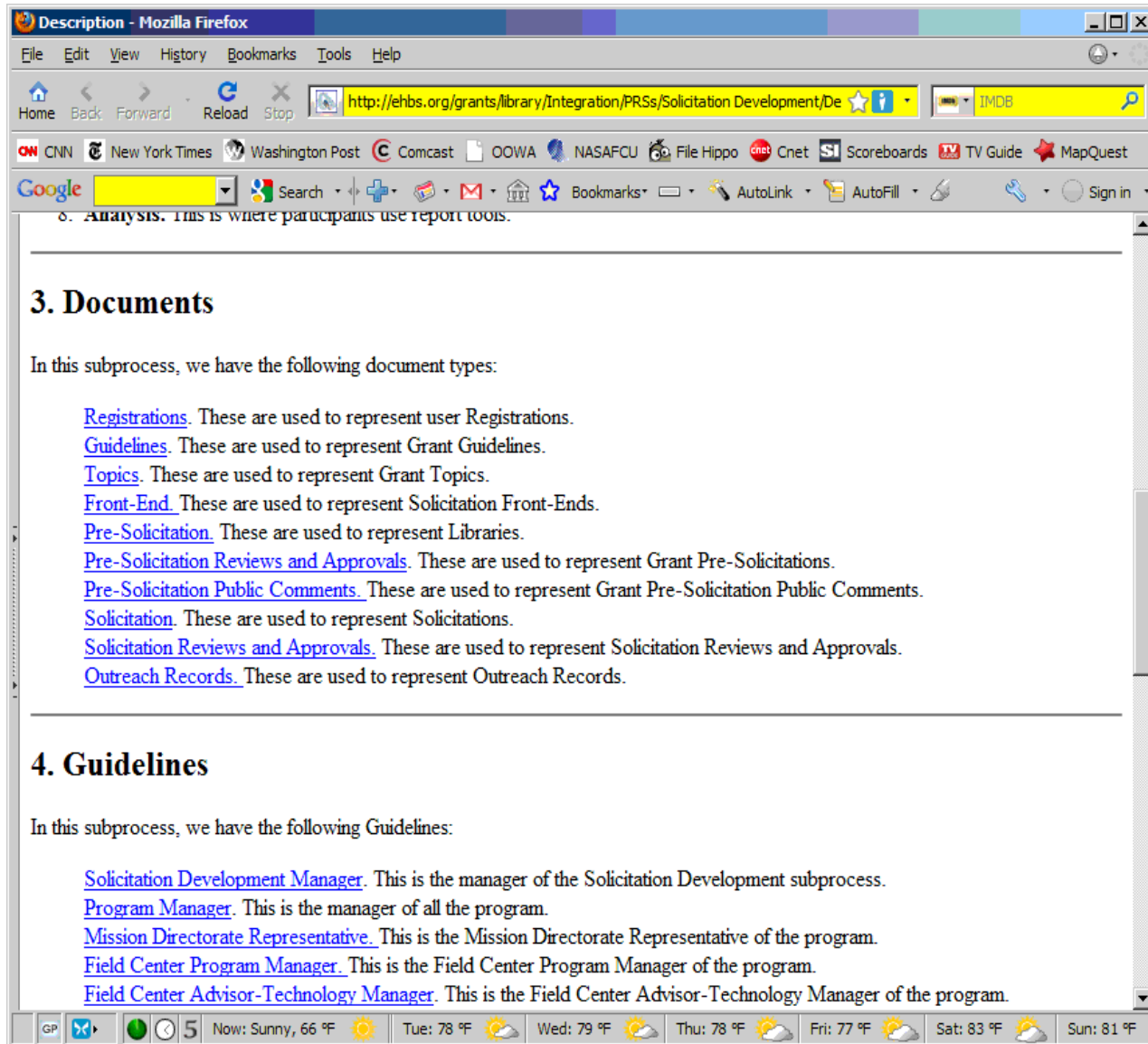
[Mission Directorate Representative \(Co-Lead\)](#)
[Field Center Program Manager \(Co-Lead\)](#)
Field Center Research Grants Manager:
[Register Topic Manager](#)
[Assign Topic Manager](#)

-Update Topic Descriptions-

[Topic Manager \(Co-Lead\) ,](#)
[Mission Directorate Representative \(Co-Lead\)](#)

The browser's address bar shows the file path: file:///E:/8000-8999/nasa/research/library/Integration/PRs/Solicitation Development/PI. The taskbar at the bottom displays the system clock and weather forecast for the week of November 5th to 11th, 2008.

