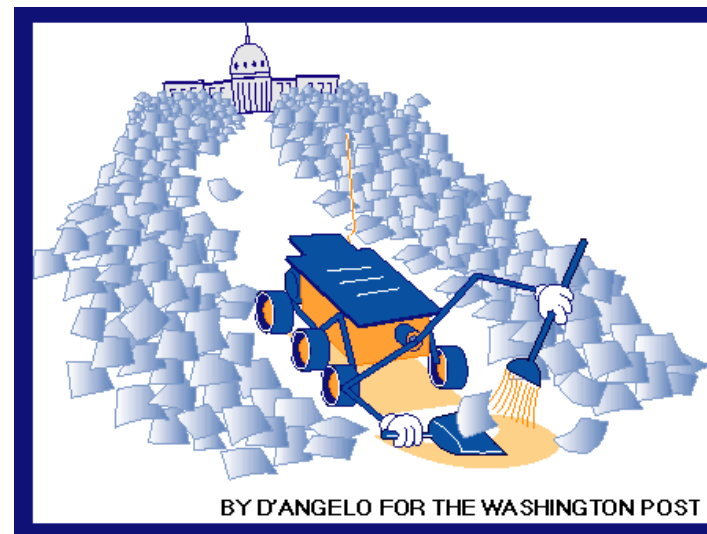


NASA Standards Management Using Process Libraries and Electronic Handbooks

(Where Shakespeare Meets Freud)



Demonstration



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

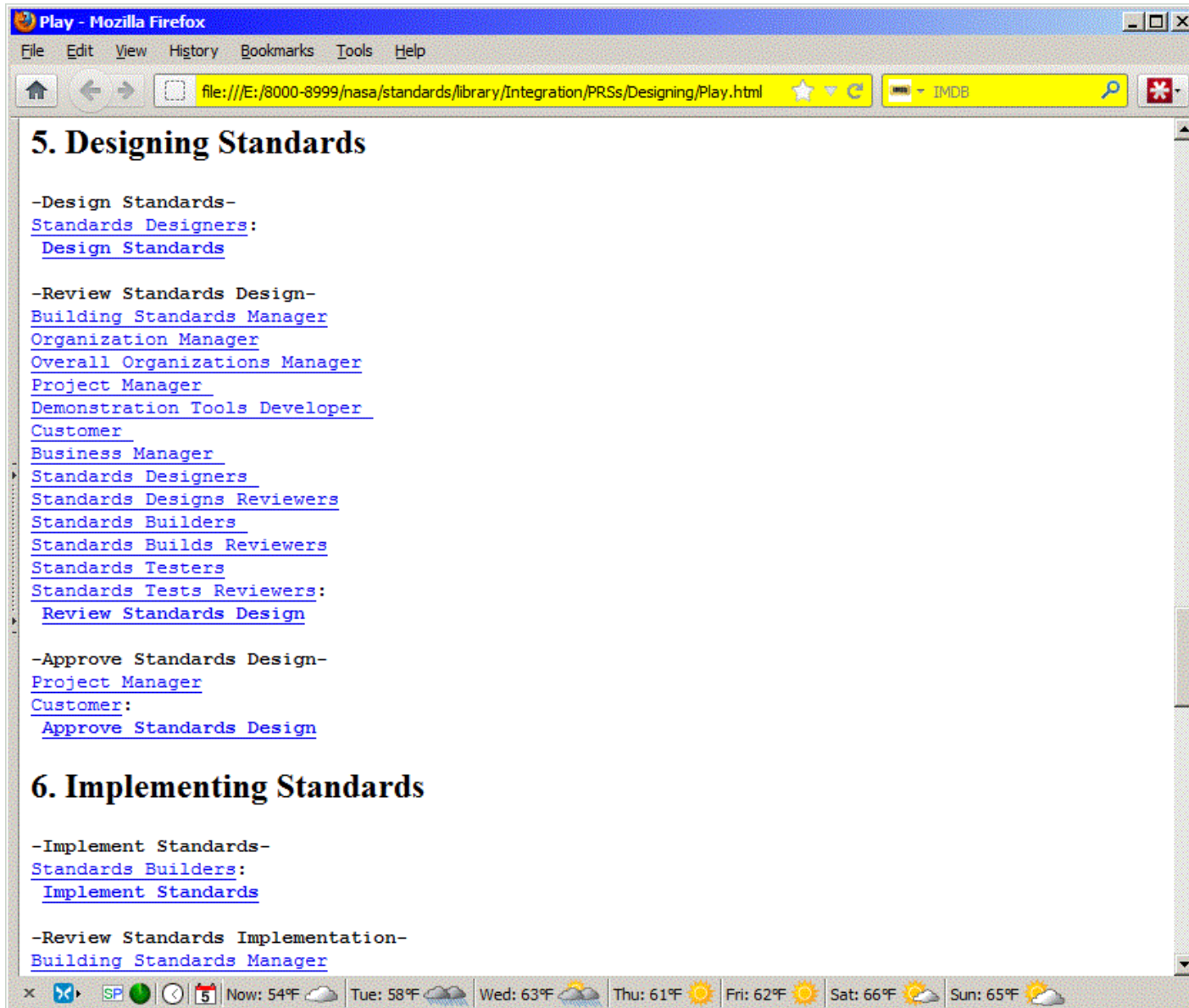
The Bottom Line:

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.

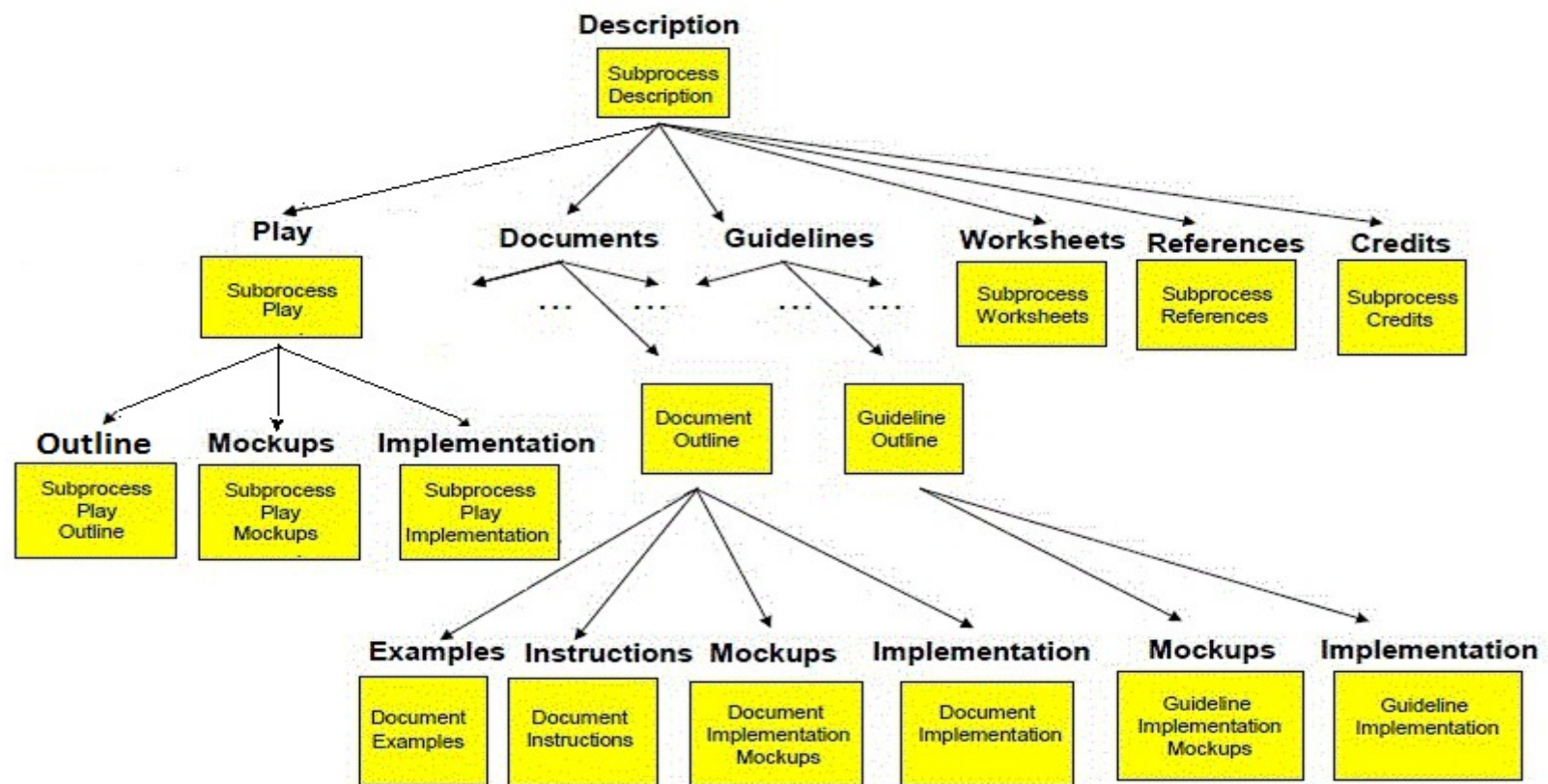
Plays describe subprocess execution.



