

# Federal Agencies Electronic Handbooks (EHBs) Management Using Process Libraries and Electronic Handbooks

(Where Shakespeare Meets Freud)



## Demonstration



Dr. Barry E. Jacobs  
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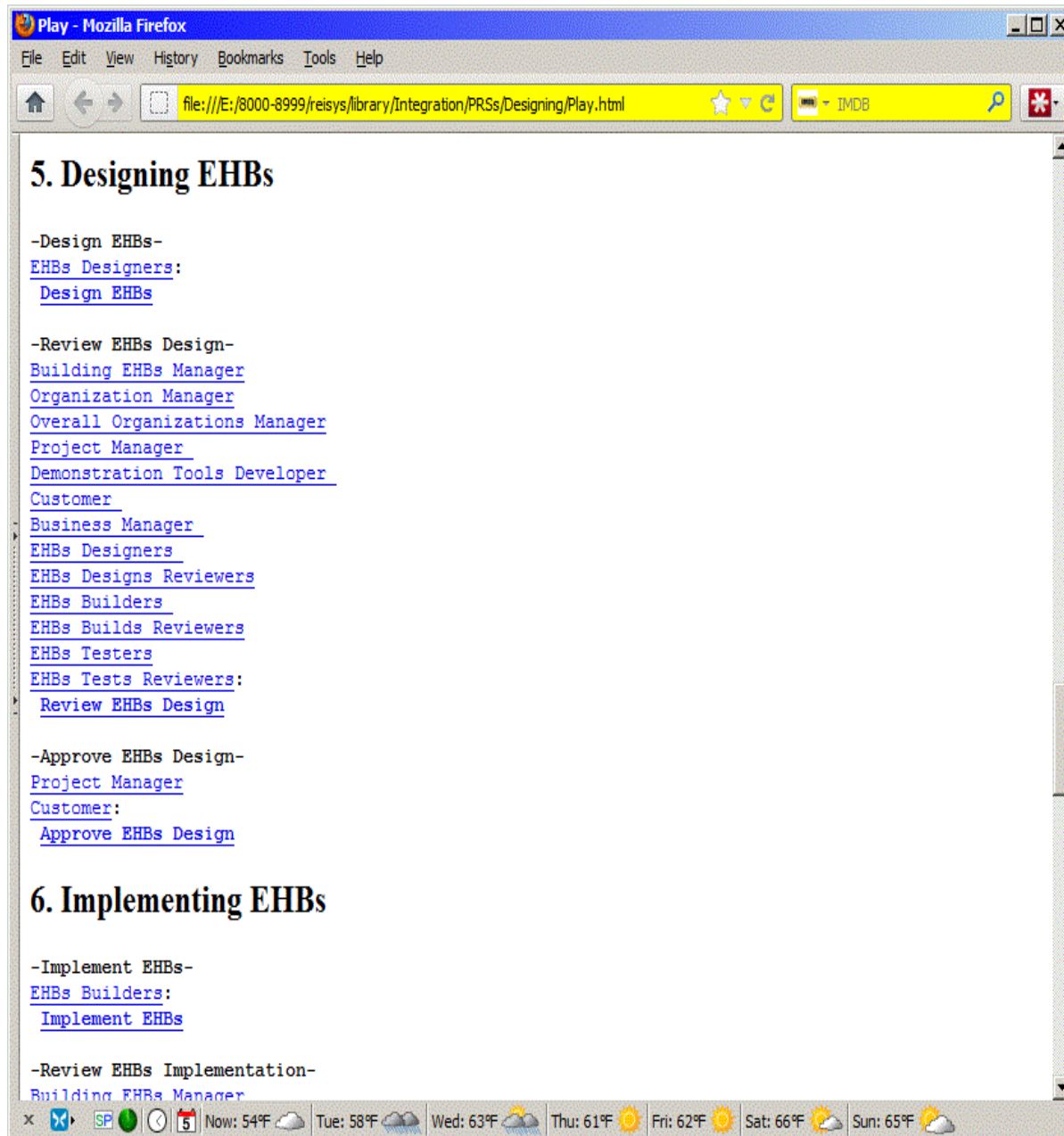
## **The Bottom Line:**

**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.**

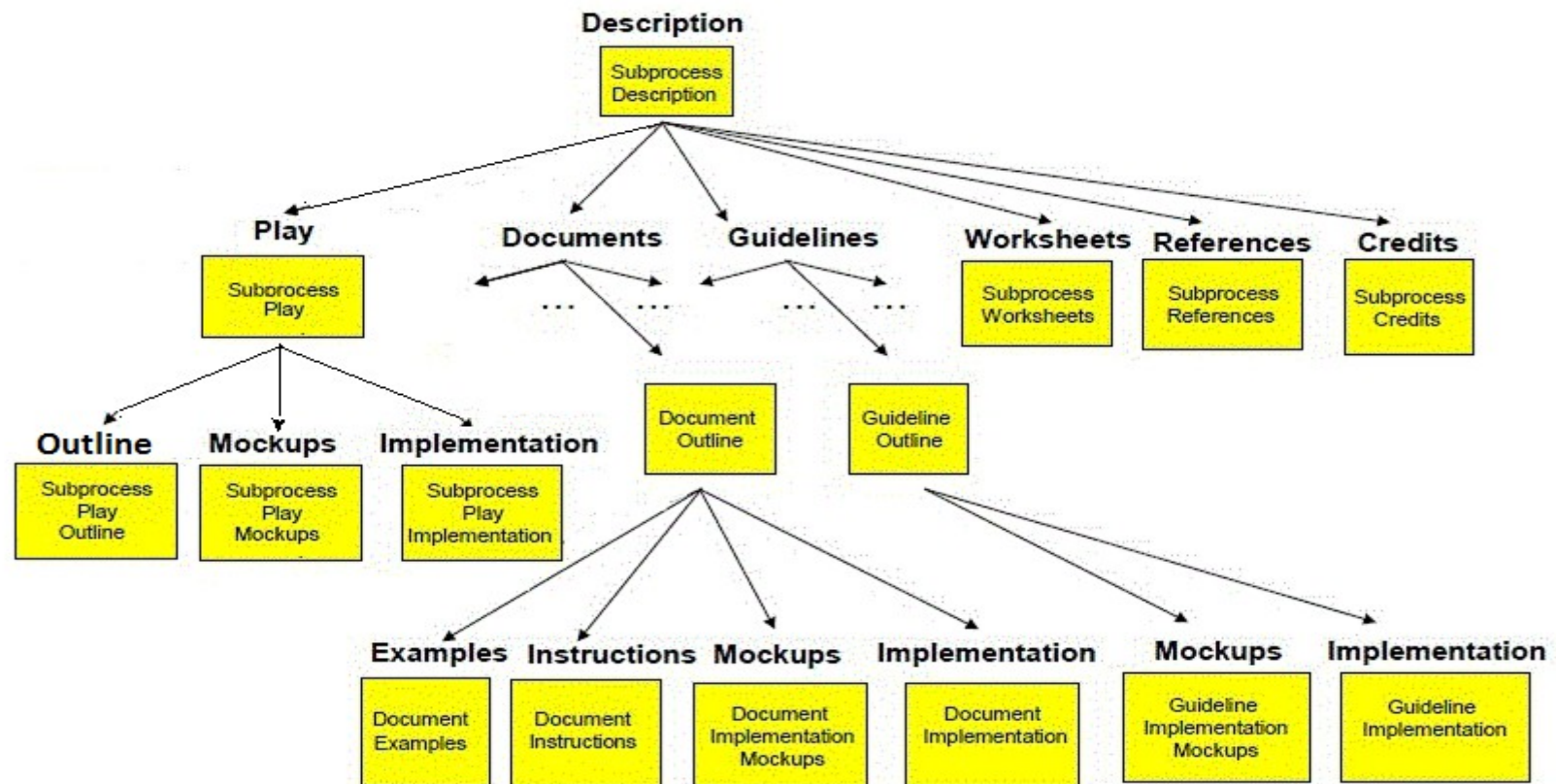
# Plays describe subprocess execution.



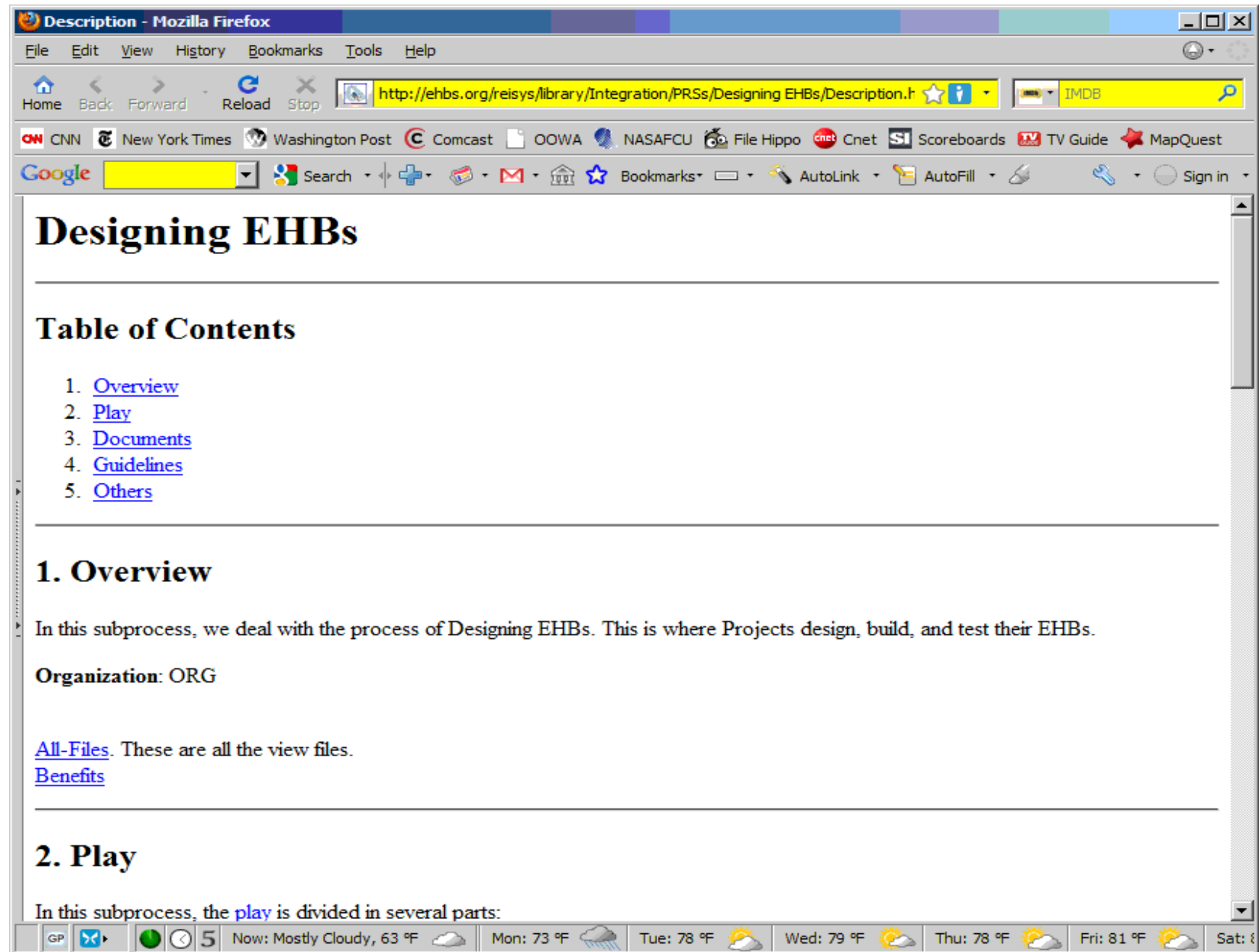
## **Benefits:**

- 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.**

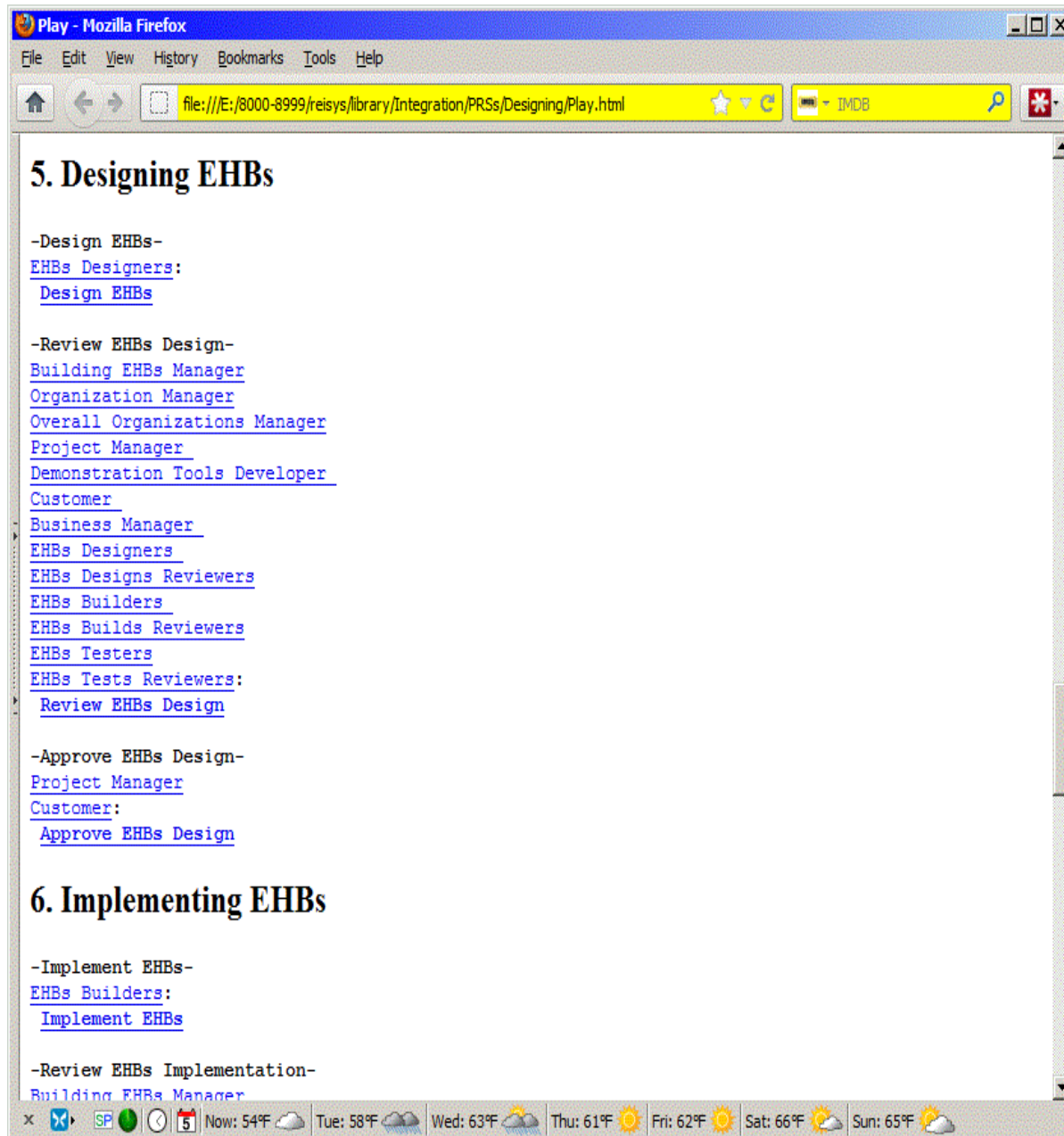
**Our basic approach is to wrap organization's subprocesses in a common envelope containing "communication vehicles" that facilitate intra- and inter-organization communication.**



## Descriptions summarize subprocesses.

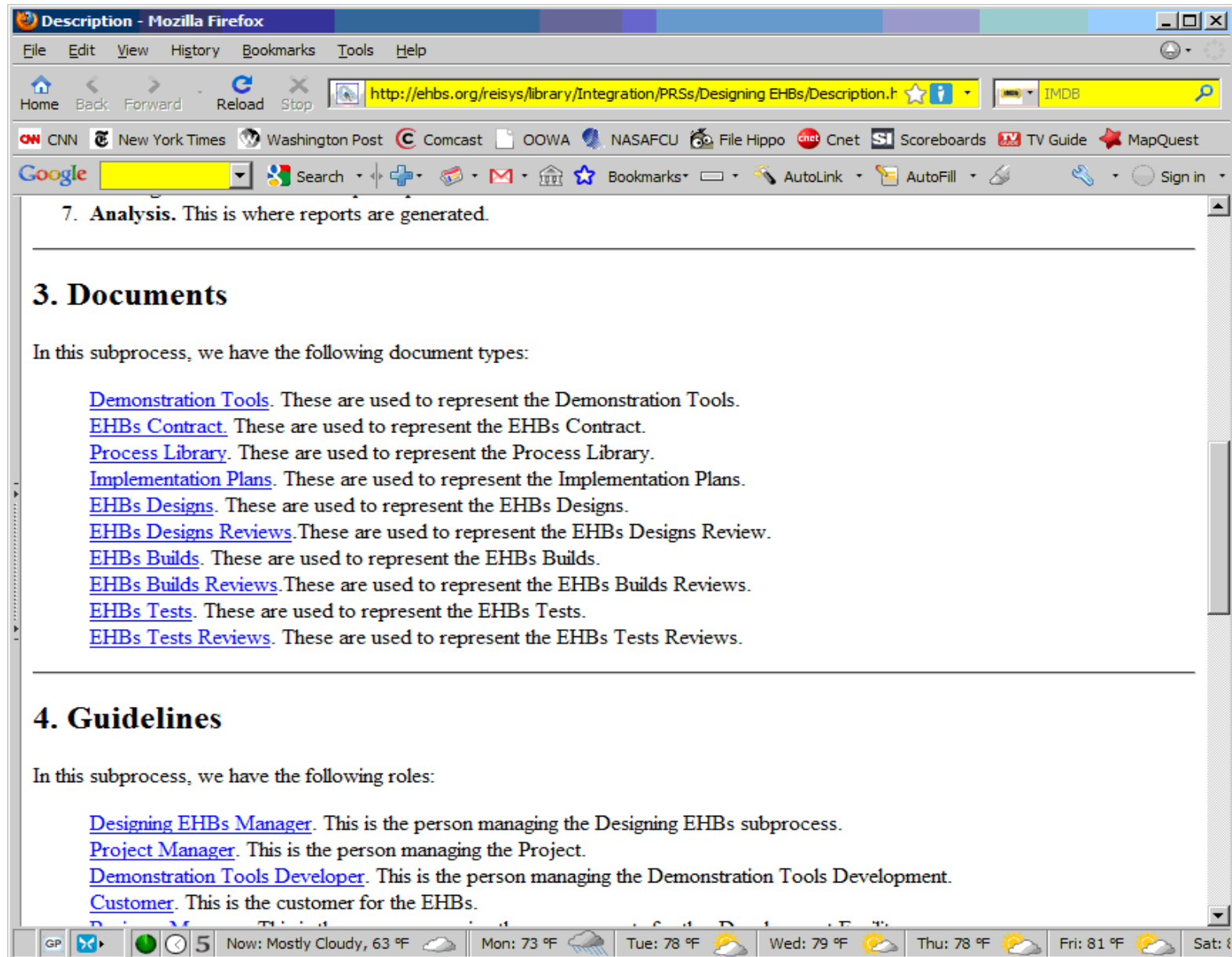


# Plays describe subprocess execution.





# Documents describe subprocess data.



The screenshot shows a Mozilla Firefox browser window with the address bar displaying <http://ehbs.org/reisys/library/Integration/PRSS/Designing EHBs/Description.f>. The page content includes a section titled "7. Analysis. This is where reports are generated." followed by a section titled "3. Documents". Below this, it states "In this subprocess, we have the following document types:" and lists several document types with their descriptions: [Demonstration Tools](#), [EHBs Contract](#), [Process Library](#), [Implementation Plans](#), [EHBs Designs](#), [EHBs Designs Reviews](#), [EHBs Builds](#), [EHBs Builds Reviews](#), [EHBs Tests](#), and [EHBs Tests Reviews](#). Below this list is a section titled "4. Guidelines" which states "In this subprocess, we have the following roles:" and lists roles: [Designing EHBs Manager](#), [Project Manager](#), [Demonstration Tools Developer](#), and [Customer](#). The browser's status bar at the bottom shows the current time as 5:05 and the weather as "Now: Mostly Cloudy, 63 °F".

7. 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.
- [EHBs Contract](#). These are used to represent the EHBs Contract.
- [Process Library](#). These are used to represent the Process Library.
- [Implementation Plans](#). These are used to represent the Implementation Plans.
- [EHBs Designs](#). These are used to represent the EHBs Designs.
- [EHBs Designs Reviews](#). These are used to represent the EHBs Designs Reviews.
- [EHBs Builds](#). These are used to represent the EHBs Builds.
- [EHBs Builds Reviews](#). These are used to represent the EHBs Builds Reviews.
- [EHBs Tests](#). These are used to represent the EHBs Tests.
- [EHBs Tests Reviews](#). These are used to represent the EHBs Tests Reviews.