Documents describe subprocess data.



8. Analysis. This is where participants use report tools.

3. Documents

In this subprocess, we have the following document types:

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

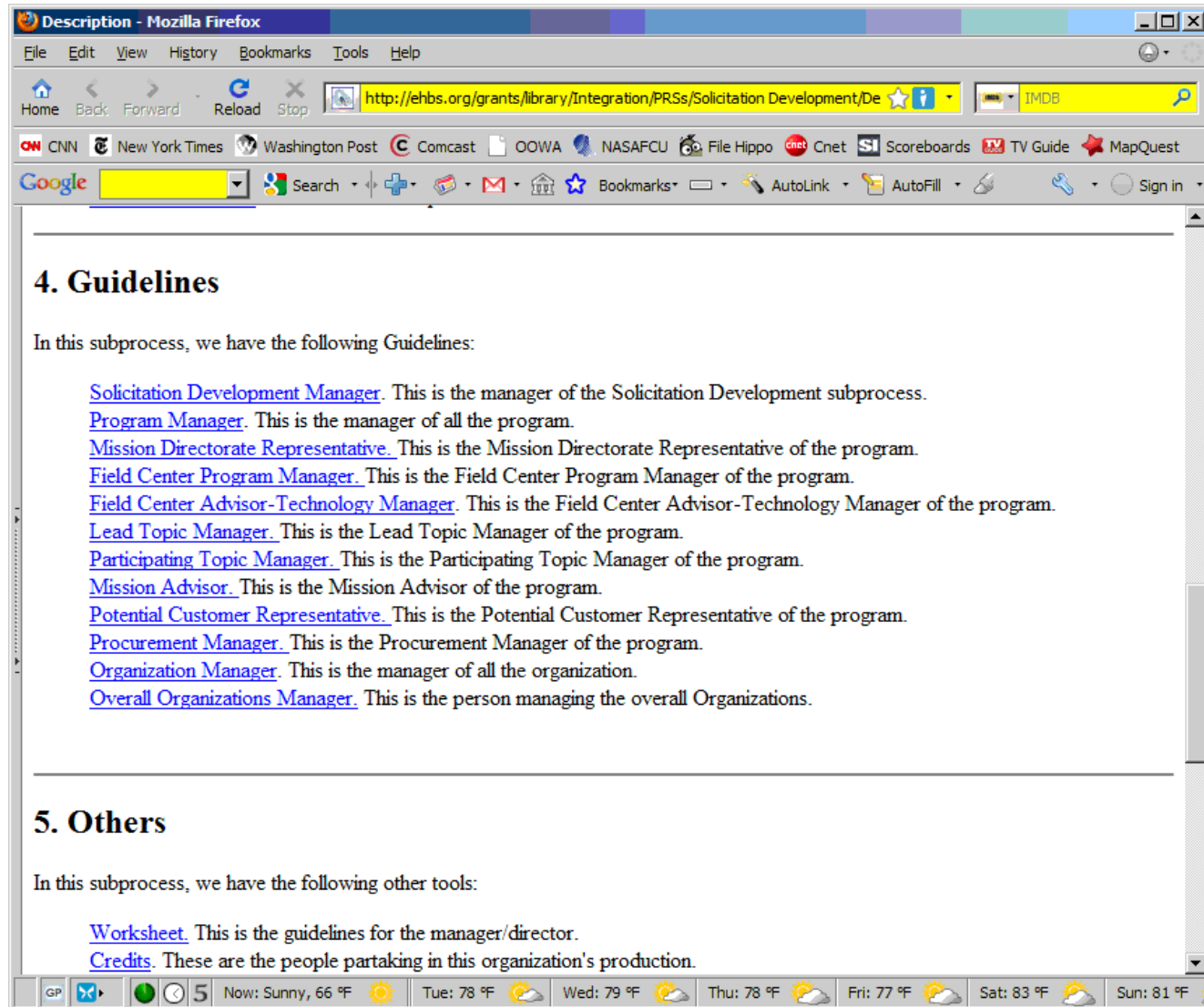
4. Guidelines

In this subprocess, we have the following Guidelines:

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

GP [Navigation icons] 5 Now: Sunny, 66 °F [Weather icons] Tue: 78 °F Wed: 79 °F Thu: 78 °F Fri: 77 °F Sat: 83 °F Sun: 81 °F

Guidelines describe user subprocesses.