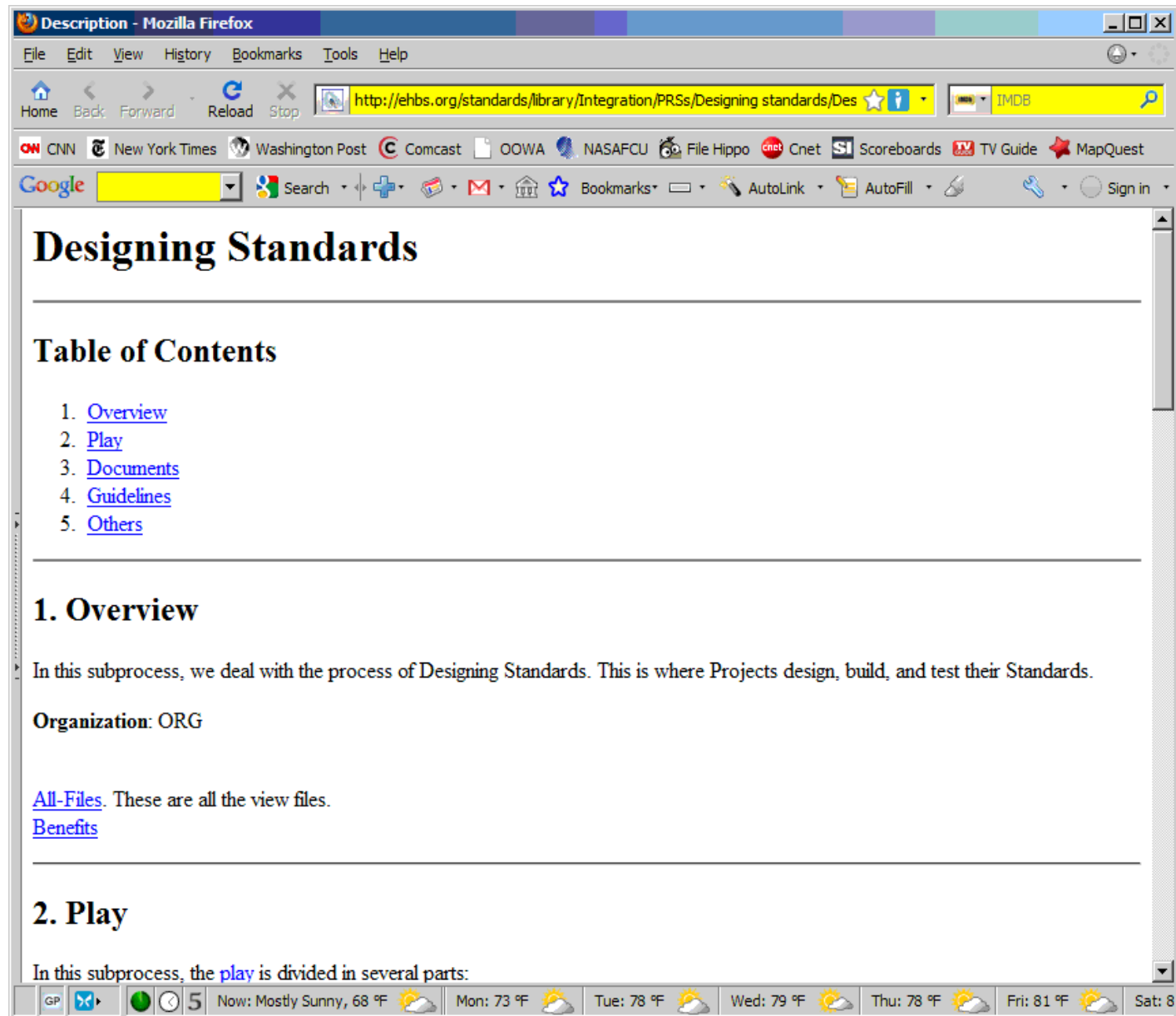
Benefits:

- 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.**

Our basic approach is to wrap organization's subprocesses in a common envelope containing "communication vehicles" that facilitate intra- and inter-organization communication.



Descriptions summarize subprocesses.



The screenshot shows a Mozilla Firefox browser window with the address bar displaying <http://ehbs.org/standards/library/Integration/PRSs/Designing standards/Des>. The page title is "Designing Standards". Below the title is a "Table of Contents" section with a list of links: 1. [Overview](#), 2. [Play](#), 3. [Documents](#), 4. [Guidelines](#), and 5. [Others](#). The "1. Overview" section is expanded, showing the text: "In this subprocess, we deal with the process of Designing Standards. This is where Projects design, build, and test their Standards." Below this text is the "Organization: ORG" and two links: [All-Files](#) and [Benefits](#). The "2. Play" section is also visible, with the text: "In this subprocess, the play is divided in several parts:". The browser's status bar at the bottom shows the current time as 5:00 and the weather as "Now: Mostly Sunny, 68 °F".

Designing Standards

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

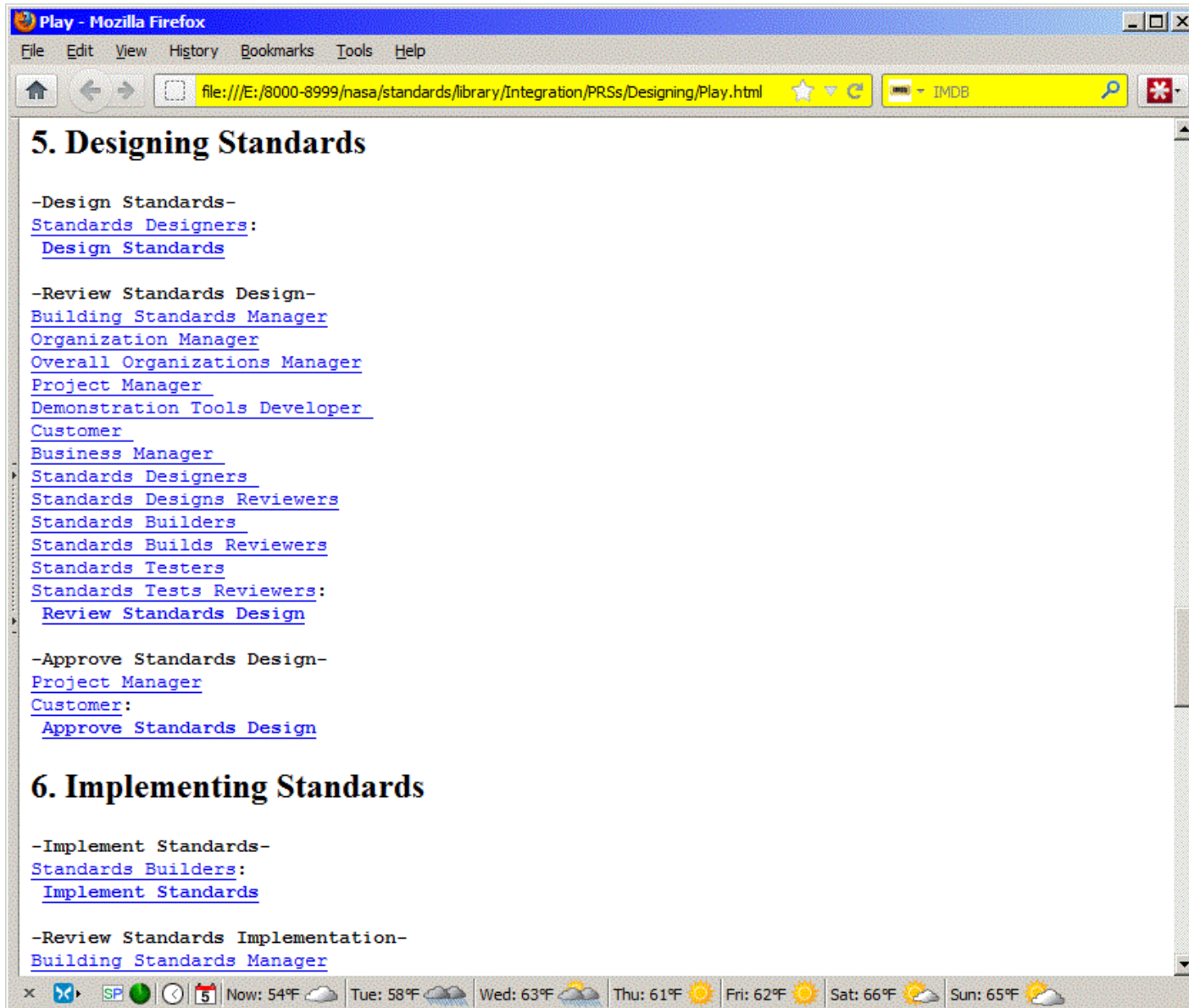
Organization: ORG

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

2. Play

In this subprocess, the play is divided in several parts:

Plays describe subprocess execution.



Documents describe subprocess data.

The screenshot shows a Mozilla Firefox browser window. The address bar displays the URL <http://ehbs.org/standards/library/Integration/PRSS/Designing standards/Des>. The page content includes two main sections: "3. Documents" and "4. Guidelines".

3. Documents

In this subprocess, we have the following document types:

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

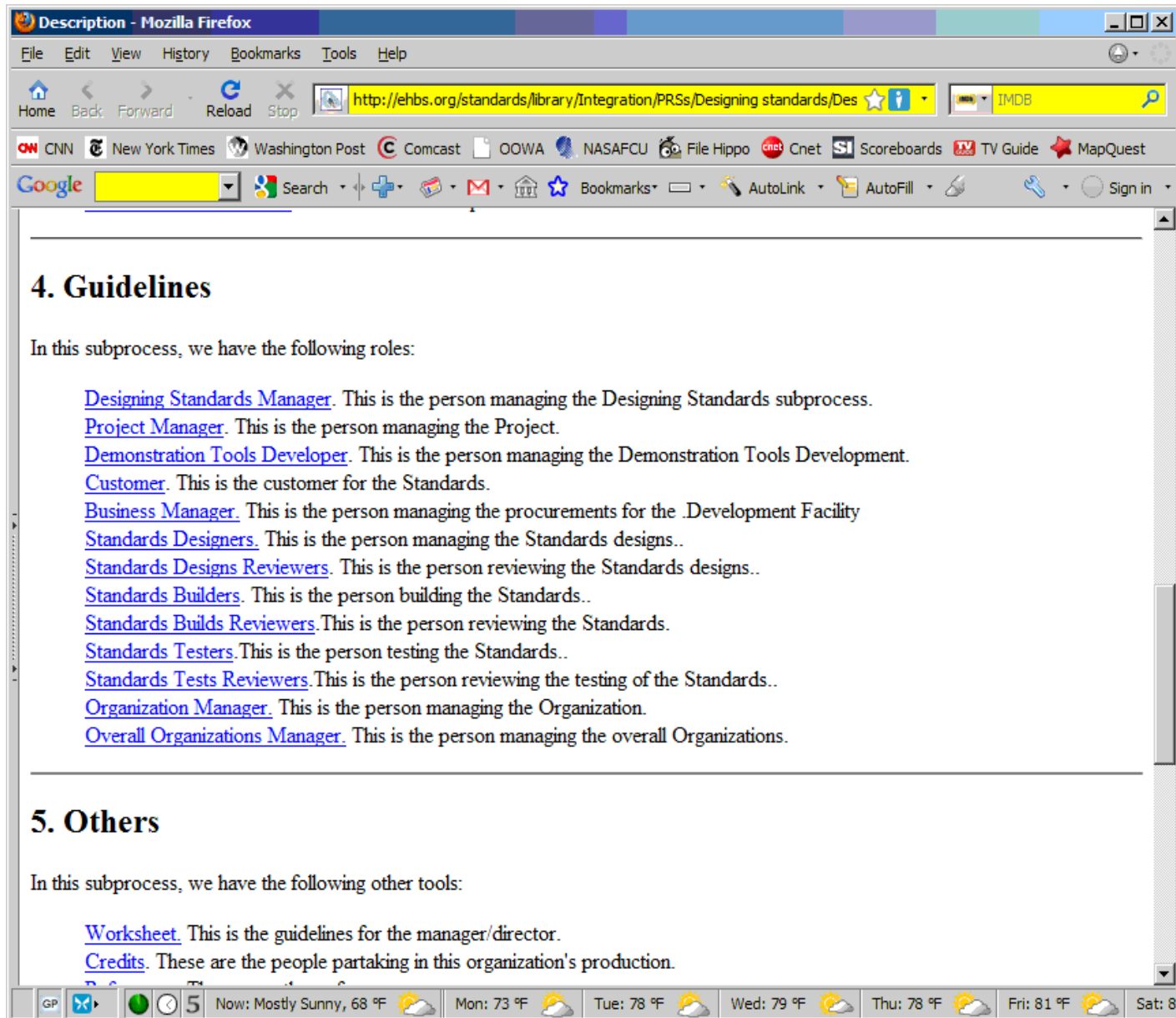
4. Guidelines

In this subprocess, we have the following roles:

- [Designing Standards Manager](#). This is the person managing the Designing Standards 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 Standards.
- [Business Manager](#). This is the person managing the procurements for the .Development Facility

The browser's status bar at the bottom shows the current time as 5:00 and the weather as "Now: Mostly Sunny, 68 °F". It also displays a forecast for the next six days: Mon: 73 °F, Tue: 78 °F, Wed: 79 °F, Thu: 78 °F, Fri: 81 °F, and Sat: 81 °F.

