

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

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Abstract

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. Benefits are that it facilitates the collection of system and organizational requirements, does not anger/upset people whose opinions are heard, and it 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. We illustrate using various NASA processes. 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. Simply speaking, we regard subprocesses as “plays” and let organizations put on productions of the “plays”. 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. In Section 5, we conclude with some final thoughts.

0. Introduction

In this paper, we deal with the important problem of managing complex distributed processes involving potentially thousands of participants. An example of such a process is the management of National Aeronautics and Space Administration (NASA) Flight Projects. NASA Flight Projects are the heart of NASA. Managing complex distributed processes is difficult due to 1) the complexity of the subprocesses, 2) the diversity of views of different organizations, 3) the diversity of views of teachers, documentors, managers, implementors, and participants taking part in the subprocesses, 4) subprocess Life-Cycle views, and 5) the “Game of Telephone” syndrome.

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. See Figure 0 (a). Benefits are that it facilitates the collection of system and organizational requirements, does not anger/upset people whose opinions are heard, and it increases the interaction between managers, process developers, and participants. For each subprocess, an “Integration View” is the integration or combination of other subprocess views. See Figure 0 (b). An "Integration View" facilitates intra- and inter-organization communication.

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. Simply

speaking, we regard subprocesses as “plays” and let organizations put on productions of the “plays”. 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. In Section 5, we conclude with some final thoughts.

Before going through the paper, the reader may want to first quickly look at some examples in Figures 3(a)-(q).

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)-(r) shows some of the subprocesses of NASA Flight Projects. 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. Some of these views may be proprietary. For example, Figure 1(s) shows some of the organizations participating in the NASA Flight Projects. 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 eight “Play Development” stages. See Figure 1(t). These are 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.

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

Fifth, there are a number of subprocess Life-Cycle views that have to be dealt with in the management of subprocesses. See Figure 1(v). These factors reflect the Life-Cycle of organizations that participate in the subprocesses.

Sixth, as each person tries to pass-on their view of the subprocess, they omit details to the person(s) they are teaching. See Figure 1(w). This is called the The "Game of Telephone" Syndrome: Where People Pass-On Only Parts of the "Message".

Solutions to these problems are discussed in the next section. See Figure 1(x) for an overview of how editable and cost-saving process documentation tools can solve problems.

2. Solutions

We discuss here an overview of tools that are solutions to these problems.

Process Libraries (PLs) maintain organization's views of the subprocesses. See Figures 2(a). Here we have a section of the Process Library for a particular subprocess. Notice that there is a place for different organization's views of the subprocess. These will be described below.

Our basic approach is to wrap organization's subprocesses in a common envelope containing communication vehicles that facilitate intra- and inter-organization communication. See Figure 2(b). Notice that the envelope contains a number of items. Descriptions facilitate quick learning of the subprocess. Plays document the temporal flow of the subprocess and also have Implementation Mockups and Implementation versions. Documents define the documents used in the subprocess and also have Templates, Examples, Instructions, Implementation Mockups, and Implementation versions. Guidelines or Electronic Handbooks give user roles on how to participate in the subprocess and also have Implementation Mockups and Implementation versions. Worksheets facilitate the manager's monitoring of the subprocess and also have Implementation Mockups and Implementation versions. Contacts contain the names of the people who are able to answer questions about the subprocess. References provide alternative views of the subprocess. Credits provide the names of people who are part of the development of the organization's subprocess.

Some tools may be focused on during stages. See Figure 2(c).

Documents in Process Libraries have three levels of access. See Figure 2(d). Some documents are unconditionally accessible to all over the Internet via a hyperlink. Some documents need to be accessed only through an organization's library. Finally, some documents are proprietary and one needs individual permission to obtain them.

For each subprocess, an "Integration View" is the integration or combination of other subprocess views. An "Integration View" facilitates intra- and inter-organization communication. See Figure 2(e).

Process Libraries are where Shakespeare meets Freud. See Figure 2(f). In Process Libraries, 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. See Figure 2(g).

Process Libraries and Electronic Handbooks (EHBs) methodologies have been used in a number of operational applications. See Figure 2(h). Here we see a number of different projects throughout the US Federal Government.

The subprocess Life-Cycle views in Figure 1(t) are supported. See Figure 2(i).

Basic people principles are supported. See Figure 2(j). The failure of a management system to follow these basic principles will generally result in people not utilizing the system.

Subprocess/Play Developments are supported. Subprocesses are built and revised using the play development paradigm over multiple productions. See Figure 2(k). This enables one to develop the subprocesses in stages and at each stage learn and modify the subprocesses.

Process Libraries operations are supported. See Figure 2(l). This outlines the ongoing operational maintenance and responsibilities for running the Process Library. Specifically, here we deal with the steps of organization formulation, implementation, customer support, evaluation, update and closeout.

3. Some Examples

We provide some examples of tools outlined above.

Process Libraries maintain organization's views of the subprocesses. See Figure 3(a). Process Libraries are organized by subprocesses. See Figure 3(b). Here we show one level of the Process Library which list the subprocesses. For each subprocess, the library shows how organizations view their subprocess. See Figure 3(c). Here we have a section of the Process Library for a particular subprocess. Notice that there is a place for different organization's views of the subprocess.

For each organization, an organization's view for a subprocess is comprised of several components. See Figure 3(d). Descriptions summarize subprocesses. See Figure 3(e). Plays describe subprocess execution or temporal flow. See Figure 3(f). Documents describe subprocess data. See Figure 3(g). Guidelines/Electronic Handbooks describe user subprocesses. See Figure 3(h). Subprocess Worksheets facilitate subprocess manager communication with process developers and participants. See Figure 3(i). References list other related resources. See Figure 3(j). Credits acknowledge people's contributions. See Figure 3(k). Some tools may be focused on during stages. See Figure 3(l).

In addition, several other tools are relevant. Integration Tools allow item types to be seen across different organizations. See Figure 3(m). Electronic Handbooks (EHBs) help participants learn and execute their roles. See Figure 3(n). Demonstration Tools introduce the concepts to a community in their terms. See Figure 3(o). Requirements Capture Tools (RCTs) facilitate subprocess development. See Figure 3(p). Improvement Tools facilitate subprocess improvement. See Figure 3(q).

4. Other Applications

We discuss here several applications where the above methodology has been applied. See Figure 2(h).

NASA Small Business Innovation Research (SBIR) Programs (<http://sbir.nasa.gov>). This program funds hundreds of small businesses all around the United States to develop and later market technology-based products. The NASA SBIR program constitutes roughly 50% of all of NASA's new annual contracts.

Department of Justice (DOJ) Bulletproof Vests Program (<http://www.ojp.usdoj.gov/bvpbasi/>). This program co-funds purchases of Bulletproof Vests for all eligible law enforcement agencies and

jurisdictions across the United States and its territories. The Bulletproof Vests system was the 1999 Gold Award Winner of the Federation of Government Information Processing Councils (FGIPC) Intergovernmental Open Systems Solutions (IOSS) Awards program.

Department of Justice (DOJ) Block Grants Program (<http://www.ojp.usdoj.gov/bvpbasi/>). This program funds all eligible law enforcement agencies and jurisdictions across the United States and its territories and is one of the largest programs in the Department of Justice's Bureau of Justice Assistance.

Department of Health and Human Services (HHS) Health Resources Services Administration (HRSA) Grants (<http://www.hrsa.gov/>). This process represents hundreds of Health Resources Services Administration's grant programs. These programs fund doctors, nurses, hospitals all across the United States and its territories.

Federal Emergency Management Administration (FEMA) Grants (<http://www.fema.gov/>). This process represents hundreds of Federal Emergency Management Administration's grant programs. These programs fund disaster assistance all across the United States and its territories.

5. Summary

In this paper, we dealt with the important problem of managing complex distributed processes involving potentially thousands of participants. In Section 1, we examined common problems that arise in the management of complex distributed processes. In Section 2, we provided an overview of tools that are solutions to these problems. In Section 3, we provided some examples of these tools. In Section 4, we outlined some complex distributed processes in the Federal Government that are applications of the methodology.

We conclude with some final remarks. As is seen throughout this discussion, we believe that to truly understand one's universe, one must see it thru multiple "eyes" and also have tools to "communicate" these views. See Figure 4(a). As William Shakespeare said "All the world's a stage ...". See Figure 4(b). Finally, Dr. Martin Luther King Jr. described some effects of separation. See Figure 4(c)

For more information about Process Libraries and Electronic Handbooks, see <http://ehbs.us>. For more papers on other applications, see <http://ehbs.us/papers>.

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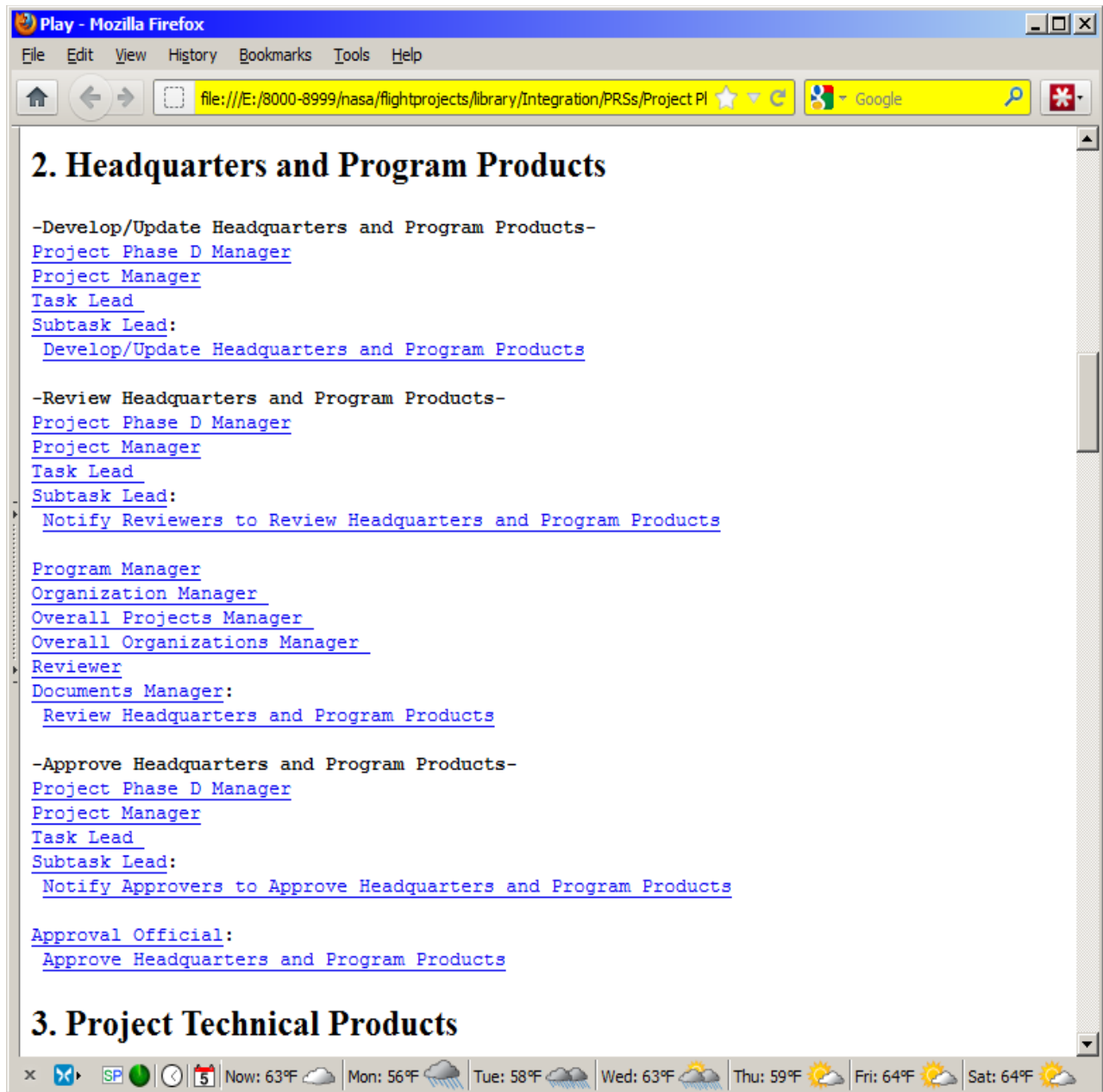


Figure 0 (a). Plays describe subprocess execution.

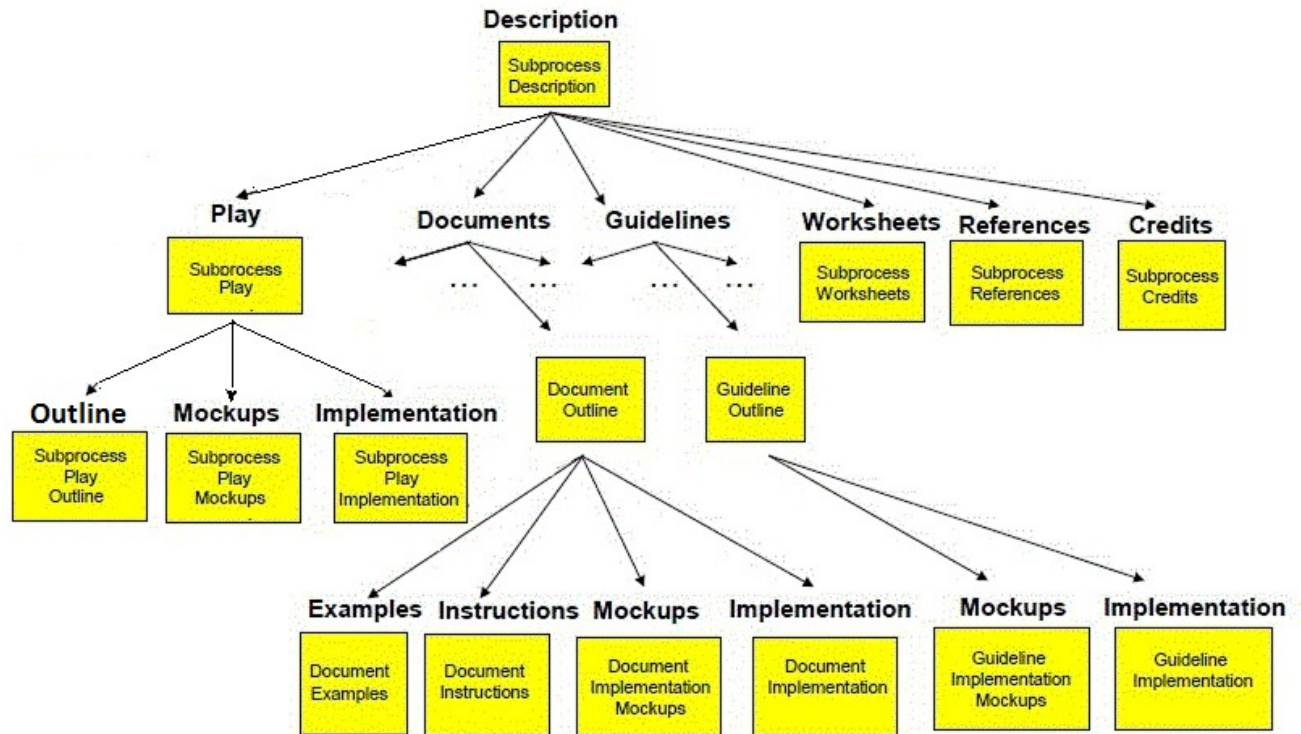


Figure 0 (b). For each subprocess, an “Integration View” is the integration or combination of other subprocess views.

Subprocesses - Mozilla Firefox

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Flight Projects

| Product Realization Subprocesses* | | | | | | | | | | | | | | |
|---------------------------------------|--------------------------|----------------------------|-------------------------------|---|------------|----------|--------------------------------------|---------------------------------------|-----------------------------|-------------------------|------------------------------|-----------------------------|---------------------------|---------------|
| Integrated Problem-Solution: Database | Planning Flight Projects | Flight Program Formulation | Flight Program Implementation | Flight Project Solicitation Development | Submission | Handling | Pre-Phase A: Project Concept Studies | Phase A: Project Preliminary Analysis | Phase B: Project Definition | Phase C: Project Design | Phase D: Project Development | Phase E: Project Operations | Phase F: Project Disposal | Post-Closeout |

(Potential Customers: Researchers)

| Product Distribution Subprocesses | | | | | | | |
|---------------------------------------|------------------------|--|--------------------|------------------|--------------------------|--------------------|-------------------------|
| Integrated Problem-Solution: Database | Planning Distributions | Distribution Facility Solicitation Development | Problem Submission | Problem Handling | Agreement Administration | Agreement Closeout | Post-Agreement Closeout |

(Potential Customers: Flight Projects, Researchers)

| 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 |

*Based on NPG 7120.5D ([Outline](#); [PDF](#); [PPT](#))

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Figure 1(a). Flight Project Subprocesses.

Subprocesses - Mozilla Firefox

file:///E:/8000-8999/nasa/IT-planning/whatare/process.htm

IT Planning

| Product Realization Subprocesses | | | | | | | | | | |
|--|-----------------------|--------------------------|---------------------|-------------------------------|----------------------|-------------------------|--------------------|--------------------|----------|---------------|
| Integrated Problems-Solutions Database | Planning IT Plannings | Solicitation Development | Project IT Planning | Branch/Laboratory IT Planning | Division IT Planning | Directorate IT Planning | Center IT Planning | Agency IT Planning | Closeout | Post-Closeout |

(Potential Customers: Flight Projects, IT Planners)

| 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: IT Planners)

| 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 |

Now: 61°F Thu: 63°F Fri: 53°F Sat: 47°F Sun: 57°F Mon: 57°F Tue: 58°F

Figure 1(b). IT Planning Subprocesses.

Subprocesses - Mozilla Firefox

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Hardware

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

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Figure 1(c). Hardware Subprocesses.

Subprocesses - Mozilla Firefox

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Software

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

(Potential Customers: Flight Projects)

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

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

| Support Subprocesses | | | | | | | | |
|----------------------|--|--|----------------------|-----------------------------------|-----------------------|----------|------------------------------------|----------------|
| Survey Management | Computer Systems Development and Evolution | Computer Systems Operations and Network Administration | Home Page Management | Education and Outreach Activities | Facilities Management | Security | Small Systems (Mac and PC) Support | Visualizations |

| Improvement Subprocesses | | |
|--------------------------|--------------|------------------|
| ISO 9001: 2000 | CMMI- Staged | CMMI- Continuous |

| Common Subprocesses | | | | | |
|-------------------------------------|--|--|------------------------------------|--------------------------------|----------------------------------|
| Organization Subprocess Formulation | Organization Subprocess Implementation | Organization Subprocess Customer Support | Organization Subprocess Evaluation | Organization Subprocess Update | Organization Subprocess Closeout |

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Figure 1(d). Software Subprocesses.

Subprocesses - Mozilla Firefox

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Operations Scenarios

| Product Realization Subprocesses | | | | | | | | | | | | |
|--|------------------------------|--|------------|----------|------------------------|--------------------------------|-------------------------------|----------------------------|--------------------------------|-------------------------------|------------------------------|---------------|
| Integrated Problems-Solutions Database | Planning Operation Scenarios | Operations Scenarios Development Facility Solicitation Development | Submission | Handling | Gathering Requirements | Designing Operations Scenarios | Building Operations Scenarios | Using Operations Scenarios | Improving Operations Scenarios | Revising Operations Scenarios | Closing Operations Scenarios | 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 | Operations and Outreach Activities | Facilities Management | Security | Small Systems (Mac and PC) Support | Visualizations |

| Improvement Subprocesses | | |
|--------------------------|--------------|------------------|
| ISO 9001: 2000 | CMMI- Staged | CMMI- Continuous |

| Common Subprocesses | | | | | |
|-------------------------------------|--|--|------------------------------------|--------------------------------|----------------------------------|
| Organization Subprocess Formulation | Organization Subprocess Implementation | Organization Subprocess Customer Support | Organization Subprocess Evaluation | Organization Subprocess Update | Organization Subprocess Closeout |

GP 5 Now: Sunny, 82 °F Sat: 87 °F Sun: 85 °F Mon: 80 °F Tue: 85 °F Wed: 84 °F Thu: 81 °F

Figure 1(e). Operations Scenarios Subprocesses.

Subprocesses - Mozilla Firefox

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Datasets

| Product Realization Subprocesses* | | | | | | | | | | | | | | | |
|---|-------------------|--|------------|----------|------------------------|--------------------|-------------|--------|---------------------------|--------------------|------------------|-------------|--------------|------------------|---------------|
| Planning | | | | | | Building | | | Managing and Distributing | | | | | | |
| Integrated Problems-Solutions Database | Planning Datasets | Datasets Development Facility Solicitation Development | Submission | Handling | Gathering Requirements | Designing Datasets | Acquisition | Ingest | Using Datasets | Improving Datasets | Revising Dataset | Publication | Preservation | Closing Datasets | Post-Closeout |
| (Potential Customers: Flight Projects, Researchers) | | | | | | | | | | | | | | | |

| 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: Researchers) | | | | | | | |

| 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 |

*Based on Consultative Committee for Space Data Systems:
[Reference Model for an Open Archival Information System \(OAIS\)](#) and
[Producer-Distribution Interface Methodology Abstract Standard](#)

SP 5 Now: Partly Cloudy, 52 °F Fri: 50 °F Sat: 38 °F Sun: 44 °F Mon: 45 °F Tue: 49 °F Wed: 50 °F

Figure 1(f). Datasets Subprocesses.

Subprocesses - Mozilla Firefox

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Education Resources

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

(Potential Customers: Flight Projects, Educators)

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

(Potential Customers: Educators)

| Support Subprocesses | | | | | | | | |
|----------------------|--|--|----------------------|-----------------------------------|-----------------------|----------|------------------------------------|----------------|
| Survey Management | Computer Systems Development and Evolution | Computer Systems Operations and Network Administration | Home Page Management | Education and Outreach Activities | Facilities Management | Security | Small Systems (Mac and PC) Support | Visualizations |

| Improvement Subprocesses | | |
|--------------------------|--------------|------------------|
| ISO 9001: 2000 | CMMI- Staged | CMMI- Continuous |

| Common Subprocesses | | | | | |
|-------------------------------------|--|--|------------------------------------|--------------------------------|----------------------------------|
| Organization Subprocess Formulation | Organization Subprocess Implementation | Organization Subprocess Customer Support | Organization Subprocess Evaluation | Organization Subprocess Update | Organization Subprocess Closeout |

GP 5 Now: Sunny, 82 °F Sat: 87 °F Sun: 85 °F Mon: 80 °F Tue: 85 °F Wed: 84 °F Thu: 81 °F

Figure 1(g). Education Resources Subprocesses.

Subprocesses - Mozilla Firefox

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Financial Resources

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

(Potential Customers: Flight Projects)

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

(Potential Customers: Flight Projects)

| 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 |

Done SP [Icons] Now: Mostly Cloudy, 52 °F Tue: 63 °F Wed: 52 °F Thu: 53 °F Fri: 58 °F Sat: 62 °F Sun: 62 °F

Figure 1(h). Financial Resources Subprocesses.

Subprocesses - Mozilla Firefox

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Human Resources

| Product Realization Subprocesses | | | | | | | | |
|--|--------------------------|--------------------------|------------|--------------------|---------------------|----------------|----------|---------------|
| Integrated Problems-Solutions Database | Planning Human Resources | Solicitation Development | Submission | Review & Selection | Negotiation & Award | Administration | Closeout | Post-Closeout |
| (Potential Customers: Flight Projects) | | | | | | | | |

| Product Distribution Subprocesses | | | | | | | | |
|--|------------------------|-----------------------------------|--------------|--------------------|------------------|--------------------------|--------------------|-------------------------|
| Integrated Problems-Solutions Database | Planning Distributions | Distribution Facility Development | Solicitation | Problem Submission | Problem Handling | Agreement Administration | Agreement Closeout | Post-Agreement Closeout |
| (Potential Customers: Flight Projects) | | | | | | | | |

| 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 |

Done SP [Icons] Now: Mostly Cloudy, 52 °F Tue: 63 °F Wed: 52 °F Thu: 53 °F Fri: 58 °F Sat: 62 °F Sun: 62 °F

Figure 1(i). Human Resources Subprocesses.

Subprocesses - Mozilla Firefox

File Edit View History Bookmarks Tools Help

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

Research

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

(Potential Customers: Flight Projects, Researchers)

| 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: Researchers)

| Support Subprocesses | | | | | | | | |
|----------------------|--|--|----------------------|-----------------------------------|-----------------------|----------|------------------------------------|----------------|
| Survey Management | Computer Systems Development and Evolution | Computer Systems Operations and Network Administration | Home Page Management | Education and Outreach Activities | Facilities Management | Security | Small Systems (Mac and PC) Support | Visualizations |

| Improvement Subprocesses | | |
|--------------------------|--------------|------------------|
| ISO 9001: 2000 | CMMI- Staged | CMMI- Continuous |

| Common Subprocesses | | | | | |
|-------------------------------------|--|--|------------------------------------|--------------------------------|----------------------------------|
| Organization Subprocess Formulation | Organization Subprocess Implementation | Organization Subprocess Customer Support | Organization Subprocess Evaluation | Organization Subprocess Update | Organization Subprocess Closeout |

GP 5 Now: Sunny, 82 °F Sat: 87 °F Sun: 85 °F Mon: 80 °F Tue: 85 °F Wed: 84 °F Thu: 81 °F

Figure 1(j). Research Subprocesses.

Subprocesses - Mozilla Firefox

File Edit View History Bookmarks Tools Help

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

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 |

GP 5 Now: Sunny, 83 °F Sat: 87 °F Sun: 85 °F Mon: 80 °F Tue: 85 °F Wed: 84 °F Thu: 81 °F

Figure 1(k). Technologies Subprocesses.

Subprocesses - Mozilla Firefox

File Edit View History Bookmarks Tools Help

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

Contracts

| Product Realization Subprocesses | | | | | | | | |
|--|--------------------|--------------------------|------------|--------------------|---------------------|----------------|----------|---------------|
| Integrated Problems-Solutions Database | Planning Contracts | Solicitation Development | 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)

| Support Subprocesses | | | | | | | | |
|----------------------|--|--|----------------------|-----------------------------------|-----------------------|----------|------------------------------------|----------------|
| Survey Management | Computer Systems Development and Evolution | Computer Systems Operations and Network Administration | Home Page Management | Education and Outreach Activities | Facilities Management | Security | Small Systems (Mac and PC) Support | Visualizations |

| Improvement Subprocesses | | |
|--------------------------|--------------|------------------|
| ISO 9001: 2000 | CMMI- Staged | CMMI- Continuous |

| Common Subprocesses | | | | | |
|-------------------------------------|--|--|------------------------------------|--------------------------------|----------------------------------|
| Organization Subprocess Formulation | Organization Subprocess Implementation | Organization Subprocess Customer Support | Organization Subprocess Evaluation | Organization Subprocess Update | Organization Subprocess Closeout |

GP 5 Now: Sunny, 82 °F Sat: 87 °F Sun: 85 °F Mon: 80 °F Tue: 85 °F Wed: 84 °F Thu: 81 °F

Figure 1(l). Contracts Subprocesses.

Subprocesses - Mozilla Firefox

File Edit View History Bookmarks Tools Help

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

Websites

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

GP Now: Sunny, 83 °F Sat: 87 °F Sun: 85 °F Mon: 80 °F Tue: 85 °F Wed: 84 °F Thu: 81 °F

Figure 1(m). Websites Subprocesses.

Subprocesses - Mozilla Firefox

File Edit View History Bookmarks Tools Help

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

Standards

| Product Realization Subprocesses* | | | | | | | | | | | | |
|--|--------------------|---|------------|----------|------------------------|---------------------|--------------------|-----------------|---------------------|--------------------|-------------------|---------------|
| Integrated Problems-Solutions Database | Planning Standards | Standards Development Facility Solicitation Development | Submission | Handling | Gathering Requirements | Designing Standards | Building Standards | Using Standards | Improving Standards | Revising Standards | Closing Standards | