

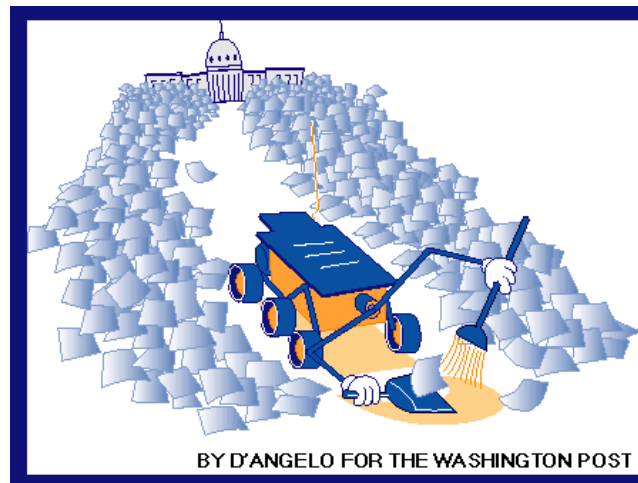
NASA Standards Management Using Process Libraries and Electronic Handbooks



(Where Shakespeare Meets Freud)



Quick Summary



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

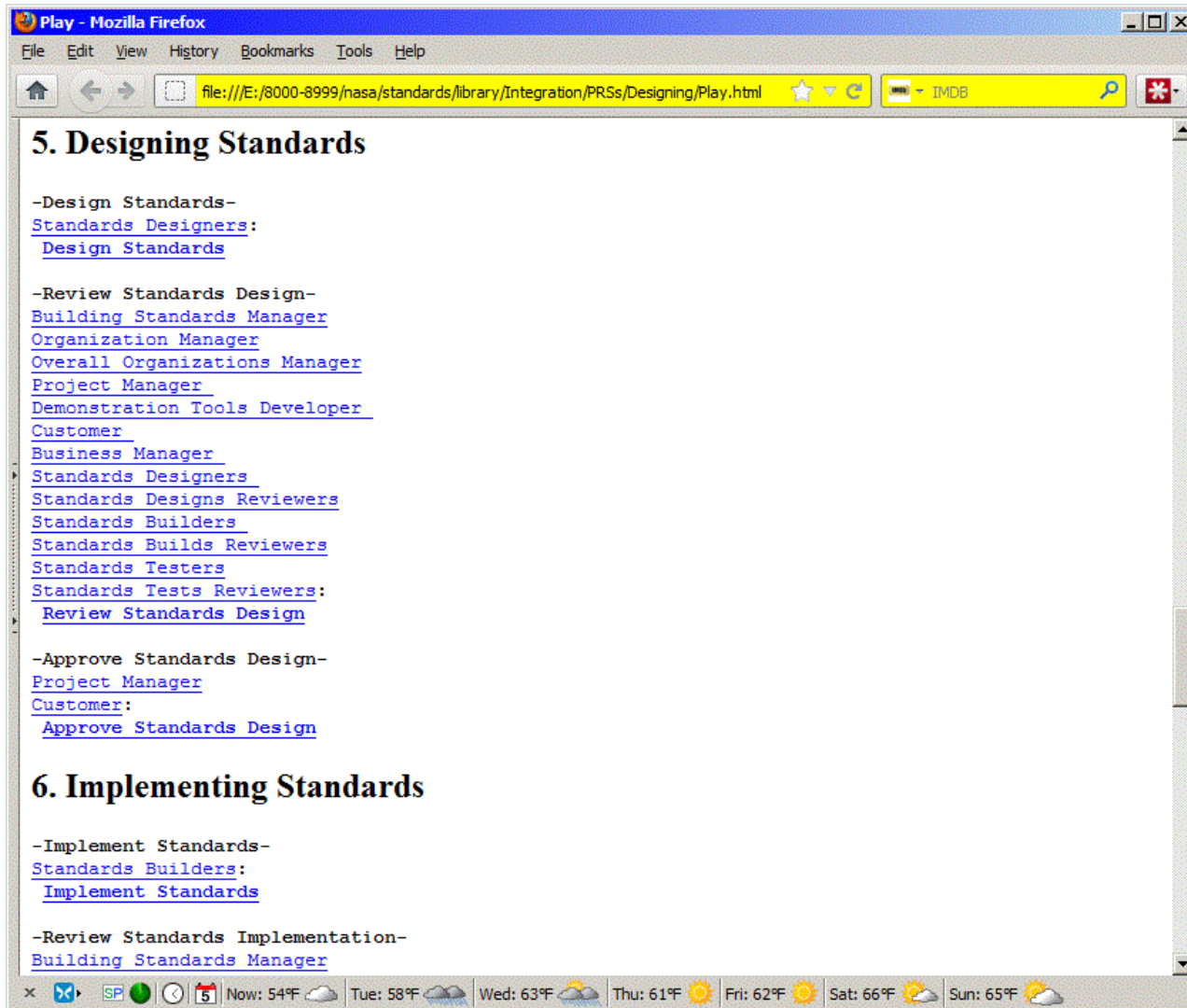
The Bottom Line:

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 Standards

-Design Standards-
[Standards Designers:](#)
[Design Standards](#)

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

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

6. Implementing Standards

-Implement Standards-
[Standards Builders:](#)
[Implement Standards](#)

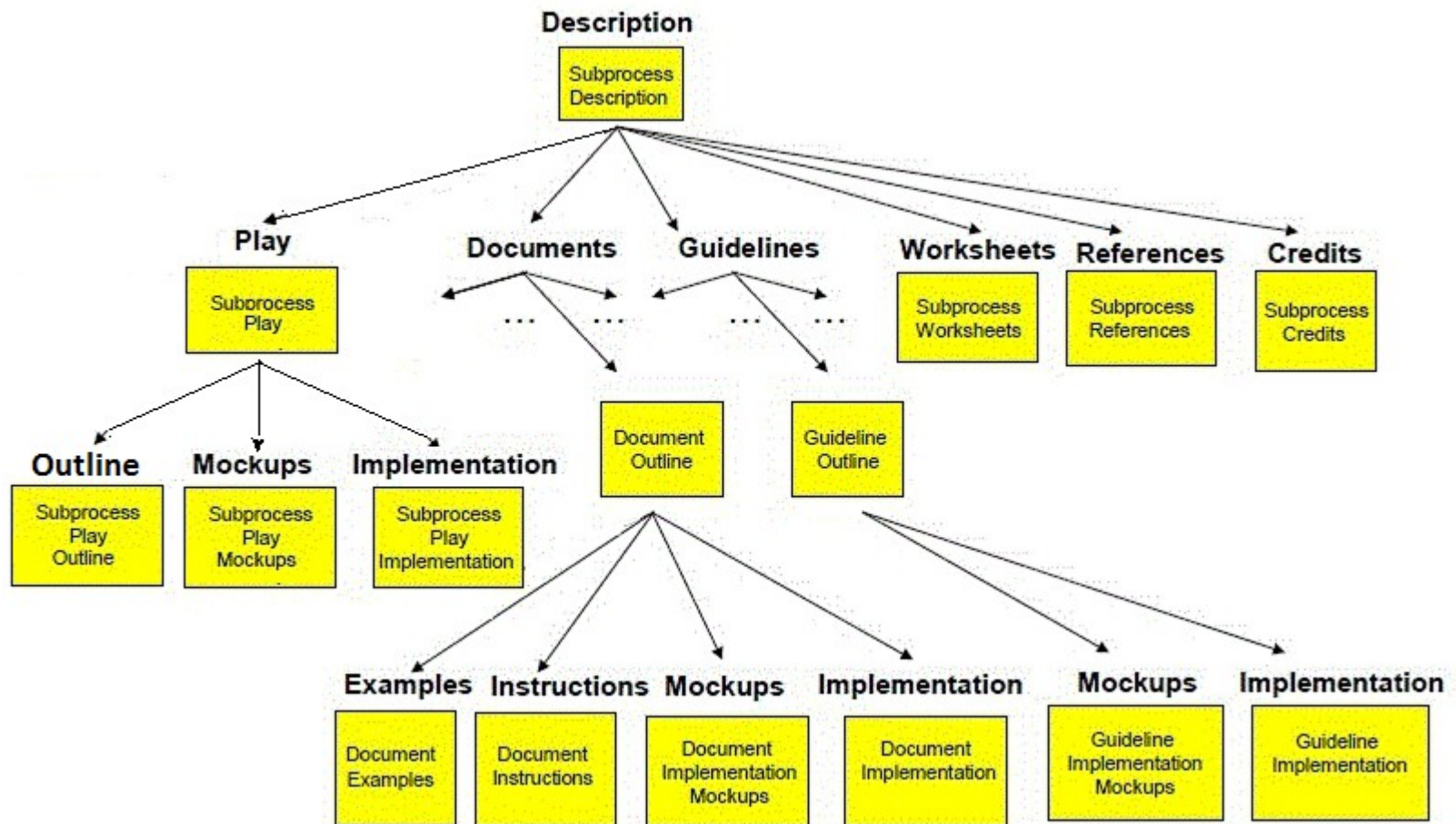
-Review Standards Implementation-
[Building Standards Manager](#)

The browser window also shows a menu bar (File, Edit, View, History, Bookmarks, Tools, Help), a toolbar with navigation buttons, a search bar, and a status bar at the bottom with system icons and a weather forecast for the week.

Benefits:

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

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



All the world's a stage ...

Jaques:

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

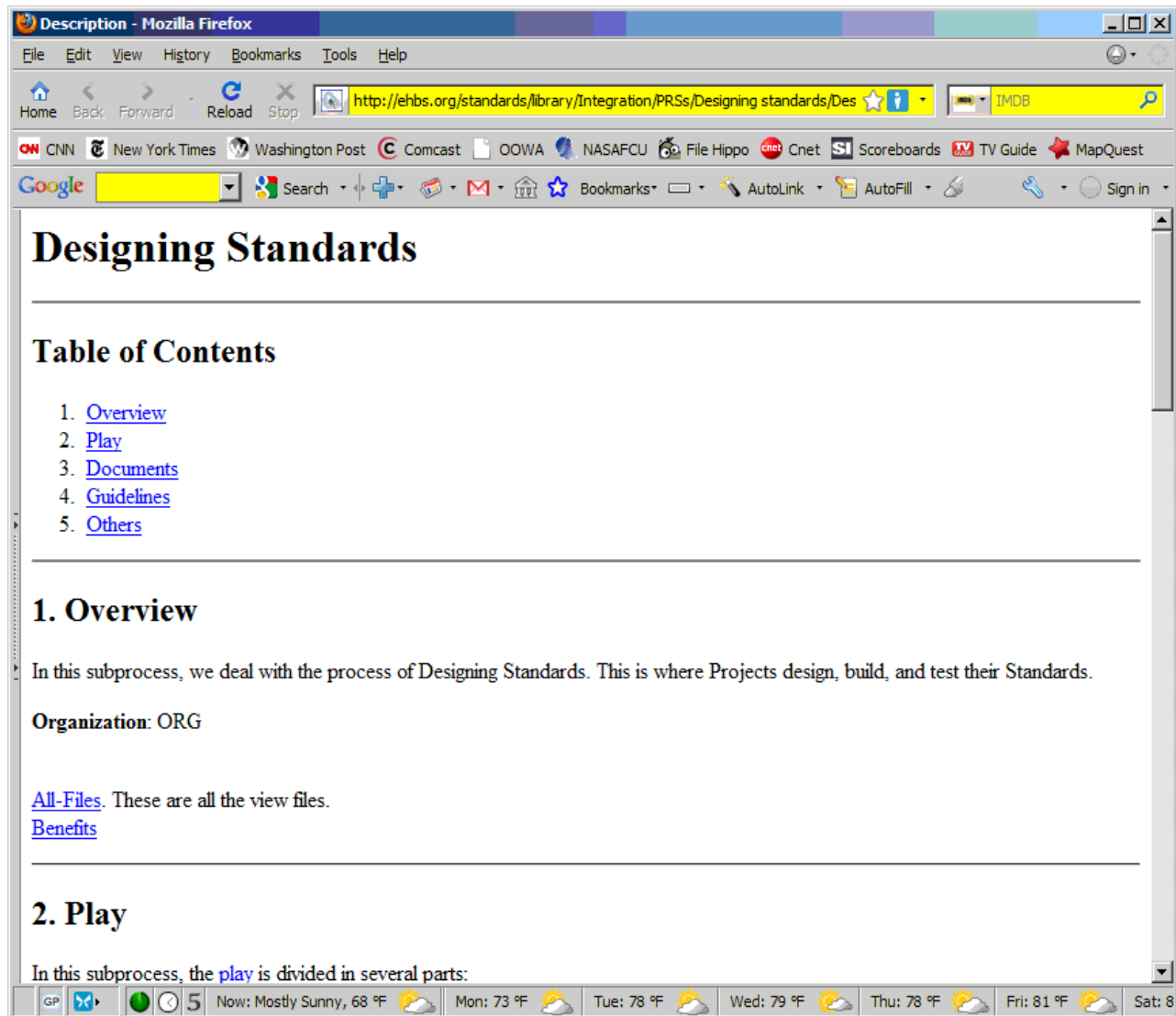
William Shakespeare

As You Like It, Act 2, Scene 7.

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



Descriptions summarize subprocesses.