Guidelines describe user subprocesses.



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

4. Guidelines

In this subprocess, we have the following roles:

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

The browser's status bar at the bottom shows the current time as 5:00 and the weather forecast for the week: Now: Mostly Sunny, 68 °F; 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 Edit View History Bookmarks Tools Help

Home Back Forward Reload Print Stop file:///E:/Intro/summary/mock-ups/Worksheet.htm IMDB

Subprocess Worksheet

Subprocess: Designing Standards

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

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

Google

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 |
| Subprocess Worksheets | 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. - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ehbs.org/intro/summary/stages2.html

Google

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. |

Overview of NASA Standards Process Library

The objective of this tool is to help NASA Standards Managers (and Staff) to *quickly learn to build and manage Standards*. We present our approach in five bullets.

- We focus on the documents that NASA Standards Managers prepare. These documents appear within various subprocesses (e.g., [1](#)) and within multiple organizations (e.g., [2](#)).
- For each subprocess, we create a directory of documents for that subprocess. (e.g., [1](#), [2](#))
- For each document type, we create files to help prepare the document. These files include document overview, organization, related links, structure, references, organization samples, organization contacts, and *sample documents from other organizations*. (e.g., [1](#), [2](#))
- Sample documents have three levels of access: a) Unconditionally Distributable (e.g., [1](#), [2](#)), b) Maintained In Organization Libraries (e.g., [1](#), [2](#)), and c) Proprietary (e.g., [1](#), [2](#)).
- Each organization gets worksheets for its own use. These worksheets also help add to the database as Managers go thru the subprocesses. (e.g., [1](#), [2](#))

For more information on the NASA Standards Process Library see: [paper](#), [summary](#), and [other process libraries](#).

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The objective of this tool is to help NASA Standards Managers (and Staff) to *quickly learn to build and manage Standards*. We present our approach in five bullets.

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- Each organization gets worksheets for its own use. These worksheets also help add to the database as Managers go thru the subprocesses. (e.g., [1](#), [2](#))

For more information on the NASA Standards Process Library see: [paper](#), [summary](#), and [other process libraries](#).

Subprocesses - Mozilla Firefox

File Edit View History Bookmarks Tools Help

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

Standards

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

(Potential Customers: Flight Projects, Developers)

| 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: Developers, 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 |

GP 5 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.

NASA Standards Organizations - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Print Stop file:///E:/8000-8999/nasa/standards/plib/Organizations.htm

NASA Standards Organizations

| Product Realization Subprocesses Organizations |
|--|
| ARC Standards Office |
| DFRC Standards Office |
| GRC Standards Office |
| GSFC Standards Office |
| HQ Standards Office |
| JPL Standards Office |
| JSC Standards Office |
| KSC Standards Office |
| LaRC Standards Office |
| MSFC Standards Office |
| Office of Exploration Systems Standards Offices |
| Office of Aeronautics Research Standards Offices |
| Office of Science Standards Offices |
| Office of Space Operations Standards Offices |
| Standards PMO Office |
| SSC Standards Office |

| Product Distribution Subprocesses Organizations |
|--|
| ARC Standards Office |
| DFRC Standards Office |
| GRC Standards Office |
| GSFC Standards Office |
| HQ Standards Office |
| JPL Standards Office |
| JSC Standards Office |
| KSC Standards Office |
| LaRC Standards Office |
| MSFC Standards Office |
| Office of Exploration Systems Standards Offices |
| Office of Aeronautics Research Standards Offices |
| Office of Science Standards Offices |
| Office of Space Operations Standards Offices |
| Standards PMO Office |
| SSC Standards Office |

Now: Cloudy, 60° F Thu: 66° F Fri: 68° F Sat: 76° F Sun: 79° F Mon: 79° F Tue: 76° F

Organizations Execute The Eight "Play Development" Stages - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Organizations Execute The Eight "Pl... X +

ehbs.org/intro/summary/Eight-Stages.html Wikipedia (en)

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.**

Silver Spring, MD 20902, USA: 95°F Sun: 92°F Mon: 88°F Tue: 88°F Wed: 88°F Thu: 90°F Fri: 88°F

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 - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ehbs.org/intro/summary/Important Human Factor Issues/

Google

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 - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://ehbs.org/intro/summary/Telephone Game Syndrome.htm

YouTube Feedback

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

A group of nine business professionals (seven men and two women) are standing in a line. Each person has a speech bubble above their head that says "View". The speech bubbles are connected by lines to the person's mouth. At the far left and far right of the group, there is a black rotary telephone on the floor. The background is white.

Silver Spring, MD 20902, USA: 54°F Tue: 61°F Wed: 58°F Thu: 51°F Fri: 47°F

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

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

Overview of NASA Standards Process Library - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Print Stop file:///E:/8000-8999/nasa/standards/plib/overview.html ★ IMDB

Overview of NASA Standards Process Library

The objective of this tool is to help NASA Standards Managers (and Staff) to *quickly learn to build and manage Standards*. We present our approach in five bullets.

- We focus on the documents that NASA Standards Managers prepare. These documents appear within various subprocesses (e.g., [1](#)) and within multiple organizations (e.g., [2](#)).
- For each subprocess, we create a directory of documents for that subprocess. (e.g., [1](#), [2](#))
- For each document type, we create files to help prepare the document. These files include document overview, organization, related links, structure, references, organization samples, organization contacts, and *sample documents from other organizations*. (e.g., [1](#), [2](#))
- Sample documents have three levels of access: a) Unconditionally Distributable (e.g., [1](#), [2](#)), b) Maintained In Organization Libraries (e.g., [1](#), [2](#)), and c) Proprietary (e.g., [1](#), [2](#)).
- Each organization gets worksheets for its own use. These worksheets also help add to the database as Managers go thru the subprocesses. (e.g., [1](#), [2](#))

For more information on the NASA Standards Process Library see: [paper](#), [summary](#), and [other process libraries](#).

Now: Cloudy, 60° F Thu: 66° F Fri: 68° F Sat: 76° F Sun: 79° F Mon: 79° F Tue: 76° F

NASA Standards Process Library - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Stop <http://lincoln.gsfc.nasa.gov/standards/plib/> Webster

NASA Standards Process Library

- [Overview \(Demo\)](#)
- [Integrated Problems-Solutions Database](#)
- [Standards Development Facility Guidelines Development](#)
- [Planning Standards](#)
- [Solicitation Development](#)
- [Submission](#)
- [Handling](#)
- [Gathering Requirements](#)
- [Designing Standards](#)
- [Building Standards](#)
- [Using Standards](#)
- [Improving Standards](#)
- [Revising Standards](#)
- [Closing Standards](#)
- [Post-Closeout](#)

GP 5 Now: Sunny, 79 °F Sat: 87 °F Sun: 85 °F Mon: 80 °F Tue: 85 °F Wed: 84 °F Thu: 81 °F

Views - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

file:///E:/8000-8999/nasa/standards/summary/mock-ups/Views.htm GSpace Go

CNN Wash Post NY Times Horoscope Scoreboards NASAFCU Comcast Bandwidth File Hippo ZDNet

Google Search PageRank ABC Check AutoLink Subscribe

Views

Total 11 Entries

Classification: **Product Realization Subprocesses** (T4-00-00-00)

Subprocess: **Designing Standards** (T4-3-00-00)

[Create View](#)

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

Done 0.188s McAfee SiteAdvisor Adblock

Our basic approach is to wrap organization's subprocesses in a common envelope containing "communication vehicles" that facilitate intra- and inter-organization communication.



Description - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Stop <http://ehbs.org/standards/library/Integration/PRs/Designing standards/Des> ★ ⓘ

CNN New York Times Washington Post Comcast OOWA NASAFCU File Hippo Cnet SI Scoreboards TV Guide MapQuest

Google Search + + + + + Bookmarks AutoLink AutoFill Sign in

Designing Standards

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

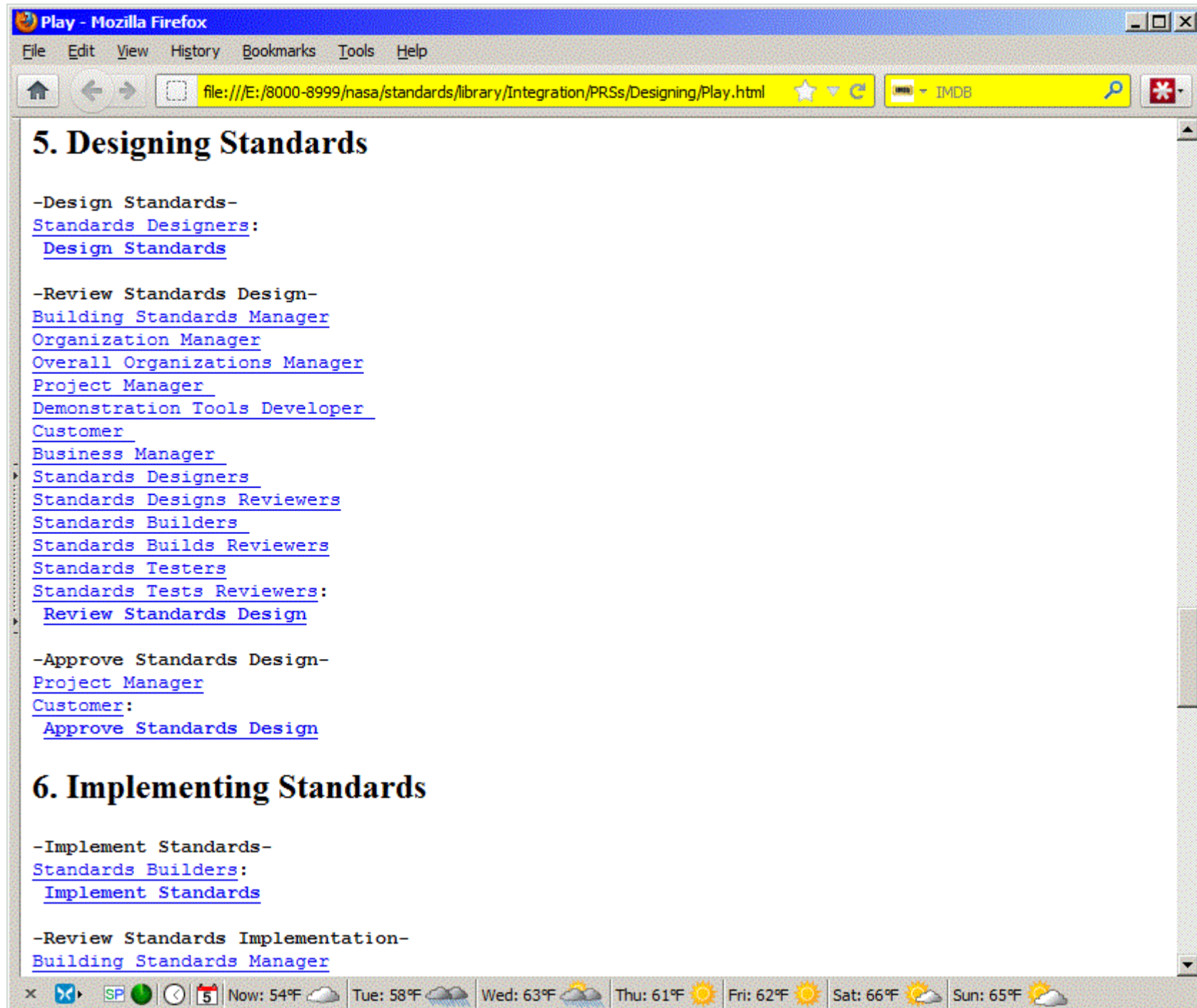
Organization: ORG

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

2. Play

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

GP 5 Now: Mostly Sunny, 68 °F Mon: 73 °F Tue: 78 °F Wed: 79 °F Thu: 78 °F Fri: 81 °F Sat: 8