### 4. Guidelines

In this subprocess, we have the following roles:

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



# Guidelines describe user subprocesses.

[EHBs Tests Reviews](#). These are used to represent the EHBs Tests Reviews.

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## 4. Guidelines

In this subprocess, we have the following roles:

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

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## 5. Others

In this subprocess, we have the following other tools:

- [Worksheet](#). This is the guidelines for the manager/director.
- [Credits](#). These are the people partaking in this organization's production.

GP [Icons] Now: Mostly Cloudy, 63 °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:/8000-8999/reisys/summary/mock-ups/Worksheet.htm

## Subprocess Worksheet

**Subprocess:** Designing EHBs

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

**Organization:** NASA SBIR/STTR Program

Task	Purpose	Suggested Roles	Task Lead(s)	Estimated Completion Date	Actual Completion Date	Documents					
						Document	Instructions and Samples	Document Lead(s)	Estimated Completion Date	Actual Completion Date	Document Location(s)
Administration	The purpose of this task is to administer the design of EHBs.	Task Lead, Subtask Lead, Subtask Member, Reviewer, Approval Official, Project Manager, Documents Manager	James Green	07/23/07	08/23/07	Document Library	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library:</a> NS2034
Planning	The purpose of this task is to plan the design of EHBs.	Task Lead, Subtask Lead, Subtask Member, Reviewer, Approval Official, Project Manager, Documents Manager	James Green	06/23/07	06/23/07	Planning Document	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library:</a> NS2034
						Draft Project Requirements Document	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library:</a> NS2034
						Project Plan	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library:</a> NS2034
Designing EHBs	The purpose of this task is to design the EHBs.	Task Lead, Subtask Lead, Subtask Member, Reviewer, Approval Official, Project Manager, Documents Manager	James Green	07/23/07	07/23/07	Design Document	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library:</a> NS2034
						Project Plan	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library:</a> NS2034
						Review Forms	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library:</a> NS2034
						Approval Forms	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library:</a> NS2034
						Development Document	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library:</a> 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 Federal Agencies EHBs Process Library - Mozilla Firefox

File Edit View History Bookmarks Tools Help

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

## Overview of Federal Agencies EHBs Process Library

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

- We focus on the documents that Federal Agencies EHBs 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 Federal Agencies EHBs Process Library see: [paper](#), [summary](#), and [other process libraries](#).

Now: Mostly Cloudy, 55° F Thu: 66° F Fri: 68° F Sat: 76° F Sun: 79° F Mon: 79° F Tue: 76° F



Overview of Federal Agencies EHBs Process Library - Mozilla Firefox

File Edit View History Bookmarks Tools Help

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

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Now: Mostly Cloudy, 55° F Thu: 66° F Fri: 68° F Sat: 76° F Sun: 79° F Mon: 79° F Tue: 76° F

Subprocesses - Mozilla Firefox
File Edit View History Bookmarks Tools Help
Home Back Forward Reload Stop
http://lincoln.gsfc.nasa.gov/reisys/whatare/process.htm
Webster

## Federal Agencies Electronic Handbooks (EHBs)

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

(Potential Customers: Federal Agency Organizations)

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: Federal Agency Organizations)

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
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.

REI Systems EHBs Projects - Mozilla Firefox

File Edit View History Bookmarks Tools Help

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

## Electronic Handbooks- EHBs Projects

Product Realization Subprocesses Organizations
<a href="#">DOI's Screen Available and Exchange Sales (SAVES) Property</a>
<a href="#">DOJ's Bulletproof Vests Partnership Program (BVP) Grants</a>
<a href="#">DOJ's Denial of Federal Benefits Program (DFBS) - Grants</a>
<a href="#">DOJ's Local Law Enforcement Block Grants (LLEBG) - Grants</a>
<a href="#">DOJ's Office of Justice Program IT Initiatives (OJP IT) - Grants</a>
<a href="#">DOJ's Southwest Border Patrol Initiative (SWBPI) - Grants</a>
<a href="#">FEMA's Mitigation (USFA) - Grants</a>
<a href="#">FEMA's US Fire Administration (USFA) Grants</a>
<a href="#">HHS's Health Services Resources Administration (HRSA) - Grants</a>
<a href="#">Maintenance Max (MMD) - Inventory</a>
<a href="#">NASA's Earth Sciences Technology Office (ESTO) Contracts</a>
<a href="#">NASA's Educational Program Data Collection and Evaluation Program (EDCATs) - Program Evaluations</a>
<a href="#">NASA's Small Business Innovation Research (SBIR) Contracts</a>
<a href="#">USDA's B Response System (BRS) - Grants</a>
<a href="#">USDA's Emergency Response Information System (ERIS) - Grants</a>
<a href="#">USDA's Integrated Item Tracking System-Reagents Ordering Shipping System (IITS-ROSS) - Grants</a>
<a href="#">USDA's Karnal Bunt Information System (KBIS) - Grants</a>

Product Distribution Subprocesses Organizations
<a href="#">DOI's Screen Available and Exchange Sales (SAVES) Property</a>
<a href="#">DOJ's Bulletproof Vests Partnership Program (BVP) Grants</a>
<a href="#">DOJ's Denial of Federal Benefits Program (DFBS) - Grants</a>
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Now: Mostly Cloudy, 55° 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.

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\* Also, called the "Universal Subprocess".

The "Game of Telephone" Syndrome - Mozilla Firefox

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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 them that says "View". The speech bubbles are connected by lines to the people, suggesting a chain of communication. At the bottom of the image, there are two rotary telephones on the floor, one on the left and one on the right. 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 Federal Agencies EHBs Process Library - Mozilla Firefox

File Edit View History Bookmarks Tools Help

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

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

Now: Mostly Cloudy, 55° F Thu: 66° F Fri: 68° F Sat: 76° F Sun: 79° F Mon: 79° F Tue: 76° F

Federal Agencies EHBs Process Library - Mozilla Firefox










File Edit View History Bookmarks Tools Help

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

## Federal Agencies EHBs Process Library

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- [Overview \(Demo\)](#)
- [Integrated Problems-Solutions Database](#)
- [EHBs Development Facility Guidelines Development](#)
- [Planning EHBs](#)
- [Solicitation Development](#)
- [Submission](#)
- [Handling](#)
- [Gathering Requirements](#)
- [Designing EHBs](#)
- [Building EHBs](#)
- [Using EHBs](#)
- [Improving EHBs](#)
- [Revising EHBs](#)
- [Closing EHBs](#)
- [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:/Reisys/summary/views-building%20ehbs.htm

CNN Washington Post New York Times Scoreboards Horoscope ZDNet Comcast Bandwidth Test TV Guide

## Views

**Total 11 Entries**

Classification: **Product Realization Subprocesses** (T1-00-00-00)

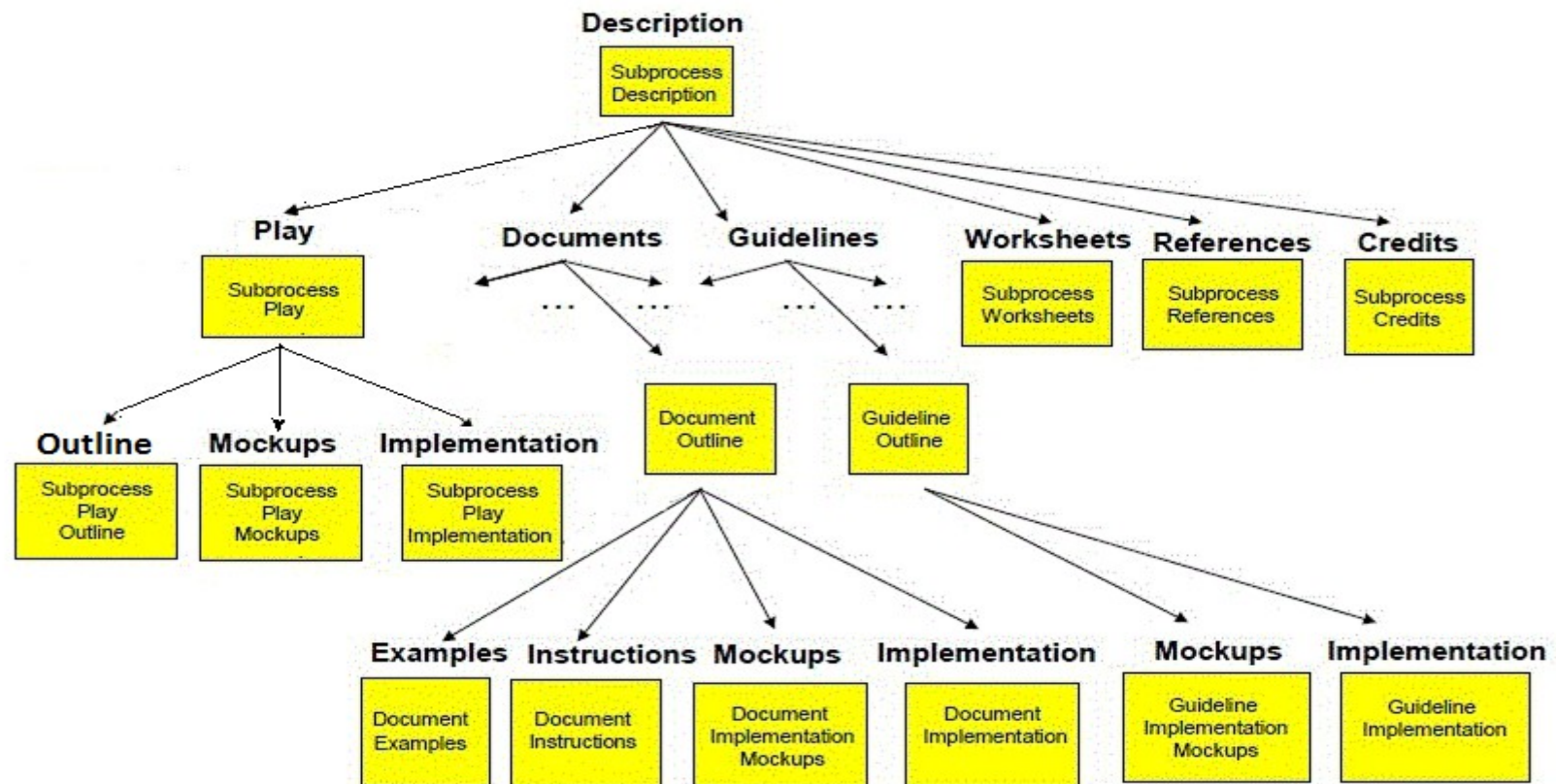
Subprocess: **Building EHBS** (T1-71-00-00)

