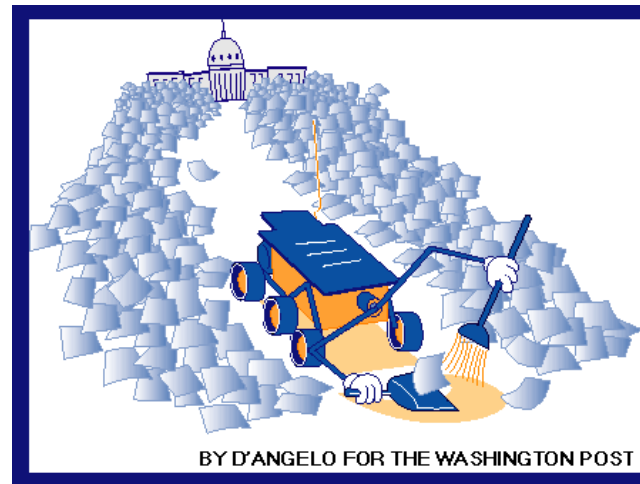
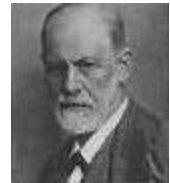


NASA SBIR Technologies Management Using Process Libraries and Electronic Handbooks

(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.

Phase II SBIR-STTR Contract Administration and Closeout Process - Mozilla Firefox

file:///E:/8000-8999/nasa/sbir/summary/mock-ups/Play.htm

3. Interim Deliverables

-Submit Deliverables-

Contract Specialist:
Call For Deliverables

Awardee:
Submit Deliverables

Contract Specialist:
Review For Late Deliverables
Notify Awardees of Late Deliverables

-Technical Intermediary Deliverables-

Contract Specialist:
Notify COIR to Review Deliverables

COIR:
Review Deliverables

Contract Specialist:
Examine Review of Deliverables
Notify Awardees To Resubmit Deliverables

Contract Specialist:
Approve Deliverables

-Financial Intermediary Deliverables-

Contract Specialist:
Notify Field Center Contracting Officer to Review Vouchers

Field Center Procurement Manager:
Review Vouchers

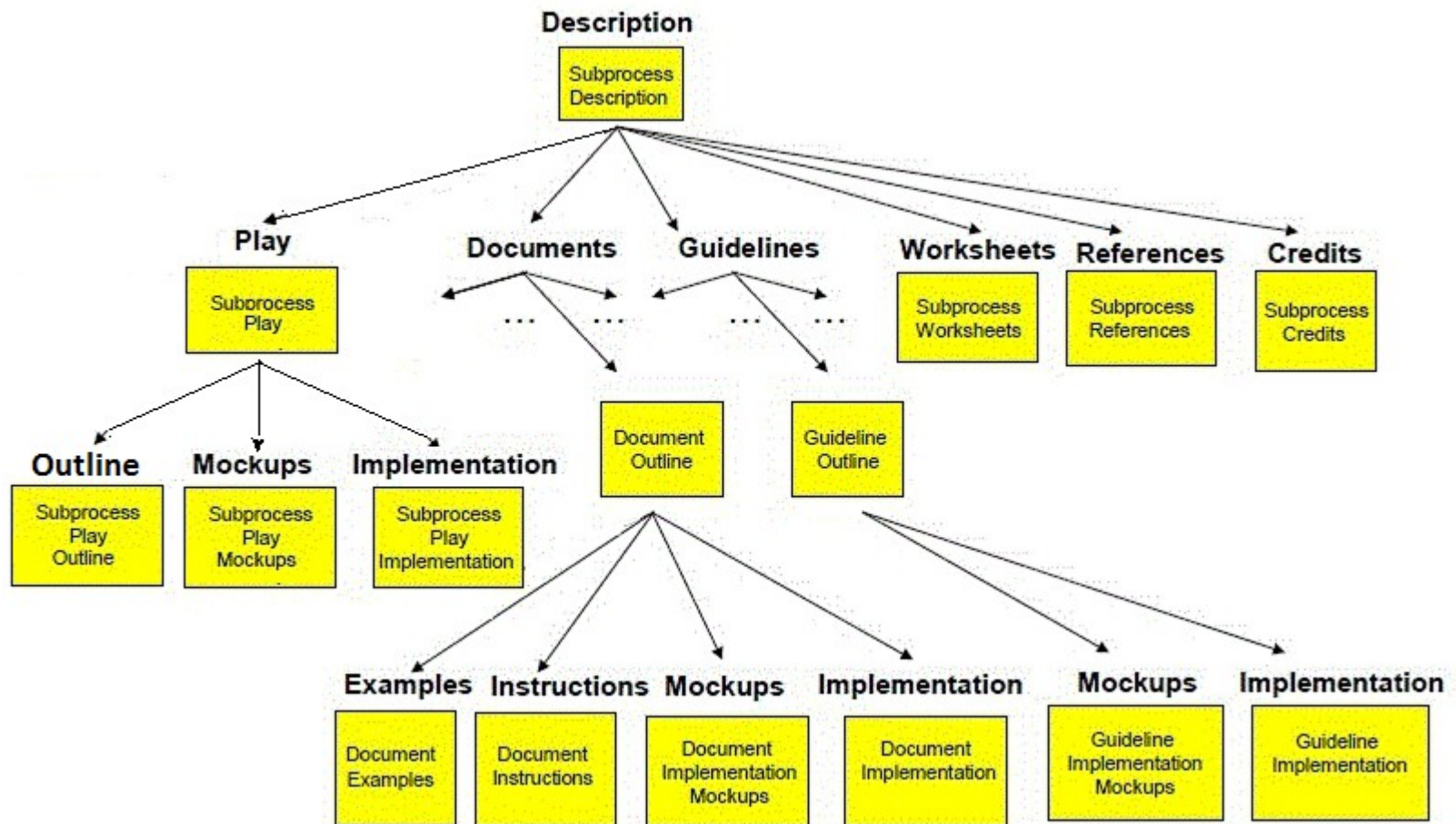
Contract Specialist:
Examine Review of Deliverables

Now: 54°F Tue: 58°F Wed: 63°F Thu: 61°F Fri: 62°F Sat: 66°F Sun: 65°F

Benefits:

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

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



All the world's a stage ...

Jaques:

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

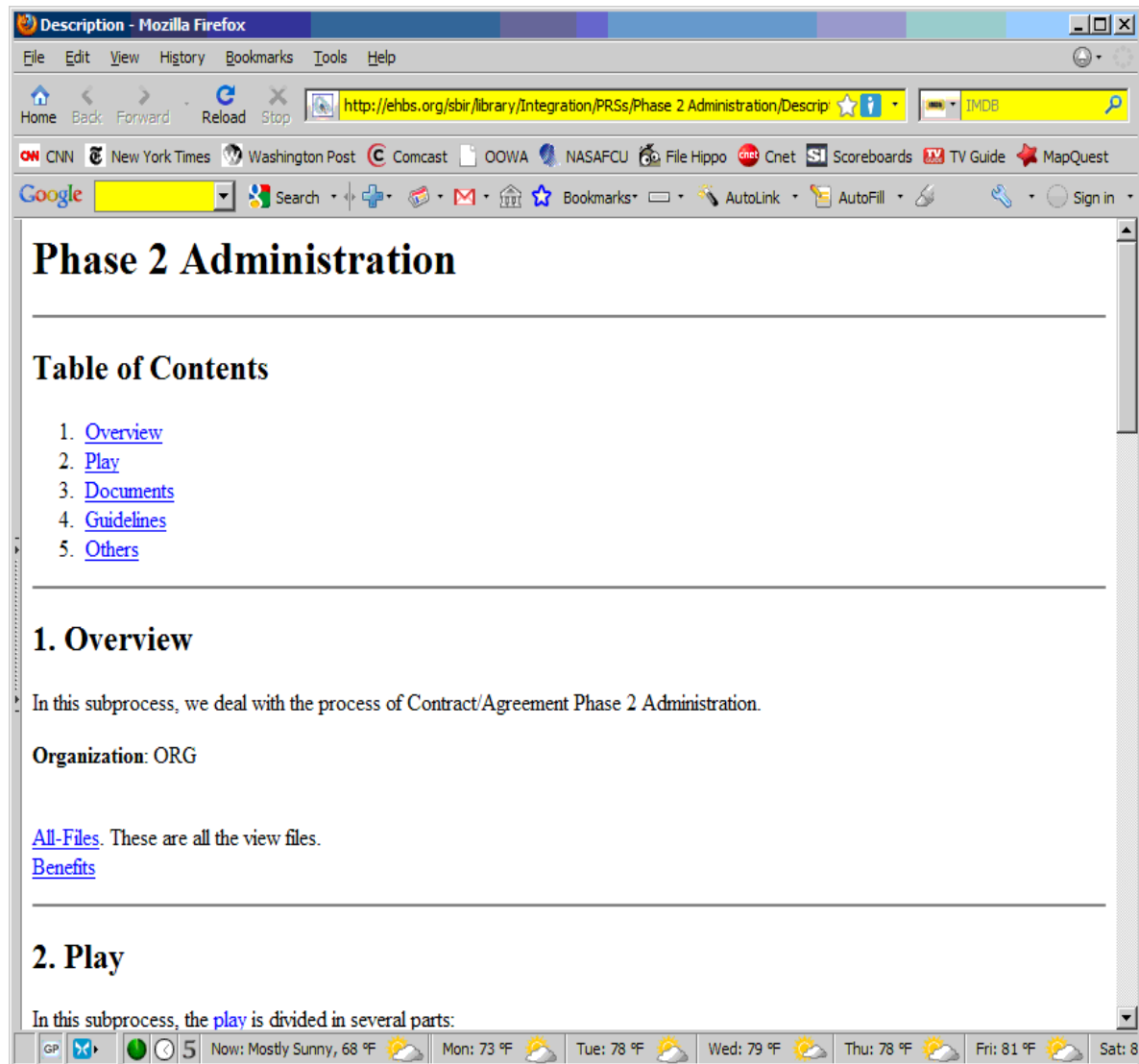
William Shakespeare

As You Like It, Act 2, Scene 7.

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



Descriptions summarize subprocesses.



The screenshot shows a Mozilla Firefox browser window with the address bar displaying the URL: <http://ehbs.org/sbir/library/Integration/PRSSs/Phase 2 Administration/Descrip>. The page content includes:

Phase 2 Administration

Table of Contents

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

1. Overview

In this subprocess, we deal with the process of Contract/Agreement Phase 2 Administration.

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 tray with the date and time (5:00), weather (Now: Mostly Sunny, 68 °F), and a row of weather forecasts for the following days: Mon: 73 °F, Tue: 78 °F, Wed: 79 °F, Thu: 78 °F, Fri: 81 °F, Sat: 81 °F.

Plays describe subprocess execution.

Phase II SBIR-STTR Contract Administration and Closeout Process - Mozilla Firefox

file:///E:/8000-8999/nasa/sbir/summary/mock-ups/Play.htm

3. Interim Deliverables

-Submit Deliverables-

Contract Specialist:
Call For Deliverables

Awardee:
Submit Deliverables

Contract Specialist:
Review For Late Deliverables
Notify Awardees of Late Deliverables

-Technical Intermediary Deliverables-

Contract Specialist:
Notify COIR to Review Deliverables

COIR:
Review Deliverables

Contract Specialist:
Examine Review of Deliverables
Notify Awardees To Resubmit Deliverables

Contract Specialist:
Approve Deliverables

-Financial Intermediary Deliverables-

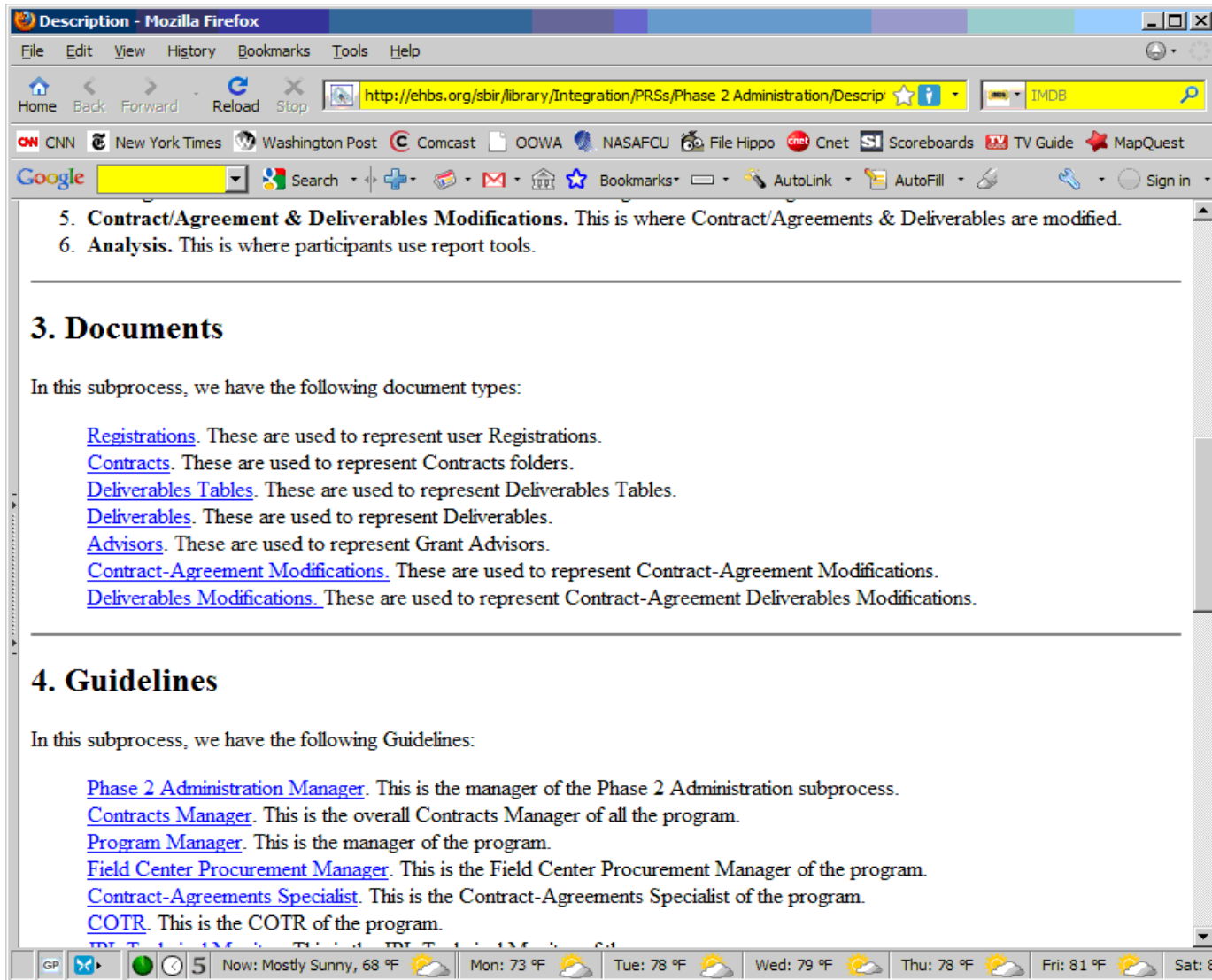
Contract Specialist:
Notify Field Center Contracting Officer to Review Vouchers

Field Center Procurement Manager:
Review Vouchers

Contract Specialist:
Examine Review of Deliverables

Now: 54°F Tue: 58°F Wed: 63°F Thu: 61°F Fri: 62°F Sat: 66°F Sun: 65°F

Documents describe subprocess data.



5. **Contract/Agreement & Deliverables Modifications.** This is where Contract/Agreements & Deliverables are modified.

6. **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.
- [Contracts](#). These are used to represent Contracts folders.
- [Deliverables Tables](#). These are used to represent Deliverables Tables.
- [Deliverables](#). These are used to represent Deliverables.
- [Advisors](#). These are used to represent Grant Advisors.
- [Contract-Agreement Modifications](#). These are used to represent Contract-Agreement Modifications.
- [Deliverables Modifications](#). These are used to represent Contract-Agreement Deliverables Modifications.

4. Guidelines

In this subprocess, we have the following Guidelines:

- [Phase 2 Administration Manager](#). This is the manager of the Phase 2 Administration subprocess.
- [Contracts Manager](#). This is the overall Contracts Manager of all the program.
- [Program Manager](#). This is the manager of the program.
- [Field Center Procurement Manager](#). This is the Field Center Procurement Manager of the program.
- [Contract-Agreements Specialist](#). This is the Contract-Agreements Specialist of the program.
- [COTR](#). This is the COTR of the program.

The screenshot shows a Mozilla Firefox browser window with the address bar displaying the URL: <http://ehbs.org/sbir/library/Integration/PRs/Phase 2 Administration/Descrip>. The browser interface includes a menu bar (File, Edit, View, History, Bookmarks, Tools, Help), a navigation bar (Home, Back, Forward, Reload, Stop), and a toolbar with various icons for search, mail, and other functions. The page content is displayed in a standard font with blue links and bolded section headers.

Guidelines describe user subprocesses.

4. Guidelines

In this subprocess, we have the following Guidelines:

- [Phase 2 Administration Manager](#). This is the manager of the Phase 2 Administration subprocess.
- [Contracts Manager](#). This is the overall Contracts Manager of all the program.
- [Program Manager](#). This is the manager of the program.
- [Field Center Procurement Manager](#). This is the Field Center Procurement Manager of the program.
- [Contract-Agreements Specialist](#). This is the Contract-Agreements Specialist of the program.
- [COTR](#). This is the COTR of the program.
- [JPL Technical Monitor](#). This is the JPL Technical Monitor of the program.
- [Awardee](#). This is the Awardee.
- [Mission Advisor](#). This is the Mission Advisor of the program.
- [Topic Manager](#). This is the Topic Manager of the program.
- [Budget Personnel](#). This is the Budget Personnel of the program.
- [New Technology Reviewer](#). This is the New Technology Reviewer of 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.
- [Organization Manager](#). This is the person managing the Organization.
- [Overall Organizations Manager](#). This is the person managing the overall Organizations.

5. Others

GP 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:/8000-8999/nasa/sbir/summary/mock-ups/Worksheet.htm

Subprocess Worksheet

Subprocess: Phase II Contract Administration

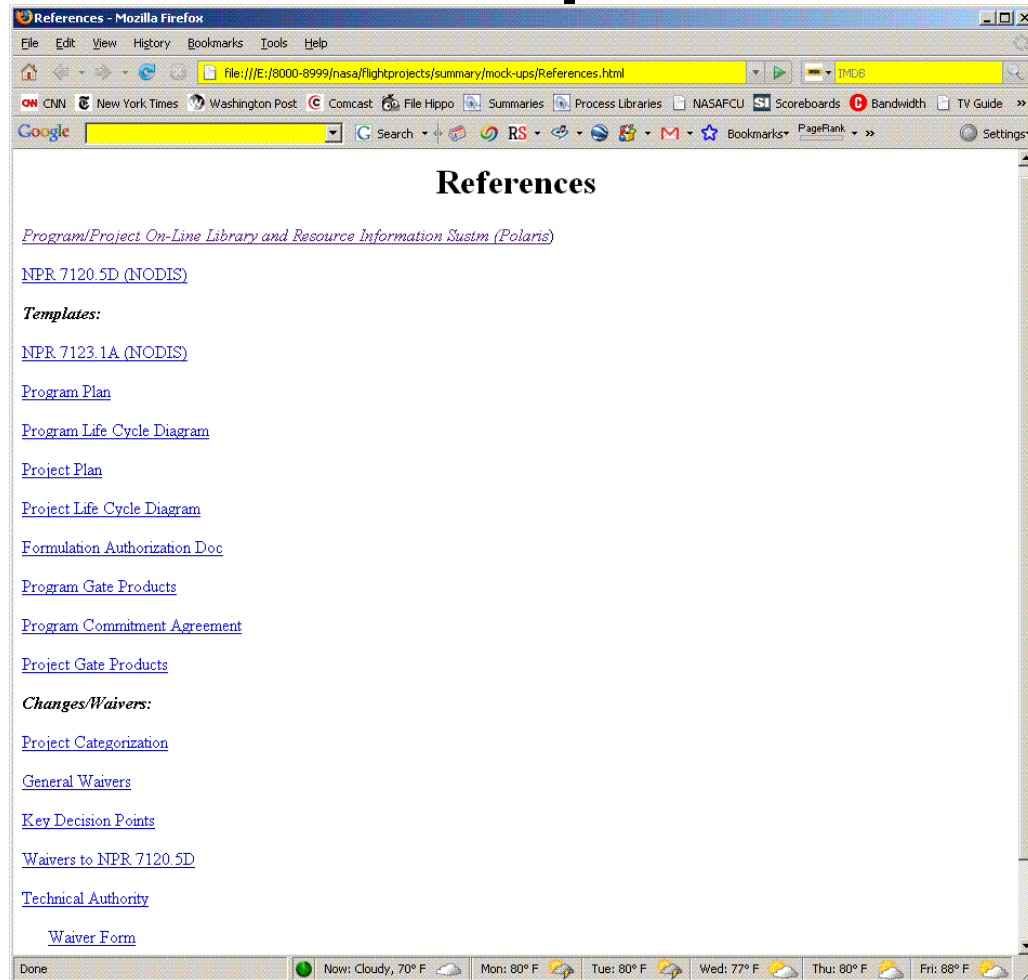
Purpose: The purpose of this subprocess is to manage SBIR/STTR Phase II Contract Administration .

Organization: MSFC SBIR/STTR Program

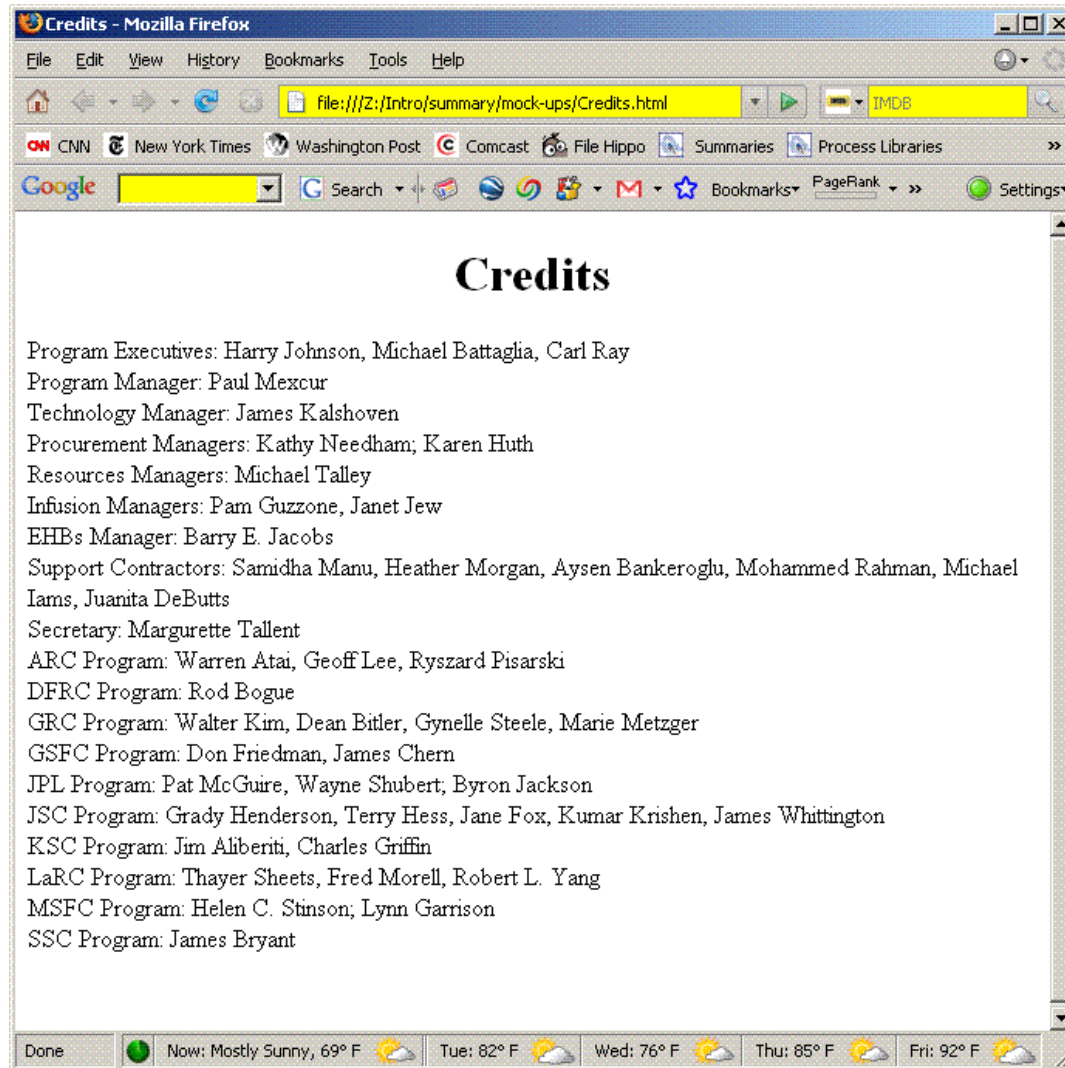
Task	Purpose	Suggested Roles	Task Lead(s)	Estimated Completion Date	Actual Completion Date	Documents					
						Document	Instructions and Samples	Document Lead(s)	Estimated Completion Date	Actual Completion Date	Document Location(s)
Administration	The purpose of this task is to administer the design of SBIR/STTR Phase II Contract Administration.	Procurement Manager, Contracting Officer, Contract Specialist, Procurement Reviewer, COTR, JPL Technical Monitor, Awardee, Advisor, Program Manager/Program Executive, Mission Directorate Representative, Topic Manager, Subtopic Manager, Field Center Program Manager, Technology Infusion Manager, Budget Personnel	Helen Stinson	07/23/07	08/23/07	Document Library	Instructions and Samples	Helen Stinson	06/23/07	07/23/07	Library: NS2034
Planning	The purpose of this task is to plan the design of SBIR/STTR Phase II Contract Administration.	Procurement Manager, Contracting Officer, Contract Specialist, Procurement Reviewer, COTR, JPL Technical Monitor, Awardee, Advisor, Program Manager/Program Executive, Mission Directorate Representative, Topic Manager, Subtopic Manager, Field Center Program Manager, Technology Infusion Manager,	Helen Stinson	06/23/07	06/23/07	Planning Document	Instructions and Samples	Helen Stinson	06/23/07	07/23/07	Library: NS2034
						Draft Project Requirements Document	Instructions and Samples	Helen Stinson	06/23/07	07/23/07	Library: NS2034
						Project Plan	Instructions and Samples	Helen Stinson	06/23/07	07/23/07	Library: NS2034
						Instructions and	Helen			Library:	

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

References list other related resources.



Credits acknowledge people's contributions.



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

Tools To Focus On During Stages. - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ehbs.org/intro/summary/stages1.html

Tools To Focus On During Stages- By Tool.

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

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

Tools To Focus On During Stages- By Stage.

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

Objective:

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

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

NASA SBIR/STTR Technologies

Product Realization Subprocesses

Integrated Problems-Solutions Database	Planning Technologies	Solicitation Development	1 Submission	1 Review & Selection	1 Contract Negotiation	1 Contract Administration	1 Contract Closeout	2 Submission	2 Review & Selection	2 Contract Negotiation	2 Contract Administration	2 Contract Closeout	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

SBIR/STTR Level I, Other SBIR/STTR Agencies, and SBA Support	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	Program Support Reporting	Quality Assurance
--	--	--	----------------------	-----------------------------------	-----------------------	----------	------------------------------------	----------------	---------------------------	-------------------

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
-------------------------------------	--	--	------------------------------------	--------------------------------	----------------------------------

The browser window also shows a system tray at the bottom with the date and time (Now: Sunny, 82 °F) and a weather forecast for the next four days: 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 address bar displaying the file path: file:///E:/8000-8999/nasa/sbir/whatare/Organizations.htm. The page content is as follows:

NASA SBIR/STTR Organizations

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

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

The browser's taskbar at the bottom shows the system clock and weather forecast for the current day (Now: 82°F) and the following days (Sat: 88°F, Sun: 78°F, Mon: 76°F, Tue: 80°F, Wed: 81°F, Thu: 80°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".

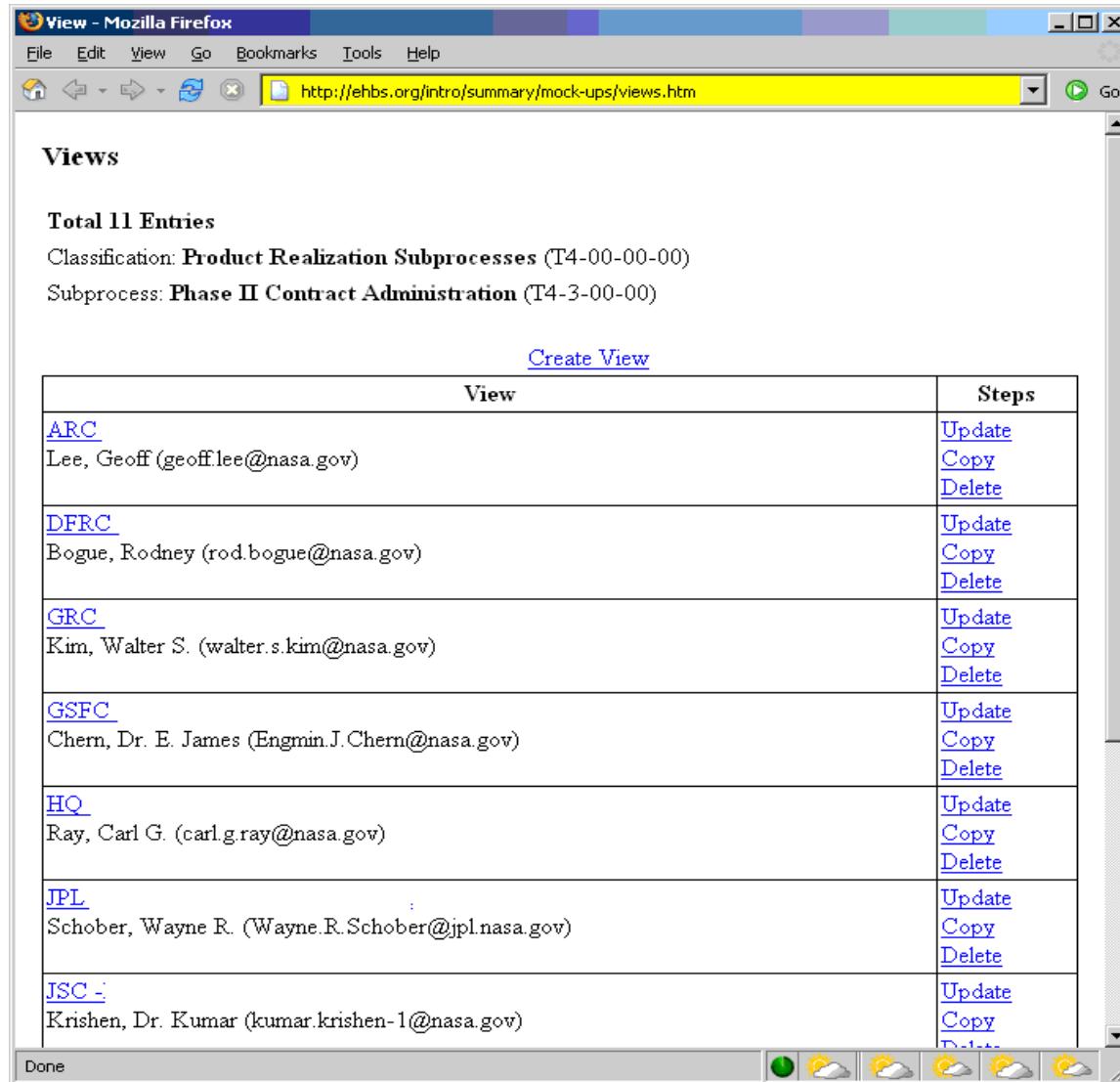
The "Game of Telephone" Syndrome: Where People Pass-On Only Parts of the "Message"



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.



The screenshot shows a Mozilla Firefox browser window with the address bar displaying <http://ehbs.org/intro/summary/mock-ups/views.htm>. The page content includes a title 'Views', a total entry count of 11, and classification information: 'Product Realization Subprocesses (T4-00-00-00)' and 'Subprocess: Phase II Contract Administration (T4-3-00-00)'. A 'Create View' link is present above a table. The table has two columns: 'View' and 'Steps'. Each row lists a view name, a person's name and email, and a set of actions: 'Update', 'Copy', and 'Delete'.

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

Plays describe subprocess execution.

Phase II SBIR-STTR Contract Administration and Closeout Process - Mozilla Firefox