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

4. Guidelines

In this subprocess, we have the following roles:

- [Designing Standards Manager](#). This is the person managing the Designing Standards 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 Standards.
- [Business Manager](#). This is the person managing the procurements for the Development Facility

GP 5 Now: Mostly Sunny, 68 °F Mon: 73 °F Tue: 78 °F Wed: 79 °F Thu: 78 °F Fri: 81 °F Sat: 8

Description - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Stop <http://ehbs.org/standards/library/Integration/PRSS/Designing standards/Des> ★ ⓘ

CNN New York Times Washington Post Comcast OOWA NASAFCU File Hippo Cnet SI Scoreboards TV Guide MapQuest

Google Search + + + + + Bookmarks AutoLink AutoFill Sign in

4. Guidelines

In this subprocess, we have the following roles:

- [Designing Standards Manager](#). This is the person managing the Designing Standards subprocess.
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- [Demonstration Tools Developer](#). This is the person managing the Demonstration Tools Development.
- [Customer](#). This is the customer for the Standards.
- [Business Manager](#). This is the person managing the procurements for the .Development Facility
- [Standards Designers](#). This is the person managing the Standards designs..
- [Standards Designs Reviewers](#). This is the person reviewing the Standards designs..
- [Standards Builders](#). This is the person building the Standards..
- [Standards Builds Reviewers](#). This is the person reviewing the Standards.
- [Standards Testers](#). This is the person testing the Standards..
- [Standards Tests Reviewers](#). This is the person reviewing the testing of the Standards..
- [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 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 Edit View History Bookmarks Tools Help

Home Back Forward Reload Print Stop file:///E:/Intro/summary/mock-ups/Worksheet.htm IMDB

Subprocess Worksheet

Subprocess: Designing Standards

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

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

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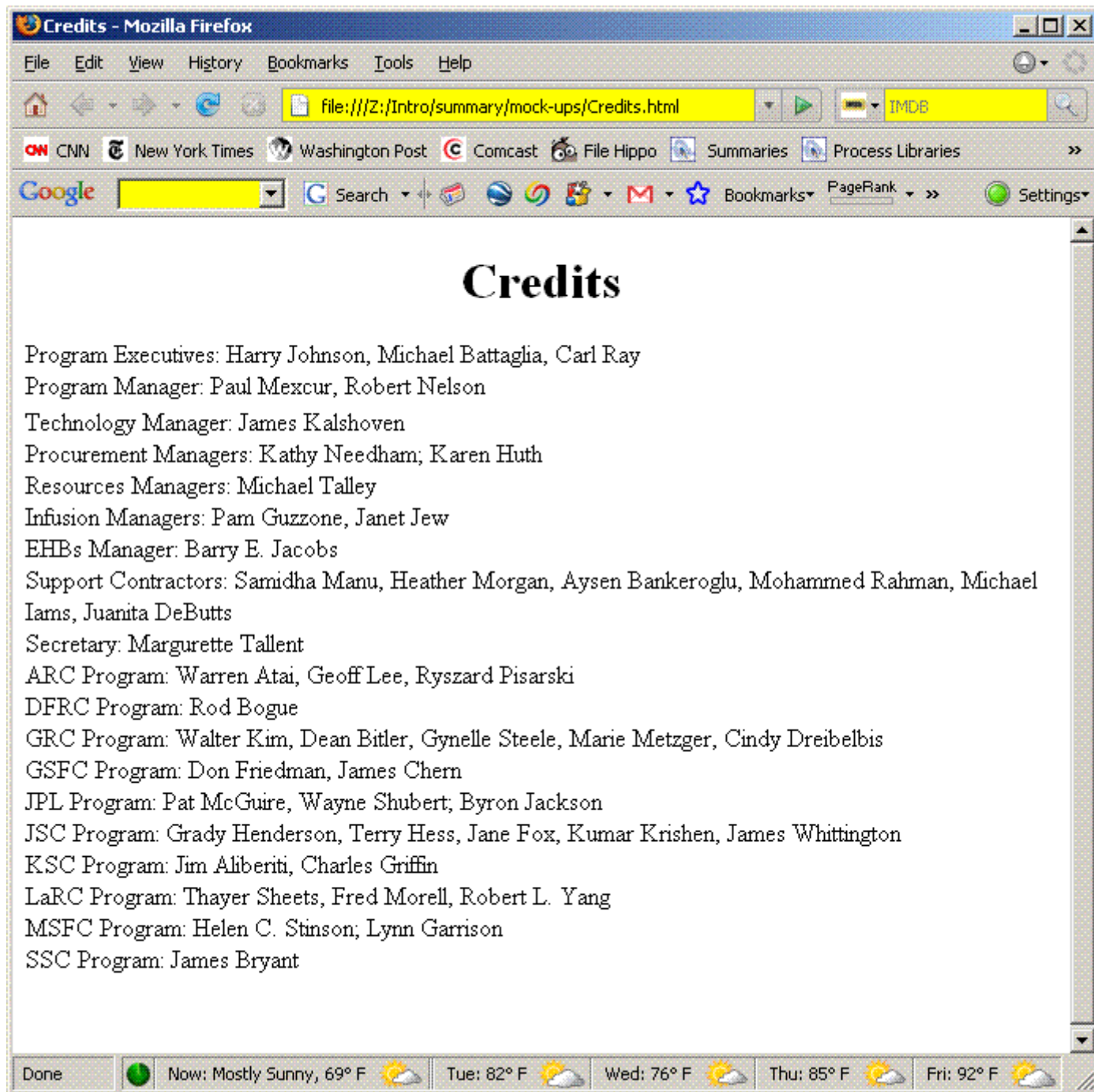
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Tools that can be focused on during stages- by tool.

Tools To Focus On During Stages. - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ehbs.org/intro/summary/stages1.html

Google

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 |
| Subprocess Worksheets | 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. - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ehbs.org/intro/summary/stages2.html

Google

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. |


Our basic approach is to wrap organization's subprocesses in a common envelope containing "communication vehicles" that facilitate intra- and inter-organization communication.




Shakespeare Meets Freud - Mozilla Firefox 4.0 Beta 3

File Edit View History Bookmarks Tools Help

Shakespeare Meets Freud



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]**

Done

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





Subprocess Life-Cycle Views that are supported.

- **Organization subprocess teachers want to quickly learn, integrate, test, and teach their own views of their subprocesses. (Critical)** Organization subprocess teachers copy relevant organization subprocess Plays/Documents/Guidelines/Worksheets in the Process Library and then learn, integrate, test, and teach their new organization subprocess Plays/Documents/Guidelines/Worksheets.
- **Organization subprocess documentors want to quickly learn, integrate, test, and teach their own views of their subprocesses. (Critical)** Organization subprocess documentors copy relevant organization subprocess Plays/Documents/Guidelines/Worksheets in the Process Library and then learn, integrate, test, and teach their new organization subprocess Plays/Documents/Guidelines/Worksheets.
- **Organization subprocess managers want to quickly learn, integrate, test, and teach their own views of their subprocesses. (Critical)** Organization subprocess managers copy relevant organization subprocess Plays/Documents/Guidelines/Worksheets in the Process Library and then learn, integrate, test, and teach their new organization subprocess Plays/Documents/Guidelines/Worksheets.
- **Organization subprocess implementors want to quickly learn, integrate, test, and teach their own views of their subprocesses. (Critical)** Organization subprocess implementors copy relevant organization subprocess Plays/Documents/Guidelines/Worksheets in the Process Library and then learn, integrate, test, and teach their new organization subprocess Plays/Documents/Guidelines/Worksheets.
- **Organization subprocess participants want to quickly learn, integrate, and perform tasks that are part of their views. (Critical)** Organization subprocess participants study the steps of their organization subprocess view Guidelines.
- **Organization subprocess managers want to quickly monitor execution of tasks that are part of their views.** Organization subprocess managers monitor the execution of tasks using their organization subprocess Plays/Documents/Guidelines/Worksheets.
- **Organization subprocess teachers, documentors, managers, implementors, and participants want to quickly update, test and teach their subprocesses.** Organization subprocess teachers, documentors, managers, implementors, and participants update, test, and teach their organization subprocess Plays/Documents/Guidelines/Worksheets.
- **Organization subprocess teachers, documentors, managers, implementors, and participants want to quickly update, test, and teach using other organization's views.** Organization subprocess teachers, documentors, managers, implementors, and participants update, test, and teach using other relevant organization subprocess Plays/Documents/Guidelines/Worksheets in the Process Library.
- **Organization subprocess teachers, documentors, managers, implementors, and participants become hurt/angry when their views are not supported.** Organization subprocess teachers, documentors, managers, implementors, and participants update, test, and teach their organization subprocess Plays/Documents/Guidelines/Worksheets.
- **Organization subprocess implementors want to quickly update, test and teach tools that help facilitate execution of their subprocesses.** Organization subprocess implementors update, test, and teach tools using requirements from Plays/Documents/Guidelines/Worksheets in the Process Library.
- **Organization subprocess teachers, documentors, managers, implementors, and participants want to quickly leave when their views continue not to be supported.** Organization subprocess teachers, documentors, managers, implementors, and participants archive their organization subprocess Plays/Documents/Guidelines/Worksheets.
- **The Key Human Factor Issue: Communication Within and Across Organizations.** Organization subprocess Plays/Documents/Guidelines/Worksheets in Process Libraries facilitate intra- and inter- organization communication.

Basic People Principles that are supported - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Stop <http://ehbs.org/intro/summary/Basic Principles.htm> ☆ ⓘ IMDB 🔍

Basic People Principles that are supported.

- **Subprocesses determine tools.** The approach supports people doing their jobs as they see it. Forcing additional tools on people only adds more burdens to their jobs and they will likely ignore them. Additional requirements should be integrated into existing subprocesses.
- **Everyone's subprocesses should be supported as best as possible.** The approach supports people seeing their jobs differently. This is often a good thing for subprocess improvement.
- **Tools are role-based so that data is collected during subprocess execution.** As people partake in the subprocesses, the approach supports data entry in the system. If data collection is done after the fact, the quality of the data generally suffers.
- **Tools are people-based so that users require minimal training.** The approach helps people to determine which steps to use. For each of the substeps (i.e., forms and documents), the approach should have clear templates, instructions, and samples.
- **Tools are web-based so that users can easily partake.** The web-based approach supports the reduced need to install special software on user's computers. This is especially important in the case where the number of participants is large.
- **Everyone helps build the tools.** The approach supports joint ownership in the subprocesses and the underlying systems which is crucial for overall acceptance.

SF 5 Now: Cloudy, 32 °F Tue: 38 °F Wed: 43 °F Thu: 47 °F Fri: 52 °F Sat: 44 °F

Subprocess/Play Developments that are supported - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Stop <http://ehbs.org/intro/summary/play-development.htm> ★ ⓘ IMDB

Subprocess/Play Developments that are supported.

- **Presentation & Paper/Marketing.** The approach supports presentation & paper/marketing using the contents of Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
- **Worksheet/Outlining.** The approach supports worksheet/outlining using the drafting of Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
- **Temporal Flow/Playwriting.** The approach supports temporal flow/playwriting using the drafting of Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
- **Examples/Rehearsal.** The approach supports examples/rehearsals using the mockups of Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
- **Implementation/Staging.** The approach supports implementation/staging using the building of Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
- **Utilization/Performance.** The approach supports users utilization/performance using execution of Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
- **Revision/New Production.** The approach supports revision/new production using updates of the Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
- **Closeout/End Production.** The approach supports closeout/ end performance using storage of the Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.

SF 5 Now: Cloudy, 32 °F Tue: 38 °F Wed: 43 °F Thu: 47 °F Fri: 52 °F Sat: 44 °F

Process Library Operations that are supported - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Stop <http://ehbs.org/intro/summary/operations.htm> ★ ⓘ IMDB

Process Library Operations that are supported.

- **Organization Subprocess Formulation.** The approach supports the introduction of new organizations and their subprocesses into the library.
- **Organization Subprocess Implementation.** The approach supports implementation of common tools for organizations in the library.
- **Organization Subprocess Customer Support.** The approach supports user requests for the library.
- **Organization Subprocess Evaluation.** The approach supports organization subprocess evaluations.
- **Organization Subprocess Update.** The approach supports the updating of organizations and their subprocesses in the library.
- **Organization Subprocess Closeout.** The approach supports the closeouts of organizations and their subprocesses from the library.

SP X Now: Cloudy, 34 °F Tue: 38 °F Wed: 43 °F Thu: 47 °F Fri: 52 °F Sat: 44 °F S

Overview of NASA Standards Process Library

The objective of this tool is to help NASA Standards Managers (and Staff) to *quickly learn* to build and manage Standards. We present our approach in five bullets.

- We focus on the documents that NASA Standards Managers prepare. These documents appear within various subprocesses (e.g., [1](#)) and within multiple organizations (e.g., [2](#)).
- For each subprocess, we create a directory of documents for that subprocess. (e.g., [1](#), [2](#))
- For each document type, we create files to help prepare the document. These files include document overview, organization, related links, structure, references, organization samples, organization contacts, and *sample documents from other organizations*. (e.g., [1](#), [2](#))
- Sample documents have three levels of access: a) Unconditionally Distributable (e.g., [1](#), [2](#)), b) Maintained In Organization Libraries (e.g., [1](#), [2](#)), and c) Proprietary (e.g., [1](#), [2](#)).
- Each organization gets worksheets for its own use. These worksheets also help add to the database as Managers go thru the subprocesses. (e.g., [1](#), [2](#))

For more information on the NASA Standards Process Library see: [paper](#), [summary](#), and [other process libraries](#).

Document - Mozilla Firefox

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Home Back Forward Reload Stop <http://ehbs.org/standards/library/Integration/PRs/Designing standards> Webster

CNN New York Times Washington Post Comcast OOWA NASAFCU File Hippo Cnet Scoreboards TV Guide

Google Search Bookmarks AutoLink Sign in

Designing Standards

Standards Designs

Document

Overview

The purpose of Standards Designs is to provide Standards Designs documents for the Designing Standards subprocess.

Organization: ORG

Document

[Template \(doc\)](#)
[Example\(s\) \(html\)](#)
[Instructions \(html\)](#)

Implementation:

[Mockup \(html\)](#)
[Implementation \(html\)](#)

Contacts:

GP 5 Now: Cloudy, 69 °F Sun: 83 °F Mon: 84 °F Tue: 83 °F Wed: 76 °F Thu: 76 °F Fri: 76 °F

Document - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Stop <http://ehbs.org/standards/library/Integration/PRs/Designing standards> Webster

CNN New York Times Washington Post Comcast OOWA NASAFCU File Hippo Cnet Scoreboards TV Guide

Google Search Bookmarks AutoLink Sign in

The purpose of Standards Designs is to provide Standards Designs documents for the Designing Standards subprocess.

Organization: ORG

Document

[Template \(doc\)](#)
[Example\(s\) \(html\)](#)
[Instructions \(html\)](#)

Implementation:

[Mockup \(html\)](#)
[Implementation \(html\)](#)

Contacts:

[Name- Phone-Email \(mailto-hyperlink\)](#)

References:

[Title- Author- Library \(html\)](#)

GP 5 Now: Cloudy, 69 °F Sun: 83 °F Mon: 84 °F Tue: 83 °F Wed: 76 °F Thu: 76 °F Fri: 76 °F

Fetch Integration - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

file:///E:/8000-8999/nasa/standards/summary/mock-ups/Integratic GSpace Go

Fetch Integration

| Read Integration | |
|------------------|----------------------------------|
| Classification | Product Realization Subprocesses |
| Subprocess | Designing Standards |
| Type | Guidelines |
| Title | Subprocess Manager |
| Id | T4-4-3-00 |
| Integration Url | Fetch |
| Ordinal | 33 |
| Date Created | 03-MAY-2005 |
| Date Updated | 18-MAY-2005 |

| Samples From Views | |
|--|--|
| ARC Standards Office Fetch | Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005 |
| DFRC Standards Office Fetch | Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005 |
| GRC Standards Office Fetch | Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005 |
| GSFC Standards Office Fetch | Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005 |
| HQ Standards Office Fetch | Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005 |
| JPL Standards Office Fetch | Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005 |

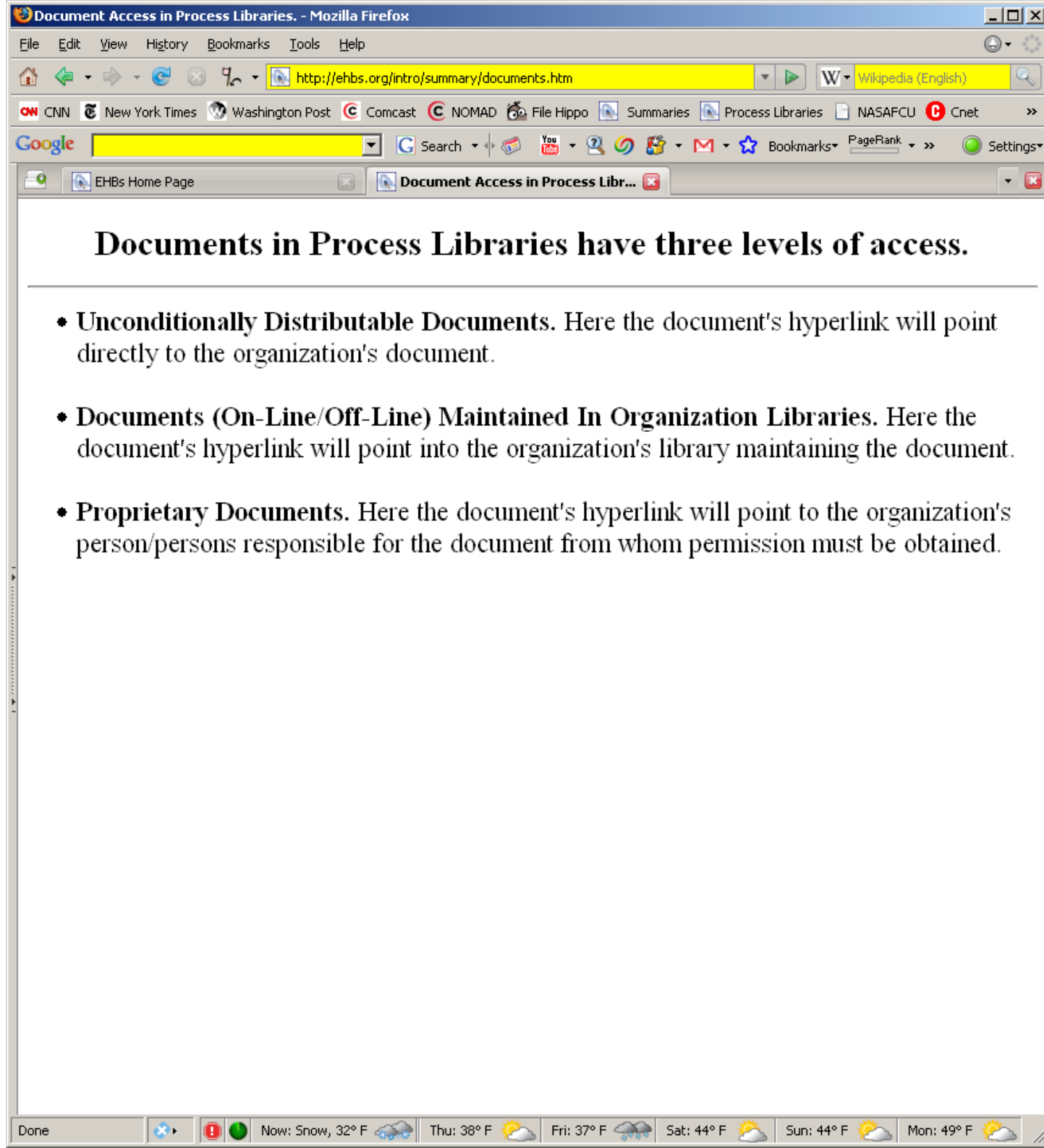
Dr... Integrations - ...

Overview of NASA Standards Process Library

The objective of this tool is to help NASA Standards Managers (and Staff) to *quickly learn* to build and manage Standards. We present our approach in five bullets.