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

4. Guidelines

In this subprocess, we have the following Guidelines:

- [Solicitation Development Manager](#). This is the manager of the Solicitation Development subprocess.
- [Program Manager](#). This is the manager of all the program.
- [Mission Directorate Representative](#). This is the Mission Directorate Representative of the program.
- [Field Center Program Manager](#). This is the Field Center Program Manager of the program.
- [Field Center Advisor-Technology Manager](#). This is the Field Center Advisor-Technology Manager of the program.
- [Lead Topic Manager](#). This is the Lead Topic Manager of the program.
- [Participating Topic Manager](#). This is the Participating Topic Manager of the program.
- [Mission Advisor](#). This is the Mission Advisor of the program.
- [Potential Customer Representative](#). This is the Potential Customer Representative of the program.
- [Procurement Manager](#). This is the Procurement Manager of the program.
- [Organization Manager](#). This is the manager of all 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.

The browser's status bar at the bottom shows the current date and time as 'Now: Sunny, 66 °F' and a weather forecast for the following days: Tue: 78 °F, Wed: 79 °F, Thu: 78 °F, Fri: 77 °F, Sat: 83 °F, Sun: 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: Solicitation Development

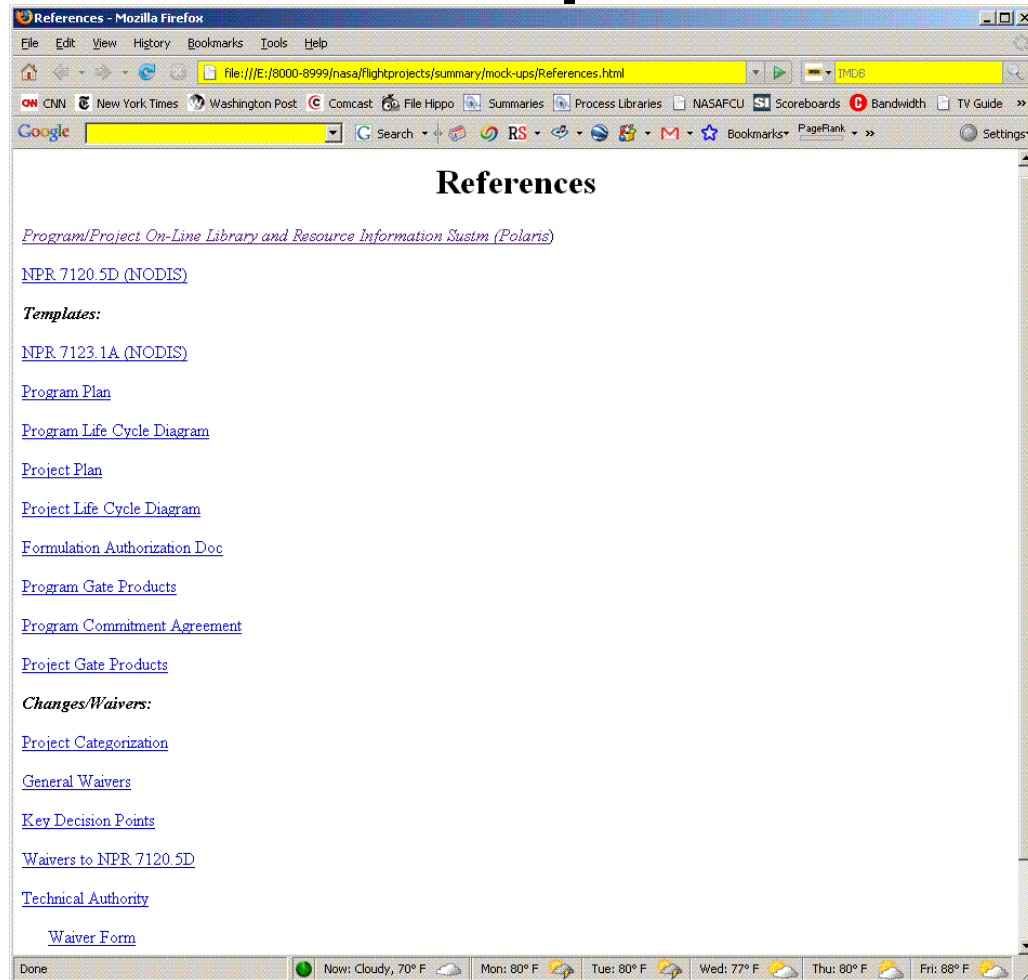
In this subprocess, we deal with the process of developing,, reviewing, and distributing the Solicitation..

Organization: Division C

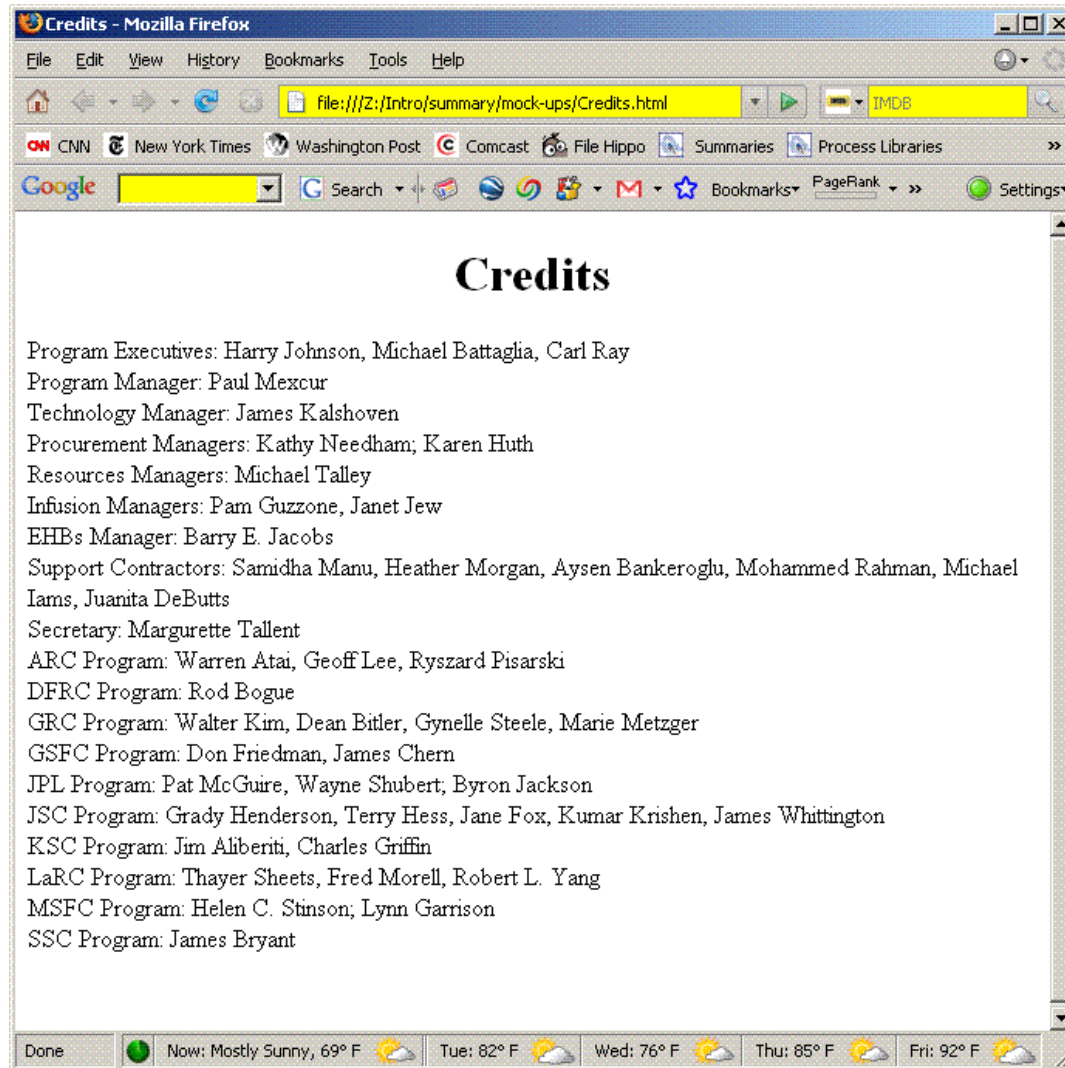
Task	Purpose	Suggested Roles	Task Lead(s)	Estimated Completion Date	Actual Completion Date	Documents					
						Document	Instructions and Samples	Document Lead(s)	Estimated Completion Date	Actual Completion Date	Document Location(s)
Administration	The purpose of this task is to administer Project Development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

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

References list other related resources.