file:///E:/8000-8999/nasa/sbir/summary/mock-ups/Play.htm

3. Interim Deliverables

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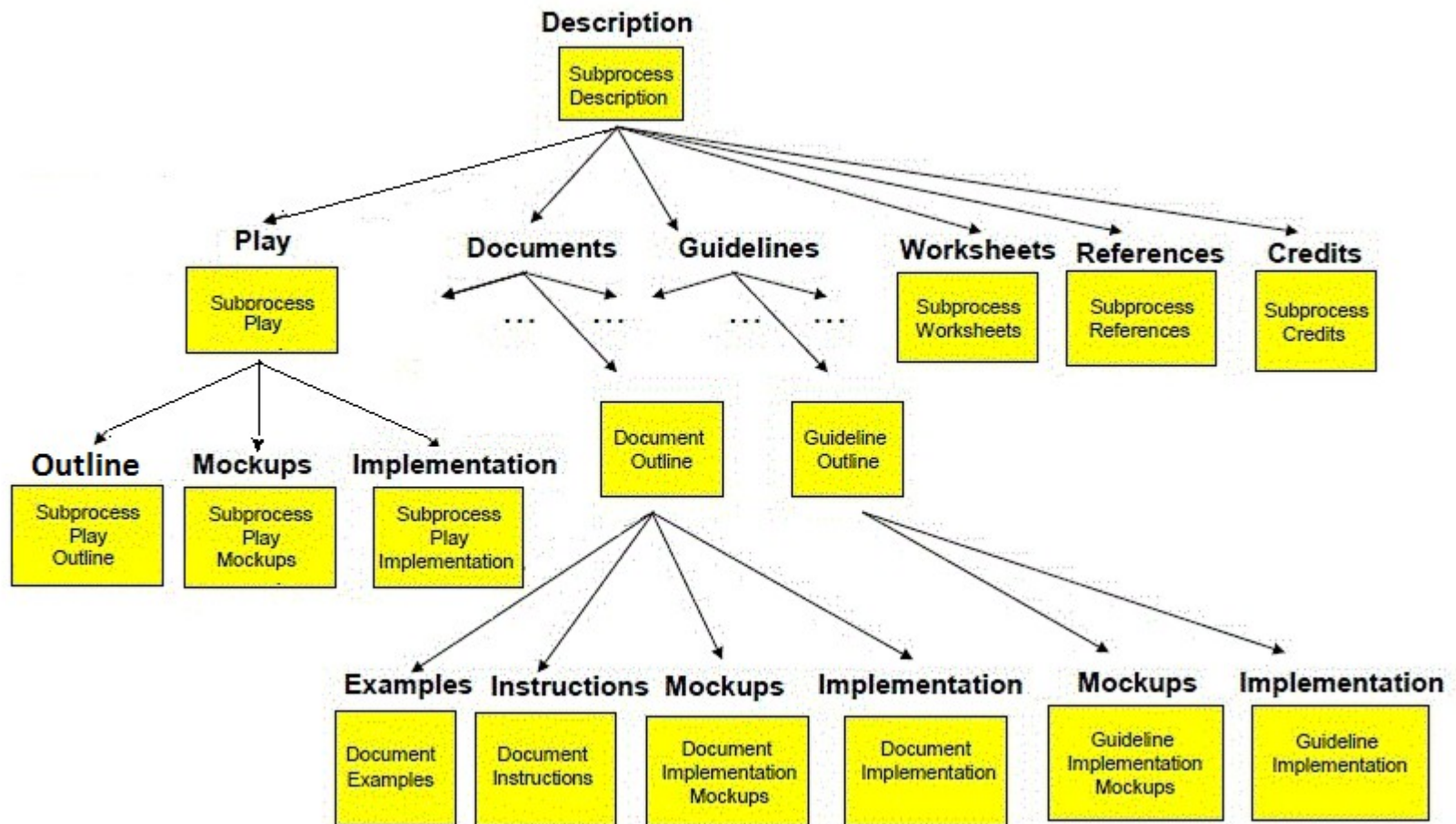
Contract Specialist:
Notify Field Center Contracting Officer to Review Vouchers

Field Center Procurement Manager:
Review Vouchers

Contract Specialist:
Examine Review of Deliverables

Now: 54°F 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.

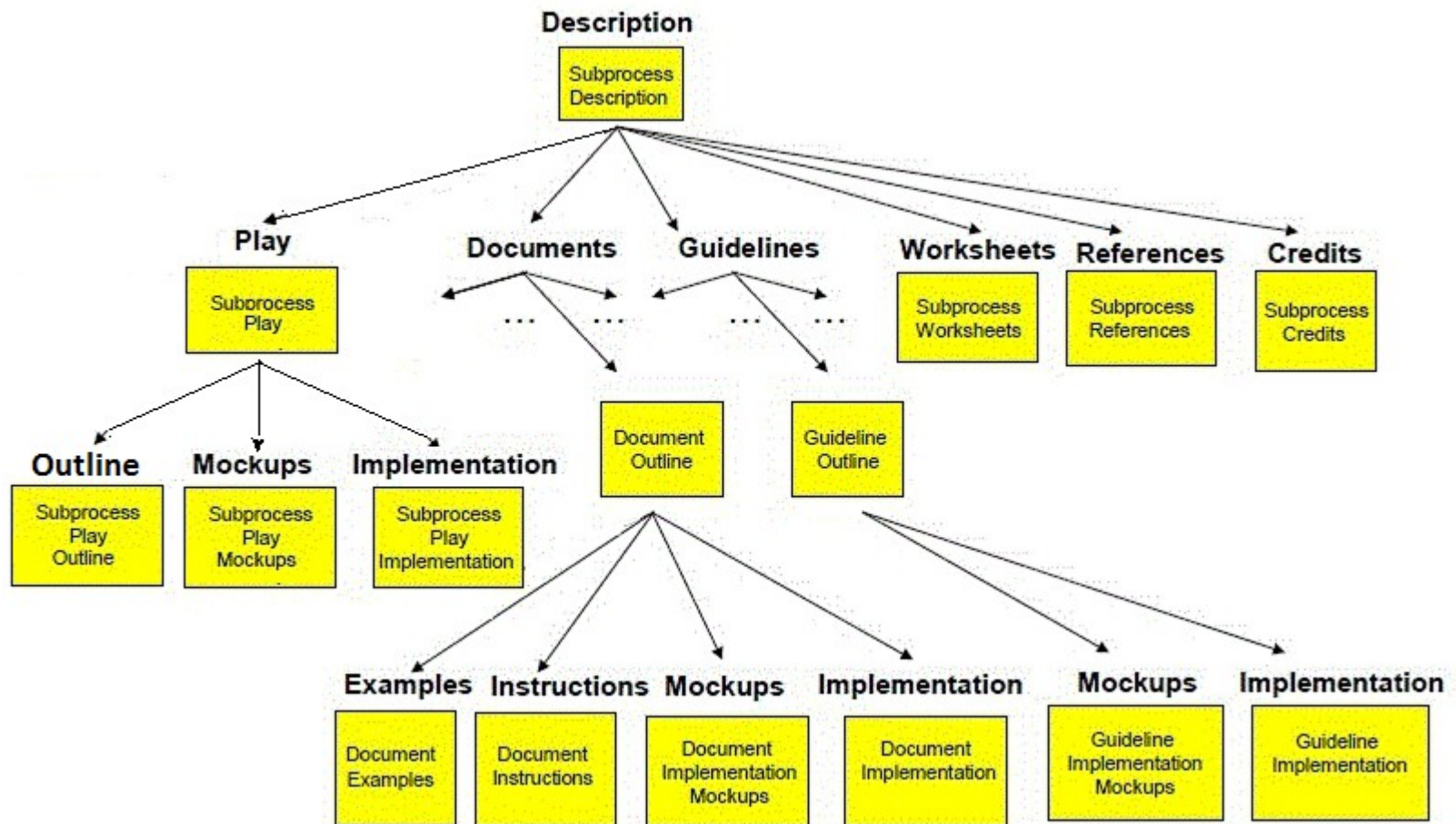
Tool	Process Developer	Process Participant
Descriptions:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Plays:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach,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