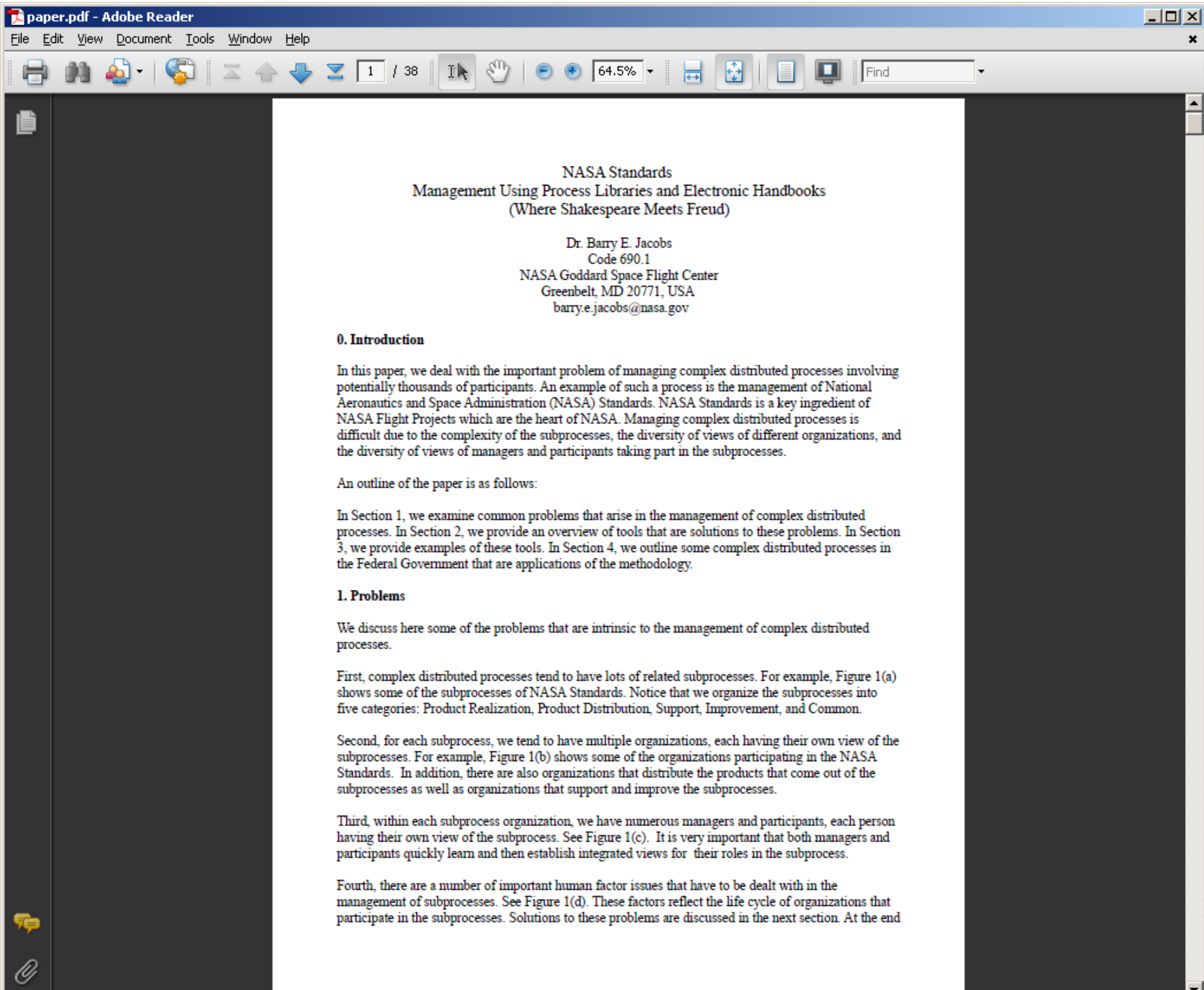
- We focus on the documents that NASA Standards Managers prepare. These documents appear within various subprocesses (e.g., [1](#)) and within multiple organizations (e.g., [2](#)).
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- Sample documents have three levels of access: a) Unconditionally Distributable (e.g., [1](#), [2](#)), b) Maintained In Organization Libraries (e.g., [1](#), [2](#)), and c) Proprietary (e.g., [1](#), [2](#)).
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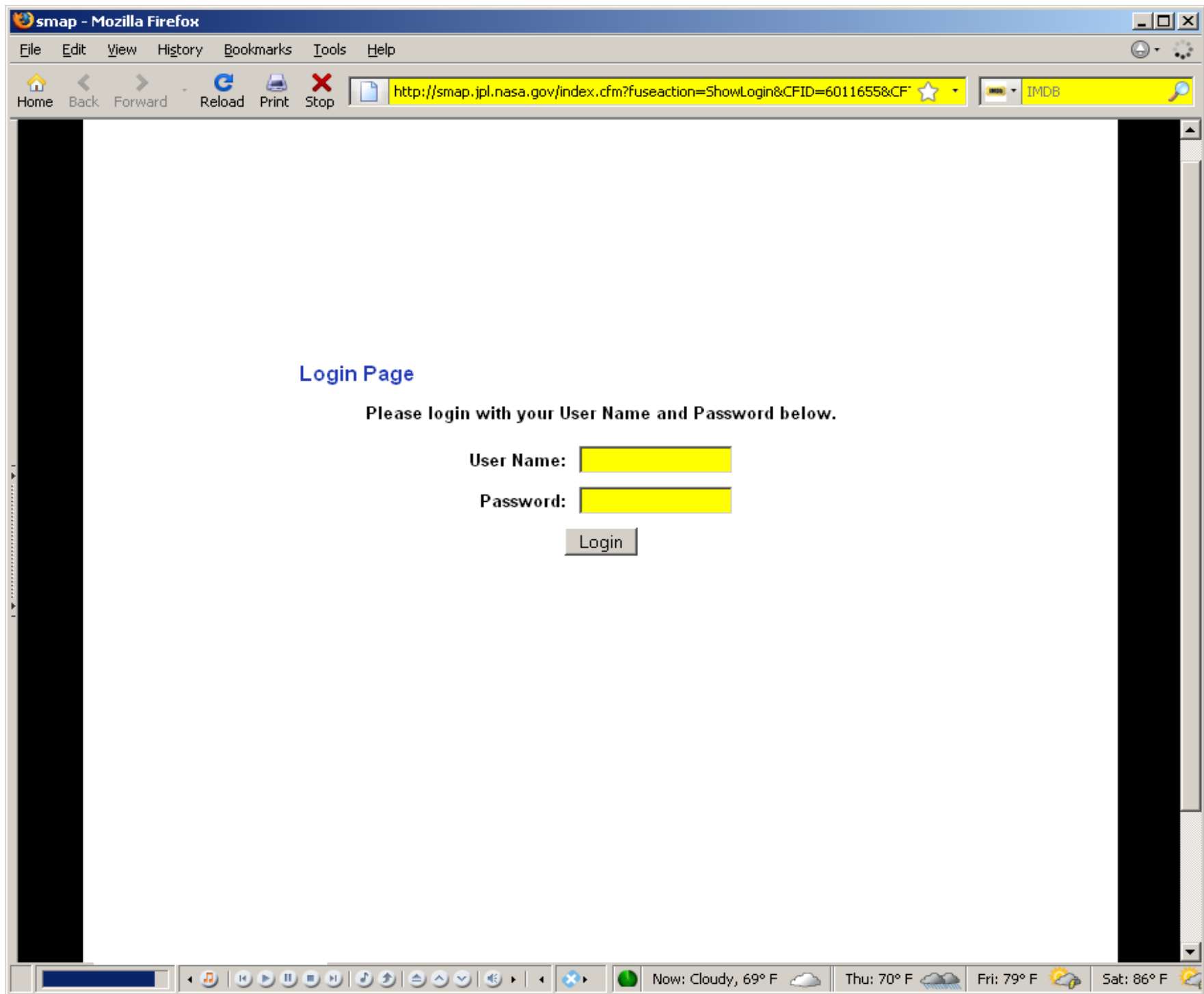
For more information on the NASA Standards Process Library see: [paper](#), [summary](#), and [other process libraries](#).



Documents in Process Libraries have three levels of access.

- **Unconditionally Distributable Documents.** Here the document's hyperlink will point directly to the organization's document.
- **Documents (On-Line/Off-Line) Maintained In Organization Libraries.** Here the document's hyperlink will point into the organization's library maintaining the document.
- **Proprietary Documents.** Here the document's hyperlink will point to the organization's person/persons responsible for the document from whom permission must be obtained.





Compose: Please send me a copy of your project's proprietary MDR Package

File Edit View Insert Format Options Tools Help

Send Contacts Spell Attach Security Save

From: Barry E. Jacobs <barry.e.jacobs@nasa.gov> - BEJ@nasa

To: Mary.T.Smith@jpl.nasa.gov

To:

Subject: Please send me a copy of your project's proprietary MDR Package

Preformat Variable Width

Please send me a copy of your project's proprietary:

Package

Thanks,

Barry

|

--

Dr. Barry E. Jacobs
Code 690.1
NASA Goddard Space Flight Center
Greenbelt, MD 20771
barry.e.jacobs@nasa.gov

Overview of NASA Standards Process Library

The objective of this tool is to help NASA Standards Managers (and Staff) to *quickly learn to build and manage Standards*. We present our approach in five bullets.

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For more information on the NASA Standards Process Library see: [paper](#), [summary](#), and [other process libraries](#).

