

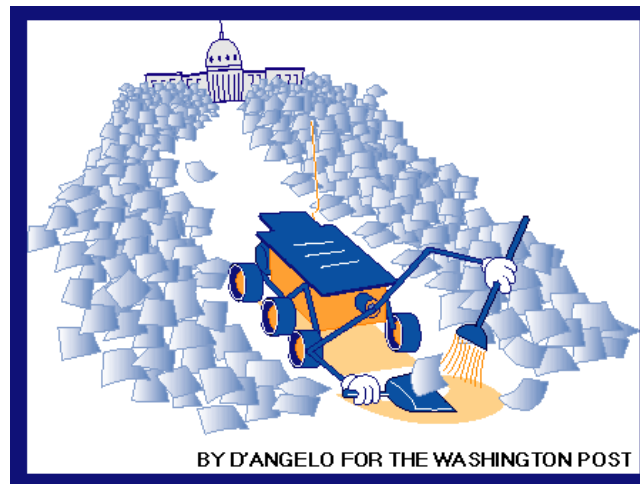
NASA Technologies Management Using Process Libraries and Electronic Handbooks



(Where Shakespeare Meets Freud)



Summary



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

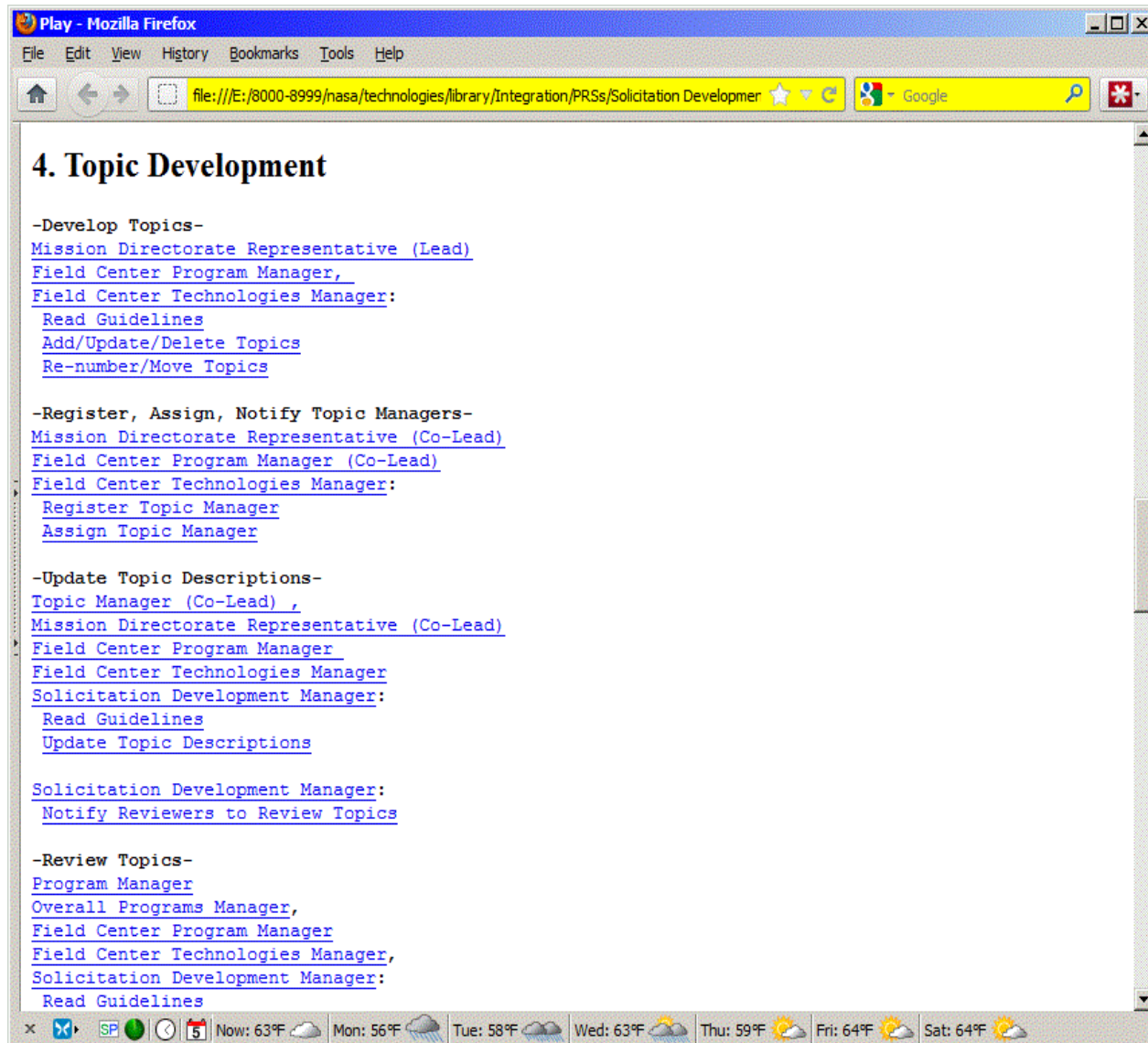
The Bottom Line:

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:

4. Topic Development

-Develop Topics-

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

-Register, Assign, Notify Topic Managers-

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

-Update Topic Descriptions-

- [Topic Manager \(Co-Lead\) ,](#)
- [Mission Directorate Representative \(Co-Lead\)](#)
- [Field Center Program Manager](#)
- [Field Center Technologies Manager](#)
- [Solicitation Development Manager:](#)
 - [Read Guidelines](#)
 - [Update Topic Descriptions](#)

[Solicitation Development Manager:](#)
[Notify Reviewers to Review Topics](#)

-Review Topics-

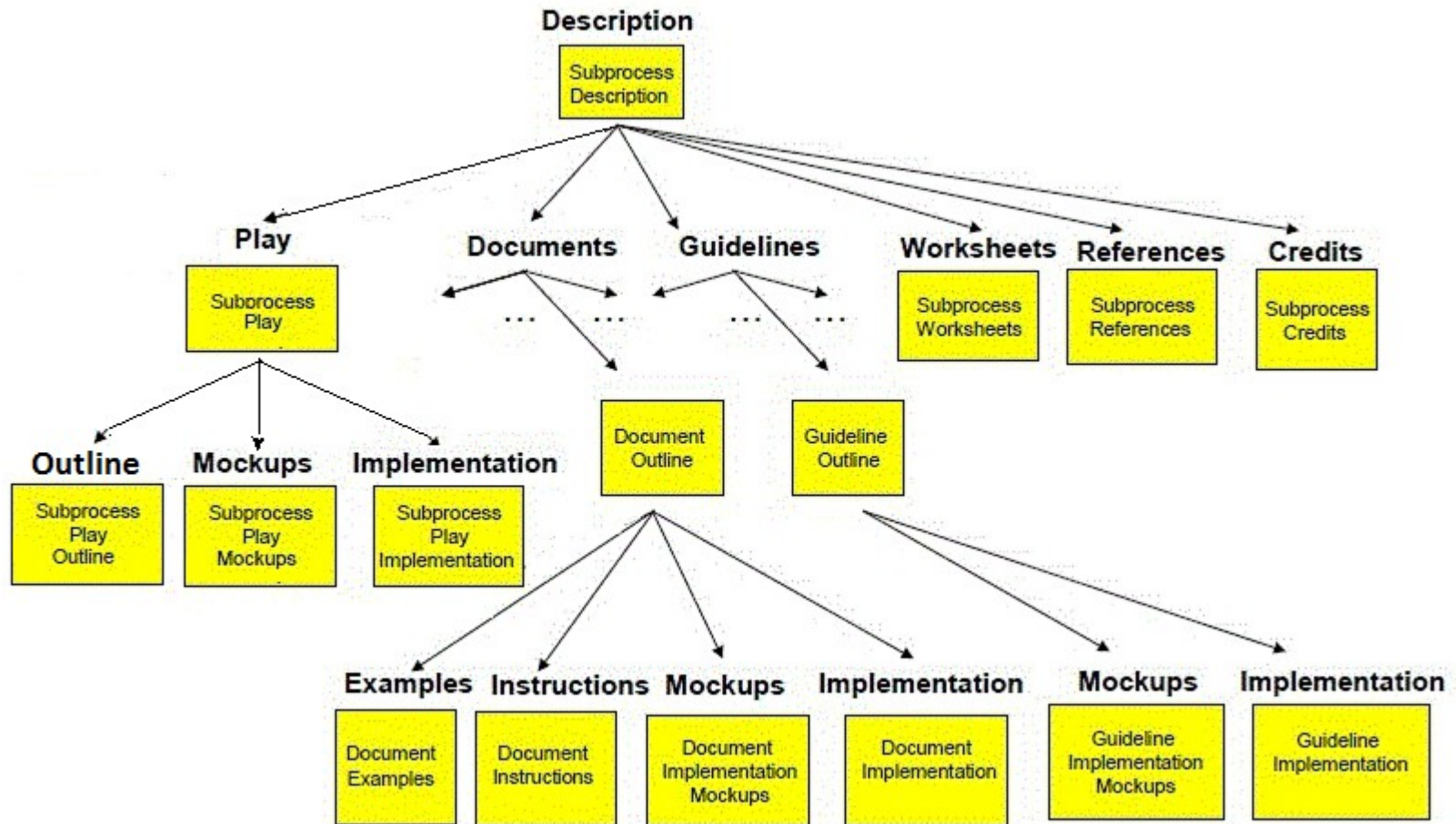
- [Program Manager](#)
- [Overall Programs Manager,](#)
- [Field Center Program Manager](#)
- [Field Center Technologies Manager,](#)
- [Solicitation Development Manager:](#)
 - [Read Guidelines](#)

The browser window includes a menu bar (File, Edit, View, History, Bookmarks, Tools, Help), a search bar with the Google logo, and a taskbar at the bottom showing the system clock and weather forecast for the next seven days.

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.**

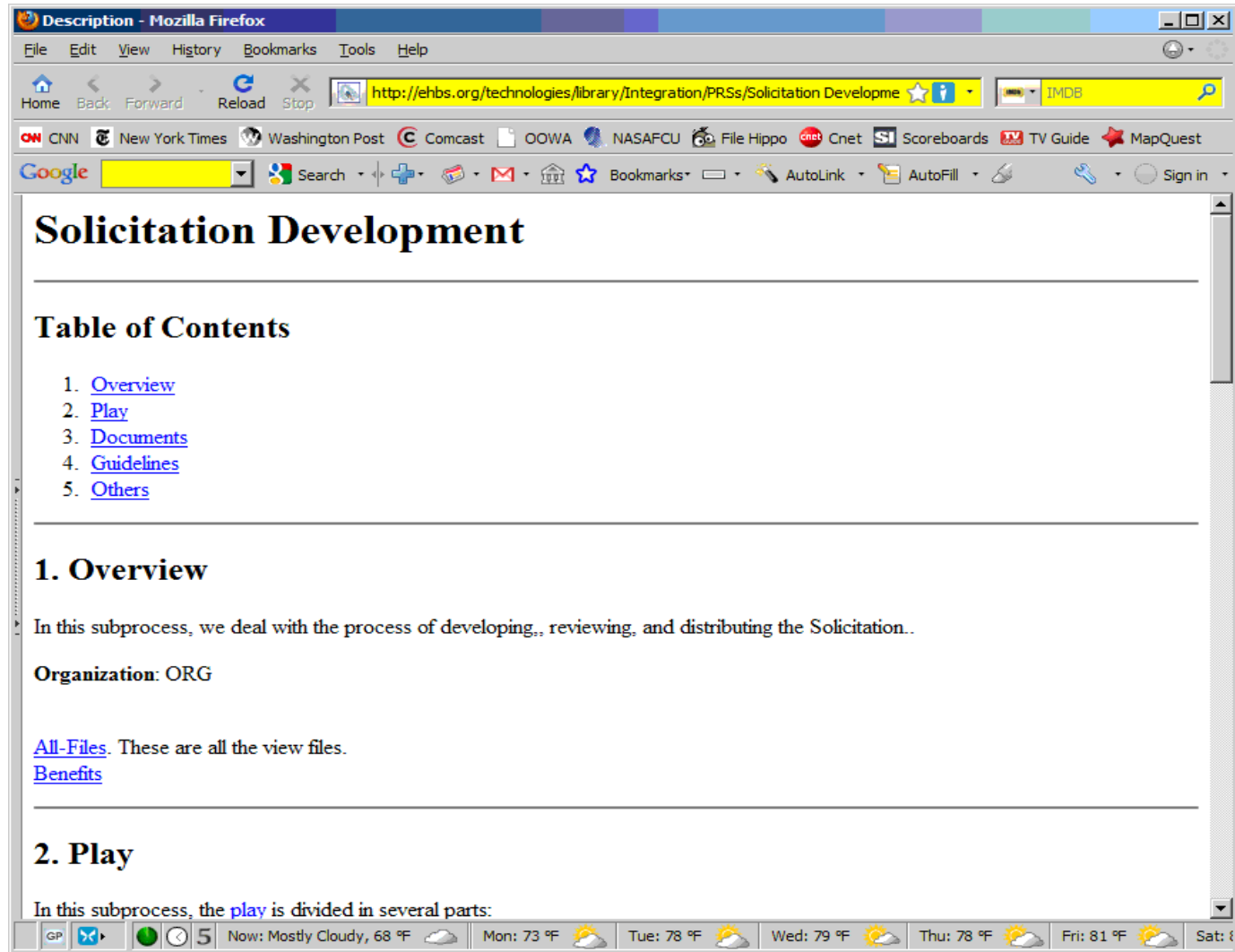
William Shakespeare

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/technologies/library/Integration/PRs/Solicitation Development>. The page content includes:

Solicitation Development

Table of Contents

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

1. Overview

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

Organization: ORG

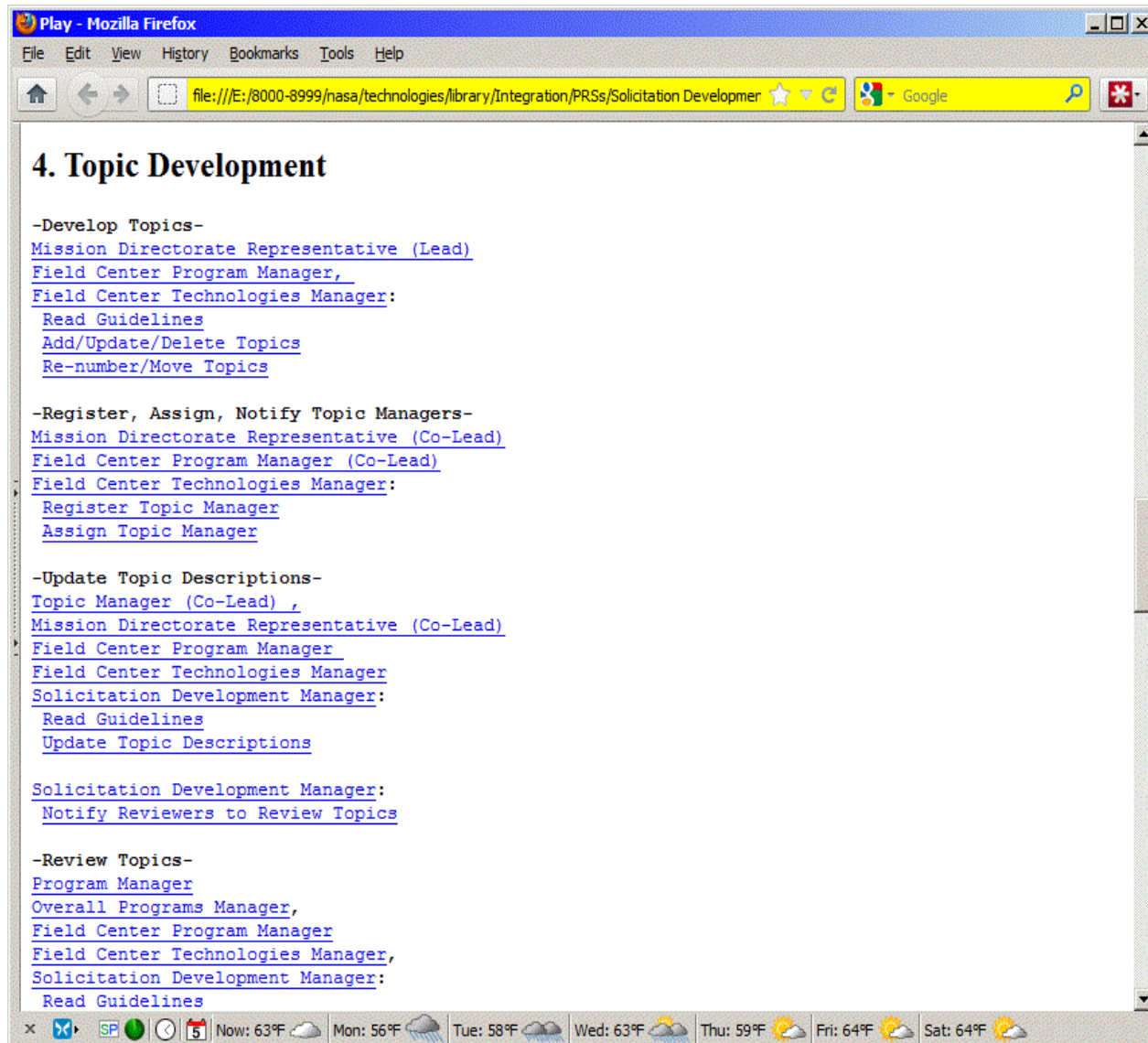
[All-Files](#). These are all the view files.
[Benefits](#)

2. Play

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

The browser's taskbar at the bottom shows the system clock as 5:00 and a weather forecast for the week: Now: Mostly Cloudy, 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:

4. Topic Development

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-Review Topics-

- [Program Manager](#)
- [Overall Programs Manager,](#)
- [Field Center Program Manager](#)
- [Field Center Technologies Manager,](#)
- [Solicitation Development Manager:](#)
 - [Read Guidelines](#)

The browser window includes a menu bar (File, Edit, View, History, Bookmarks, Tools, Help), a search bar with the Google logo, and a taskbar at the bottom showing the system clock and weather forecast for the next seven days.

Documents describe subprocess data.

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

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

3. Documents

In this subprocess, we have the following document types:

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

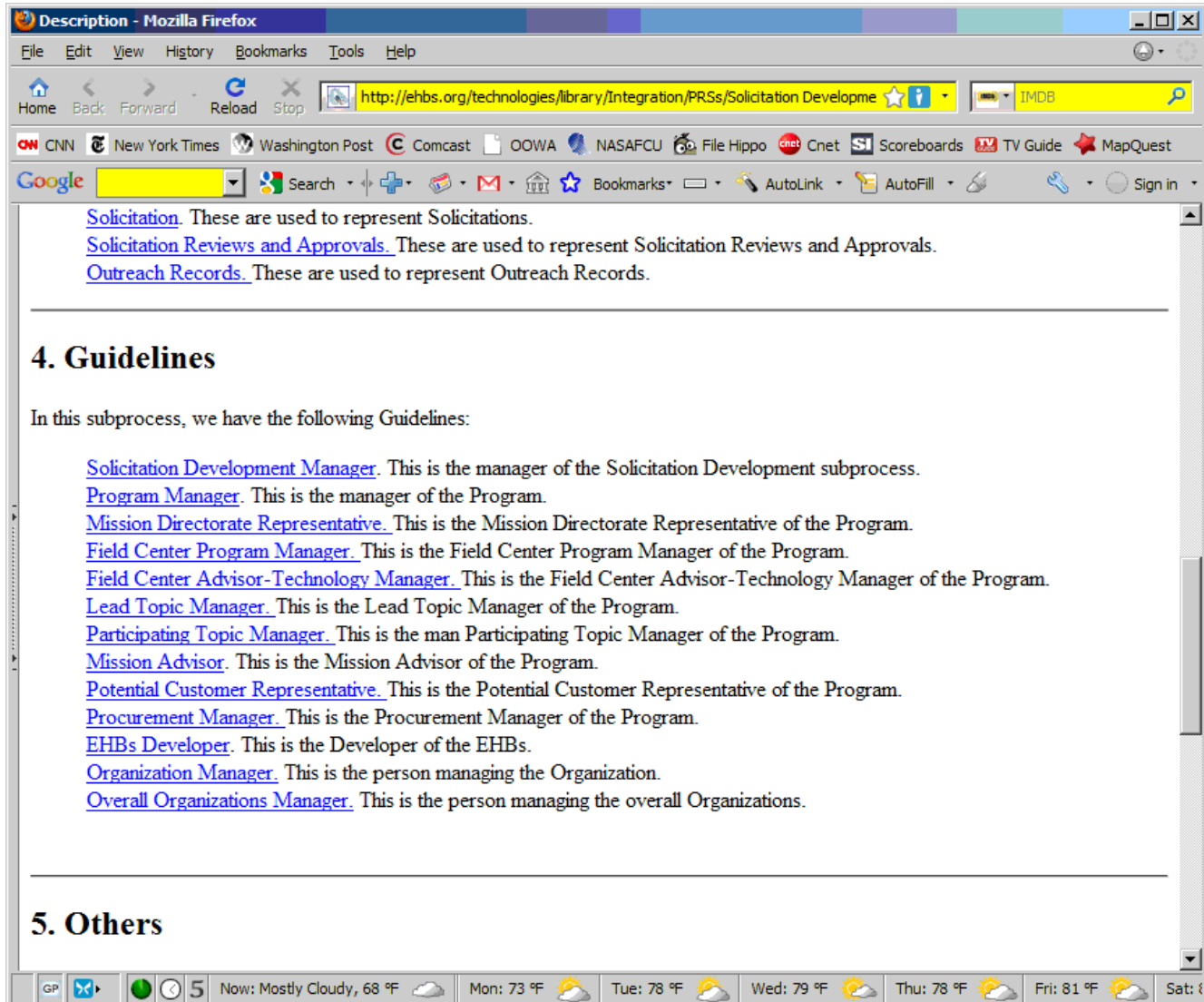
4. Guidelines

In this subprocess, we have the following Guidelines:

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

The browser's taskbar at the bottom shows the system tray with the date and time (Sat: 8:00 AM), and a weather forecast for the week: Now: Mostly Cloudy, 68 °F; Mon: 73 °F; Tue: 78 °F; Wed: 79 °F; Thu: 78 °F; Fri: 81 °F; Sat: 81 °F.

Guidelines describe user subprocesses.



The screenshot shows a Mozilla Firefox browser window with the address bar displaying http://ehbs.org/technologies/library/Integration/PRs/Solicitation_Developme. The page content includes:

[Solicitation](#). These are used to represent Solicitations.
[Solicitation Reviews and Approvals](#). These are used to represent Solicitation Reviews and Approvals.
[Outreach Records](#). These are used to represent Outreach Records.

4. Guidelines

In this subprocess, we have the following Guidelines:

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- [Mission Directorate Representative](#). This is the Mission Directorate Representative of the Program.
- [Field Center Program Manager](#). This is the Field Center Program Manager of the Program.
- [Field Center Advisor-Technology Manager](#). This is the Field Center Advisor-Technology Manager of the Program.
- [Lead Topic Manager](#). This is the Lead Topic Manager of the Program.
- [Participating Topic Manager](#). This is the man Participating Topic Manager of the Program.
- [Mission Advisor](#). This is the Mission Advisor of the Program.
- [Potential Customer Representative](#). This is the Potential Customer Representative of the Program.
- [Procurement Manager](#). This is the Procurement Manager of the Program.
- [EHBs Developer](#). This is the Developer of the EHBs.
- [Organization Manager](#). This is the person managing the Organization.
- [Overall Organizations Manager](#). This is the person managing the overall Organizations.

5. Others

The browser's status bar at the bottom shows the current time as 5:00 and weather for the week: Now: Mostly Cloudy, 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:///E:/Intro/summary/mock-ups/Worksheet.htm

Subprocess Worksheet

Subprocess: Solicitation Development

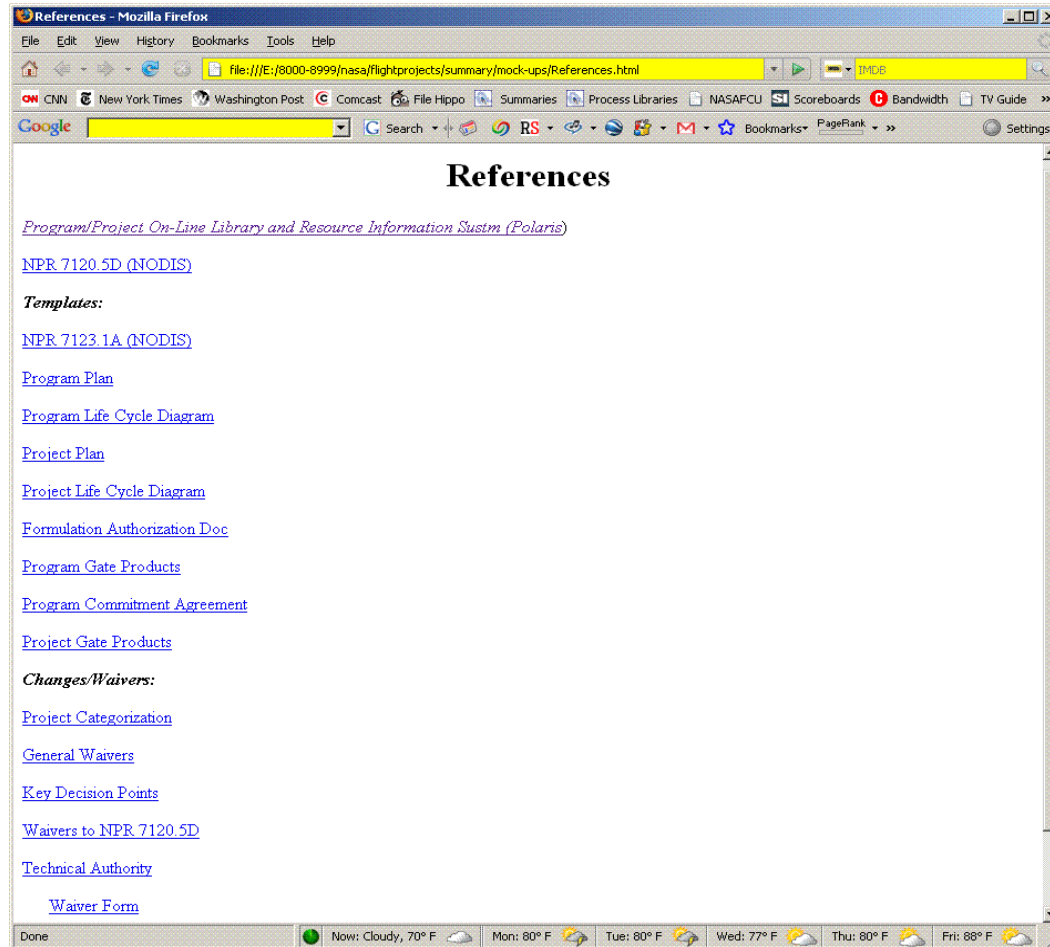
In this subprocess, we deal with the process of developing, reviewing, and distributing the Solicitation.

Organization: Division C

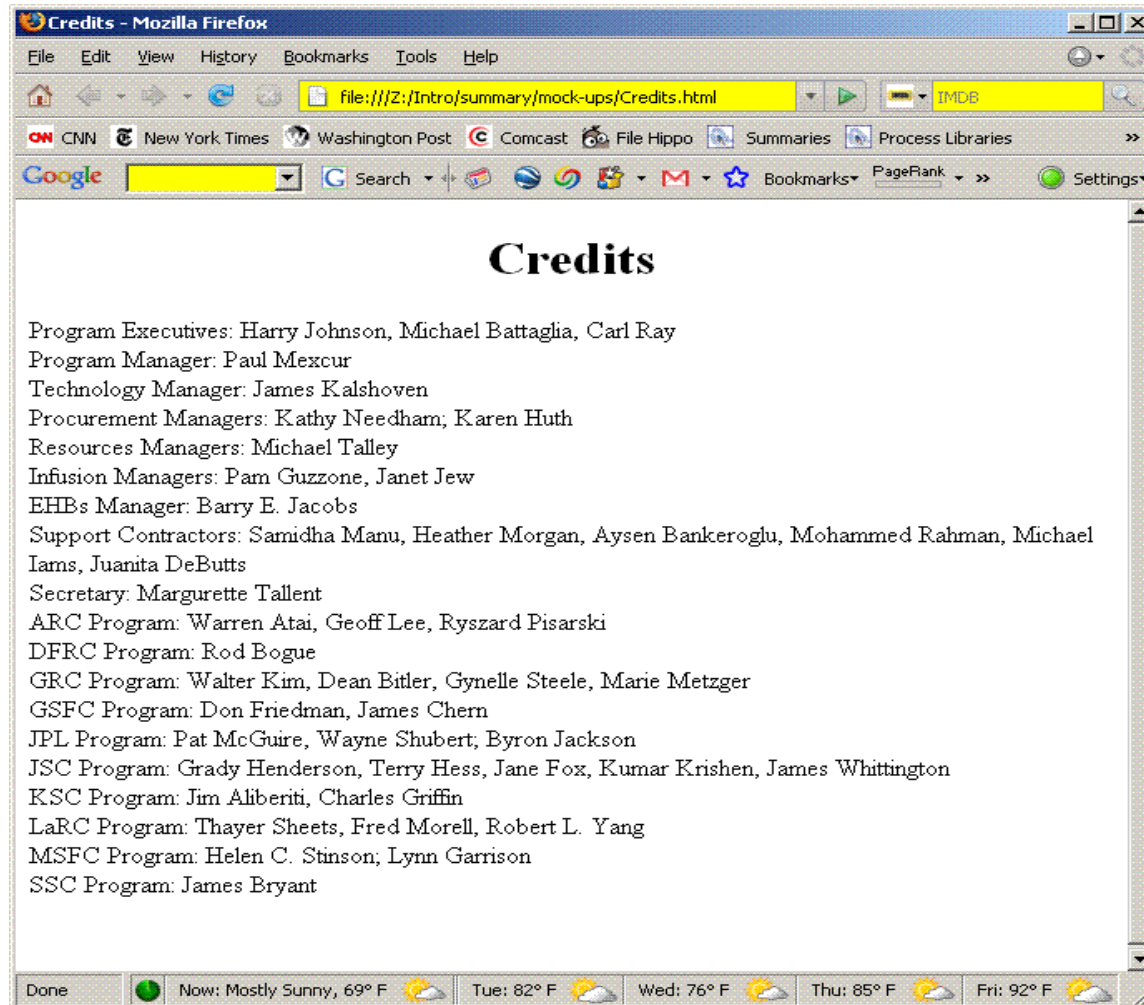
Task	Purpose	Suggested Roles	Task Lead(s)	Estimated Completion Date	Actual Completion Date	Documents					
						Document	Instructions and Samples	Document Lead(s)	Estimated Completion Date	Actual Completion Date	Document Location(s)
Administration	The purpose of this task is to administer Project Development.	Task Lead, Subtask Lead, Subtask Member, Reviewer, Approval Official, Project Manager, Documents Manager	James Green	07/23/07	08/23/07	Document Library	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
Critical Design Review (CDR)	The purpose of this task is to administer Critical Design Review (CDR).	Task Lead, Subtask Lead, Subtask Member, Reviewer, Approval Official, Project Manager, Documents Manager	James Green	06/23/07	06/23/07	Critical Design Review (CDR) Documents	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
						Draft Project Requirements Document	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
						Project Plan	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
Resource Analysis Office	The purpose of this task is to administer Resource	Task Lead, Subtask Lead, Subtask Member, Reviewer,	James			Resource Analysis Office (RAO) Data Dump Documents	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
						Project Plan	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034

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.

Outline of Presentation:

- The Bottom Line-**
- Objectives-**
- Solution-**
- Where Shakespeare Meets Freud-**
- Some Applications-**
- Things Supported-**
- Examples-**
- Final Thoughts-**

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/technologies/whatare/process.htm>. The page content is organized into several sections:

Technologies

Product Realization Subprocesses								
Integrated Problems-Solutions Database	Planning Technologies	Solicitation Development	Proposal Submission	Review & Selection	Negotiation & Award	Administration	Closeout	Post-Closeout

(Potential Customers: Flight Projects)

Product Distribution Subprocesses							
Integrated Problems-Solutions Database	Planning Distributions	Distribution Facility Solicitation Development	Problem Submission	Problem Handling	Agreement Administration	Agreement Closeout	Post-Agreement Closeout

(Potential Customers: Flight Projects, Non-NASA Customers)

Support Subprocesses								
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 a weather forecast for the week: Now: Sunny, 83 °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 Technology Organizations

Product Realization Subprocesses Organizations
AST Aeronautics Technology
Rad Planet Technologies
BPR Bio and Phys. Research
BPR Space Station
CDDF Center Directors Discretionary Fund
ES Earth Science
Agency Health and Medical Care
SR&QA
Academic Programs
SBIR
SF Space Communications
SF Space Shuttle
SF Missions Communications
SF Payload Util & Ops
SF Investments and Support
SS Space Science
STTR

Product Distribution Subprocesses Organizations
ARC TCO
DFRC TCO
Far West-RTTC
GRC TCO
GSFC TCO
ITTP
JPL TCO
JSCTCO
KSC TCO
LaRC TCO
Mid-Atlantic RTTC
Mid-Continent-RTTC
N. Atlantic RTTC

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

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

Views

Total 30 Entries

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

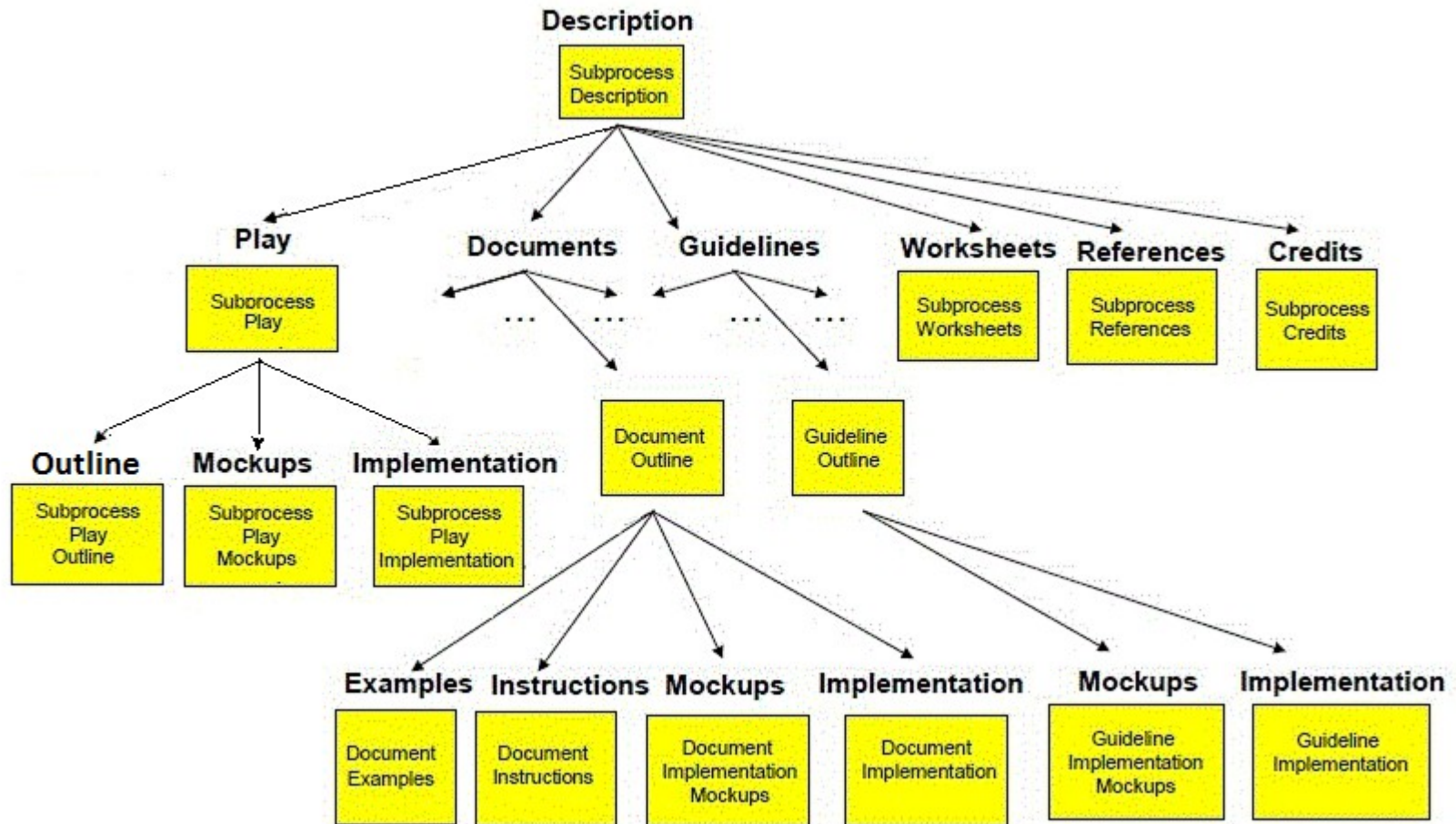
Subprocess: **Solicitation Development** (T4-08-00-00)