[Create View](#)

View	Steps
<a href="#">DOI's Screen Available and Exchange-Sales (SAVES)- Property</a> Mohamed Mohamed	<a href="#">Update</a> <a href="#">Copy</a> <a href="#">Delete</a>
<a href="#">DOJ's Bulletproof Vests Partnership Program (BVP)- Grants</a> Anil Bommakanti	<a href="#">Update</a> <a href="#">Copy</a> <a href="#">Delete</a>
<a href="#">DOJ's Denial of Federal Benefits Program (DFBS) - Grants</a> Ken Curry	<a href="#">Update</a> <a href="#">Copy</a> <a href="#">Delete</a>
<a href="#">DOJ's Local Law Enforcement Block Grants (LLEBG) - Grants</a> Sumit Gupta	<a href="#">Update</a> <a href="#">Copy</a> <a href="#">Delete</a>
<a href="#">DOJ's Office of Justice Program IT Initiatives (OJP IT) - Grants</a> Alison Naito	<a href="#">Update</a> <a href="#">Copy</a> <a href="#">Delete</a>
<a href="#">DOJ's Southwest Border Patrol Initiative (SWBPI) - Grants</a> Anil Bommakanti	<a href="#">Update</a> <a href="#">Copy</a> <a href="#">Delete</a>
<a href="#">FEMA's Mitigation (USFA) - Grants</a> Sai Ari	<a href="#">Update</a> <a href="#">Copy</a> <a href="#">Delete</a>
<a href="#">FEMA's US Fire Administration (USFA)- Grants</a> Ed Reynolds	<a href="#">Update</a> <a href="#">Copy</a> <a href="#">Delete</a>
<a href="#">HHS's Health Services Resources Administration (HRSA) - Grants</a> Subhash Kari	<a href="#">Update</a> <a href="#">Copy</a> <a href="#">Delete</a>
<a href="#">Maintenance Max (MM) - Inventory</a> Roger LaPlante	<a href="#">Update</a> <a href="#">Copy</a> <a href="#">Delete</a>
<a href="#">NASA's Earth Sciences Technology Office (ESTO)- Contracts</a> Takahiko Naito	<a href="#">Update</a> <a href="#">Copy</a> <a href="#">Delete</a>
<a href="#">NASA's Educational Program Data Collection and Evaluation Program (EDCATs) - Program Evaluations</a> Poonam Salona	<a href="#">Update</a> <a href="#">Copy</a> <a href="#">Delete</a>
<a href="#">NASA's Small Business Innovation Research (SBIR) Contracts</a> Samidha Manu	<a href="#">Update</a> <a href="#">Copy</a> <a href="#">Delete</a>
<a href="#">USDA's B Response System (BRS) - Grants</a> Shyam Salona	<a href="#">Update</a> <a href="#">Copy</a> <a href="#">Delete</a>
<a href="#">USDA's Emergency Response Information System (ERIS) - Grants</a> Srinivas Muthe	<a href="#">Update</a> <a href="#">Copy</a> <a href="#">Delete</a>

Done Idle

**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/reisys/library/Integration/PRs/Designing EHBs/Description.h> ★ ⓘ

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# Designing EHBs

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## 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 EHBs. This is where Projects design, build, and test their EHBs.

**Organization:** ORG

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

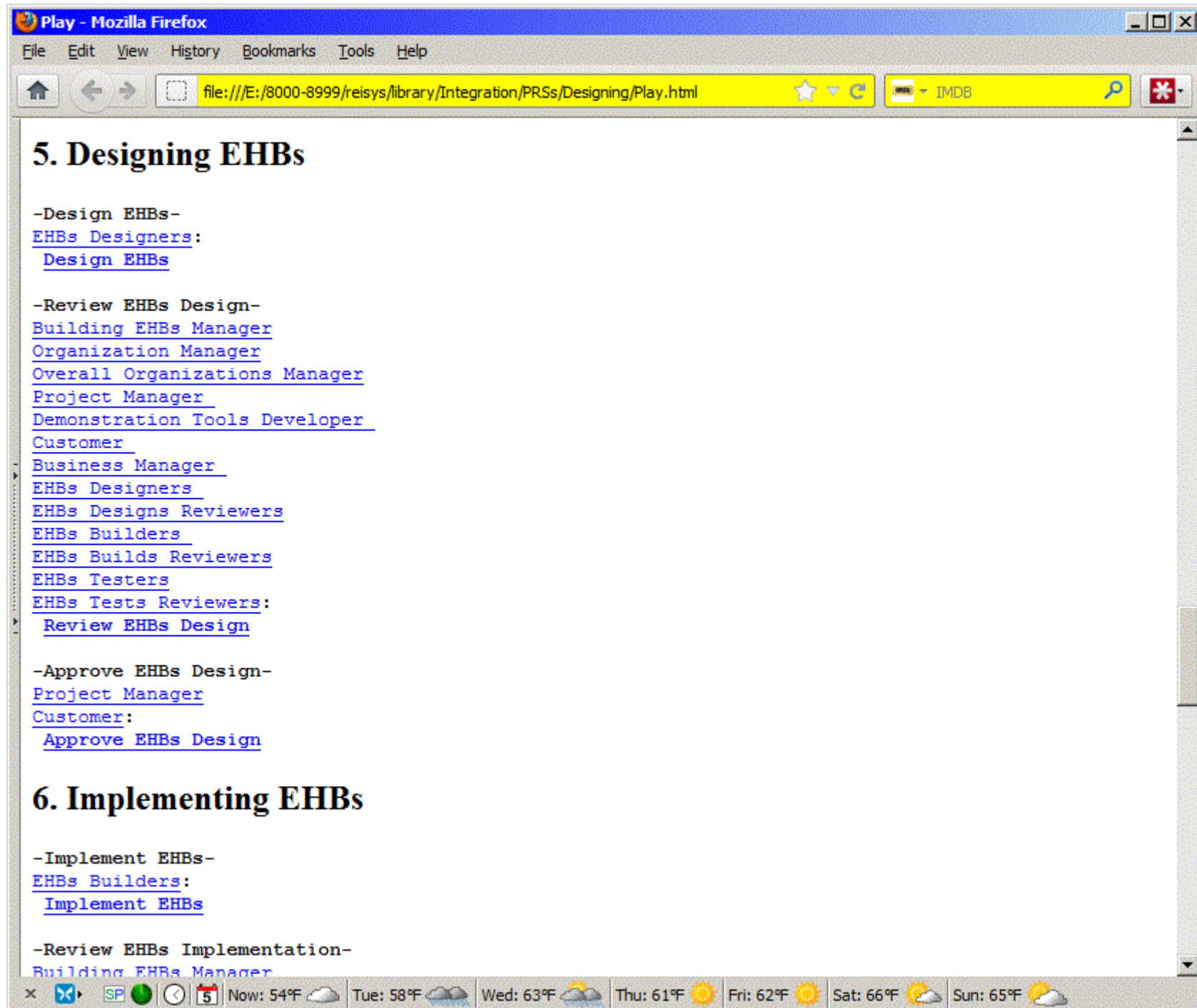
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## 2. Play

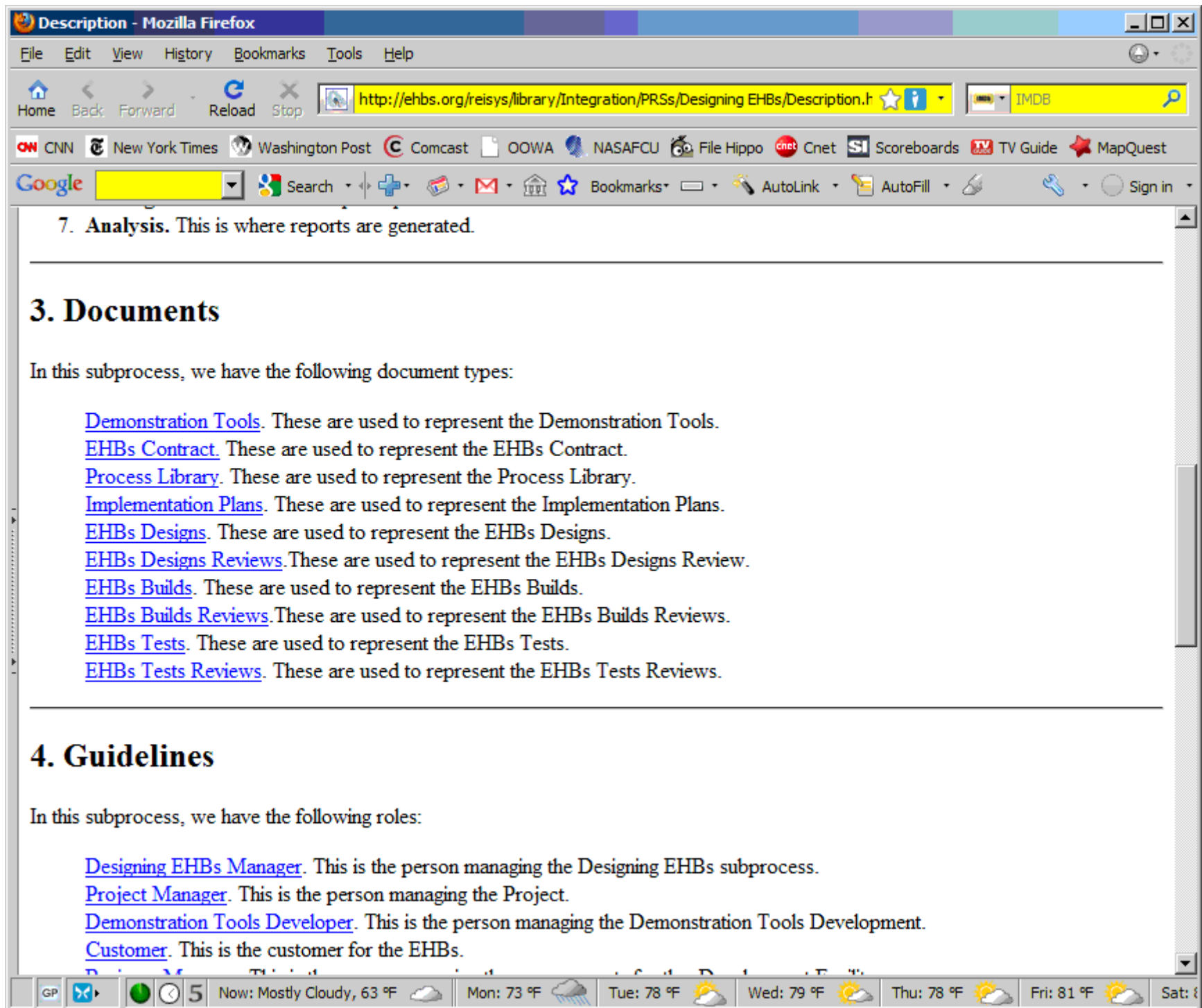
In this subprocess, the [play](#) is divided in several parts:

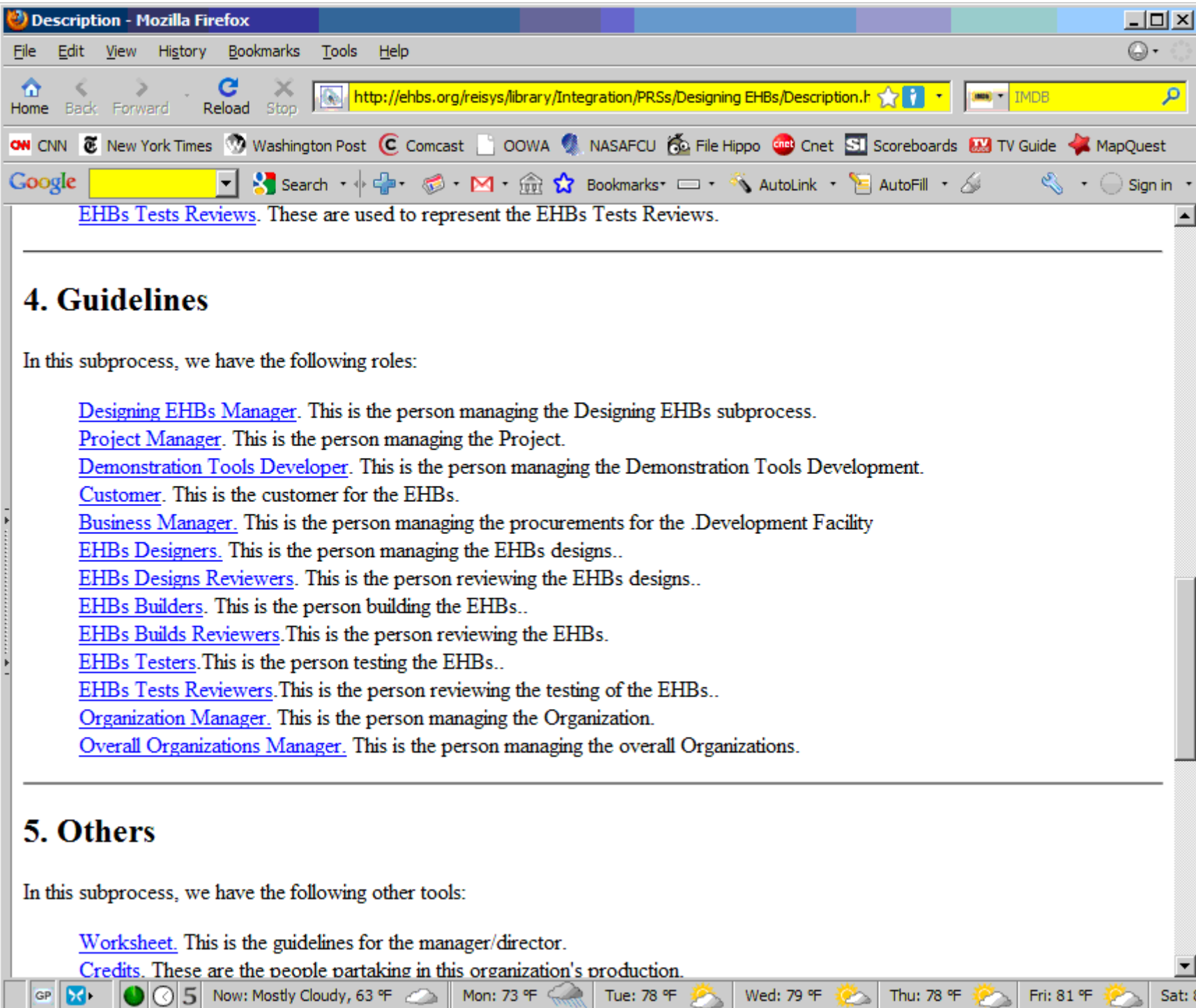
GP 5 Now: Mostly Cloudy, 63 °F Mon: 73 °F Tue: 78 °F Wed: 79 °F Thu: 78 °F Fri: 81 °F Sat: 8











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

Worksheet - Mozilla Firefox

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Home Back Forward Reload Print Stop file:///E:/8000-8999/reisys/summary/mock-ups/Worksheet.htm

## Subprocess Worksheet

**Subprocess:** Designing EHBs

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

**Organization:** NASA SBIR/STTR Program

Task	Purpose	Suggested Roles	Task Lead(s)	Estimated Completion Date	Actual Completion Date	Documents					
						Document	Instructions and Samples	Document Lead(s)	Estimated Completion Date	Actual Completion Date	Document Location(s)
Administration	The purpose of this task is to administer the design of EHBs.	Task Lead, Subtask Lead, Subtask Member, Reviewer, Approval Official, Project Manager, Documents Manager	James Green	07/23/07	08/23/07	Document Library	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library:</a> NS2034
Planning	The purpose of this task is to plan the design of EHBs.	Task Lead, Subtask Lead, Subtask Member, Reviewer, Approval Official, Project Manager, Documents Manager	James Green	06/23/07	06/23/07	Planning Document	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library:</a> NS2034
						Draft Project Requirements Document	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library:</a> NS2034
						Project Plan	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library:</a> NS2034
Designing EHBs	The purpose of this task is to design the EHBs.	Task Lead, Subtask Lead, Subtask Member, Reviewer, Approval Official, Project Manager, Documents Manager	James Green	07/23/07	07/23/07	Design Document	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library:</a> NS2034
						Project Plan	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library:</a> NS2034
						Review Forms	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library:</a> NS2034
						Approval Forms	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library:</a> NS2034
						Development Document	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library:</a> 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 - Mozilla Firefox

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file:///E:/8000-8999/nasa/flightprojects/summary/mock-ups/References.html

CNN New York Times Washington Post Comcast File Hippo Summaries Process Libraries NASAFCU SI Scoreboards Bandwidth TV Guide

Google Search RS

Bookmarks PageRank Settings

# References

*[Program/Project On-Line Library and Resource Information Sustm \(Polaris\)](#)*

[NPR 7120.5D \(NODIS\)](#)

**Templates:**

[NPR 7123.1A \(NODIS\)](#)

[Program Plan](#)

[Program Life Cycle Diagram](#)

[Project Plan](#)

[Project Life Cycle Diagram](#)

[Formulation Authorization Doc](#)

[Program Gate Products](#)

[Program Commitment Agreement](#)

[Project Gate Products](#)

**Changes/Waivers:**

[Project Categorization](#)

[General Waivers](#)

[Key Decision Points](#)

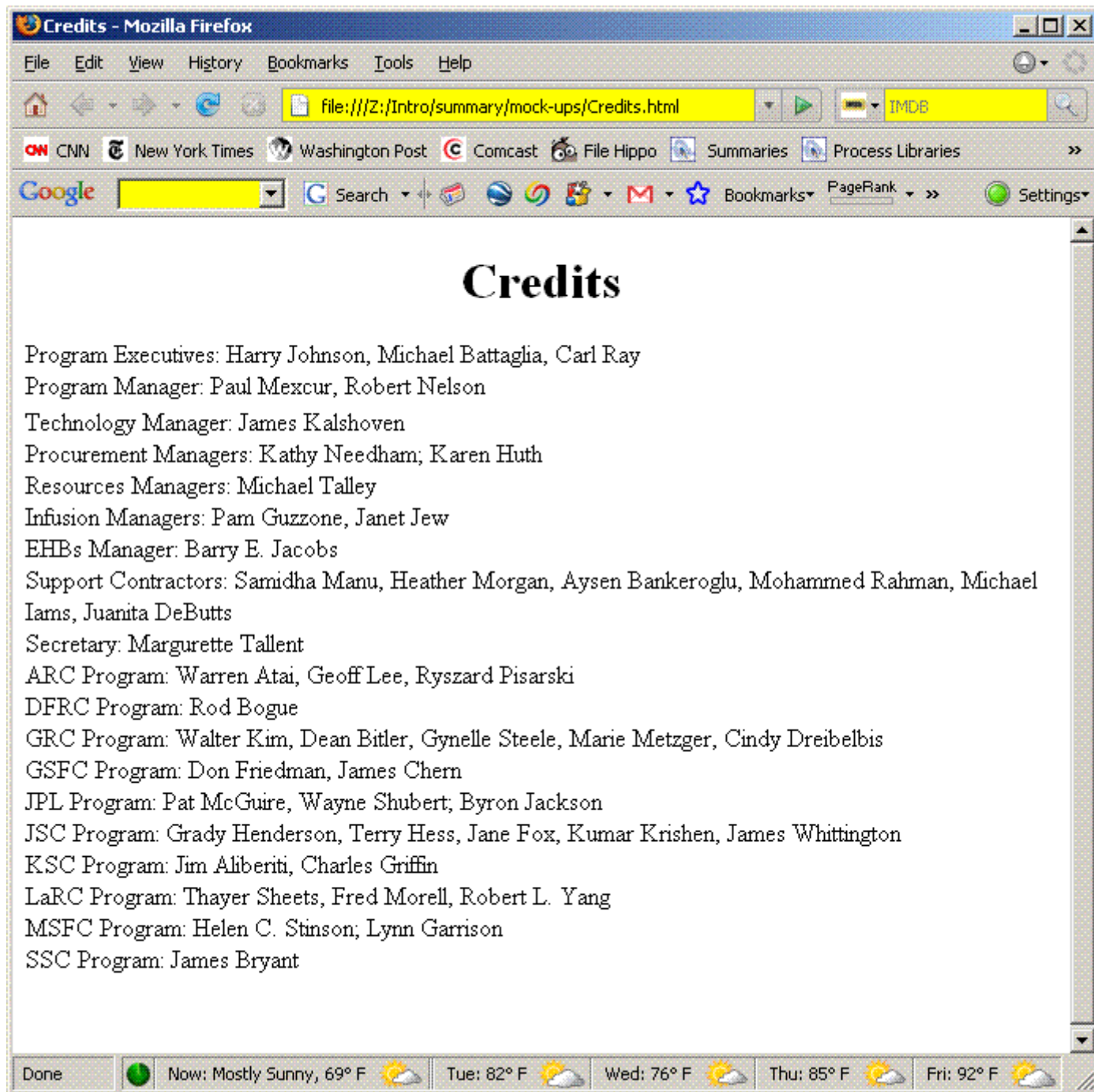
[Waivers to NPR 7120.5D](#)