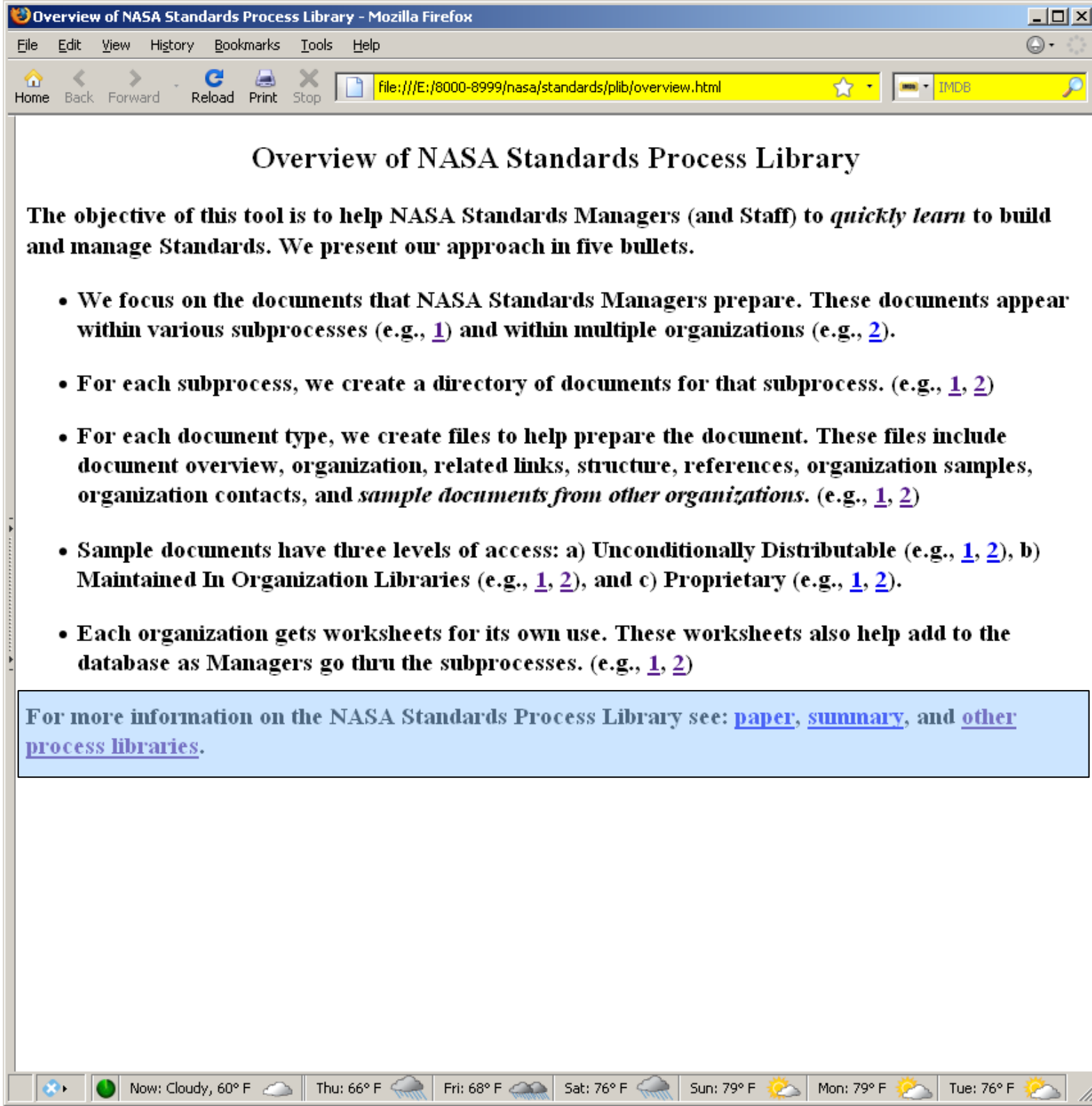
Subprocess Worksheet

Subprocess: Designing Standards

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

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 |

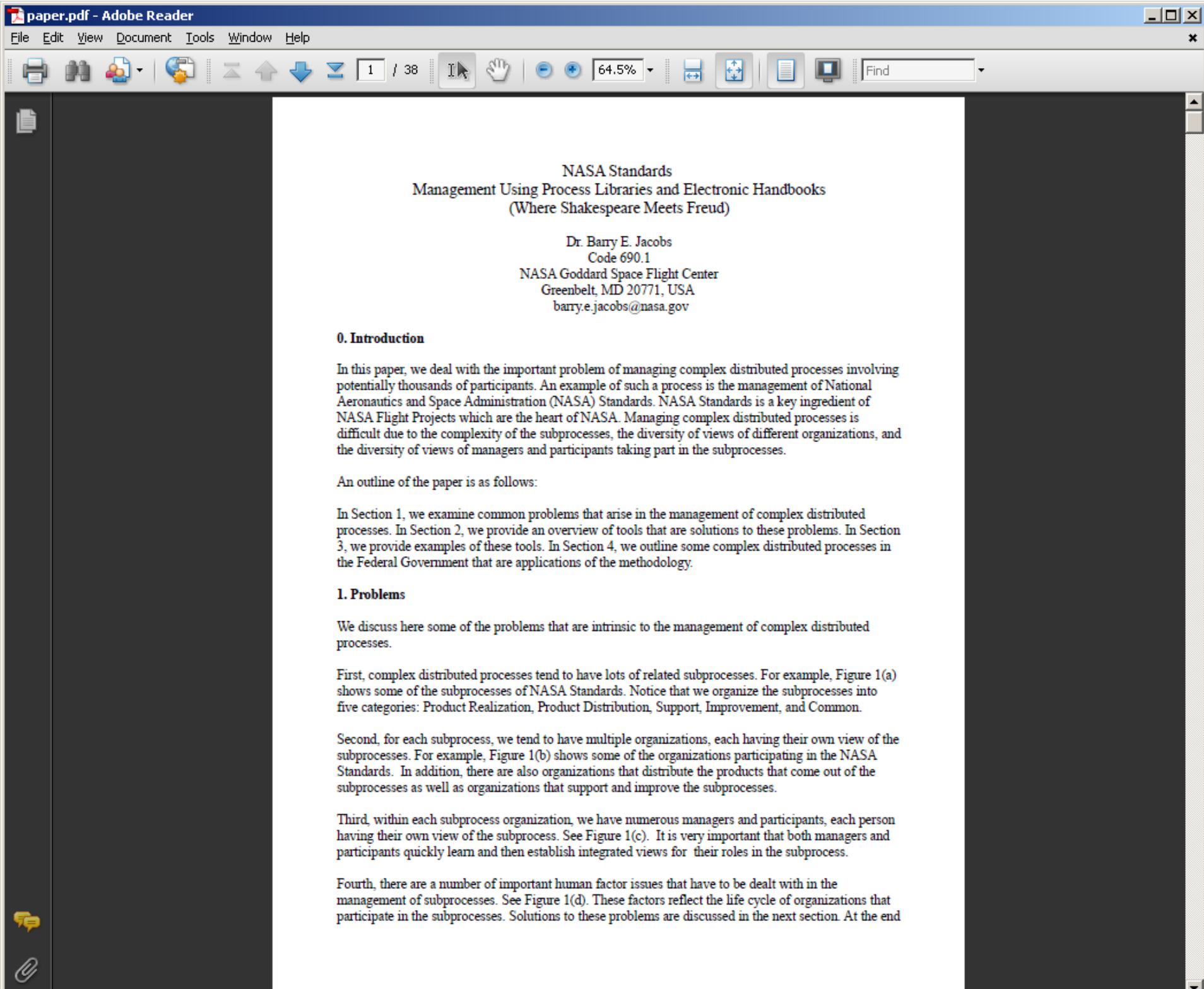


Overview of NASA Standards Process Library

The objective of this tool is to help NASA Standards Managers (and Staff) to *quickly learn to build and manage Standards*. We present our approach in five bullets.

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For more information on the NASA Standards Process Library see: [paper](#), [summary](#), and [other process libraries](#).



NASA Standards
Management Using Process Libraries and Electronic Handbooks
(Where Shakespeare Meets Freud)

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0. Introduction

In this paper, we deal with the important problem of managing complex distributed processes involving potentially thousands of participants. An example of such a process is the management of National Aeronautics and Space Administration (NASA) Standards. NASA Standards is a key ingredient of NASA Flight Projects which are the heart of NASA. Managing complex distributed processes is difficult due to the complexity of the subprocesses, the diversity of views of different organizations, and the diversity of views of managers and participants taking part in the subprocesses.

An outline of the paper is as follows:

In Section 1, we examine common problems that arise in the management of complex distributed processes. In Section 2, we provide an overview of tools that are solutions to these problems. In Section 3, we provide examples of these tools. In Section 4, we outline some complex distributed processes in the Federal Government that are applications of the methodology.

1. Problems

We discuss here some of the problems that are intrinsic to the management of complex distributed processes.

First, complex distributed processes tend to have lots of related subprocesses. For example, Figure 1(a) shows some of the subprocesses of NASA Standards. Notice that we organize the subprocesses into five categories: Product Realization, Product Distribution, Support, Improvement, and Common.

Second, for each subprocess, we tend to have multiple organizations, each having their own view of the subprocesses. For example, Figure 1(b) shows some of the organizations participating in the NASA Standards. In addition, there are also organizations that distribute the products that come out of the subprocesses as well as organizations that support and improve the subprocesses.

Third, within each subprocess organization, we have numerous managers and participants, each person having their own view of the subprocess. See Figure 1(c). It is very important that both managers and participants quickly learn and then establish integrated views for their roles in the subprocess.

Fourth, there are a number of important human factor issues that have to be dealt with in the management of subprocesses. See Figure 1(d). These factors reflect the life cycle of organizations that participate in the subprocesses. Solutions to these problems are discussed in the next section. At the end

National Aeronautics and Space Administration (NASA) Standards Management Using Process Libraries and Electronic Handbooks

(Where Shakespeare Meets Freud)

Summary

(Click Here for: [PDF](#), [PPT](#))

[\(Quick Summary\)](#)

[\(Paper\)](#)