[Create View](#)

View	Steps
Integration	Update Copy Delete
CHIPS Dave Pierce (Dave.Pierce@nasa.gov)	Update Copy Delete
CINDI/TWINS Jim Byrd (Jim.Byrd@nasa.gov)	Update Copy Delete
Constellation-X Liz Citri (Liz.Citri@nasa.gov)	Update Copy Delete
ESDIS MaryAnn Esfandiari (MaryAnn.Esfandiari@nasa.gov)	Update Copy Delete
EO-1 Bryant Cramer (Bryant.Cramer@nasa.gov)	Update Copy Delete
EOS AURA Richard A. Pickering (Richard.A.Pickering@nasa.gov)	Update Copy Delete
ESMO Paul Ondrus (Paul.Ondrus@nasa.gov)	Update Copy Delete

Done Fasterfox McAfee SiteAdvisor Now: Partly Sunny, 63° F Sat: 62° F Sun: 63° F Mon: 67° F Tue: 61° 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

Google

Tools To Focus On During Stages- By Tool.

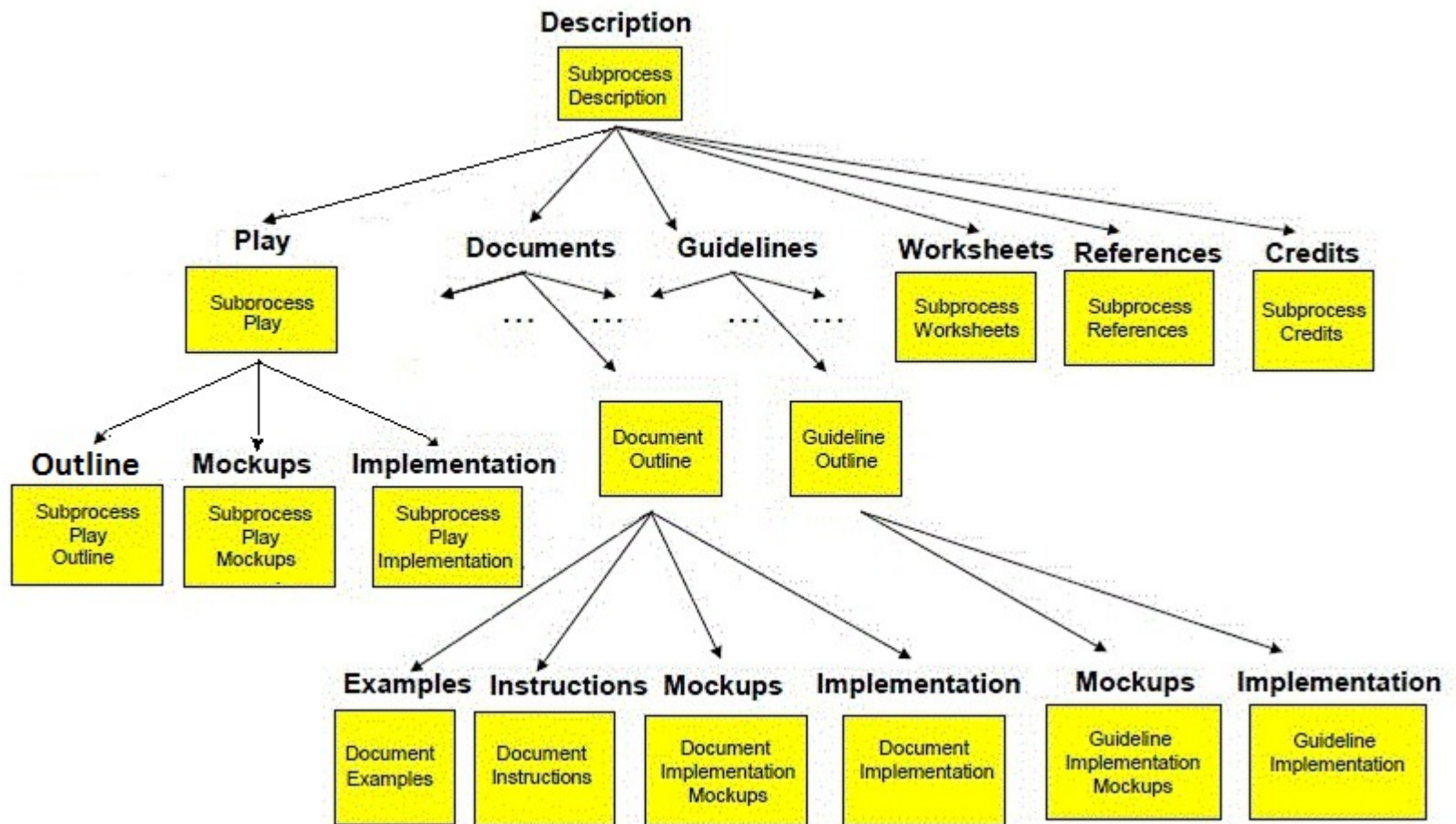
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Work Together	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.

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





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]

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



Some EHBs Projects - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

file:///z:/Intro/summary/mock-ups/Some%20EHBs%20Proje Go

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

Some Applications

- [DOI's Screen Available and Exchange-Sales \(SAVES\)- Property](#)
- [DOJ's Bulletproof Vests Partnership Program \(BVP\)- Grants](#)
- [DOJ's Local Law Enforcement Block Grants \(LLEBG\) - Grants](#)
- [DOJ's Office of Justice Program IT Initiatives \(OJP IT\) - Grants](#)
- [DOJ's Southwest Border Patrol Initiative \(SWBPI\) - Grants](#)
- [Federal Emergency Management Administration \(FEMA\) - Grants](#)
- [FEMA's US Fire Administration \(USFA\)- Grants](#)
- [HHS's Health Services Resources Administration \(HRSA\) - Grants](#)
- [NASA's Earth Sciences Technology Office \(ESTO\)- Contracts](#)
- [NASA's Educational Program Data Collection and Evaluation Program \(EDCATs\) - Program Evaluations](#)
- [NASA's Small Business Innovation Research \(SBIR\)- Contracts](#)
- [USDA's Emergency Response Information System \(ERIS\) - Grants](#)
- [USDA's Integrated Item Tracking System-Reagents Ordering-Shipping System \(IITS-ROSS\) - Grants](#)
- [USDA's Karnal Bundt Information System \(KBIS\) - Grants](#)

Done

Navigation icons: Back, Forward, Home, Stop, Reload, Print, Find, Zoom In, Zoom Out, Full Screen, Refresh, Close

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.

- **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 all 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.

Subprocess/Play Developments that are supported.

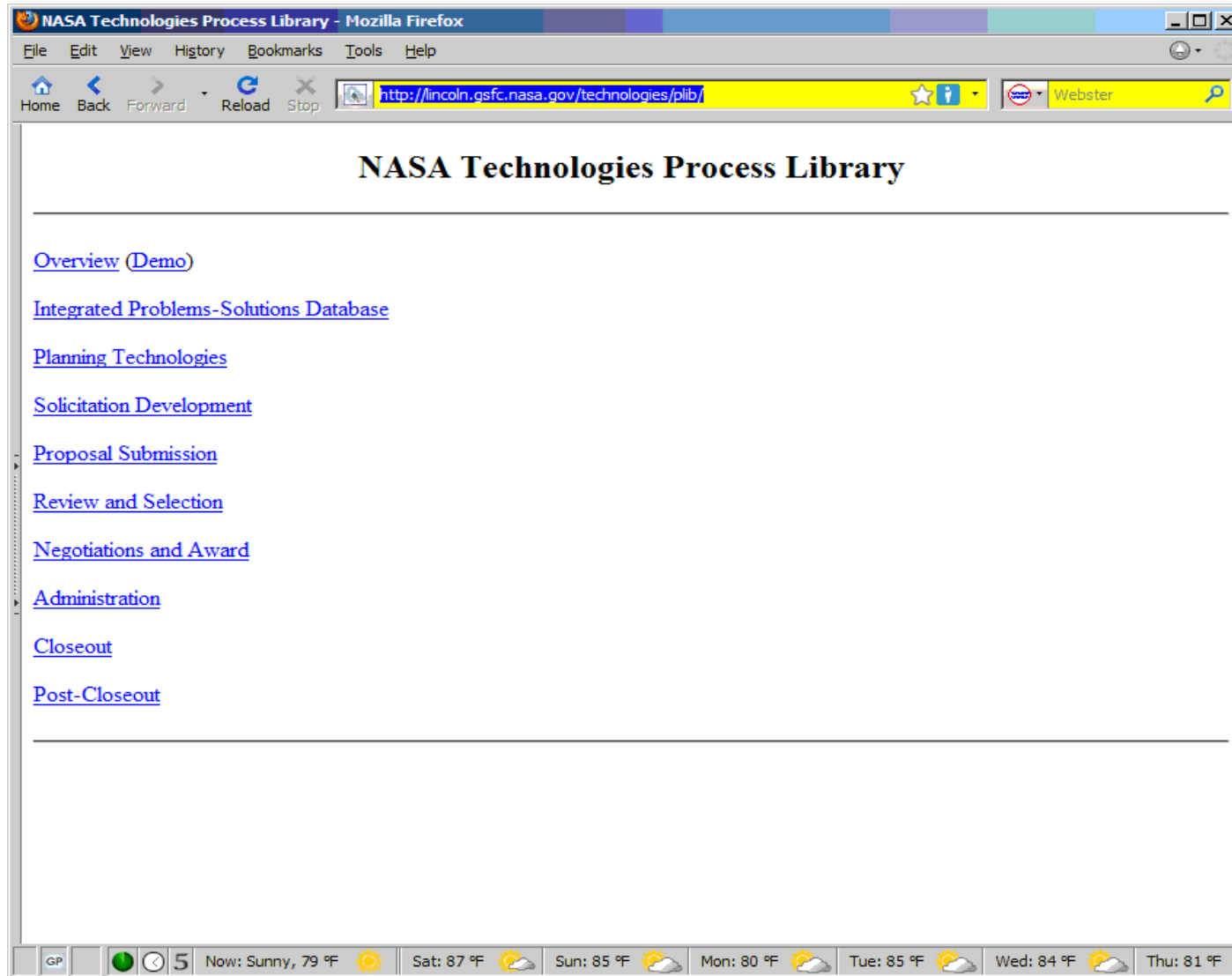
- **Presentation & Paper/Marketing.** The approach supports presentation & paper/marketing using the contents of Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
- **Worksheet/Outlining.** The approach supports worksheet/outlining using the drafting of Descriptions, 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.

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.

Examples

Process Libraries are organized by subprocesses.



View Tools show how organizations view their subprocesses.