[Technical Authority](#)

[Waiver Form](#)

Done

Now: Cloudy, 70° F Mon: 80° F Tue: 80° F Wed: 77° F Thu: 80° F Fri: 88° F



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

Tools To Focus On During Stages. - Mozilla Firefox

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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

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ehbs.org/intro/summary/stages2.html

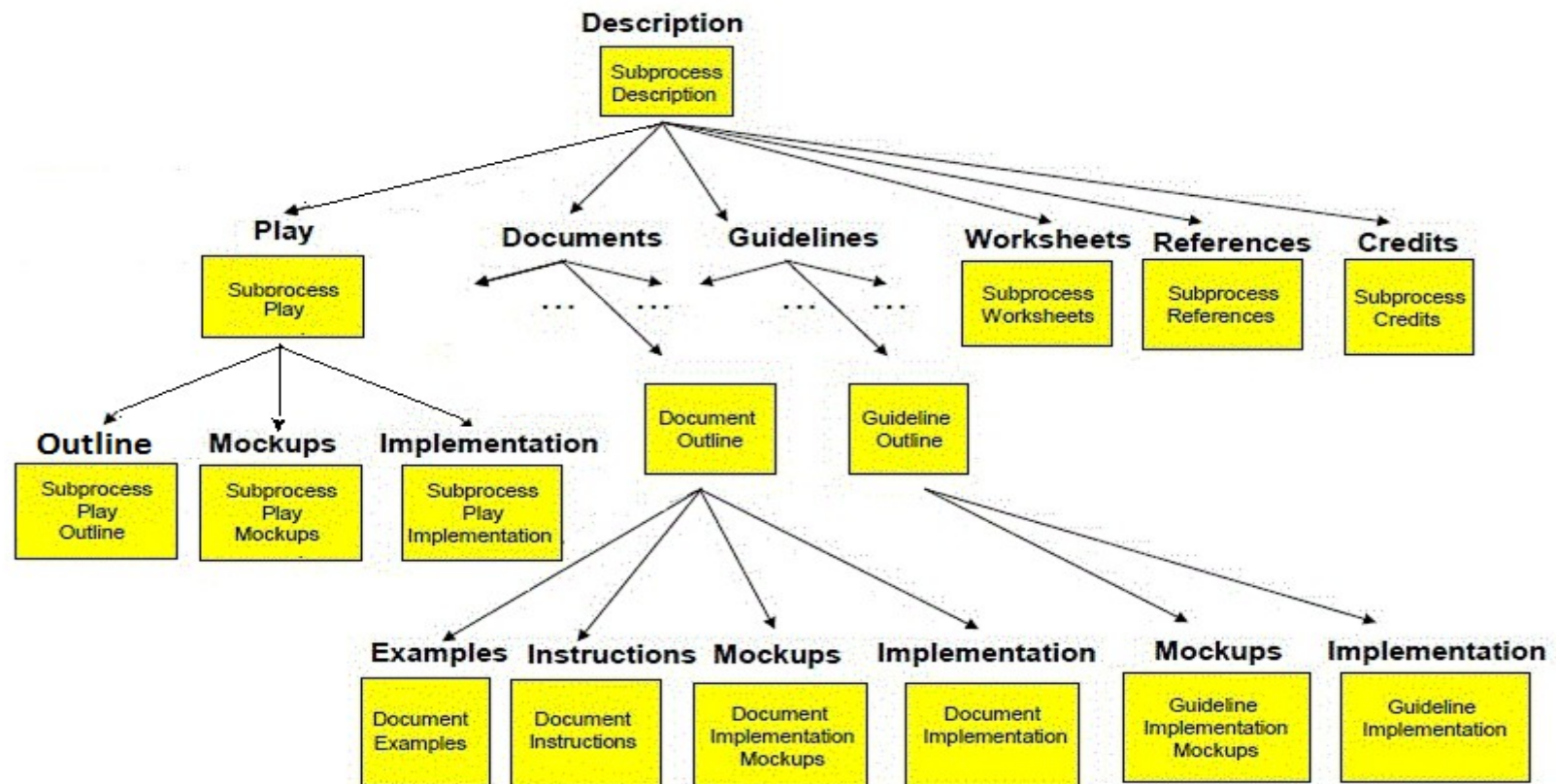
Google

### 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

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

## Basic People Principles that are supported.

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- **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.

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Subprocess/Play Developments that are supported - Mozilla Firefox

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## Subprocess/Play Developments that are supported.

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- **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.

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Process Library Operations that are supported - Mozilla Firefox

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## 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.

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Overview of Federal Agencies EHBs Process Library - Mozilla Firefox

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

## Overview of Federal Agencies EHBs Process Library

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

- We focus on the documents that Federal Agencies EHBs 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 Federal Agencies EHBs Process Library see: [paper](#), [summary](#), and [other process libraries](#).

Now: Mostly Cloudy, 55° F Thu: 66° F Fri: 68° F Sat: 76° F Sun: 79° F Mon: 79° F Tue: 76° F

Document - Mozilla Firefox

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Home Back Forward Reload Stop <http://ehbs.org/reisys/library/Integration/PRSSs/Designing EHBs/Documer> Webster

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## Designing EHBs

# EHBs Designs

### Document

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## Overview

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

**Organization:** ORG

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## Document

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

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## Implementation:

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

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## Contacts:

GP 5 Now: Cloudy, 65 °F Sat: 76 °F Sun: 83 °F Mon: 84 °F Tue: 83 °F Wed: 76 °F Thu: 7

Document - Mozilla Firefox

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Home Back Forward Reload Stop <http://ehbs.org/reisys/library/Integration/PRSS/Designing EHBs/Documer> Webster

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

**Organization:** ORG

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**Document**

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

---

**Implementation:**

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

---

**Contacts:**

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

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**References:**

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

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GP 5 Now: Cloudy, 65 °F Sat: 76 °F Sun: 83 °F Mon: 84 °F Tue: 83 °F Wed: 76 °F Thu: 7



## Fetch Integration

Read Integration	
<b>Classification</b>	Product Realization Subprocesses
<b>Subprocess</b>	Building EHBs
<b>Type</b>	Guidelines
<b>Title</b>	Implementor
<b>Id</b>	T4-4-3-00
<b>Integration Url</b>	<a href="#">Fetch</a>
<b>Ordinal</b>	33
<b>Date Created</b>	03-MAY-2005
<b>Date Updated</b>	18-MAY-2005

Samples From Views	
<a href="#">DOI's Screen Available and Exchange-Sales (SAVES)-Property</a> <a href="#">Fetch</a> - ( Size: 10 KB )	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
<a href="#">DOJ's Bulletproof Vests Partnership Program (BVP)- Grants</a> <a href="#">Fetch</a> - ( Size: 10 KB )	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
<a href="#">DOJ's Denial of Federal Benefits Program (DFBS) - Grants</a> <a href="#">Fetch</a> - ( Size: 10 KB )	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
<a href="#">DOJ's Local Law Enforcement Block Grants (LLEBG) - Grants</a> <a href="#">Fetch</a> - ( Size: 10 KB )	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
<a href="#">DOJ's Office of Justice Program IT Initiatives (OJP IT) - Grants</a> <a href="#">Fetch</a> - ( Size: 10 KB )	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
<a href="#">DOJ's Southwest Border Patrol Initiative (SWBPI) - Grants</a> <a href="#">Fetch</a> - ( Size: 10 KB )	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
<a href="#">FEMA's Mitigation (USFA) - Grants</a> <a href="#">Fetch</a> - ( Size: 10 KB )	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
<a href="#">FEMA's US Fire Administration (USFA)- Grants</a> <a href="#">Fetch</a> - ( Size: 10 KB )	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
<a href="#">HHS's Health Services Resources Administration (HRSA) - Grants</a> <a href="#">Fetch</a> - ( Size: 10 KB )	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005





Overview of Federal Agencies EHBs Process Library - Mozilla Firefox

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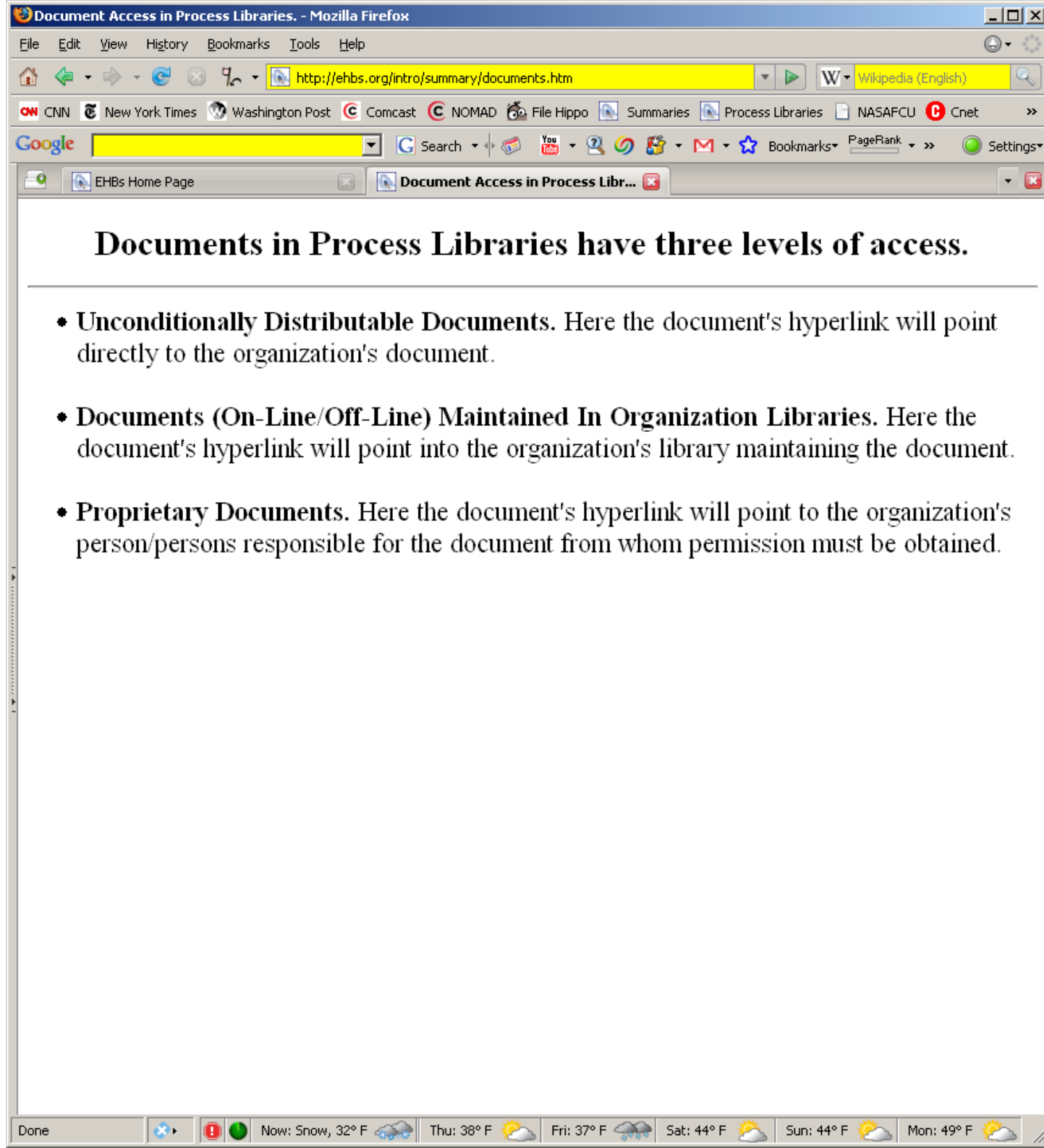
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Federal Agencies Electronic Handbooks (EHBs)  
Management Using Process Libraries and Electronic Handbooks  
(Where Shakespeare Meets Freud)

