

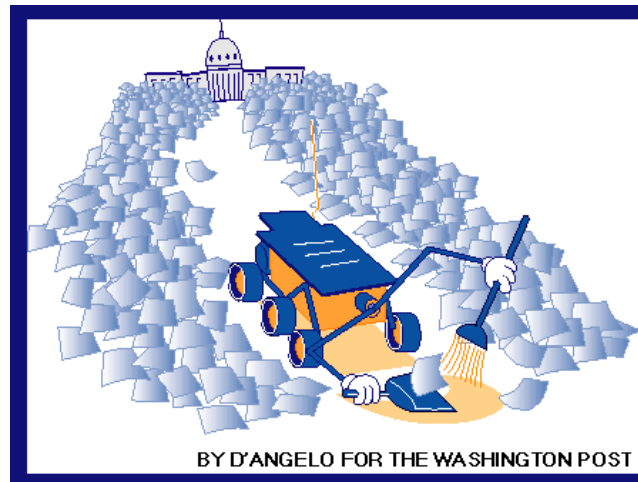
# NASA Software Management Using Process Libraries and Electronic Handbooks



(Where Shakespeare Meets Freud)



## Quick Summary



Dr. Barry E. Jacobs  
Barry.E.Jacobs@comcast.net

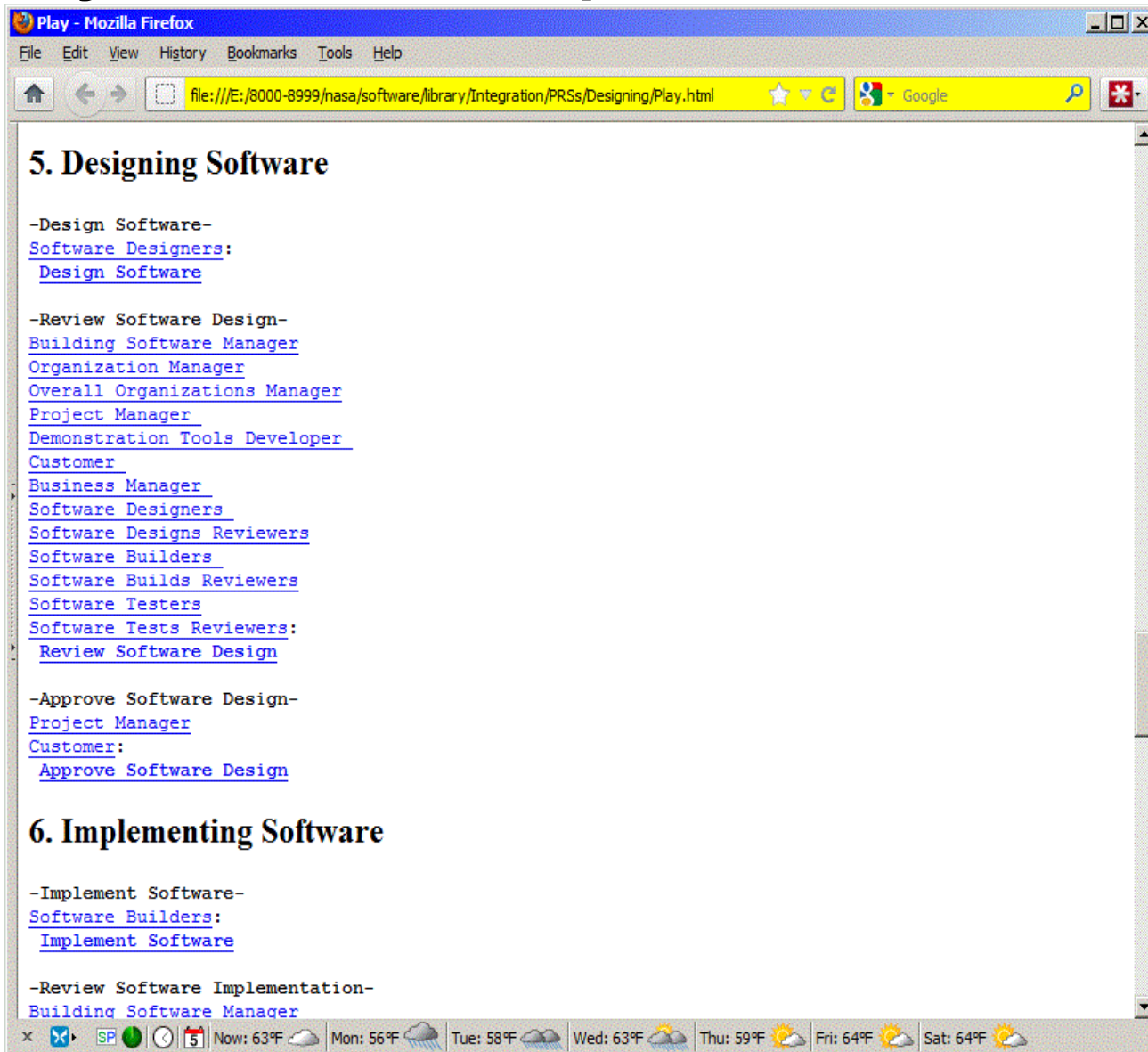
## **The Bottom Line:**

**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 Software**

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

**6. Implementing Software**

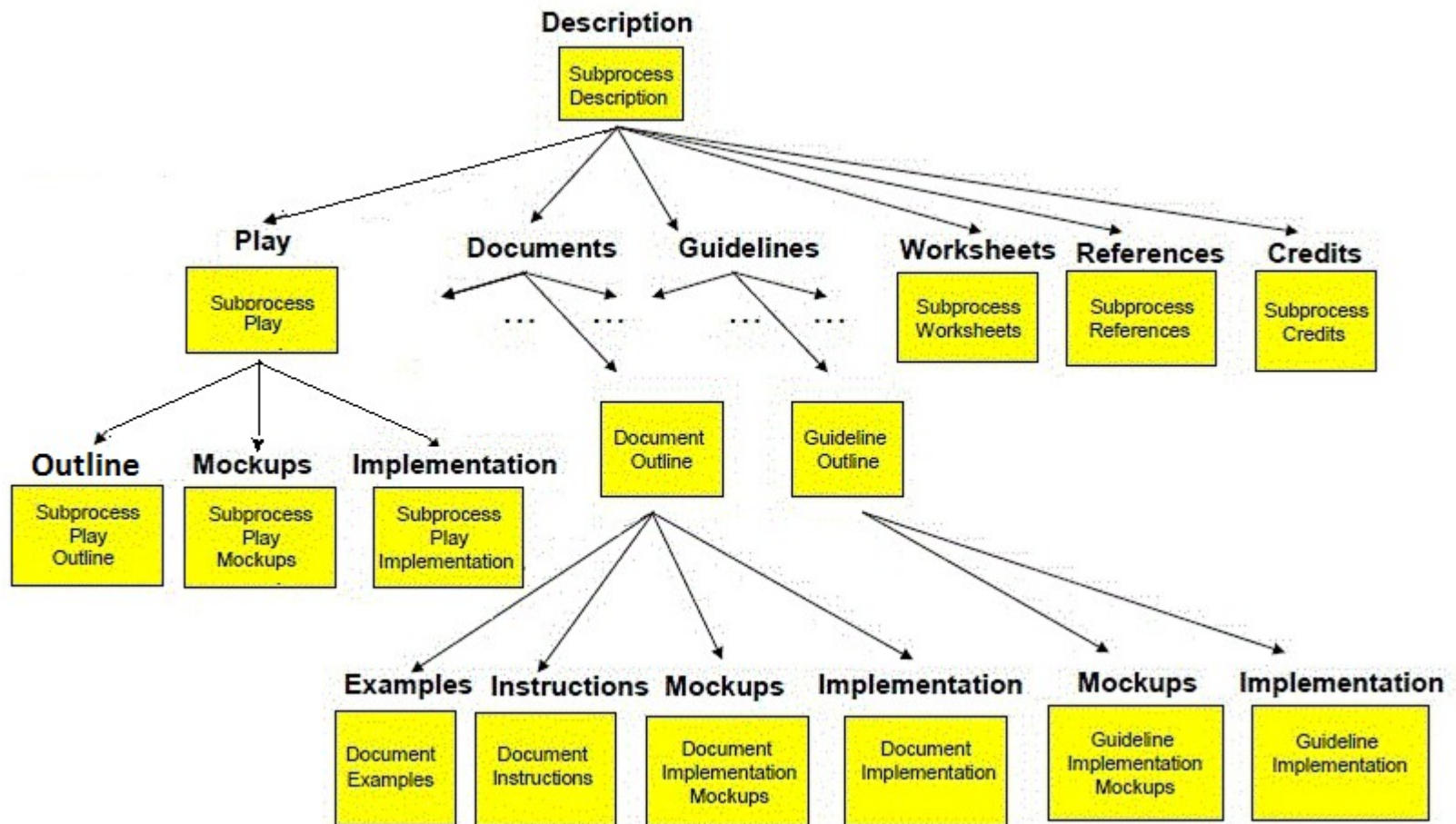
- Implement Software-  
[Software Builders:](#)  
[Implement Software](#)
- Review Software Implementation-  
[Building Software Manager](#)

The browser window also shows the address bar with the file path: `file:///E:/8000-8999/nasa/software/library/Integration/PRSS/Designing/Play.html`. The status bar at the bottom displays the system tray with icons for network, volume, and power, along with the current date and time: `Now: 63°F`, `Mon: 56°F`, `Tue: 58°F`, `Wed: 63°F`, `Thu: 59°F`, `Fri: 64°F`, `Sat: 64°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.**

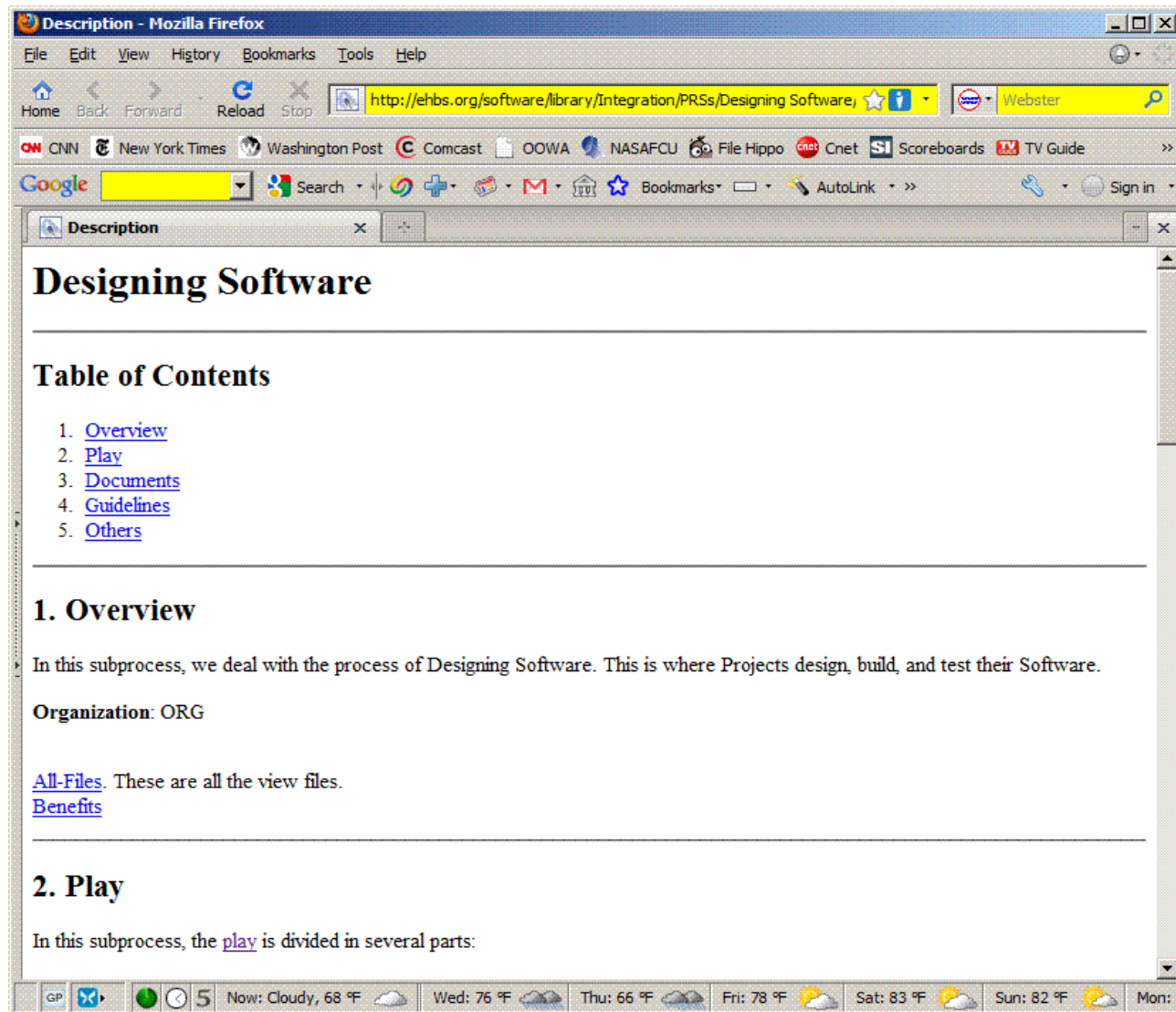
**William Shakespeare**

**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 following content:

- Browser Title:** Description - Mozilla Firefox
- Address Bar:** <http://ehbs.org/software/library/Integration/PRs/Designing Software>
- Navigation:** Home, Back, Forward, Reload, Stop
- Search:** Webster
- Bookmarks:** CNN, New York Times, Washington Post, Comcast, OOWA, NASAFCU, File Hippo, Cnet, Scoreboards, TV Guide
- Page Title:** Description
- Section Header:**

## Designing Software
- Table of Contents:**
  - 1. [Overview](#)
  - 2. [Play](#)
  - 3. [Documents](#)
  - 4. [Guidelines](#)
  - 5. [Others](#)
- Section Header:**

### 1. Overview
- Text:** In this subprocess, we deal with the process of Designing Software. This is where Projects design, build, and test their Software.
- Text:** **Organization:** ORG
- Text:** [All-Files](#). These are all the view files.
- Text:** [Benefits](#)
- Section Header:**

### 2. Play
- Text:** In this subprocess, the [play](#) is divided in several parts:

The browser's status bar at the bottom shows the system clock at 5:05 and a weather forecast for the week: Now: Cloudy, 68 °F; Wed: 76 °F; Thu: 66 °F; Fri: 78 °F; Sat: 83 °F; Sun: 82 °F; Mon: 81 °F.



# Plays describe subprocess execution.



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

**5. Designing Software**

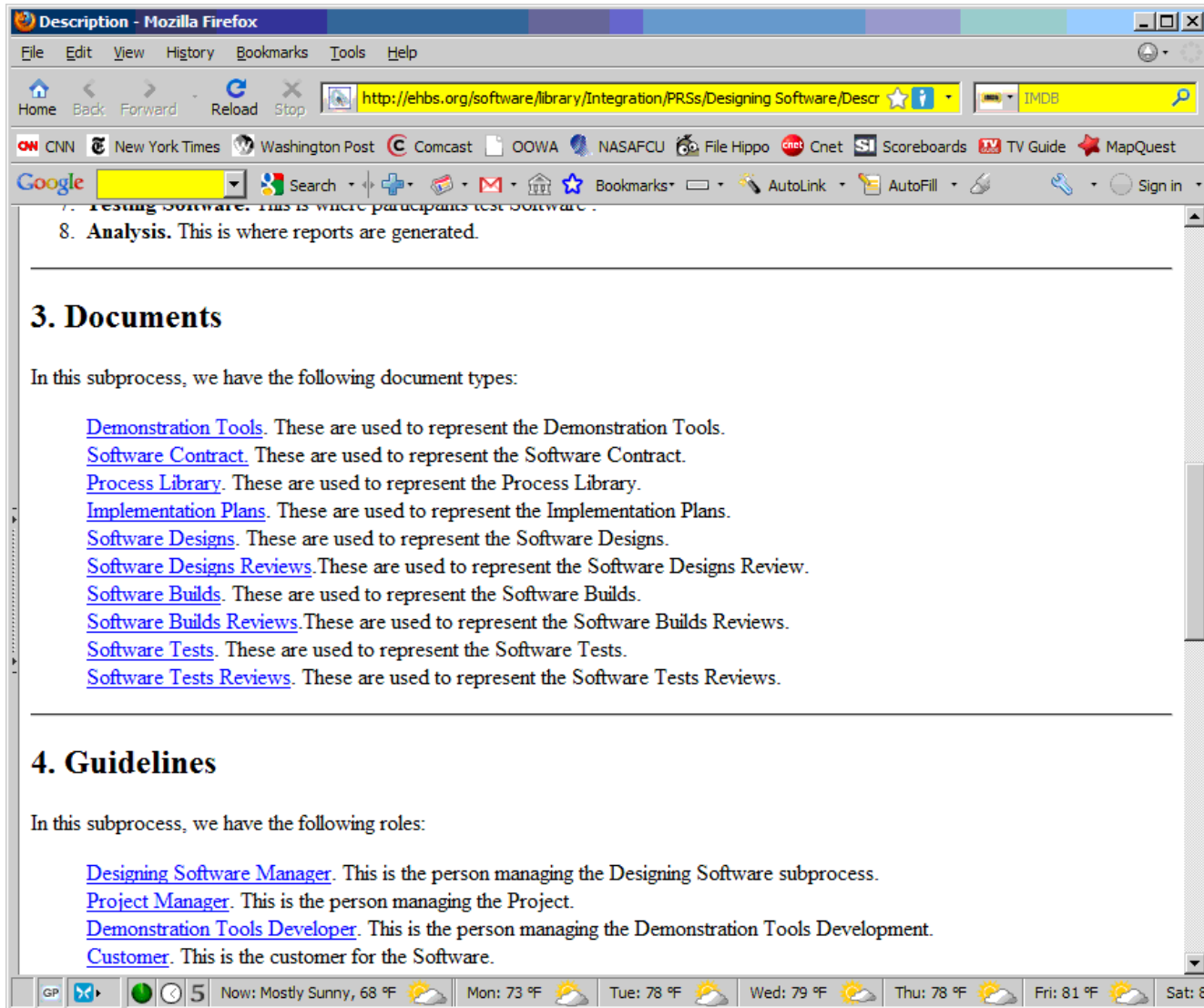
- Design Software-  
[Software Designers:](#)  
[Design Software](#)
- Review Software Design-  
[Building Software Manager](#)  
[Organization Manager](#)  
[Overall Organizations Manager](#)  
[Project Manager](#)  
[Demonstration Tools Developer](#)  
[Customer](#)  
[Business Manager](#)  
[Software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

**6. Implementing Software**

- Implement Software-  
[Software Builders:](#)  
[Implement Software](#)
- Review Software Implementation-  
[Building Software Manager](#)

The browser window also shows the address bar with the file path: `file:///E:/8000-8999/nasa/software/library/Integration/PRSS/Designing/Play.html`. The status bar at the bottom displays the system tray with icons for network, volume, and power, along with the current date and time: `Now: 63°F`, and a weather forecast for the following days: `Mon: 56°F`, `Tue: 58°F`, `Wed: 63°F`, `Thu: 59°F`, `Fri: 64°F`, and `Sat: 64°F`.

# Documents describe subprocess data.



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

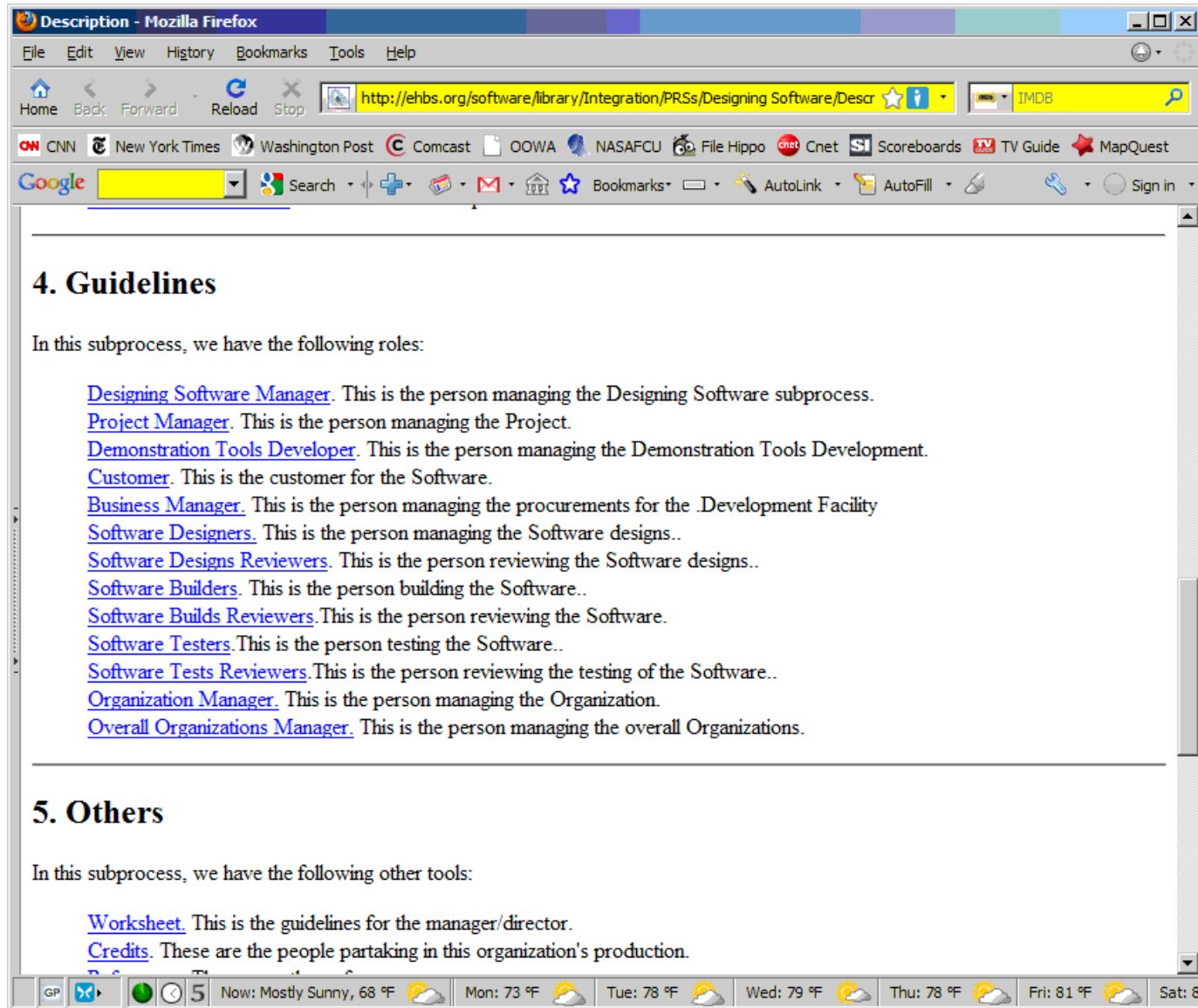
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### 4. Guidelines

In this subprocess, we have the following roles:

- [Designing Software Manager.](#) This is the person managing the Designing Software 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 Software.

# Guidelines describe user subprocesses.



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

## 4. Guidelines

In this subprocess, we have the following roles:

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

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## 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 system tray with the date and time (5:05), weather (Now: Mostly Sunny, 68 °F), and a forecast for the next six days: Mon: 73 °F, Tue: 78 °F, Wed: 79 °F, Thu: 78 °F, Fri: 81 °F, Sat: 81 °F.

# Subprocess Worksheets facilitate subprocess manager communication with process developers and participants.

Worksheet - Mozilla Firefox

file:///E:/8000-8999/nasa/software/summary/mockups/Worksheet.htm

## Subprocess Worksheet

**Subprocess:** Designing Software

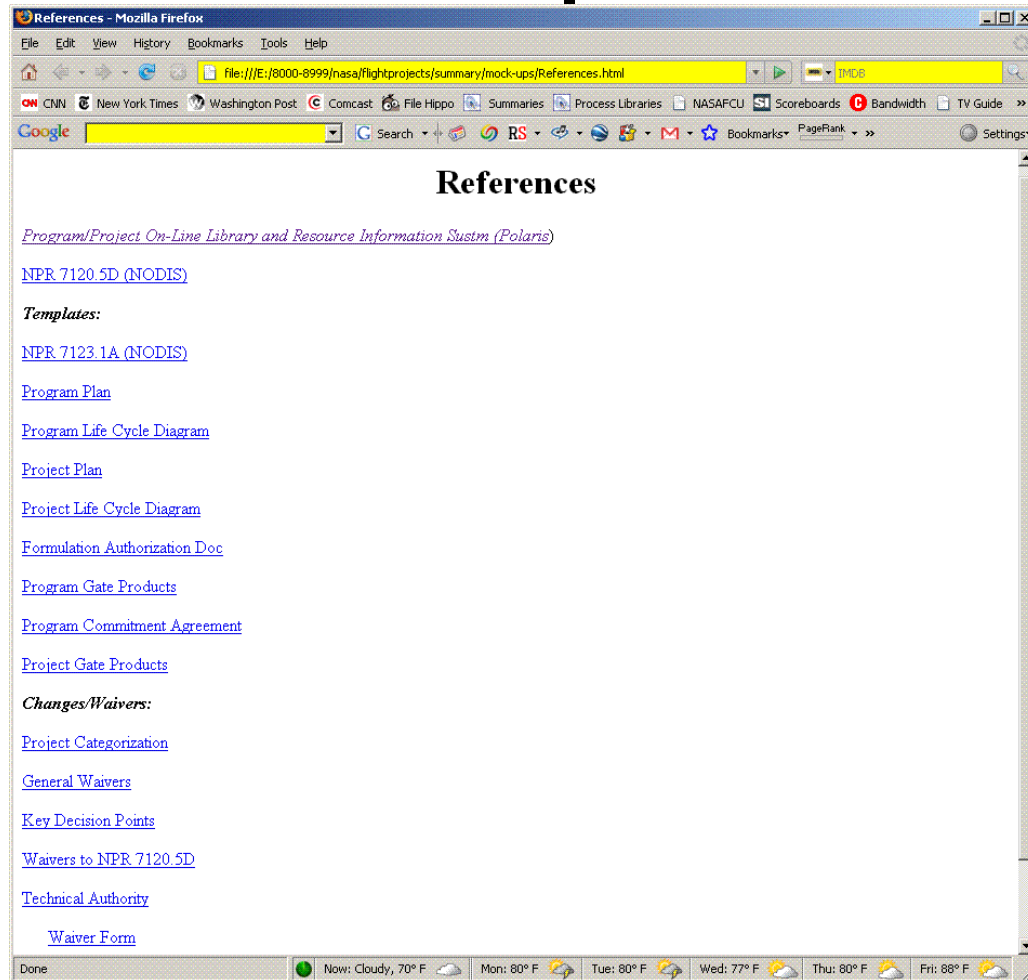
**Purpose:** The purpose of this subprocess is to design Software.

**Organization:** IMAGE

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)
<b>Administration</b>	The purpose of this task is to administer the design of Software.	Task Lead, Subtask Lead, Subtask Member, Reviewer, Approval Official, Project Manager, Documents Manager	James Green	07/23/07	08/23/07	Document Library	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library: NS2034</a>
<b>Planning</b>	The purpose of this task is to plan the design of Software.	Task Lead, Subtask Lead, Subtask Member, Reviewer, Approval Official, Project Manager, Documents Manager	James Green	06/23/07	06/23/07	Planning Document	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library: NS2034</a>
						Draft Project Requirements Document	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library: NS2034</a>
						Project Plan	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library: NS2034</a>
<b>Designing Software</b>	The purpose of this task is to design the Software.	Task Lead, Subtask Lead, Subtask Member, Reviewer, Approval Official, Project Manager, Documents Manager	James Green	07/23/07	07/23/07	Design Document	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library: NS2034</a>
						Project Plan	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library: NS2034</a>
						Review Forms	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library: NS2034</a>
						Approval Forms	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library: NS2034</a>
						Development Document	<a href="#">Instructions and</a>	James Green	06/23/07	07/23/07	<a href="#">Library: NS2034</a>

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.

**Credits**

Program Executives: Harry Johnson, Michael Battaglia, Carl Ray  
Program Manager: Paul Mexcur  
Technology Manager: James Kalshoven  
Procurement Managers: Kathy Needham; Karen Huth  
Resources Managers: Michael Talley  
Infusion Managers: Pam Guzzone, Janet Jew  
EHBs Manager: Barry E. Jacobs  
Support Contractors: Samidha Manu, Heather Morgan, Aysen Bankeroglu, Mohammed Rahman, Michael Iarns, Juanita DeButts  
Secretary: Margurette Tallent  
ARC Program: Warren Atai, Geoff Lee, Ryszard Pisarski  
DFRC Program: Rod Bogue  
GRC Program: Walter Kim, Dean Bitler, Gynelle Steele, Marie Metzger  
GSFC Program: Don Friedman, James Chern  
JPL Program: Pat McGuire, Wayne Shubert, Byron Jackson  
JSC Program: Grady Henderson, Terry Hess, Jane Fox, Kumar Krishen, James Whittington  
KSC Program: Jim Aliberiti, Charles Griffin  
LaRC Program: Thayer Sheets, Fred Morell, Robert L. Yang  
MSFC Program: Helen C. Stinson; Lynn Garrison  
SSC Program: James Bryant

Done Now: Mostly Sunny, 69° F Tue: 82° F Wed: 76° F Thu: 85° F Fri: 92° F

# 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/software/whatare/process.htm>. The page content is as follows:

### Software

Product Realization Subprocesses*												
Integrated Problems-Solutions Database	Planning Software	Software Development Facility Solicitation Development	Submission	Handling	Gathering Requirements	Designing Software	Building Software	Using Software	Improving Software	Revising Software	Closing Software	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	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

The browser's status bar at the bottom shows the current time as 5:00 and the weather forecast for the week: 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 Software Management Organizations - Mozilla Firefox". The address bar contains the file path: "file:///E:/8000-8999/nasa/software/whatare/Organizations.htm". The page content is titled "NASA Software Management Organizations" and features a list of "Product Realization Subprocesses Organizations".

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

The browser's status bar at the bottom shows the system clock and weather forecast: "Now: 82°F", "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><b>Develop Internet-based tools to support the paperless documentation and management of complex distributed processes.</b></p>	<p><b>Editable process documentation tools can be tailored to each subprocess.</b></p>
<p><b>Organizations provide different views of the subprocesses.</b></p>	<p><b>Editable process documentation tools can be tailored to reflect different organization's views of the subprocess.</b></p>
<p><b>Organizations execute the eight "play development" stages.</b></p>	<p><b>Editable process documentation tools can be tailored to reflect the eight "play development" stages.</b></p>
<p><b>People in organizations provide different views of the subprocesses.</b></p>	<p><b>Editable process documentation tools can be tailored to communicate different people's views of the subprocess.</b></p>
<p><b>Organizations generate Subprocess Life-Cycle Views.</b></p>	<p><b>Editable process documentation tools can be tailored to reflect different Life-Cycle views of the subprocess.</b></p>
<p><b>The "Game of Telephone" Syndrome: Where People Pass-On Only Parts of the "Message".</b></p>	<p><b>Editable process documentation tools can be tailored to layer below different people's views of the subprocess.</b></p>

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

**Views**

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

[Create View](#)

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

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 Software**

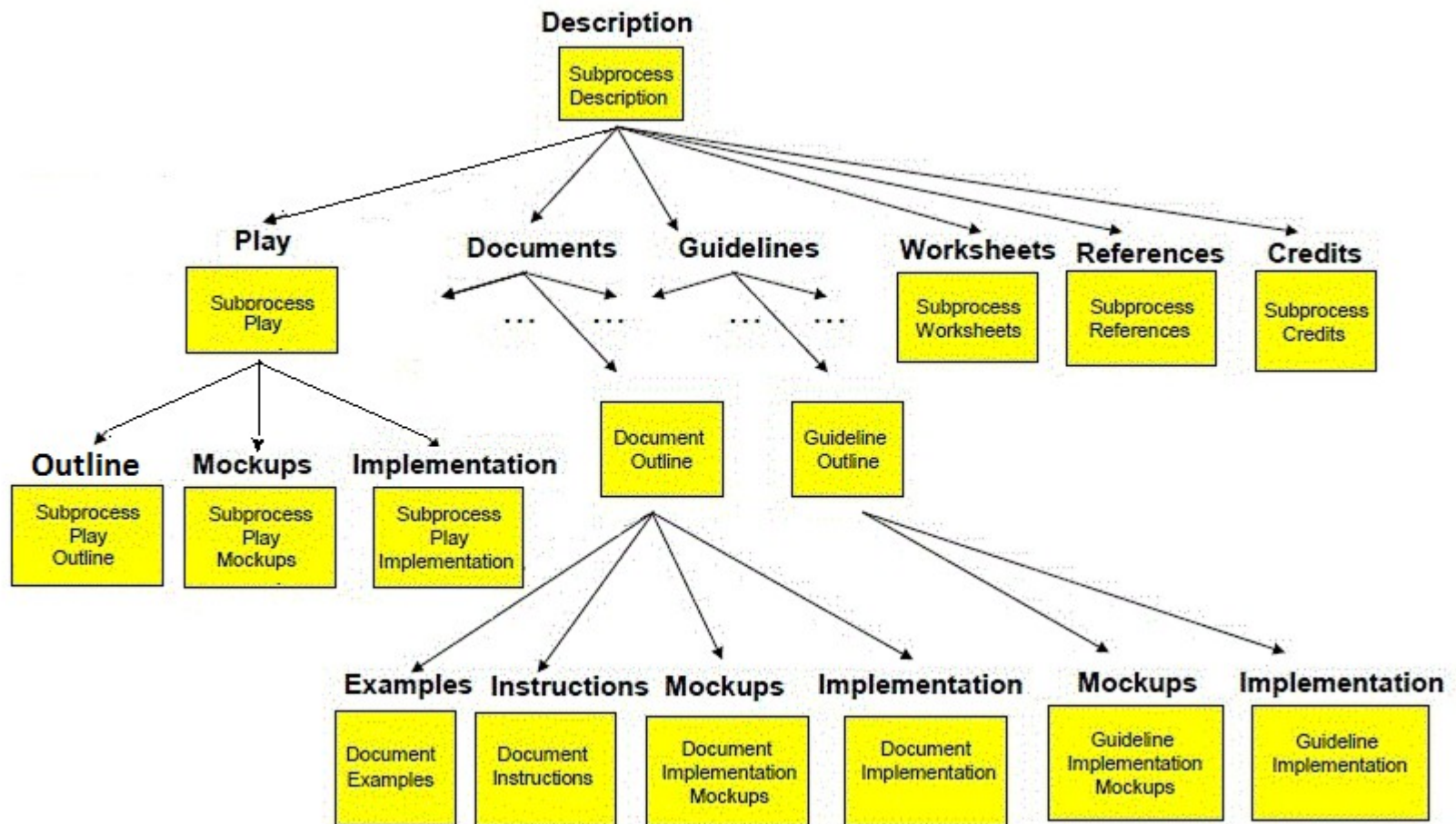
- Design Software-  
[Software Designers:](#)  
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[Software Designs Reviewers](#)  
[Software Builders](#)  
[Software Builds Reviewers](#)  
[Software Testers](#)  
[Software Tests Reviewers:](#)  
[Review Software Design](#)
- Approve Software Design-  
[Project Manager](#)  
[Customer:](#)  
[Approve Software Design](#)

**6. Implementing Software**

- Implement Software-  
[Software Builders:](#)  
[Implement Software](#)
- Review Software Implementation-  
[Building Software Manager](#)

The browser window also shows the address bar with the file path: `file:///E:/8000-8999/nasa/software/library/Integration/PRSS/Designing/Play.html`. The status bar at the bottom displays the system tray with icons for network, volume, and power, along with the current date and time: `Now: 63°F`, `Mon: 56°F`, `Tue: 58°F`, `Wed: 63°F`, `Thu: 59°F`, `Fri: 64°F`, `Sat: 64°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.

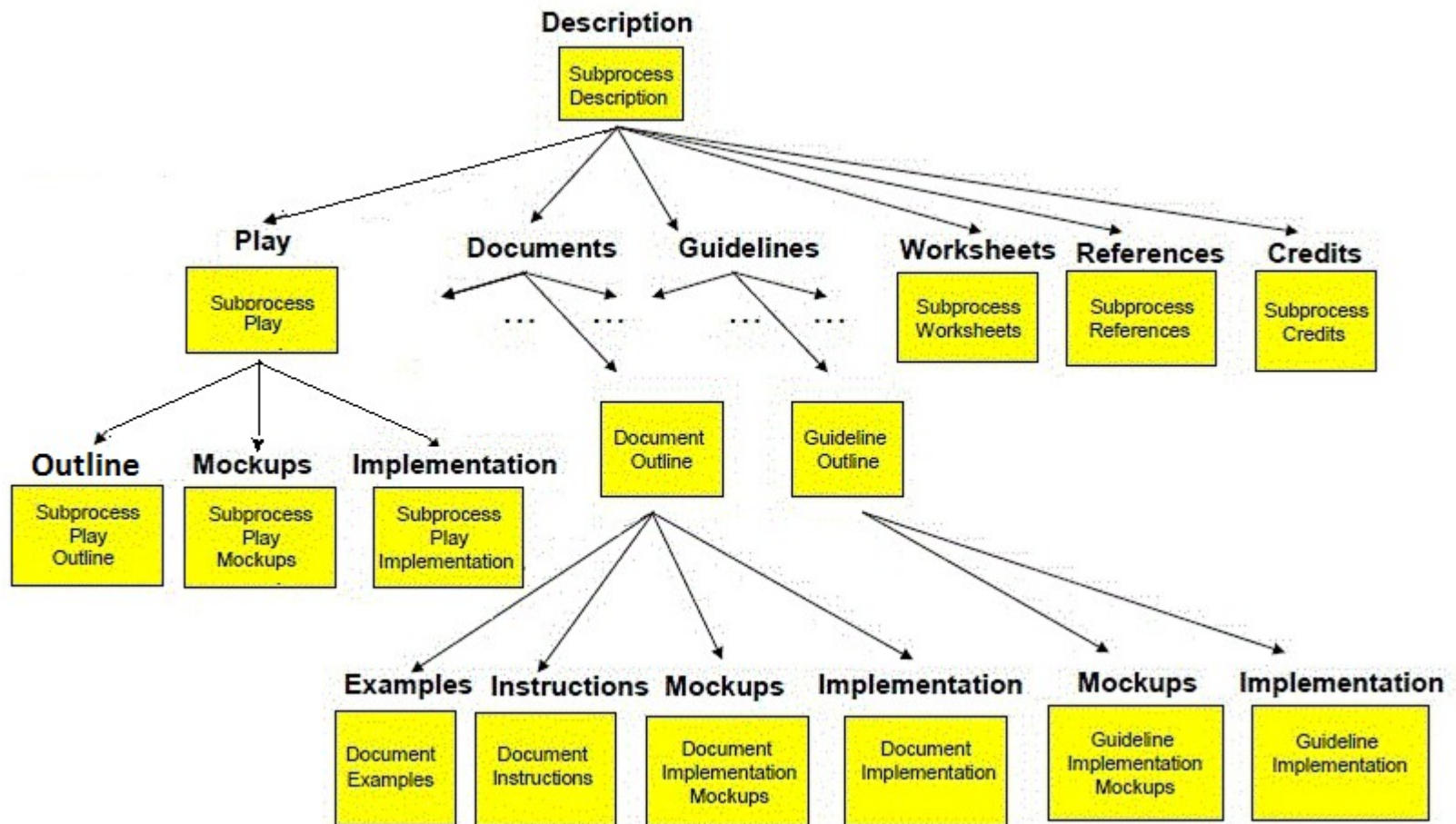
Tool	Process Developer	Process Participant
Descriptions:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Plays:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach,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