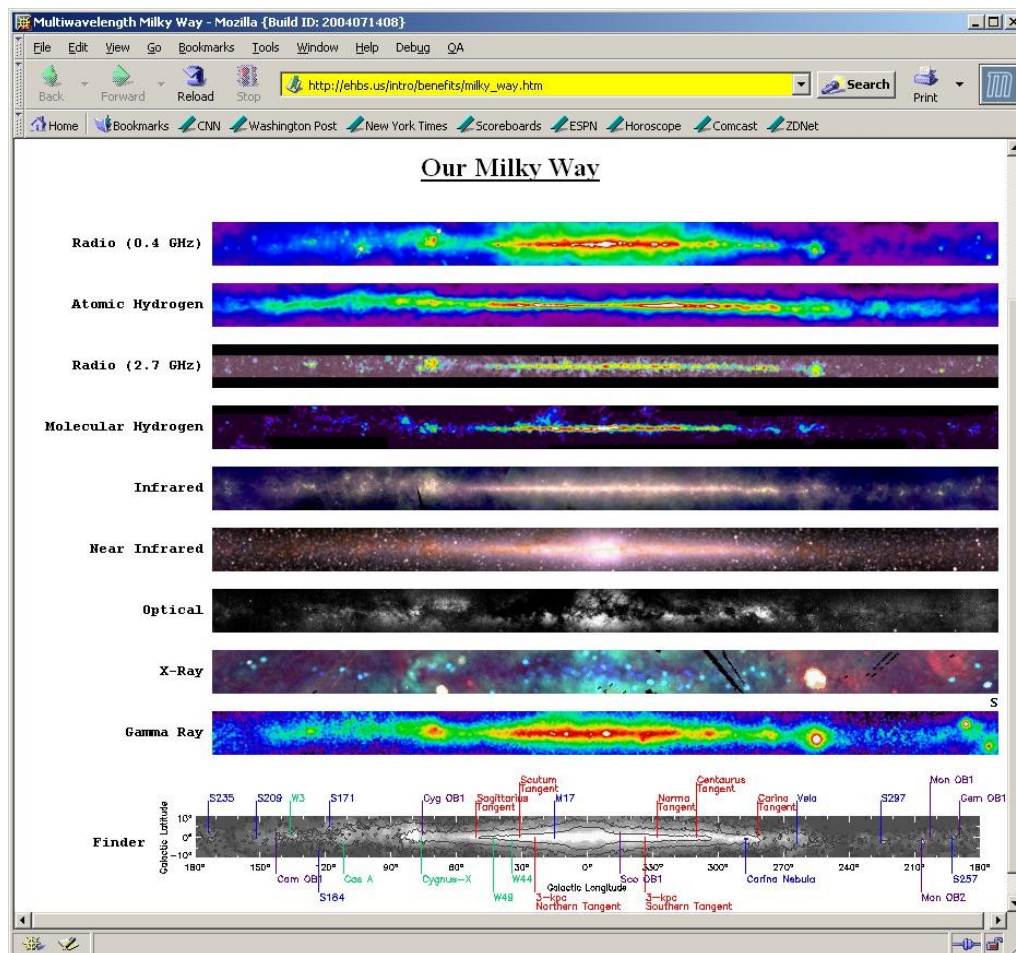
Some Applications

- [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](#)
- [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



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Complex Process Management Using Process Libraries and Electronic Handbooks

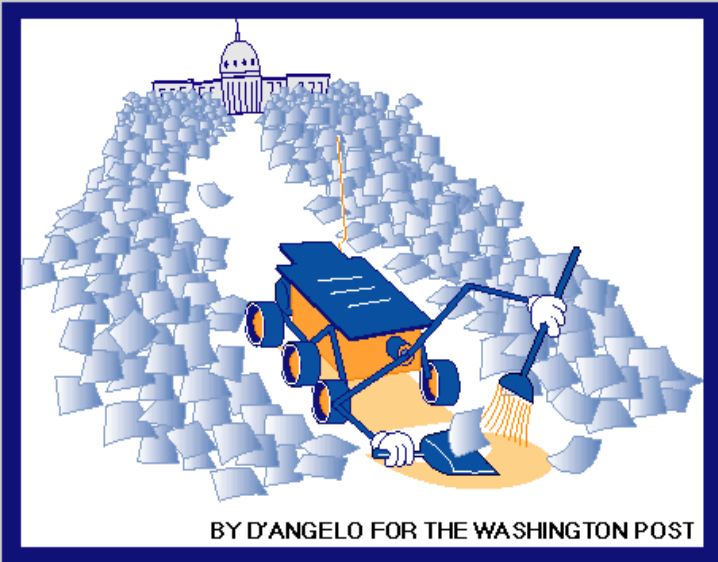
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