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

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

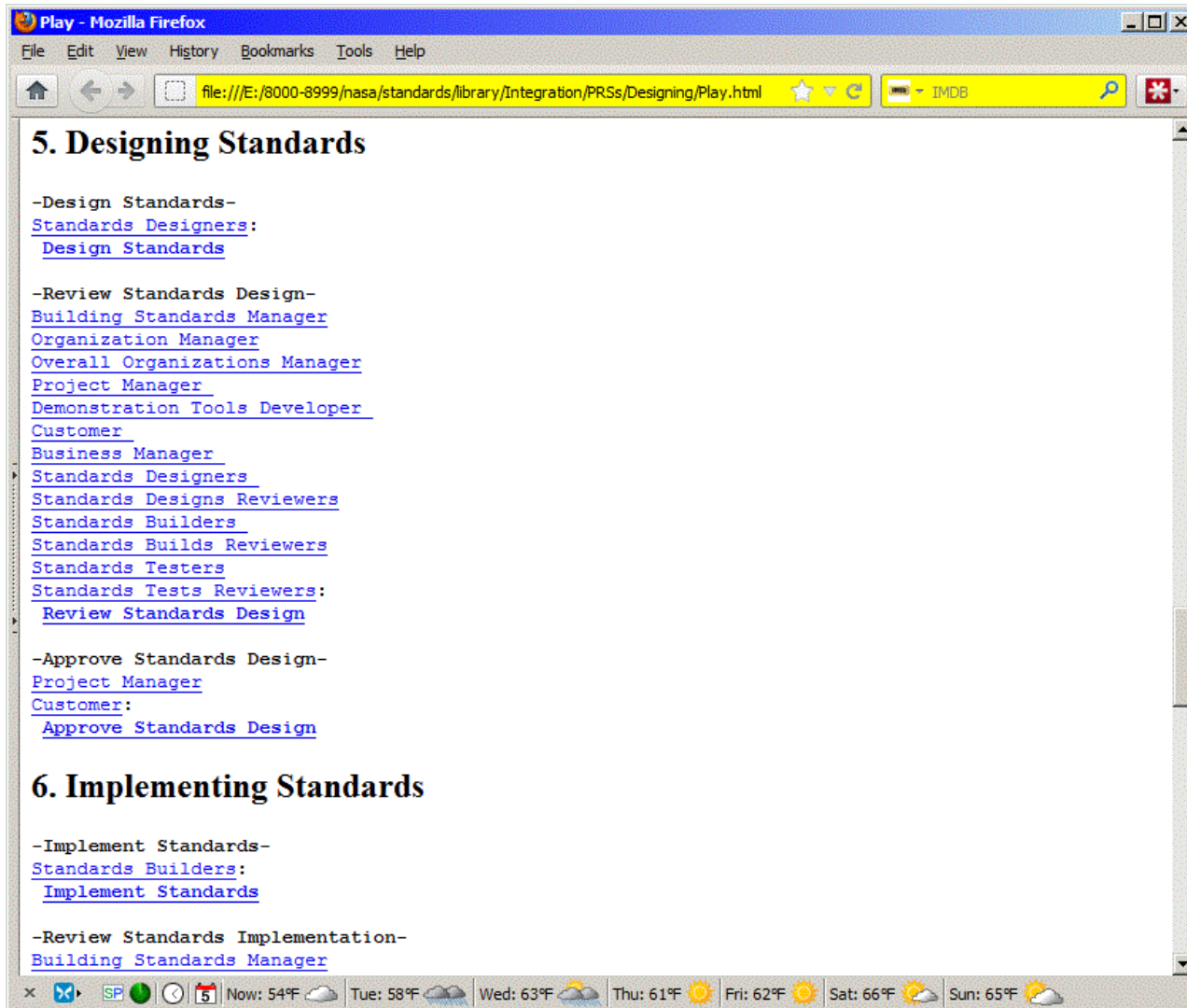
[All-Files](#). These are all the view files.
[Benefits](#)

2. Play

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

The browser's status bar at the bottom shows the current time as 5:05 and the weather 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.

Plays describe subprocess execution.



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

5. Designing Standards

-Design Standards-
[Standards Designers:](#)
[Design Standards](#)

-Review Standards Design-
[Building Standards Manager](#)
[Organization Manager](#)
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[Standards Designs Reviewers](#)
[Standards Builders](#)
[Standards Builds Reviewers](#)
[Standards Testers](#)
[Standards Tests Reviewers:](#)
[Review Standards Design](#)

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

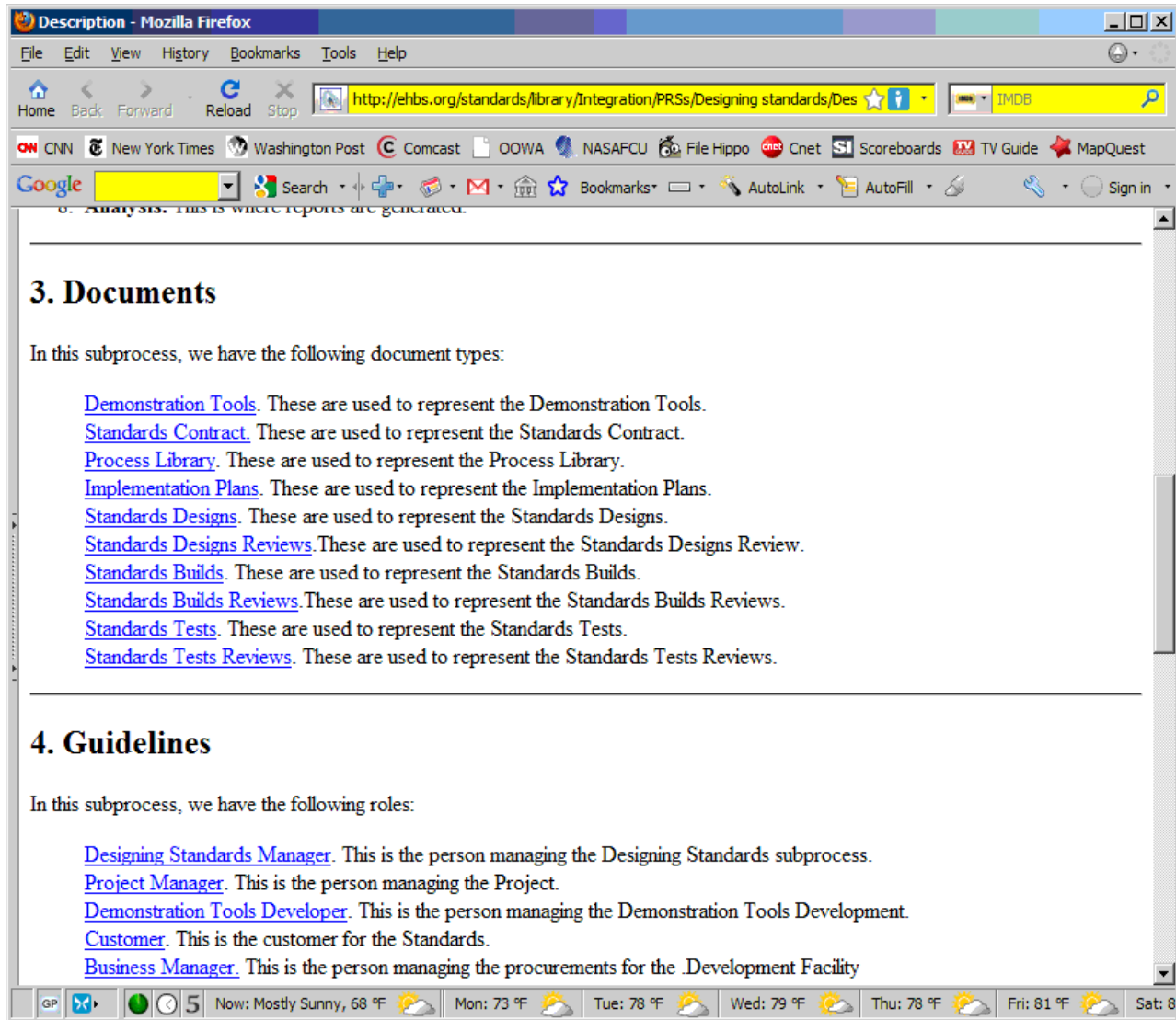
6. Implementing Standards

-Implement Standards-
[Standards Builders:](#)
[Implement Standards](#)

-Review Standards Implementation-
[Building Standards Manager](#)

The browser window also shows a menu bar (File, Edit, View, History, Bookmarks, Tools, Help), a search bar with the URL `file:///E:/8000-8999/nasa/standards/library/Integration/PRs/Designing/Play.html`, and a taskbar at the bottom with system icons and a weather forecast for the week.

Documents describe subprocess data.



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

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.

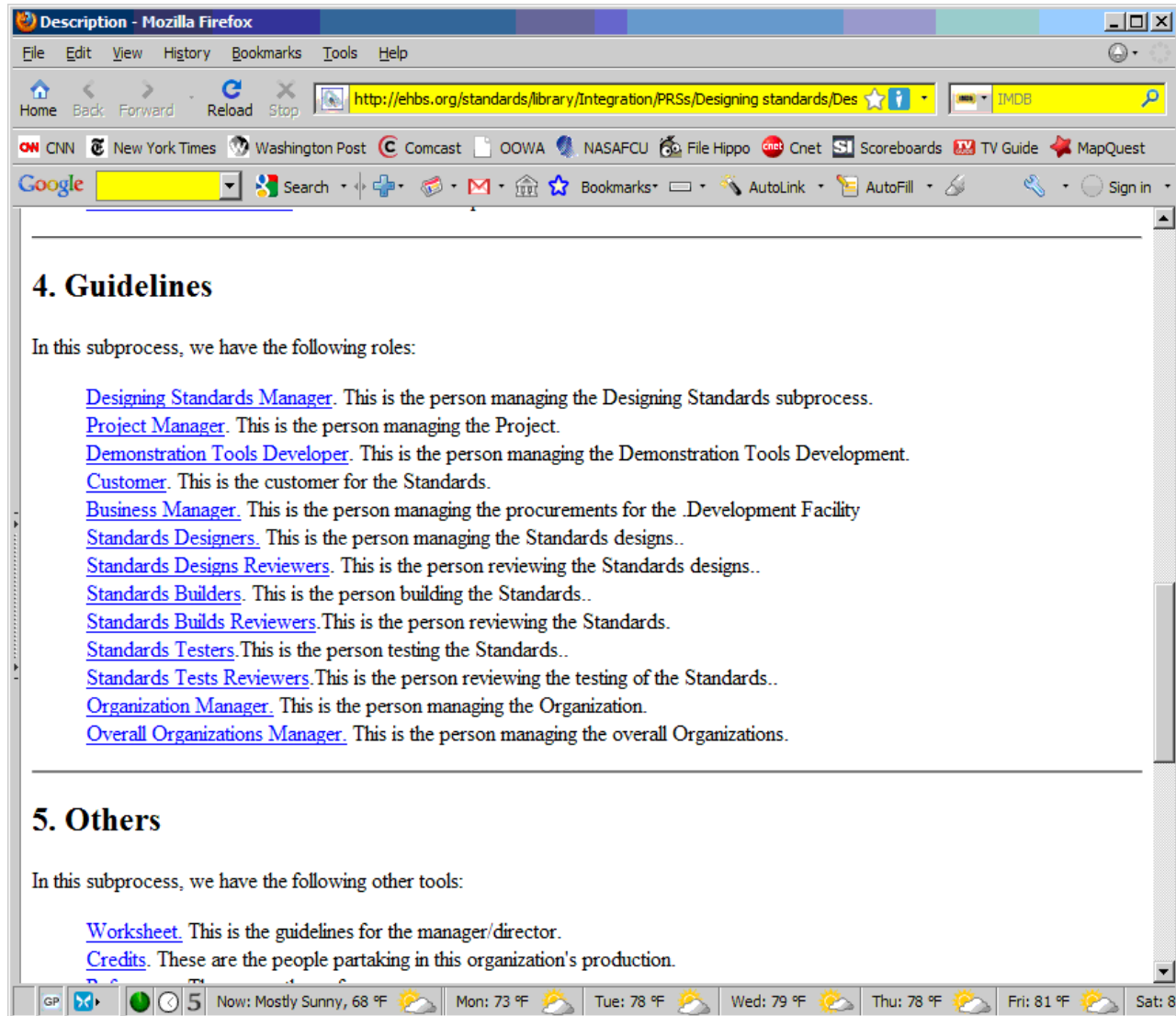
4. Guidelines

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 system clock and weather information: Now: Mostly Sunny, 68 °F, Mon: 73 °F, Tue: 78 °F, Wed: 79 °F, Thu: 78 °F, Fri: 81 °F, Sat: 8

Guidelines describe user subprocesses.



The screenshot shows a Mozilla Firefox browser window with the address bar displaying <http://ehbs.org/standards/library/Integration/PRs/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 5:05 and the weather as 'Now: Mostly Sunny, 68 °F', with forecasts for the following days: Mon: 73 °F, Tue: 78 °F, Wed: 79 °F, Thu: 78 °F, Fri: 81 °F, and Sat: 81 °F.

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

Worksheet - Mozilla Firefox

file:///E:/Intro/summary/mock-ups/Worksheet.htm

Subprocess Worksheet

Subprocess: Designing Standards

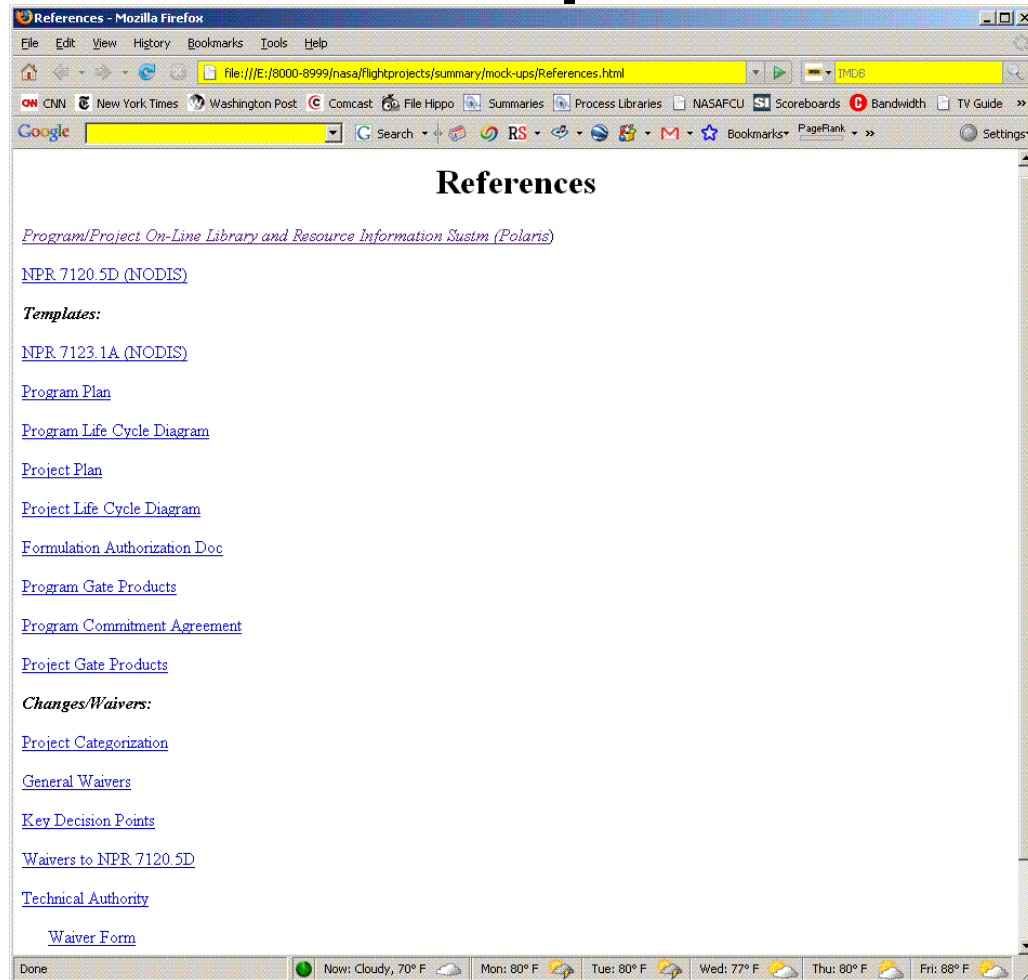
In this subprocess, we deal with the process of Designing Standards. This is where Projects design, build, and test their Standards.

Organization: Division C

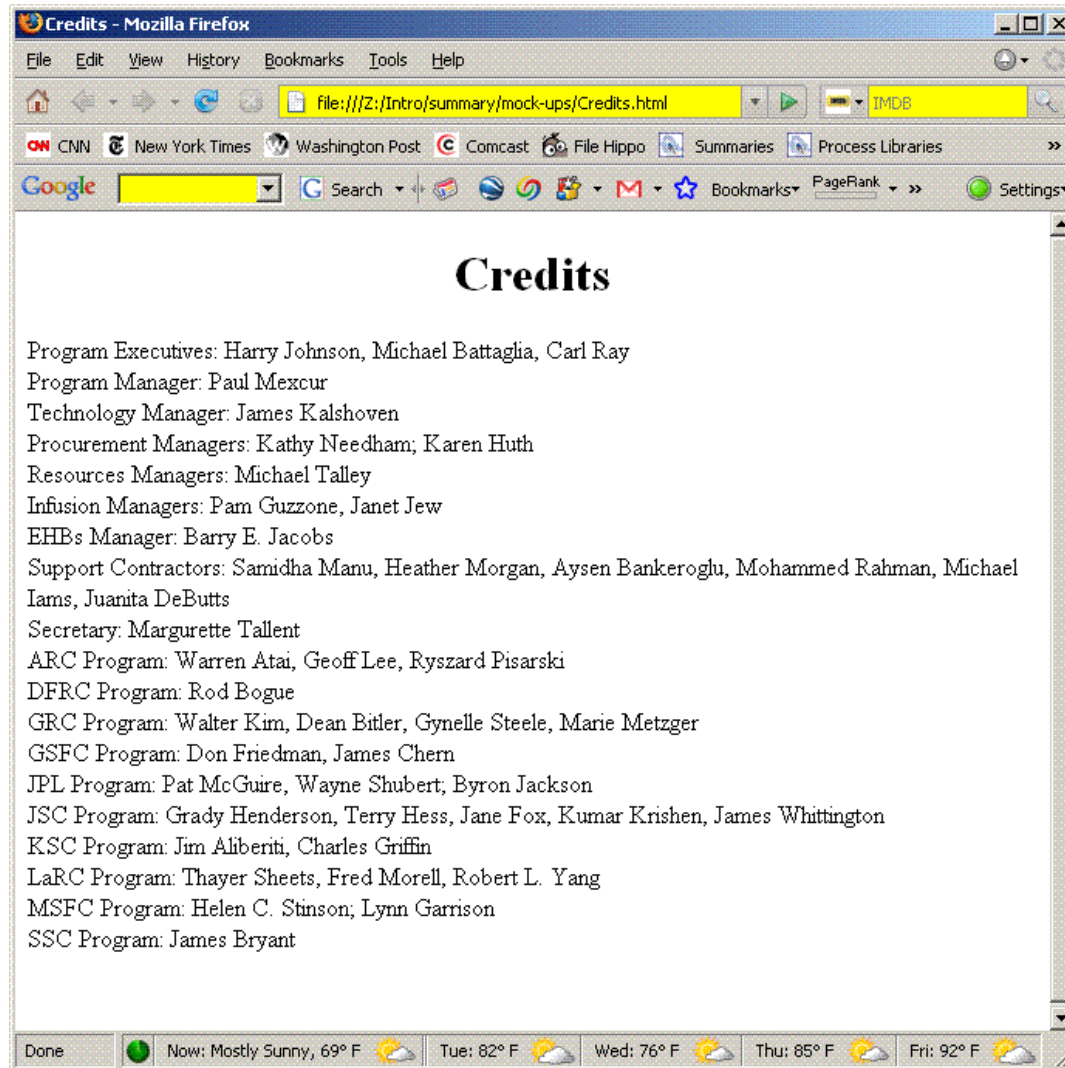
Task	Purpose	Suggested Roles	Task Lead(s)	Estimated Completion Date	Actual Completion Date	Documents					
						Document	Instructions and Samples	Document Lead(s)	Estimated Completion Date	Actual Completion Date	Document Location(s)
Administration	The purpose of this task is to administer Project Development .	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

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/standards/whatare/process.htm>. The page content is organized into several sections, each with a yellow header:

- Standards** (Section Header)
- 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
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- Improvement Subprocesses**

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

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

The browser's status bar at the bottom shows the system clock and weather forecast for the current day and the following four days.

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

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

Done McAfee SiteAdvisor Mon: 92° F Tue: 93° F Wed: 84° F

Organizations execute the eight “Play Development” stages.

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

People in organizations provide different views of the subprocesses



**Subprocess
Documentor's
View**



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

Organizations generate Subprocess Life-Cycle* Views

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

* Also, called the "Universal Subprocess".