Credits acknowledge people's contributions.



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

Tools To Focus On During Stages. - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ehbs.org/intro/summary/stages1.html

Tools To Focus On During Stages- By Tool.

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

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

Tools To Focus On During Stages- By Stage.

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

Objective:

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

Publications

Product Realization Subprocesses

Integrated Problems-Solutions Database	Planning Publications	Solicitation Development	Publications Submission	Review & Selection	Negotiation & Award	Administration	Closeout	Post-Closeout
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(Potential Customers: Flight Projects, Publication Users)

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: Publications Users)

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
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Improvement Subprocesses

ISO 9001: 2000	CMMI- Staged	CMMI- Continuous
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Common Subprocesses

Organization Subprocess Formulation	Organization Subprocess Implementation	Organization Subprocess Customer Support	Organization Subprocess Evaluation	Organization Subprocess Update	Organization Subprocess Closeout
-------------------------------------	--	--	------------------------------------	--------------------------------	----------------------------------

Now: 67°F Mon: 71°F Tue: 77°F Wed: 82°F Thu: 82°F Fri: 81°F Sat: 84°F

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

NASA Science Publications Organizations

Product Realization Subprocesses Organizations

- Apeiron
- Astronomical Journal, The
- Astronomische Nachrichten
- Astronomy and Geophysics
- Astronomy Letters
- Astroparticle Physics
- Astrophysics
- Classical and Quantum Gravity
- Communications in Theoretical Physics
- Comptes Rendus de l'Academie des Sciences - Series IV: Physics, Astrophysics
- European Physical Journal C (EPJ C), The - Particles and Fields
- Foundations of Physics
- Frontiers of Physics in China
- International Journal of Astrobiology
- International Journal of Modern Physics A
- International Journal of Modern Physics D
- Journal of Cosmology and Astroparticle Physics
- Journal of Social and Evolutionary Systems
- Mathematical Proceedings of the Cambridge Philosophical Society
- Modern Physics Letters A
- Monthly Notices of the Royal Astronomical Society

Product Distribution Subprocesses Organizations

- ASCA Guest Observer Program
- Astrophysics Data Program (ADP)
- Constellation Technology Development
- Experimental Program to Stimulate Competitive Publications (EPSCoR)

RTIUP Friends 7

Now: 71°F Fri: 73°F Sat: 55°F Sun: 59°F Mon: 69°F Tue: 77°F Wed: 68°F

Organizations execute the eight “Play Development” stages.

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

People in organizations provide different views of the subprocesses



**Subprocess
Documentor's
View**



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

Organizations generate Subprocess Life-Cycle* Views

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

* Also, called the "Universal Subprocess".

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



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

Problem	Solution
<p>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 31 Entries
Classification: **Product Realization Subprocesses (T4-00-00-00)**
Subprocess: **Solicitation Development (T4-1-00-00)**

[Create View](#)

View	Steps
Apeiron Jim Bogue (jim.bogue@aperion.com)	Update Copy Delete
Astronomical Journal, The Mary Smith (mary.smith@ajl.com)	Update Copy Delete
Astronomische Nachrichten Phillip Green (phillip.green@an.com)	Update Copy Delete
Astronomy and Geophysics James R. Bryant (Ray.Bryant-1@ag.com)	Update Copy Delete
Astronomy Letters Robert Yang (robert.lyang@al.com)	Update Copy Delete
Astroparticle Physics Dr. Kumar Krishen (kumar.krishen-1@astroparticlephysics.com)	Update Copy Delete
Astrophysics Dr. E. James Chern, (Engmin.J.Chern@astrophysics.com)	Update Copy Delete
Astroparticle Physics Charles Griffin (chuck.griffin@ap.com)	Update Copy Delete
Communications in Theoretical Physics Schober, Wayne R. (Wayne.R.Schober@ctp.com)	Update Copy Delete
Comptes Rendus de l'Academie des Sciences - Series IV: Physics, Astrophysics	Update

Now: 66°F Sun: 78°F Mon: 82°F Tue: 80°F

Plays describe subprocess execution.