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

# Some Applications

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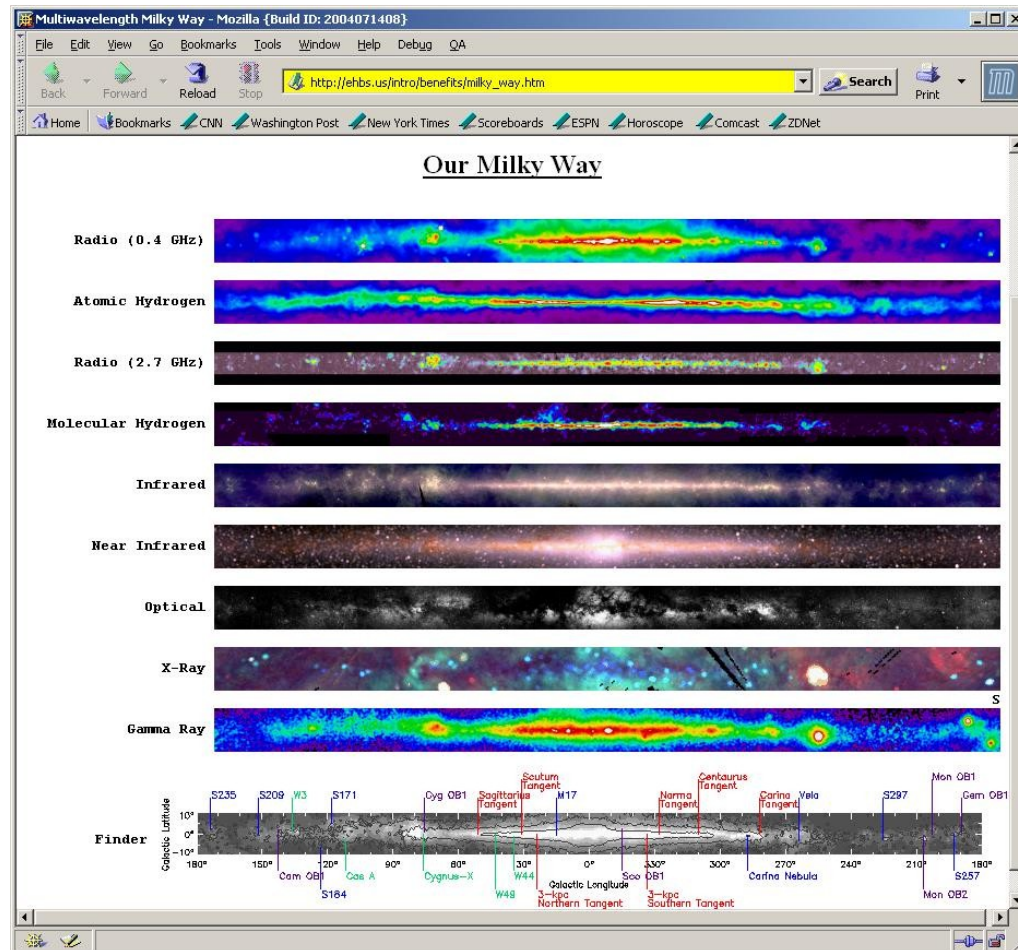
- [DOI's Screen Available and Exchange-Sales \(SAVES\)- Property](#)
- [DOJ's Bulletproof Vests Partnership Program \(BVP\)- Grants](#)
- [DOJ's Local Law Enforcement Block Grants \(LLEBG\) - Grants](#)
- [DOJ's Office of Justice Program IT Initiatives \(OJP IT\) - Grants](#)
- [DOJ's Southwest Border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

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Done

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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



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EHBs Home Page x +

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



## Complex Process Management Using Process Libraries and Electronic Handbooks

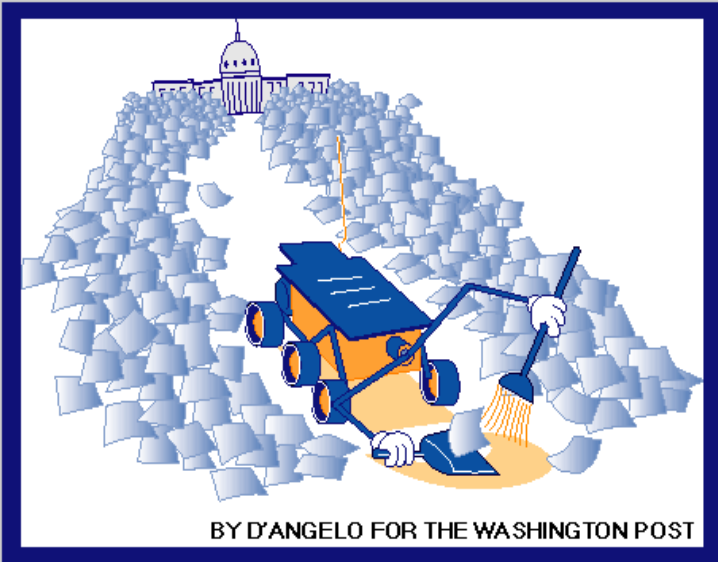
[Where Shakespeare Meets Freud]

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