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



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

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

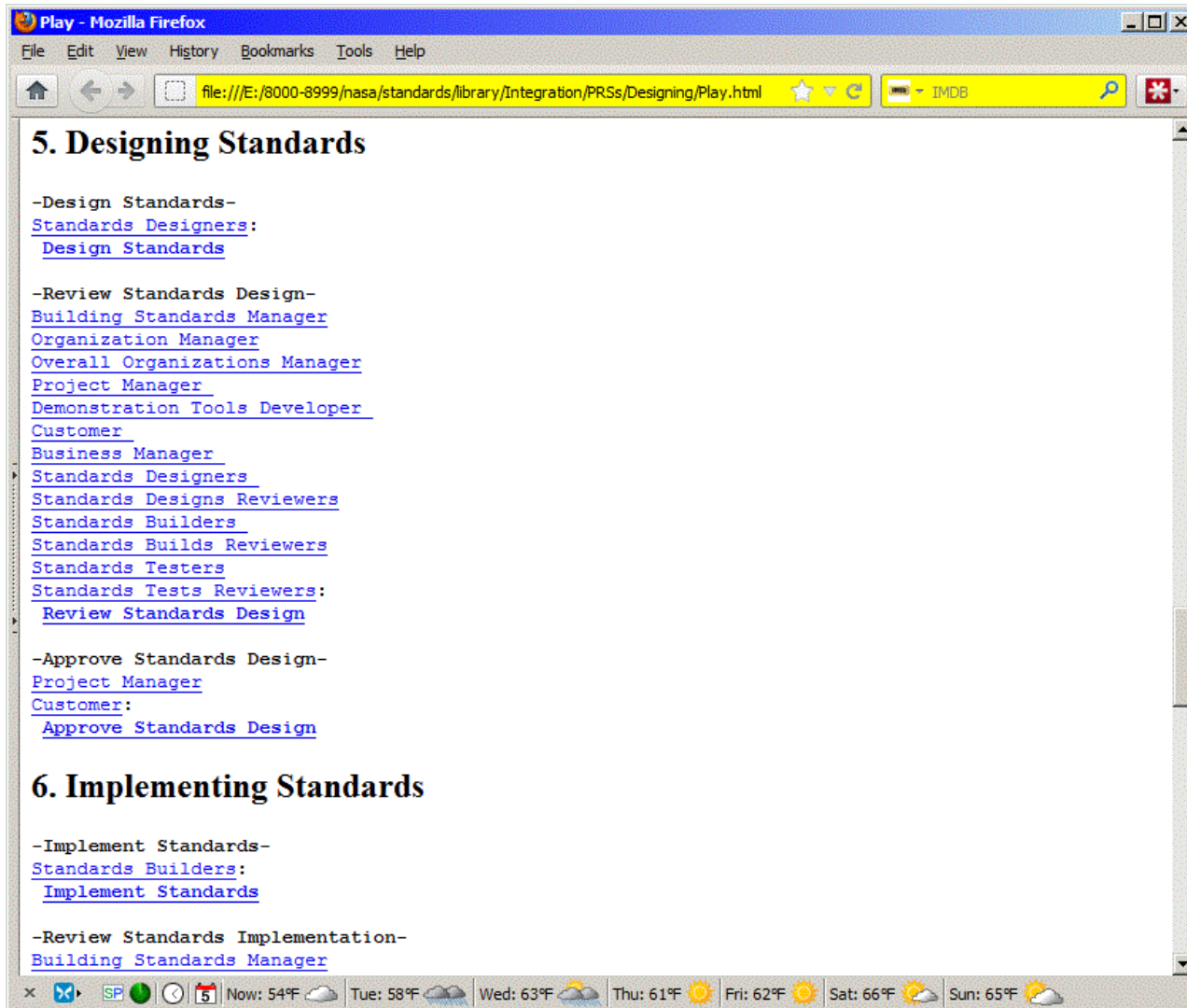
Solution: Process Libraries maintain organization's views of the subprocesses.

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

- Address bar: file:///E:/8000-8999/nasa/standards/summary/mock-ups/Views.htm
- Page Title: Views
- Content: Total 11 Entries, Classification: Product Realization Subprocesses (T4-00-00-00), Subprocess: Designing Standards (T4-3-00-00), and a table of 11 entries.

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

Plays describe subprocess execution.



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

5. Designing Standards

-Design Standards-
[Standards Designers:](#)
[Design Standards](#)

-Review Standards Design-
[Building Standards Manager](#)
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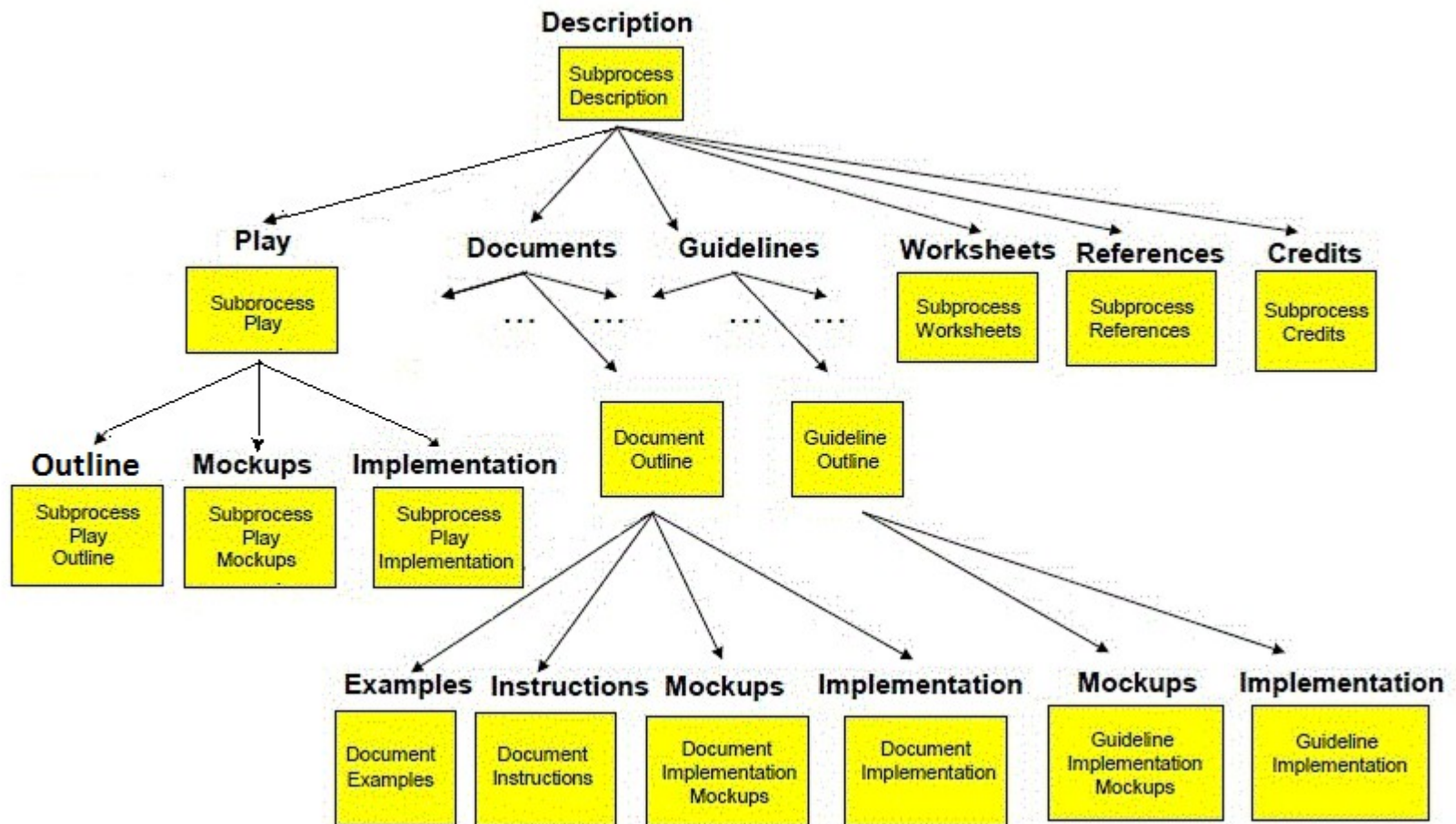
6. Implementing Standards

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[Standards Builders:](#)
[Implement Standards](#)

-Review Standards Implementation-
[Building Standards Manager](#)

The browser window also shows a menu bar (File, Edit, View, History, Bookmarks, Tools, Help), a toolbar with navigation buttons, a search bar, and a status bar at the bottom with system icons and a weather forecast for the week.