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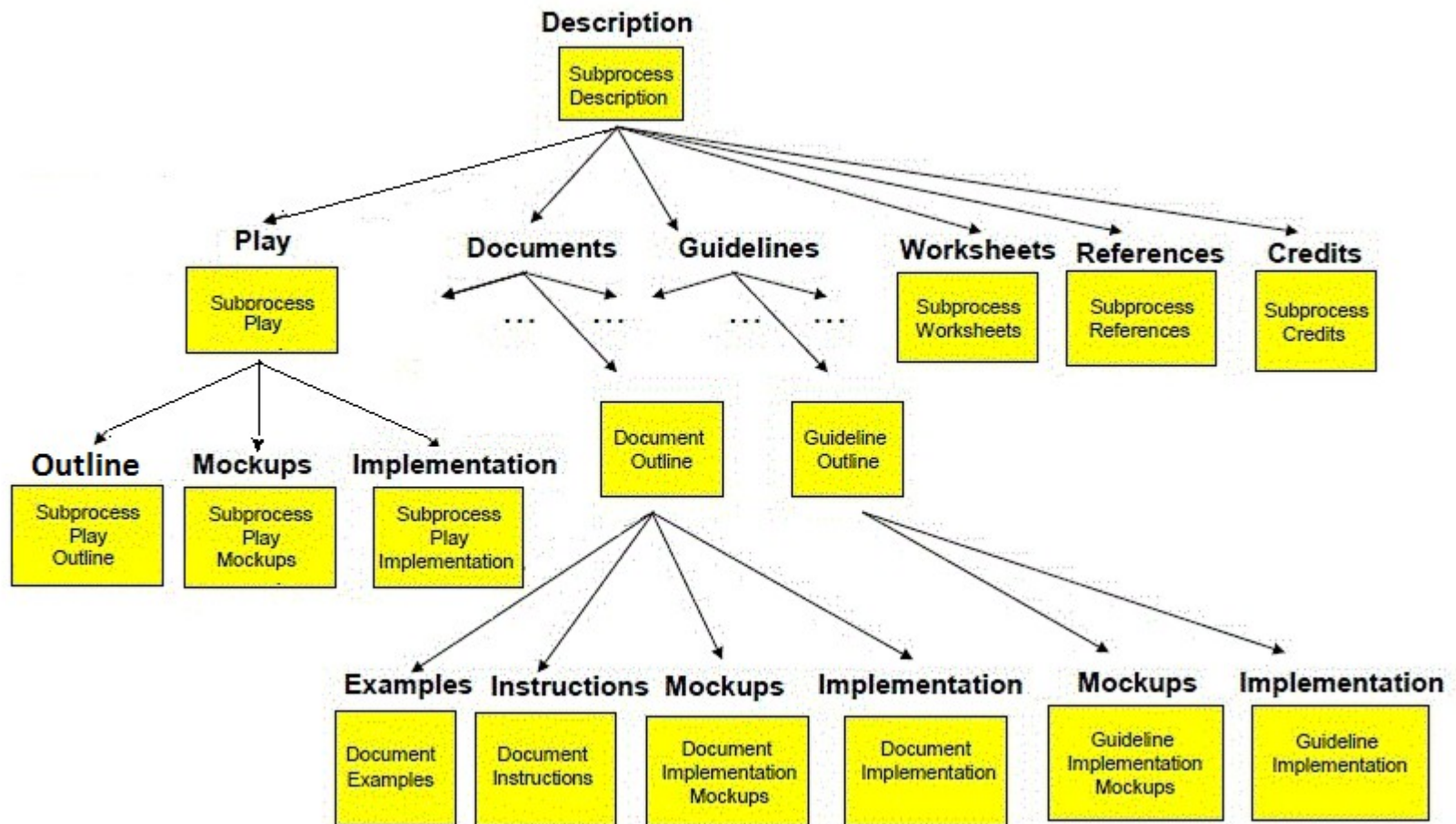
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[Assign Topic Manager](#)

-Update Topic Descriptions-

[Topic Manager \(Co-Lead\) ,](#)
[Mission Directorate Representative \(Co-Lead\)](#)

The browser's address bar shows the file path: file:///E:/8000-8999/nasa/research/library/Integration/PRs/Solicitation Development/PI. The taskbar at the bottom displays the system clock and weather forecast for the week of November 5th to 11th, 2008.

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.

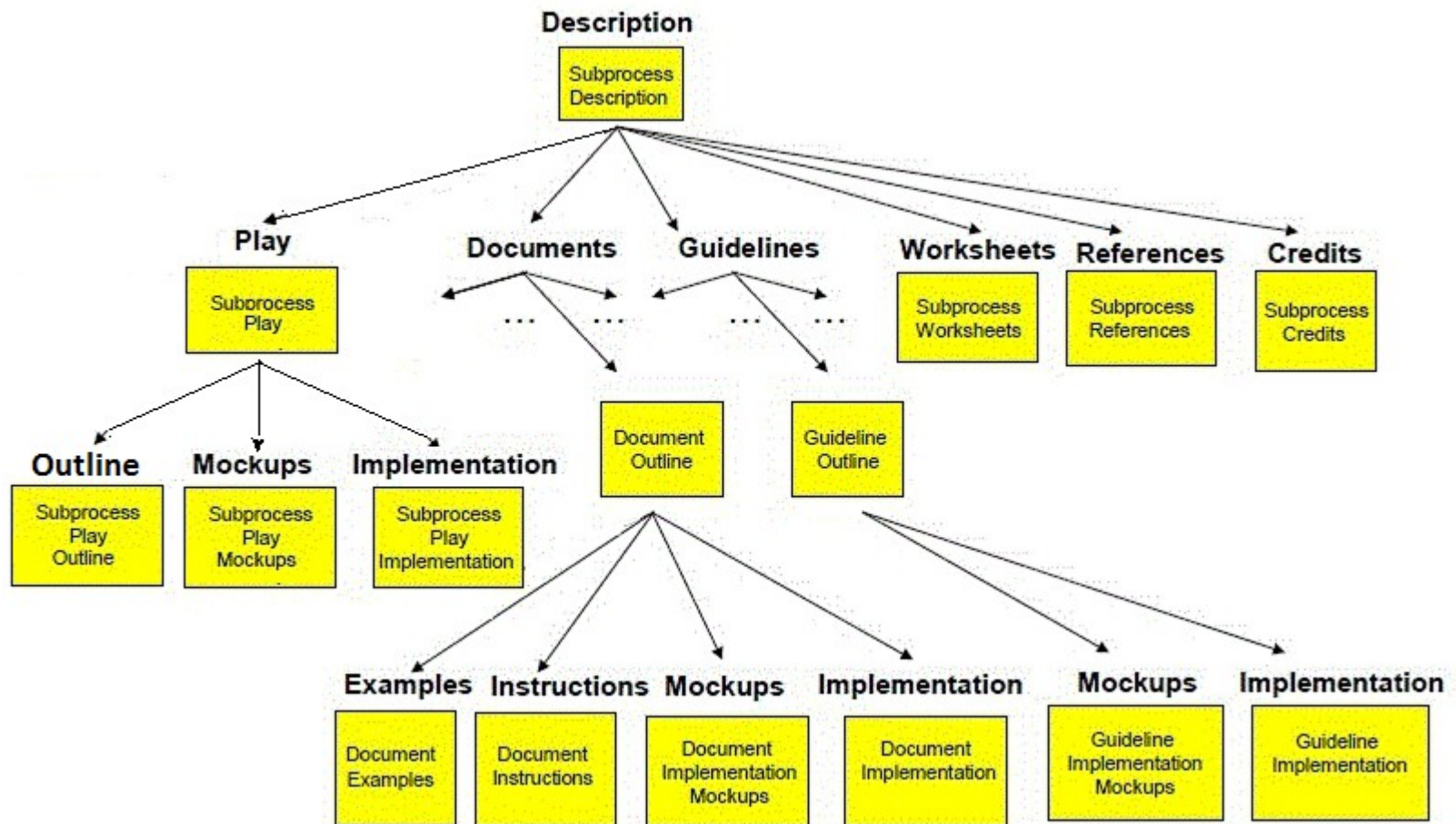
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Documents:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Role Guidelines/EHBs:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, 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.