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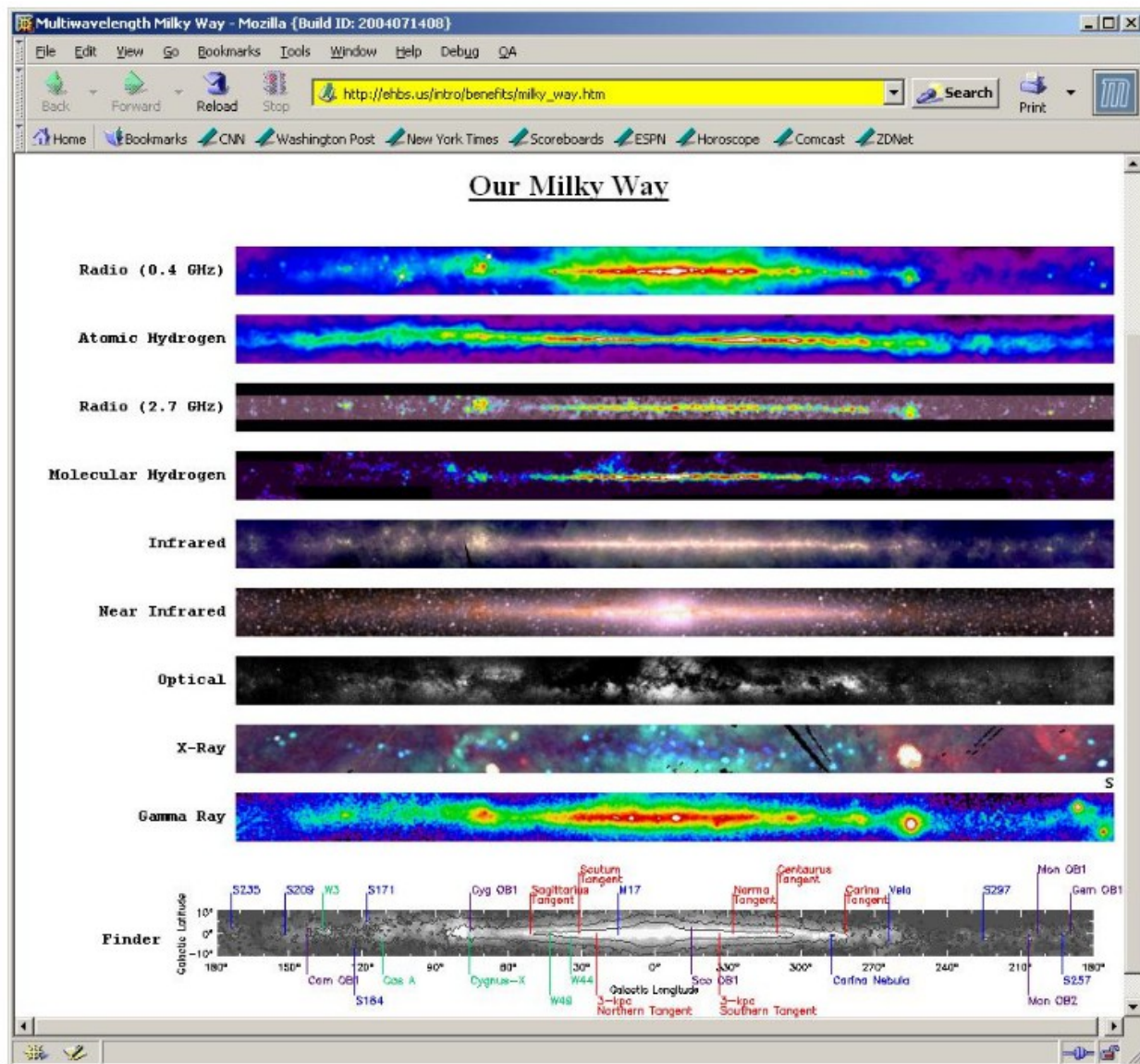
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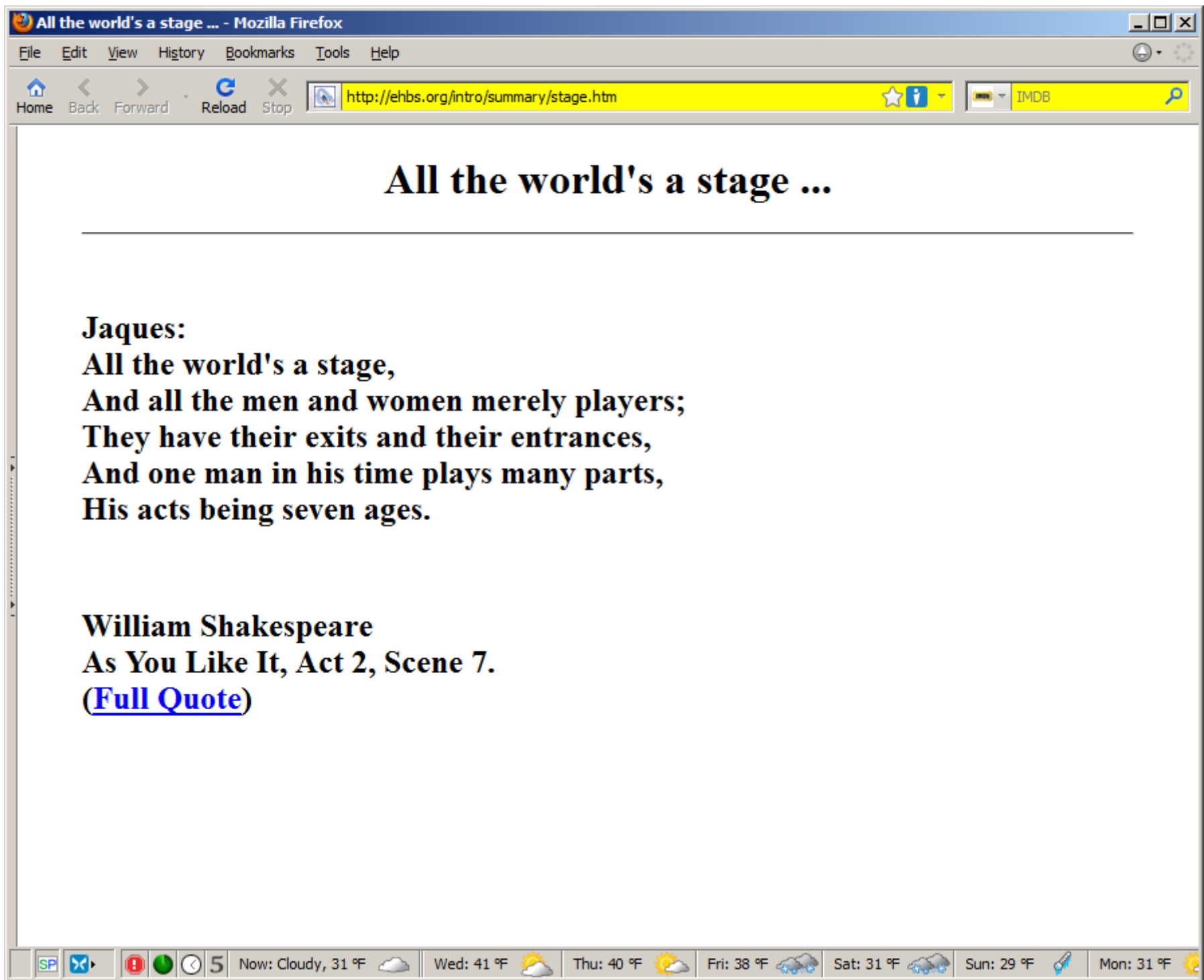
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- [The Bottom Line: Provide editable and cost-saving process documentation tools for process developers and participants to help them quickly and effectively learn, adapt, test, teach, and work together. These tools may be added to new or existing systems.](#)
- [Objective: Develop Internet-based tools to support the paperless documentation and management of complex distributed processes.](#)
- [Plays describe subprocess execution.](#)
- [Our basic approach is to wrap organization's subprocesses in a common envelope containing "communication vehicles" that facilitate learning plus intra-organization communication.](#)
- [Outline of Presentation.](#)
- [Objective: Develop Internet-based tools to support the paperless documentation and management of complex distributed processes.](#)
- [Plays describe subprocess execution.](#)
- [Organizations provide different views of the subprocesses, some of which may be proprietary.](#)
- [People in organizations provide different views of the subprocesses.](#)
- [Organizations generate Subprocess Life-Cycle Views.](#)



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





All the world's a stage ...

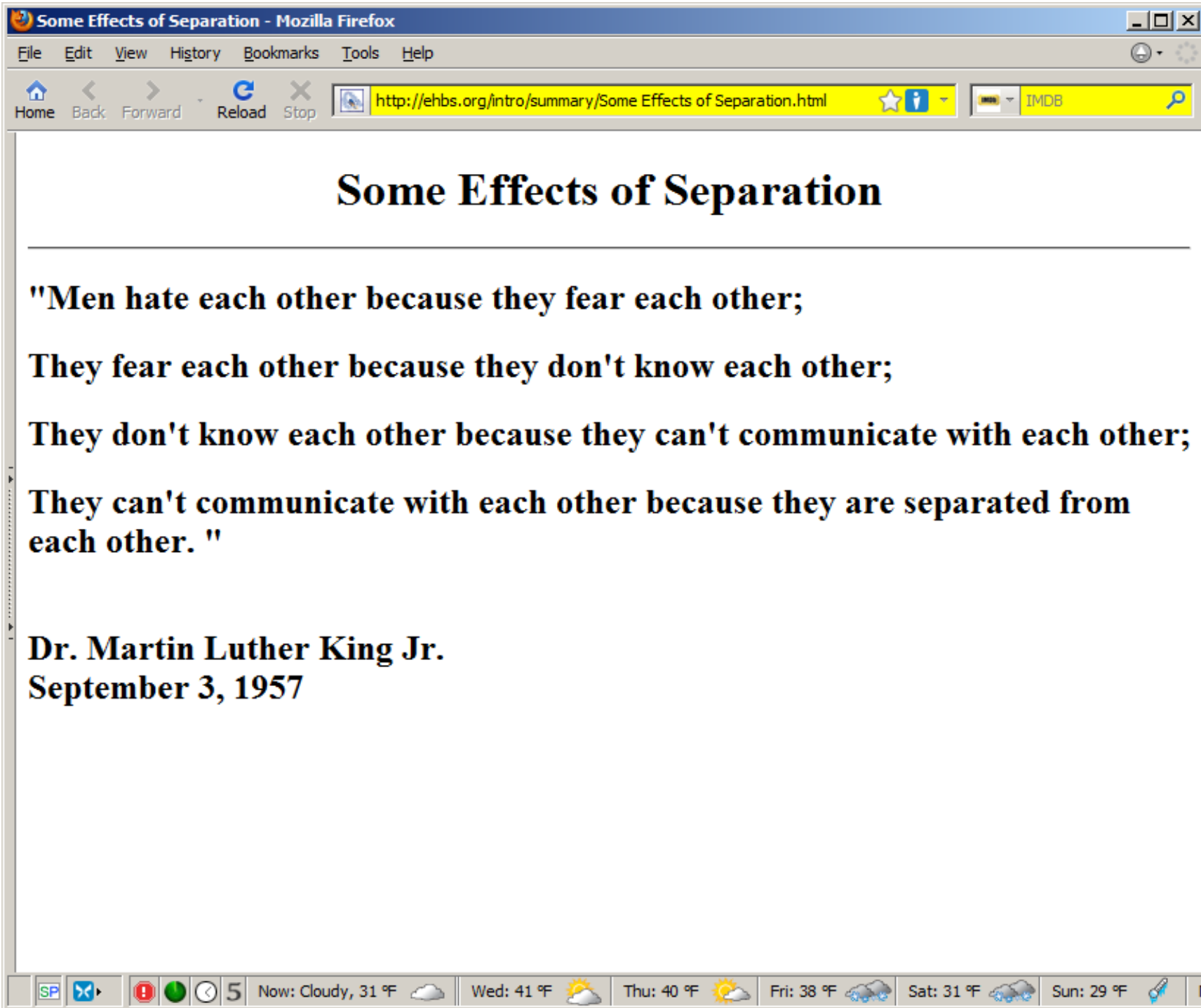
Jaques:

**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.

[\(Full Quote\)](#)



Theatre of Dionysus- Athens, Greece



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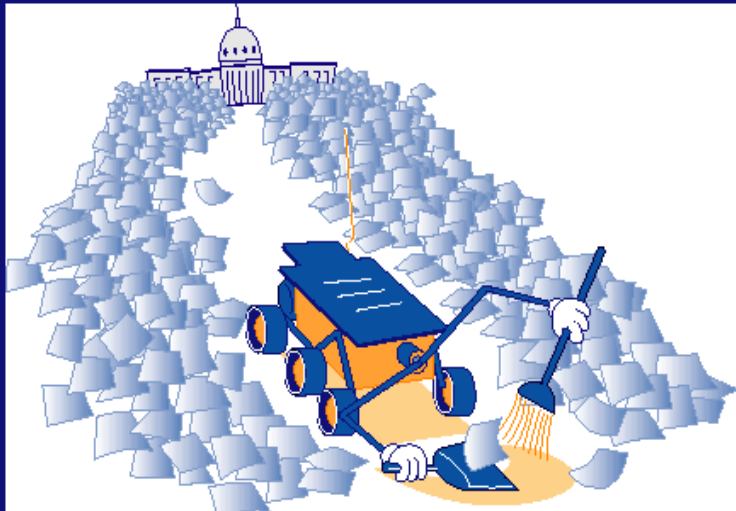
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