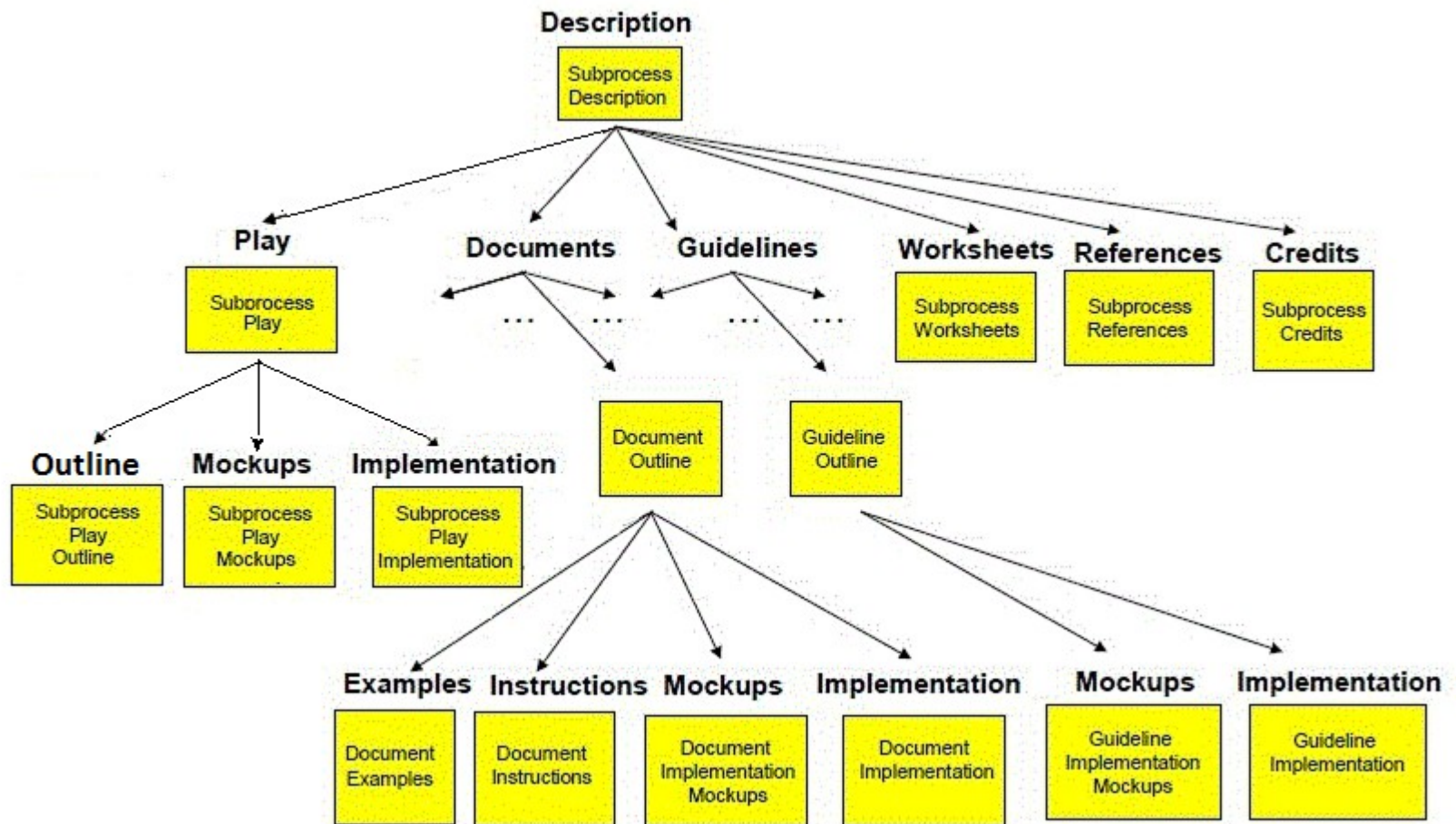
The screenshot shows a Mozilla Firefox browser window with the following details:

- Browser Title: Views - Mozilla Firefox
- Address Bar: file:///E:/8000-8999/nasa/flightprojects/summary/mock-ups/Views.htm
- Search Bar: Google
- Page Content:
 - Section: Views
 - Total 30 Entries
 - Classification: Product Realization Subprocesses (T4-00-00-00)
 - Subprocess: Solicitation Development (T4-08-00-00)
 - Link: [Create View](#)
 - Table with 2 columns: View, Steps

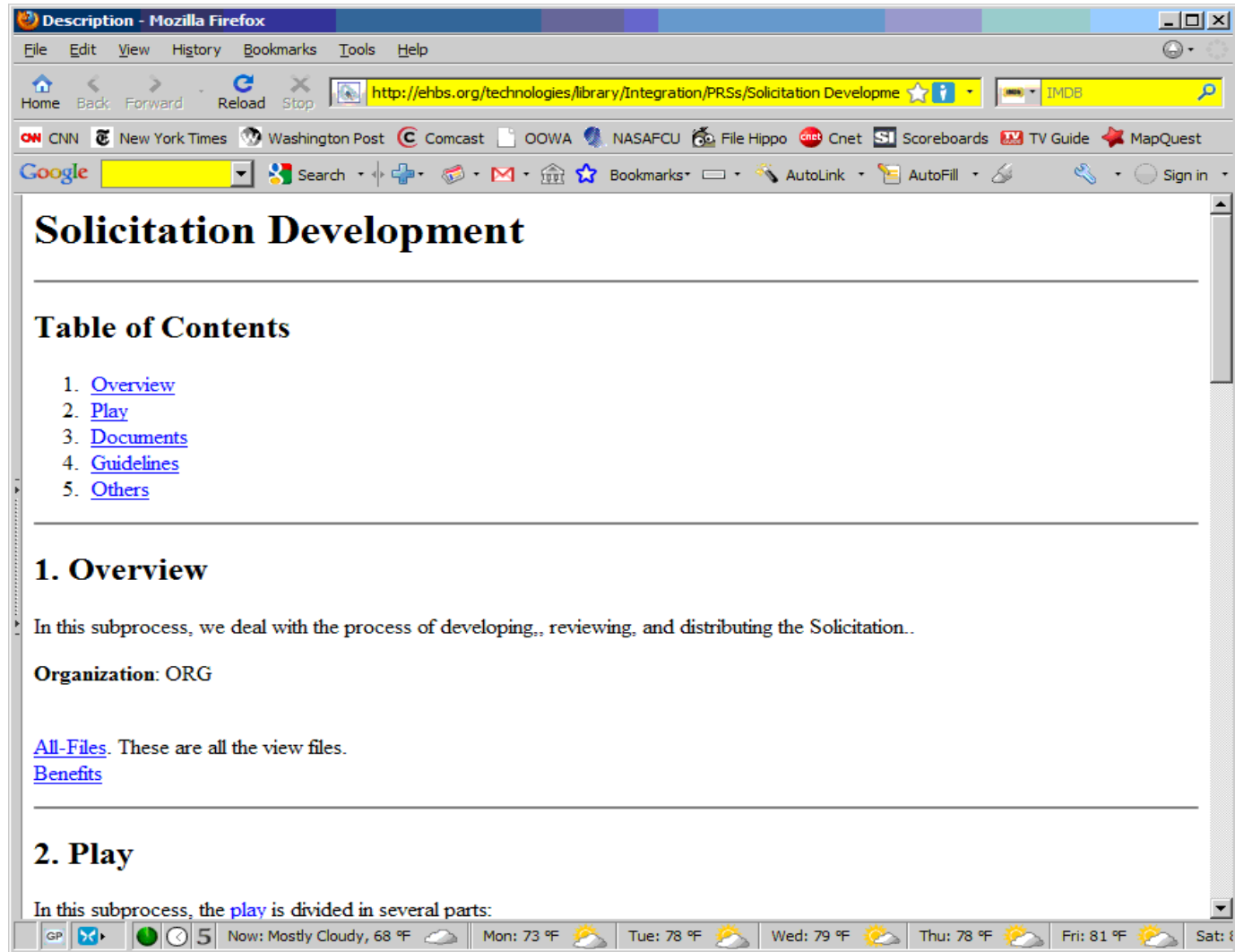
View	Steps
Integration	Update Copy Delete
CHIPS Dave Pierce (Dave.Pierce@nasa.gov)	Update Copy Delete
CINDI/TWINS Jim Byrd (Jim.Byrd@nasa.gov)	Update Copy Delete
Constellation-X Liz Citri (Liz.Citri@nasa.gov)	Update Copy Delete
ESDIS MaryAnn Esfandiari (MaryAnn.Esfandiari@nasa.gov)	Update Copy Delete
EO-1 Bryant Cramer (Bryant.Cramer@nasa.gov)	Update Copy Delete
EOS AURA Richard A. Pickering (Richard.A.Pickering@nasa.gov)	Update Copy Delete
ESMO Paul Ondrus (Paul.Ondrus@nasa.gov)	Update Copy Delete

System tray at the bottom shows: Done, Fasterfox, McAfee SiteAdvisor, and weather information: Now: Partly Sunny, 63° F, Sat: 62° F, Sun: 63° F, Mon: 67° F, Tue: 61° F.

Subprocess View Tools contain the envelope of related files.



Descriptions summarize subprocesses.



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

- Address Bar:** <http://ehbs.org/technologies/library/Integration/PRs/Solicitation Development>
- Navigation Bar:** Home, Back, Forward, Reload, Stop
- Search Bar:** Google
- Table of Contents:**
 - [Overview](#)
 - [Play](#)
 - [Documents](#)
 - [Guidelines](#)
 - [Others](#)
- Section 1: Overview**

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

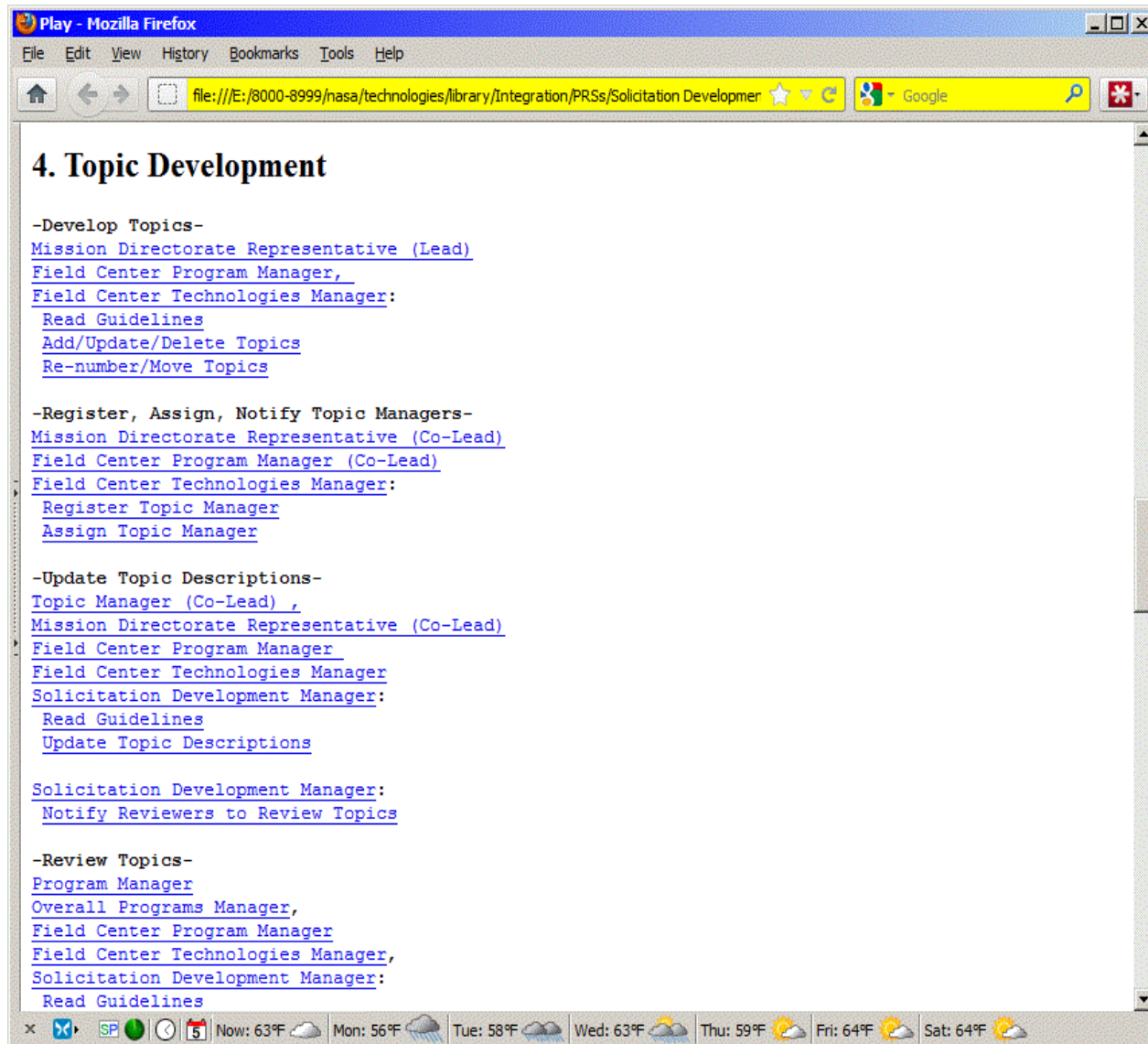
Organization: ORG

[All-Files](#). These are all the view files.
[Benefits](#)
- Section 2: Play**

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

The browser's status bar at the bottom shows the system tray with icons for GP, a network icon, a clock showing 5, and a weather forecast for the week: Now: Mostly Cloudy, 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:

4. Topic Development

-Develop Topics-

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

-Register, Assign, Notify Topic Managers-

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

-Update Topic Descriptions-

- [Topic Manager \(Co-Lead\) ,](#)
- [Mission Directorate Representative \(Co-Lead\)](#)
- [Field Center Program Manager](#)
- [Field Center Technologies Manager](#)
- [Solicitation Development Manager:](#)
 - [Read Guidelines](#)
 - [Update Topic Descriptions](#)

[Solicitation Development Manager:](#)
[Notify Reviewers to Review Topics](#)

-Review Topics-

- [Program Manager](#)
- [Overall Programs Manager,](#)
- [Field Center Program Manager](#)
- [Field Center Technologies Manager,](#)
- [Solicitation Development Manager:](#)
 - [Read Guidelines](#)

The browser window includes a menu bar (File, Edit, View, History, Bookmarks, Tools, Help), a search bar with the Google logo, and a taskbar at the bottom showing the system clock and weather forecast for the next seven days.

Documents describe subprocess data.

The screenshot shows a Mozilla Firefox browser window. The address bar contains the URL <http://ehbs.org/technologies/library/Integration/PRs/Solicitation Development>. The page content includes:

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

3. Documents

In this subprocess, we have the following document types:

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

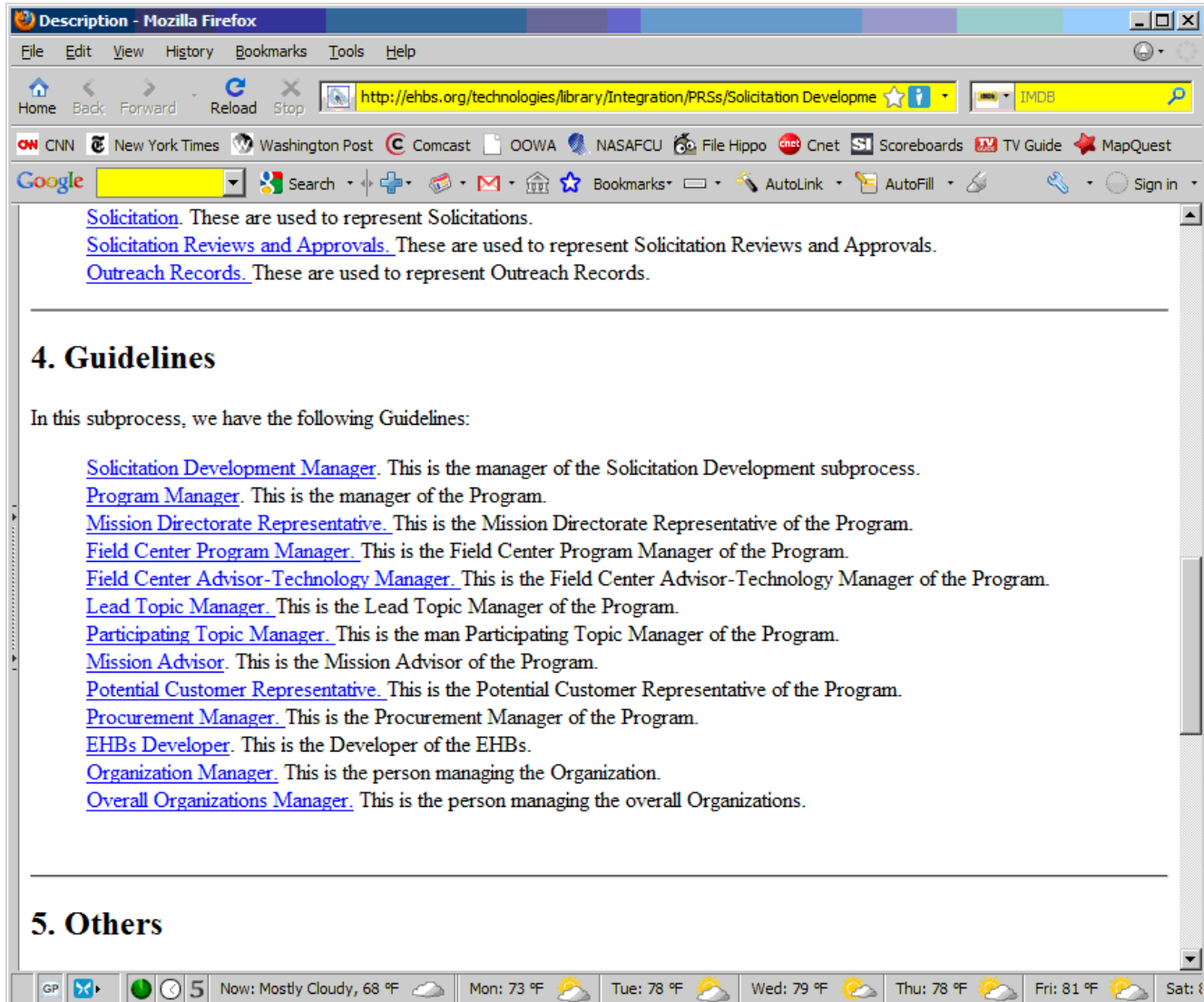
4. Guidelines

In this subprocess, we have the following Guidelines:

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

The browser's taskbar at the bottom shows the system tray with the date and time (Sat: 8:00 AM), and a weather forecast for the week: Now: Mostly Cloudy, 68 °F; Mon: 73 °F; Tue: 78 °F; Wed: 79 °F; Thu: 78 °F; Fri: 81 °F; Sat: 81 °F.

Guidelines describe user subprocesses.



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

[Solicitation](#). These are used to represent Solicitations.
[Solicitation Reviews and Approvals](#). These are used to represent Solicitation Reviews and Approvals.
[Outreach Records](#). These are used to represent Outreach Records.

4. Guidelines

In this subprocess, we have the following Guidelines:

- [Solicitation Development Manager](#). This is the manager of the Solicitation Development subprocess.
- [Program Manager](#). This is the manager of the Program.
- [Mission Directorate Representative](#). This is the Mission Directorate Representative of the Program.
- [Field Center Program Manager](#). This is the Field Center Program Manager of the Program.
- [Field Center Advisor-Technology Manager](#). This is the Field Center Advisor-Technology Manager of the Program.
- [Lead Topic Manager](#). This is the Lead Topic Manager of the Program.
- [Participating Topic Manager](#). This is the man Participating Topic Manager of the Program.
- [Mission Advisor](#). This is the Mission Advisor of the Program.
- [Potential Customer Representative](#). This is the Potential Customer Representative of the Program.
- [Procurement Manager](#). This is the Procurement Manager of the Program.
- [EHBs Developer](#). This is the Developer of the EHBs.
- [Organization Manager](#). This is the person managing the Organization.
- [Overall Organizations Manager](#). This is the person managing the overall Organizations.

5. Others

The browser's status bar at the bottom shows the current time as 5:00 and the weather as 'Now: Mostly Cloudy, 68 °F'. A weather forecast for the following days is also visible: 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:/Intro/summary/mock-ups/Worksheet.htm

Subprocess Worksheet

Subprocess: Solicitation Development

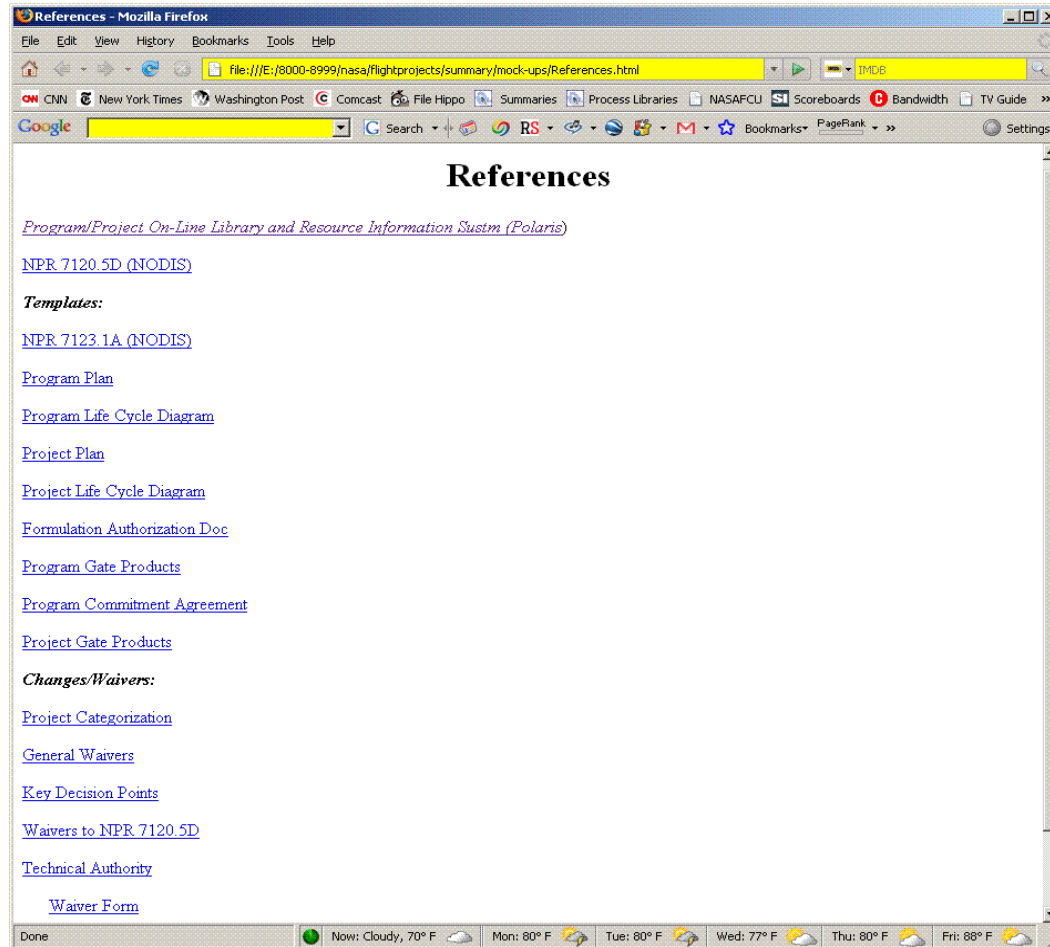
In this subprocess, we deal with the process of developing, reviewing, and distributing the Solicitation.