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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

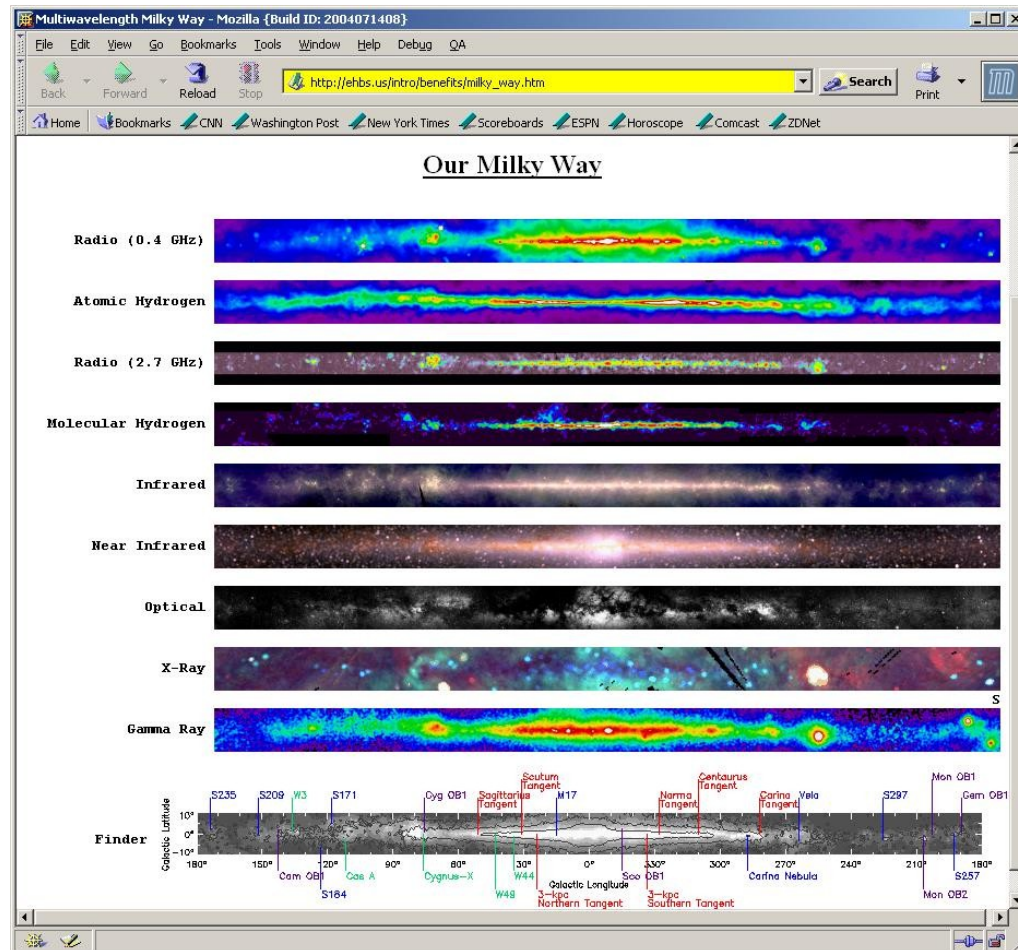
CNN Washington Post New York Times MapQuest: Home Comcast Scoreboards Horoscope Bandwidth Test >>

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

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

ehbs.us

Search

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



Complex Process Management Using Process Libraries and Electronic Handbooks

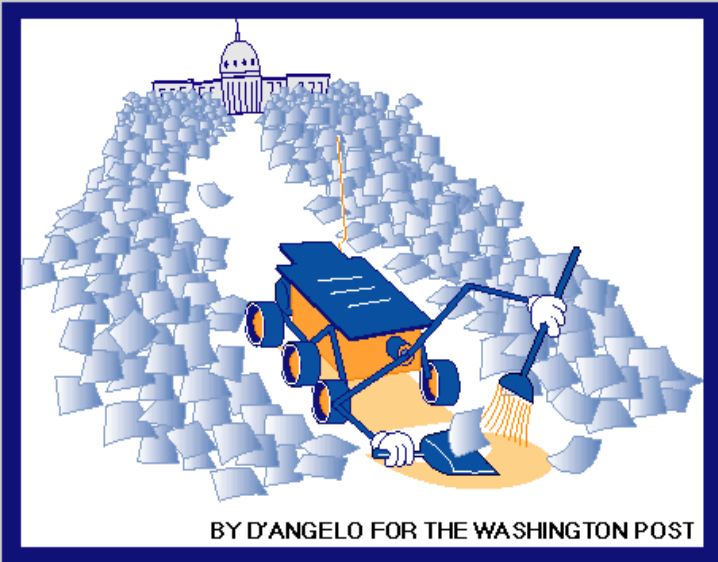
[Where Shakespeare Meets Freud]

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