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



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

Tools To Focus On During Stages. - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ehbs.org/intro/summary/stages1.html

Tools To Focus On During Stages- By Tool.

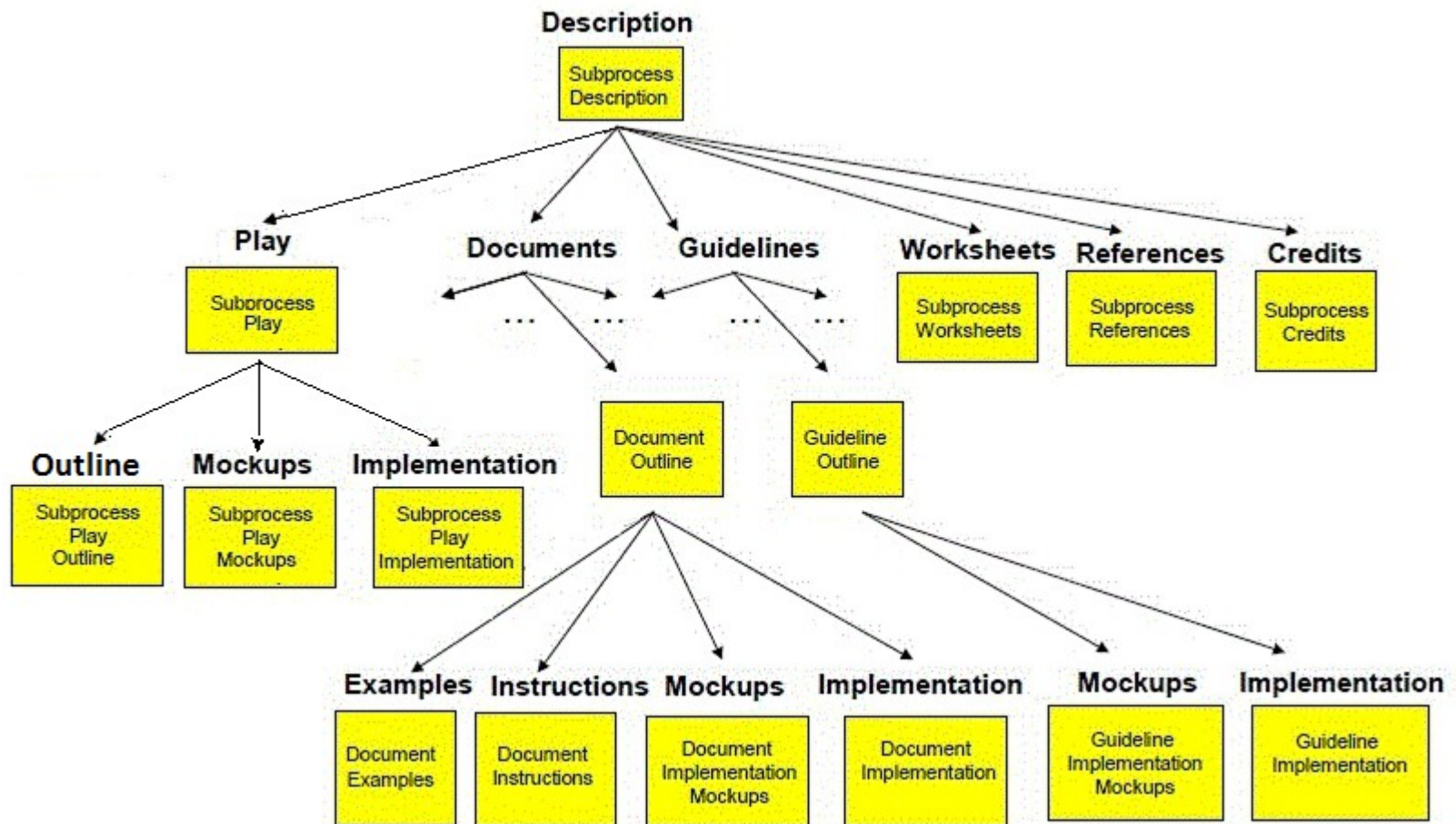
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Plays:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Documents:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test,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

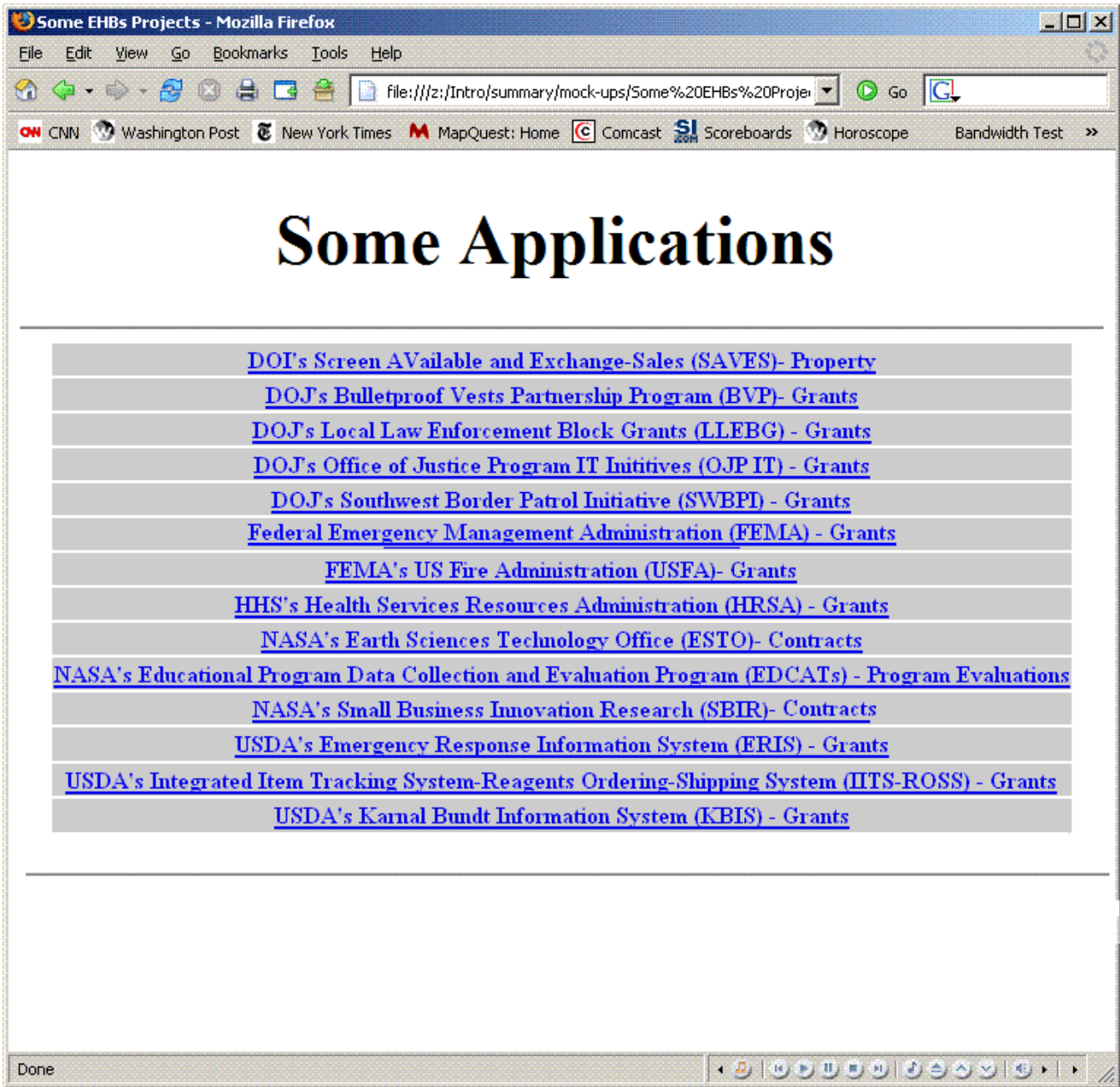
Tools that can be focused on during stages- by stage.