Dr. Barry E. Jacobs  
Code 690.1  
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Greenbelt, MD 20771, USA  
barry.e.jacobs@nasa.gov

## 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 Federal Agencies Electronic Handbooks (EHBs). Federal Agencies Electronic Handbooks (EHBs) is a key ingredient of Federal Government's attempt to streamline and organize processes across all Federal Agencies. 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.

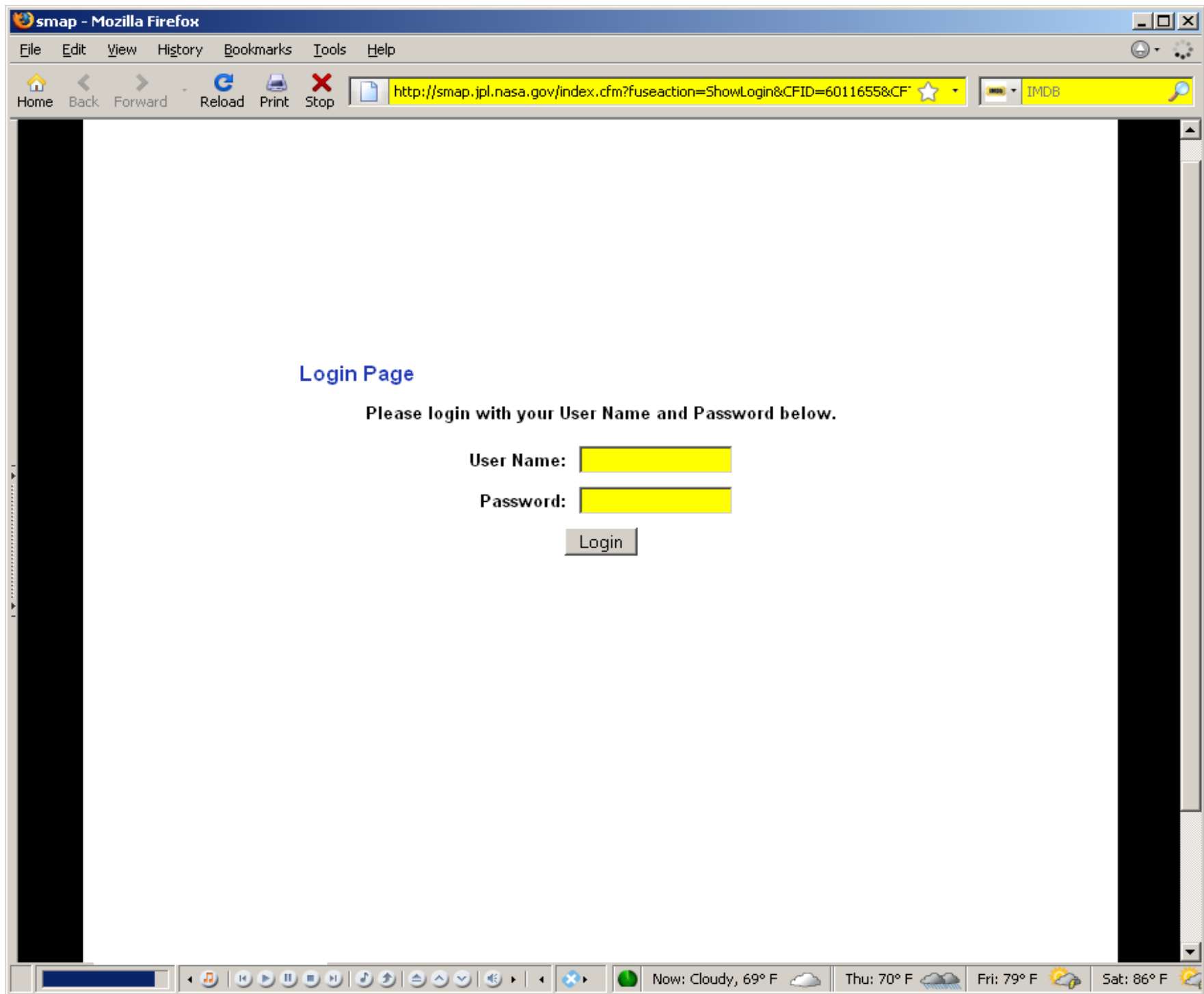
## 1. Problems

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 Federal Agencies Electronic Handbooks (EHBs). 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 Federal Agencies Electronic Handbooks (EHBs). 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.



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

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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 Federal Agencies EHBs Process Library - Mozilla Firefox

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

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## Subprocess Worksheet

**Subprocess:** Designing EHBs

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

**Organization:** NASA SBIR/STTR Program

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

Overview of Federal Agencies EHBs Process Library - Mozilla Firefox

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## Overview of Federal Agencies EHBs Process Library

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

- We focus on the documents that Federal Agencies EHBs 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 Federal Agencies EHBs Process Library see: [paper](#), [summary](#), and [other process libraries](#).

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Federal Agencies Electronic Handbooks (EHBs)  
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 Federal Agencies Electronic Handbooks (EHBs). Federal Agencies Electronic Handbooks (EHBs) is a key ingredient of Federal Government's attempt to streamline and organize processes across all Federal Agencies. 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 Federal Agencies Electronic Handbooks (EHBs). 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 Federal Agencies Electronic Handbooks (EHBs). 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.

Treasury's Community Development Financial Institutions (CDFI) Fund Agreements Management - Mozilla Firefox

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ehbs.org/reisys/summary/index.html

Yahoo

## Federal Agencies Electronic Handbooks (EHBs)

### Management Using Process Libraries and Electronic Handbooks

(Where Shakespeare Meets Freud)

#### Summary

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

[\(Quick Summary\)](#)

[\(Paper\)](#)

[\(Demonstration\)](#)

[\(Subprocesses and Their Documentations\)](#)

[\(Demonstration Tool\)](#)

[\(Home Page\)](#)

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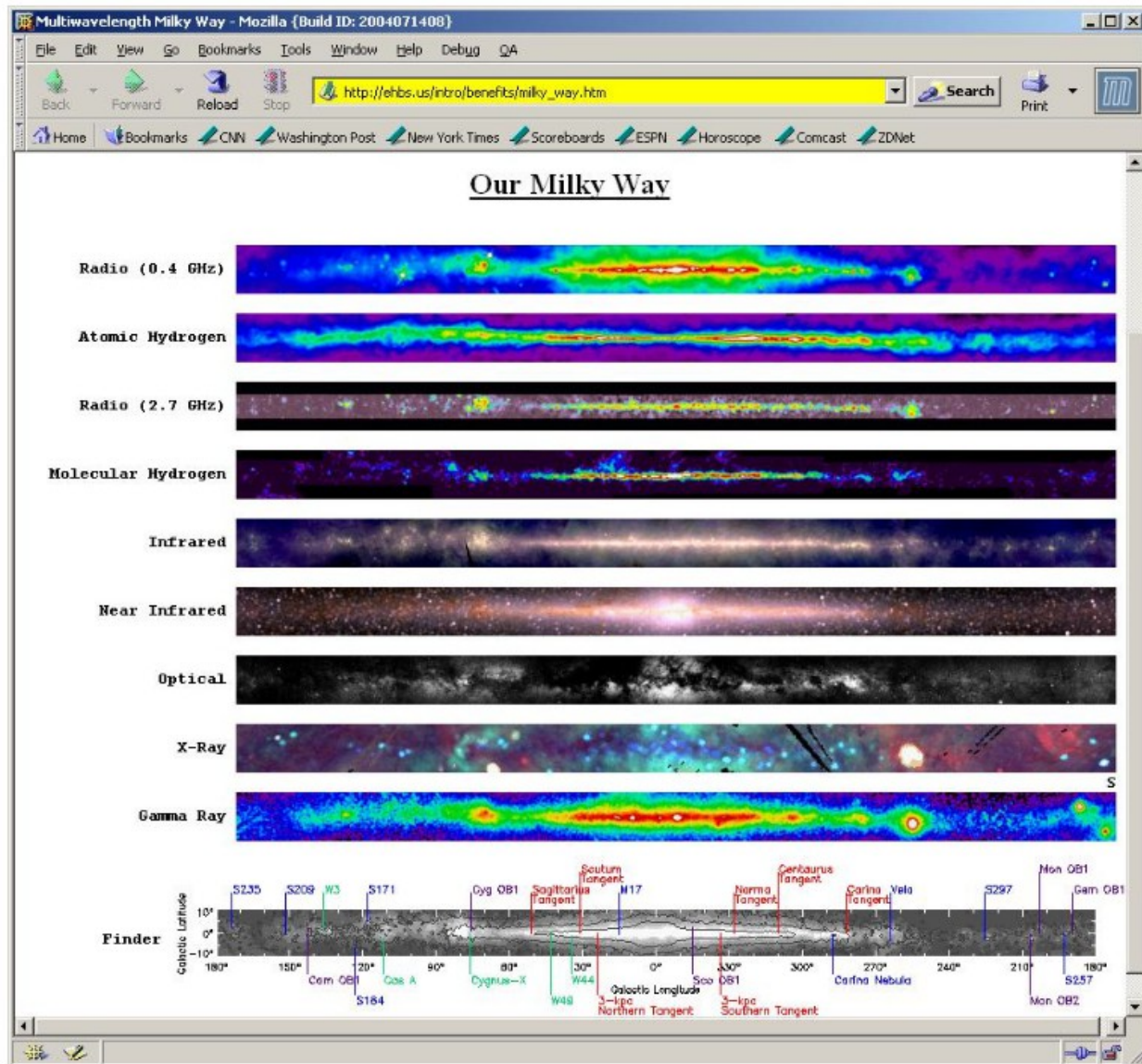
- [Cover](#)
- [The Bottom Line: Provide editable and cost-saving process documentation tools for process developers and participants to help them quickly and effectively learn, adapt, test, teach, and work together. These tools may be added to new or existing systems.](#)
- [Objective: Develop Internet-based 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.](#)

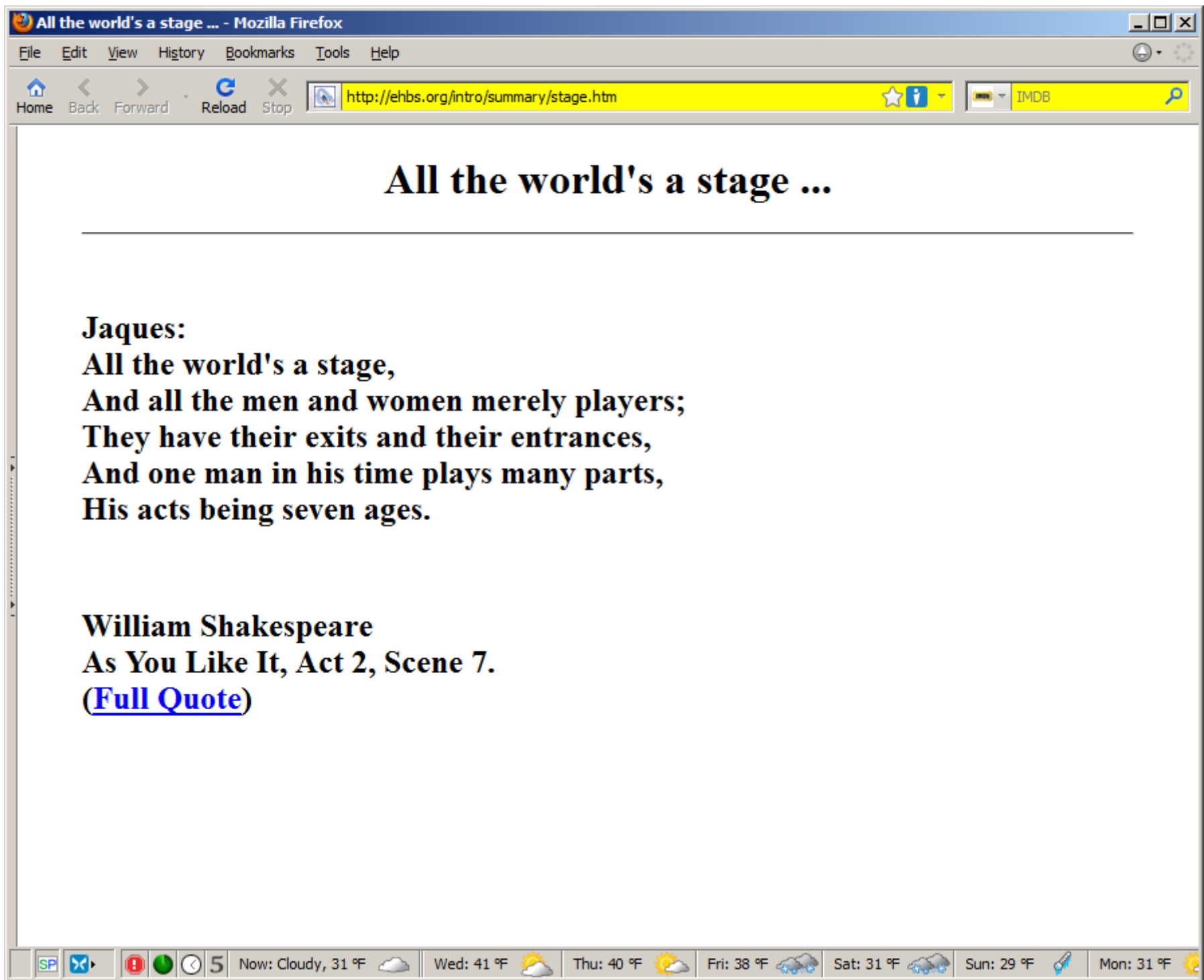
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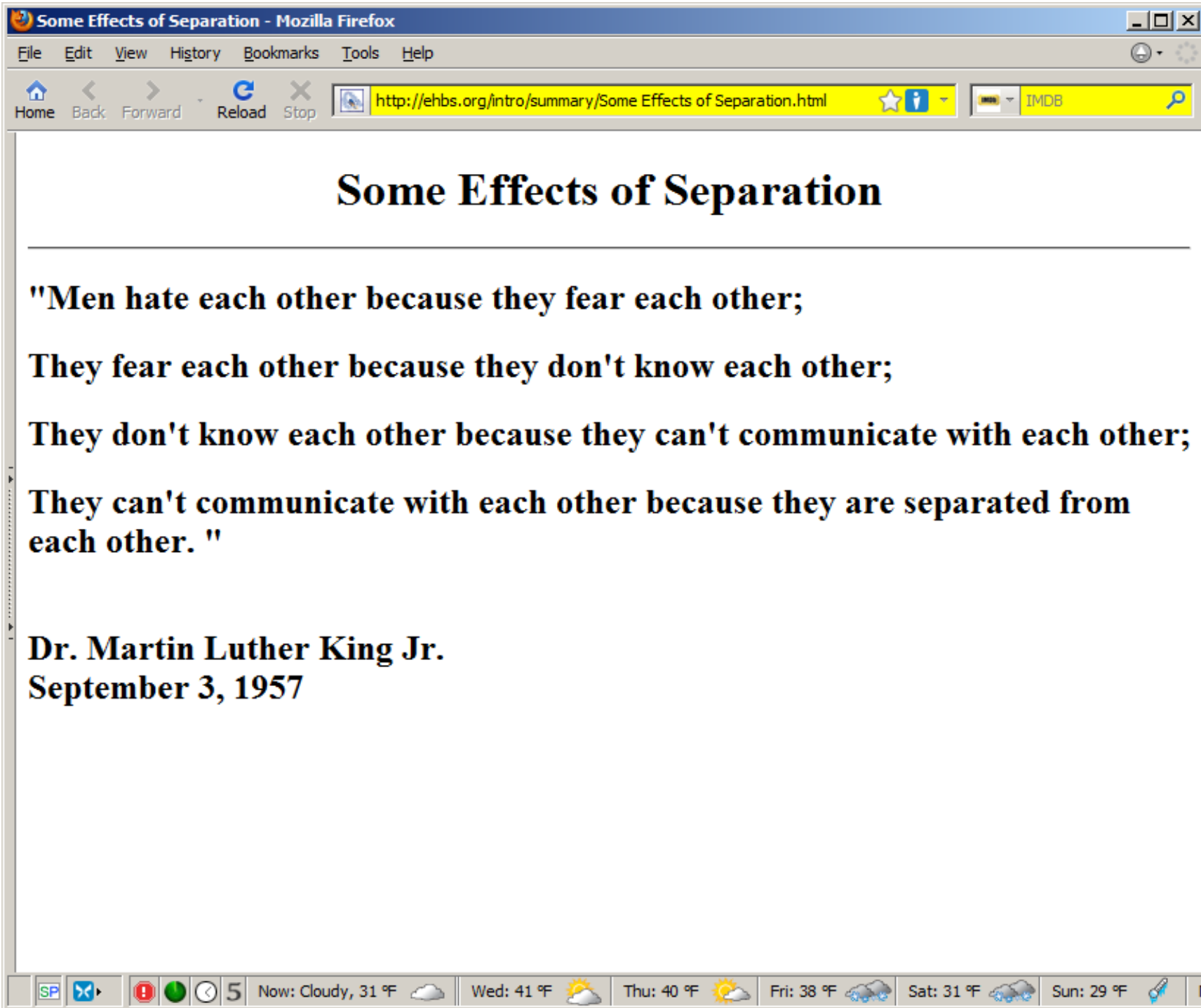


**We believe that to truly understand one's universe, one must see it thru multiple "eyes" and also have tools to "communicate" these views.**









# Theatre of Dionysus- Athens, Greece



# For More Details

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

Home

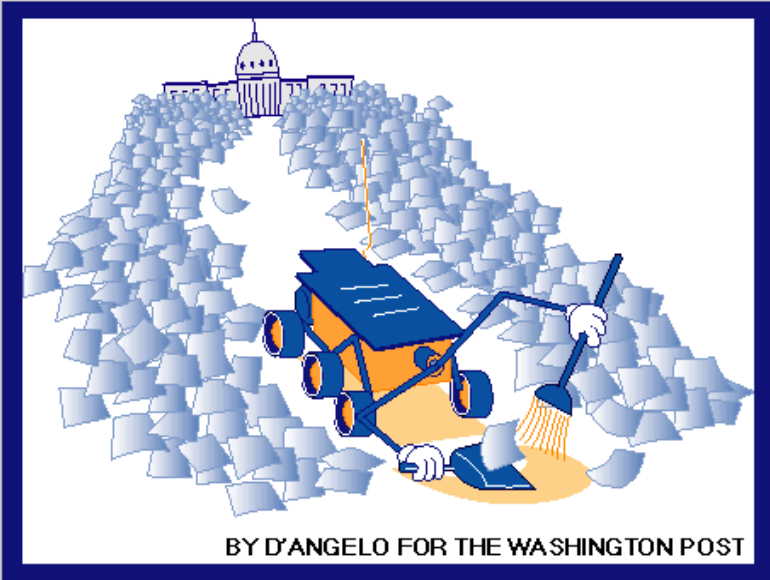
1. What are PLs and EHBs?
2. Some Quick Summaries
3. Some Applications
4. In The Press
5. Experiences
6. Some Papers
7. Some Demonstration Tools
8. Some Subprocesses and Their Documentations
9. Assembly Line Processes
10. Benefits

White Paper Book

How Can I Apply These To My Organization's Processes?

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

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BY D'ANGELO FOR THE WASHINGTON POST

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