Organization: Division C

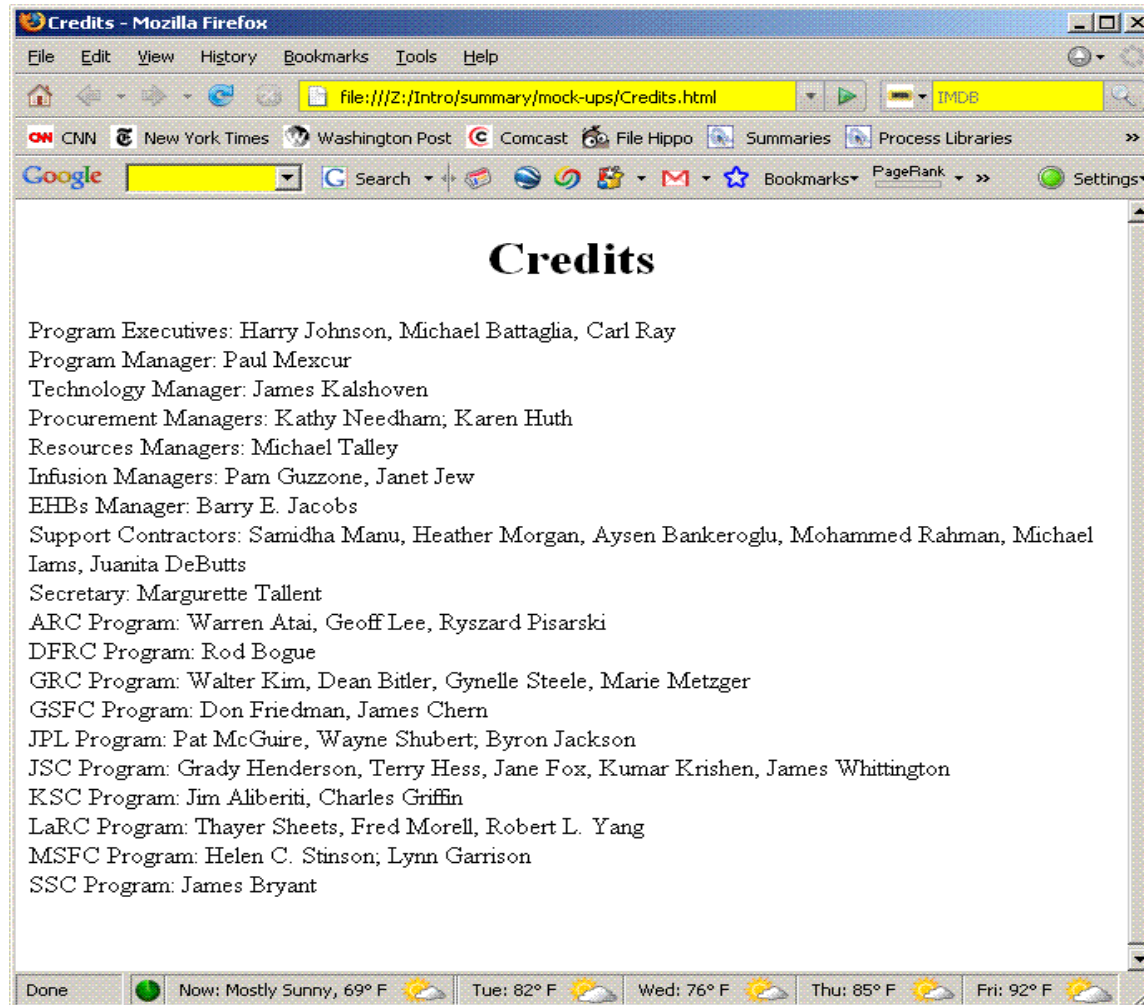
Task	Purpose	Suggested Roles	Task Lead(s)	Estimated Completion Date	Actual Completion Date	Documents					
						Document	Instructions and Samples	Document Lead(s)	Estimated Completion Date	Actual Completion Date	Document Location(s)
Administration	The purpose of this task is to administer Project Development.	Task Lead, Subtask Lead, Subtask Member, Reviewer, Approval Official, Project Manager, Documents Manager	James Green	07/23/07	08/23/07	Document Library	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
Critical Design Review (CDR)	The purpose of this task is to administer Critical Design Review (CDR).	Task Lead, Subtask Lead, Subtask Member, Reviewer, Approval Official, Project Manager, Documents Manager	James Green	06/23/07	06/23/07	Critical Design Review (CDR) Documents	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
						Draft Project Requirements Document	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
						Project Plan	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
Resource Analysis Office	The purpose of this task is to administer Resource	Task Lead, Subtask Lead, Subtask Member, Reviewer,	James			Resource Analysis Office (RAO) Data Dump Documents	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
						Project Plan	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034

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.



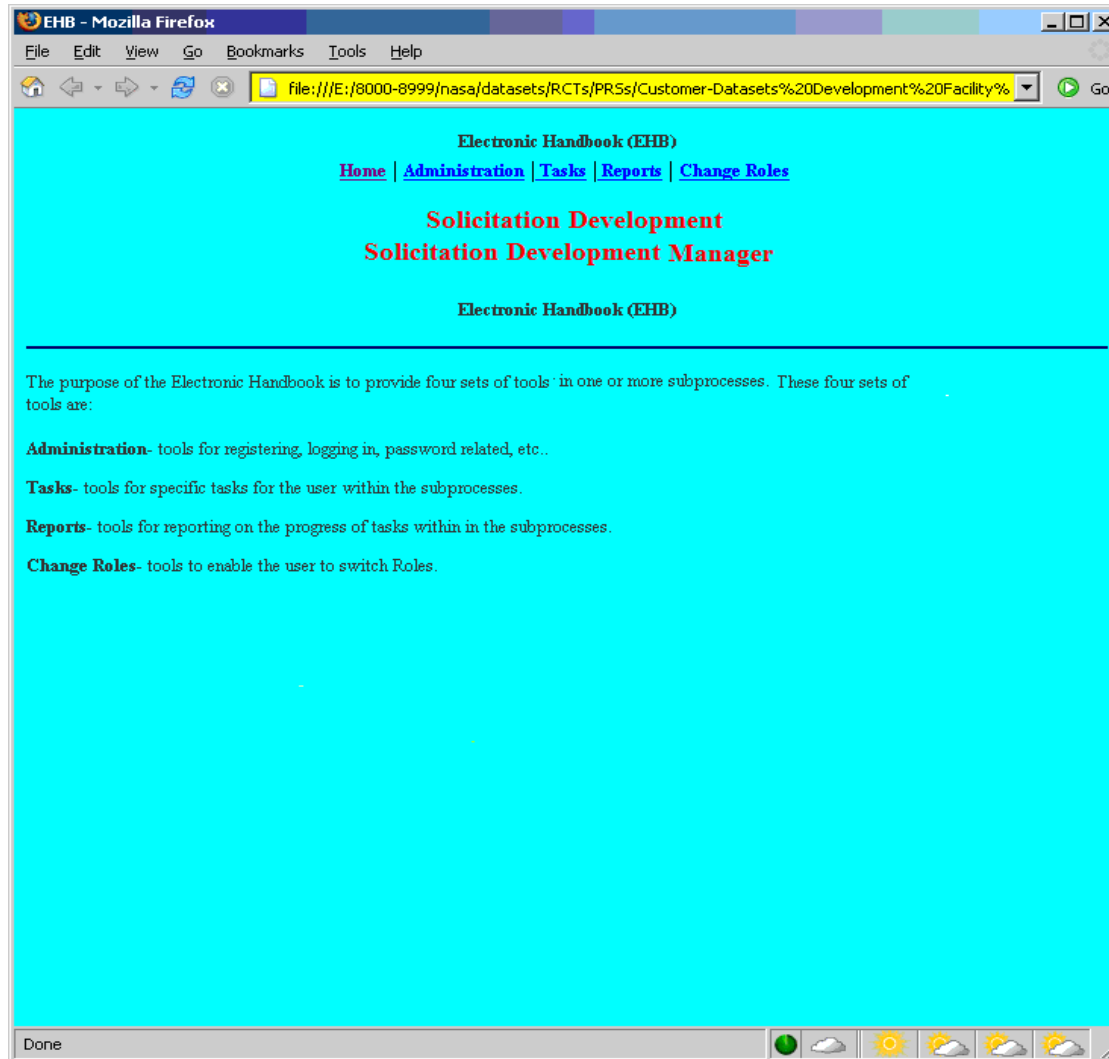
Integration Tools facilitate subprocess integration.

The screenshot shows a Microsoft Internet Explorer browser window displaying a web page titled "Fetch Integration". The address bar shows the URL: `Z:\8000-8999\nasa\technologies\summary\mock-ups\Integrations.htm`. The page content includes a table for "Read Integration" and a table for "Samples From Views".

Read Integration	
Classification	Product Realization Subprocesses
Subprocess	Solicitation Development
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	
AST Aeronautics Technology Fetch - (Size: 10 KB)	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
Red Planet Technologies Fetch - (Size: 10 KB)	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
BPR Bio and Phys. Research. Fetch - (Size: 10 KB)	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
BPR Space Station Fetch - (Size: 10 KB)	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
CDDF Center Directors Discretionay Fund Fetch - (Size: 10 KB)	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
ES Earth Science Fetch - (Size: 10 KB)	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
Agency Health and Medical Care. Fetch - (Size: 10 KB)	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
SR&QA	Date Created: 23-Jun-2005

Electronic Handbooks (EHBs) facilitate the execution of subprocesses.



Demonstration Tools introduce the concepts to a community in their terms.

NASA Technologies - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ehbs.org/nasatechs/

[National Aeronautics and Space Administration \(NASA\) - Technologies](#)

Process Libraries (PLs) and Electronic Handbooks (EHBs)
[Where Shakespeare Meets Freud]

- [1. What Are PLs and EHBs?](#)
- [2. Summary](#)
- [3. Some Applications](#)
- [4. In The Press](#)
- [5. Experiences](#)
- [6. Some Demonstration Tools](#)
- [7. Some Subprocesses and Their Documentations](#)
- [8. Assembly Line Processes](#)
- [9. Benefits](#)

[White Paper](#)
[Book](#)

U.S. GOVERNMENT COMPUTER
If not authorized to access this system, disconnect now.

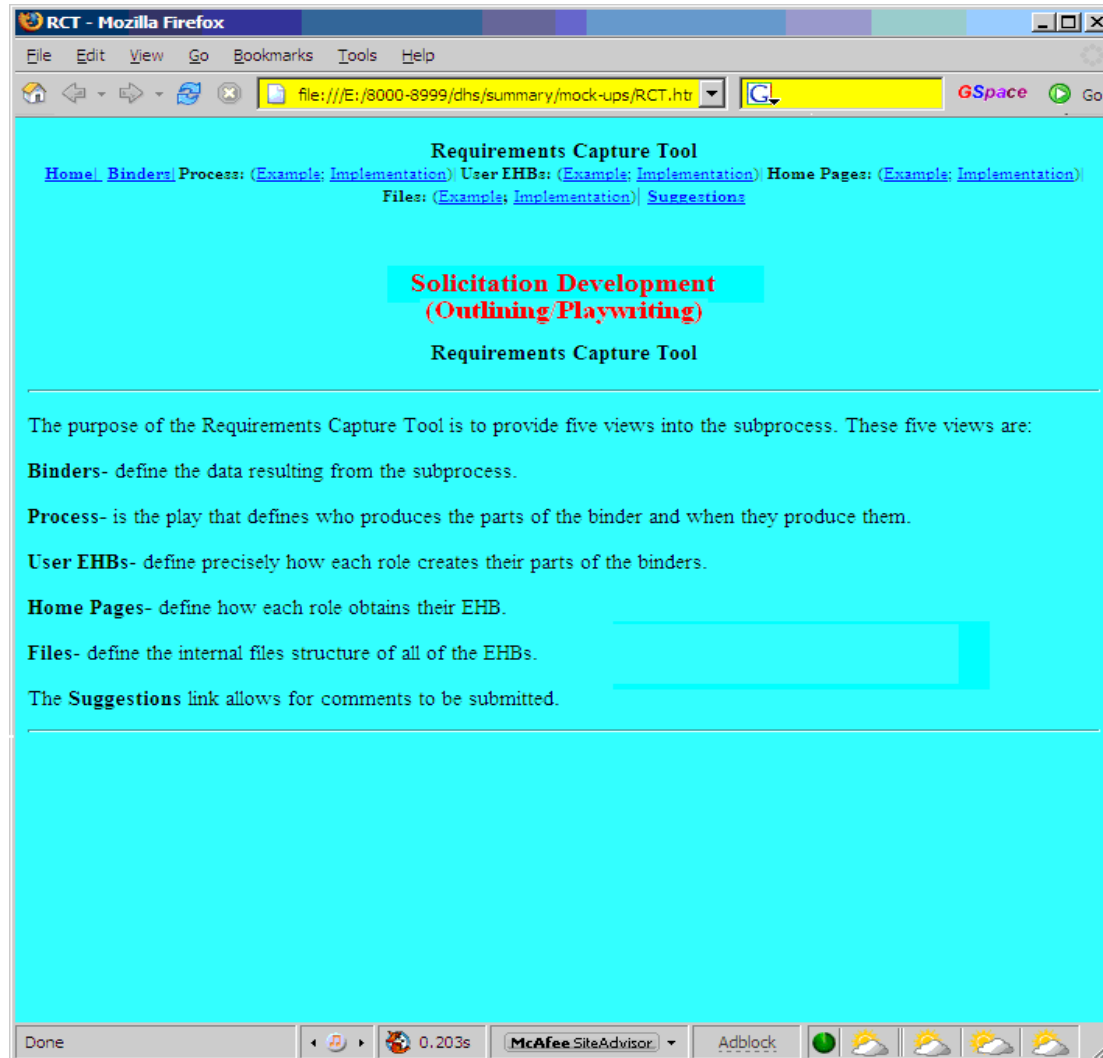
YOU SHOULD HAVE NO EXPECTATION OF PRIVACY
By continuing, you consent to your keystrokes and data content being monitored.

[NASA Privacy, Security Notices](#)

Last Modified: June 23, 2005

Now: 44°F Wed: 45°F Thu: 59°F Fri: 41°F Sat: 38°F Sun: 38°F Mon: 36°F

Requirements Capture Tools (RCTs) facilitate subprocess development.



The screenshot shows a Mozilla Firefox browser window with the title "RCT - Mozilla Firefox". The address bar contains the file path "file:///E:/8000-8999/dhs/summary/mock-ups/RCT.htm". The main content area has a light blue background and features the following text:

Requirements Capture Tool
[Home](#) | [Binders](#) | [Process](#): ([Example](#); [Implementation](#)) | [User EHBs](#): ([Example](#); [Implementation](#)) | [Home Pages](#): ([Example](#); [Implementation](#))
[Files](#): ([Example](#); [Implementation](#)) | [Suggestions](#)

**Solicitation Development
(Outlining Playwriting)**

Requirements Capture Tool

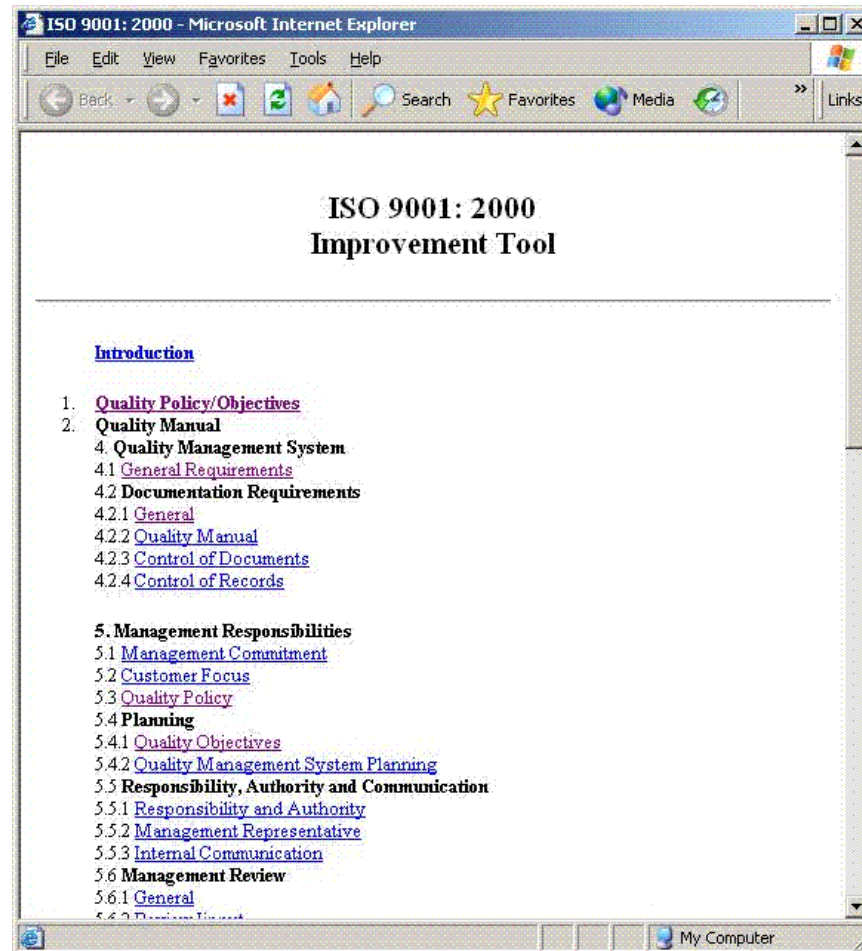
The purpose of the Requirements Capture Tool is to provide five views into the subprocess. These five views are:

- Binders**- define the data resulting from the subprocess.
- Process**- is the play that defines who produces the parts of the binder and when they produce them.
- User EHBs**- define precisely how each role creates their parts of the binders.
- Home Pages**- define how each role obtains their EHB.
- Files**- define the internal files structure of all of the EHBs.

The **Suggestions** link allows for comments to be submitted.

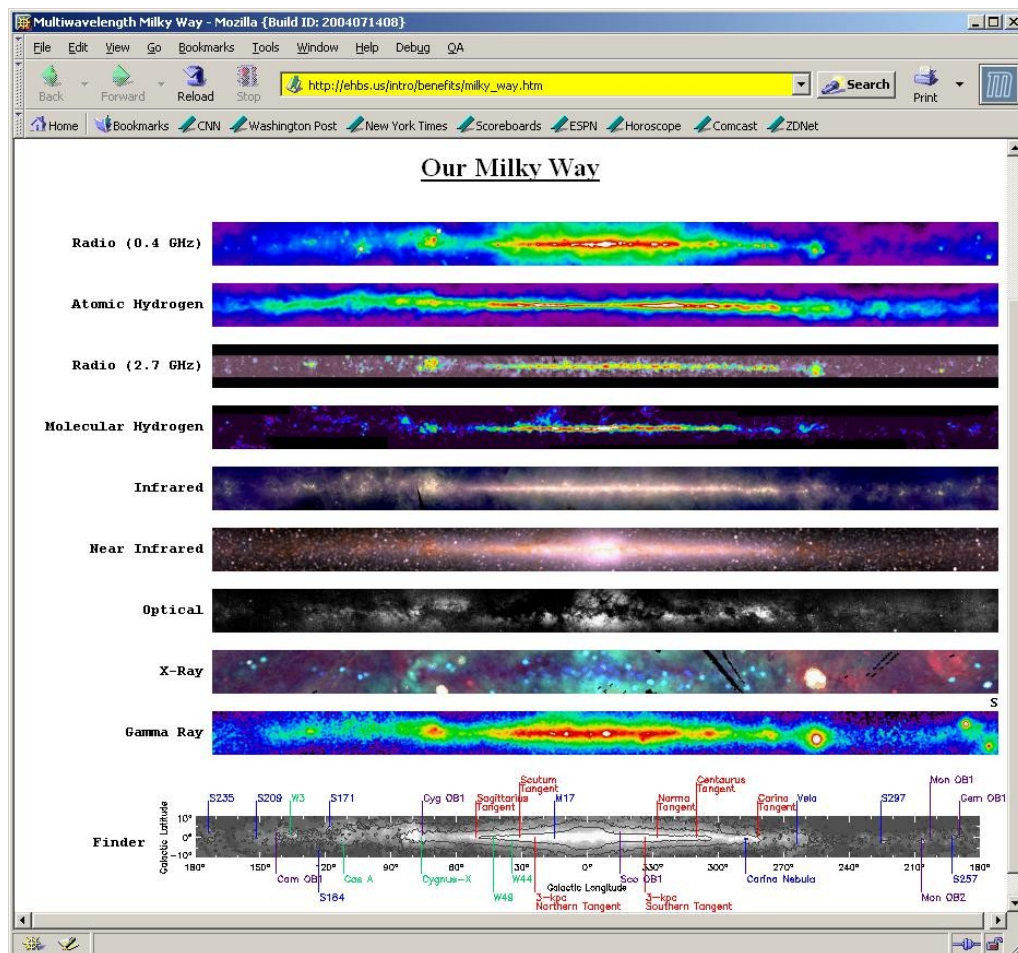
The browser's status bar at the bottom shows "Done", a refresh button, "0.203s", "McAfee SiteAdvisor", "Adblock", and several weather icons.

Improvement Tools facilitate subprocess improvement.



Final Thoughts

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.

Some Effects of Separation

**"Men hate each other because they fear each other;
They fear each other because they don't know each other;
They don't know each other because they can't communicate with each other;
They can't communicate with each other because they are separated from each other. "**

Dr. Martin Luther King Jr.

September 3, 1957

Theatre of Dionysus- Athens, Greece



For More Details

File Edit View History Bookmarks Tools Help

EHBs Home Page

ehbs.us

Search

Complex Process Management Using Process Libraries and Electronic Handbooks [Where Shakespeare Meets Freud]

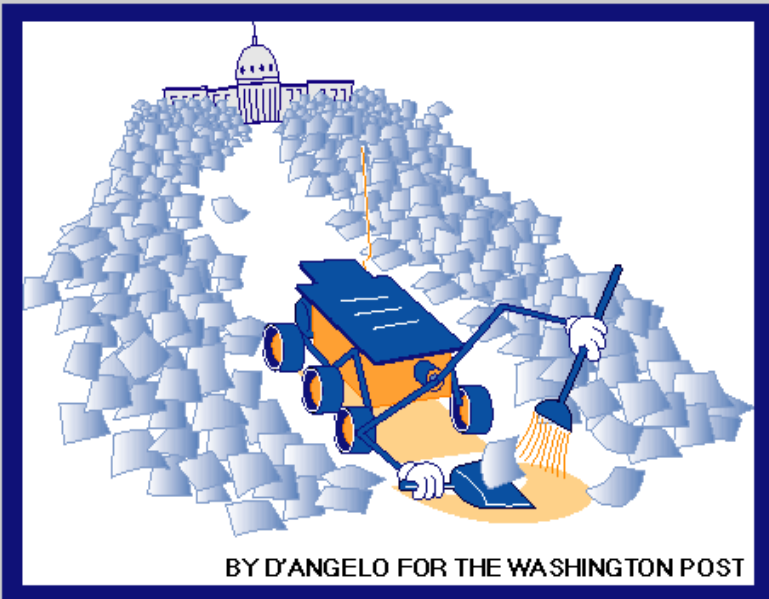
Complex Process Management Using PLs and EHBs [Where Shakespeare Meets Freud]

Home

- [1. What are PLs and EHBs?](#)
- [2. Some Quick Summaries](#)
- [3. Some Applications](#)
- [4. In The Press](#)
- [5. Experiences](#)
- [6. Some Papers](#)
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- [8. Some Subprocesses and Their Documentations](#)
- [9. Assembly Line Processes](#)
- [10. Benefits](#)

[White Paper](#)
[Book](#)

[How Can I Apply These To My Organization's Processes?](#)



BY D'ANGELO FOR THE WASHINGTON POST

Dr. Barry E. Jacobs
barry.e.jacobs@comcast.net
(301) 681-7816
[\[Mini-Bio\]](#)

Now: 64°F Sun: 83°F Mon: 60°F Tue: 62°F Wed: 76°F Thu: 78°F Fri: 62°F