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 Applications

[DOI's Screen Available and Exchange-Sales \(SAVES\)- Property](#)

[DOJ's Bulletproof Vests Partnership Program \(BVP\)- Grants](#)

[DOJ's Local Law Enforcement Block Grants \(LLEBG\) - Grants](#)

[DOJ's Office of Justice Program IT Initiatives \(OJP IT\) - Grants](#)

[DOJ's Southwest Border Patrol Initiative \(SWBPI\) - Grants](#)

[Federal Emergency Management Administration \(FEMA\) - Grants](#)

[FEMA's US Fire Administration \(USFA\)- Grants](#)

[HHS's Health Services Resources Administration \(HRSA\) - Grants](#)

[NASA's Earth Sciences Technology Office \(ESTO\)- Contracts](#)

[NASA's Educational Program Data Collection and Evaluation Program \(EDCATs\) - Program Evaluations](#)

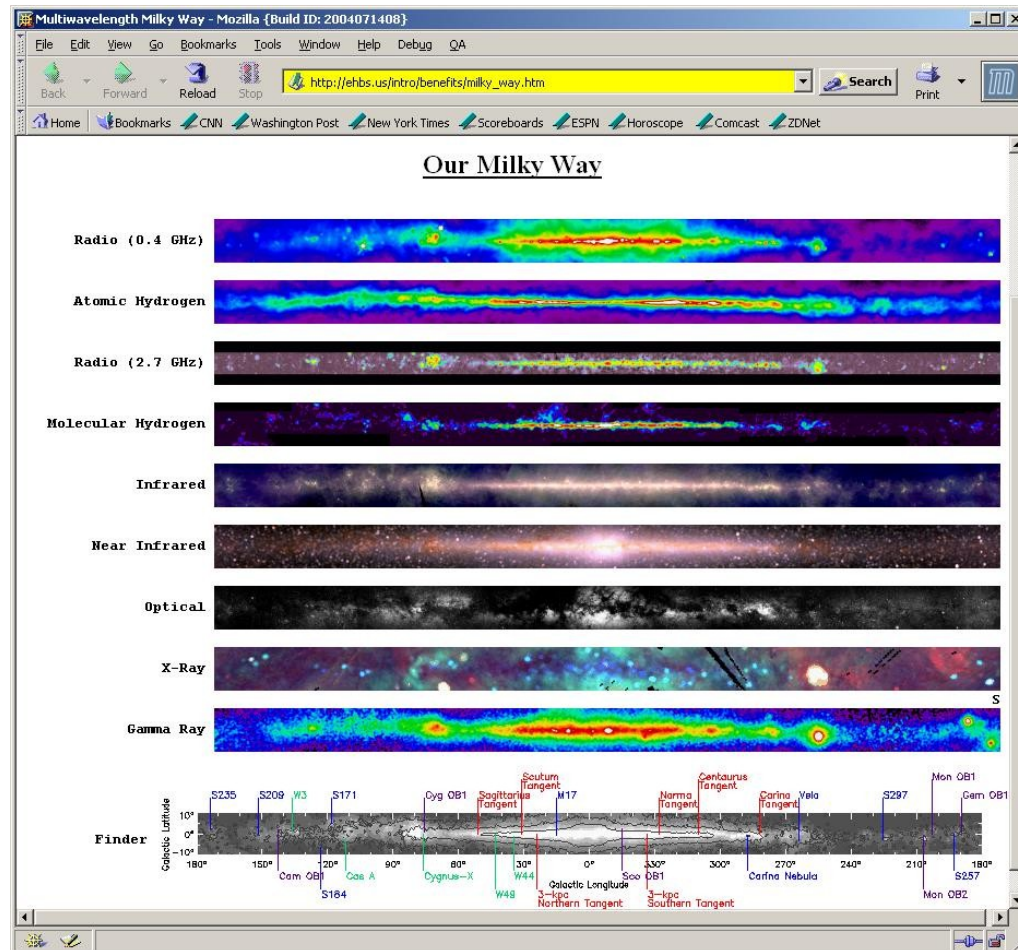
[NASA's Small Business Innovation Research \(SBIR\)- Contracts](#)

[USDA's Emergency Response Information System \(ERIS\) - Grants](#)

[USDA's Integrated Item Tracking System-Reagents Ordering-Shipping System \(IITS-ROSS\) - Grants](#)

[USDA's Karnal Bundt Information System \(KBIS\) - Grants](#)

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





Process Libraries (PLs) and Electronic Handbooks (EHBs) are where Shakespeare meets Freud.



- In Process Libraries (PLs), subprocesses are represented as "plays" where "actors" communicate thru the Internet. Each organization puts on its own "productions". For each role, Electronic Handbooks (EHBs) (also called Guidelines) guide "actors" thru their parts. Managers are "directors" using Worksheets as learning/management tools. Documentors serve as "playwrights". [Shakespearean]
- Organizations are represented as "families" having "multiple personalities". Subprocess "plays" and its "components" provide communication vehicles between members of the same family, different families, and families from different subprocesses. Documentors also serve as "family therapists". [Freudian]

All the world's a stage ...

Jaques:

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

William Shakespeare

As You Like It, Act 2, Scene 7.

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



Theatre of Dionysus- Athens, Greece



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Complex Process Management Using Process Libraries and Electronic Handbooks

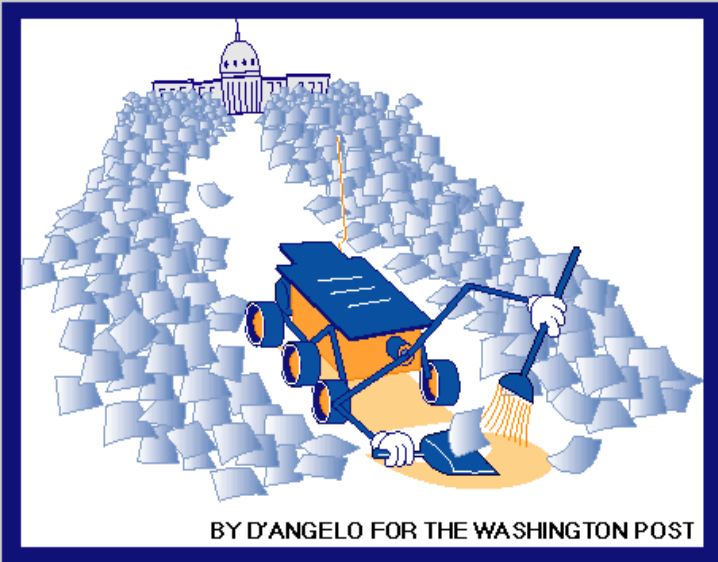
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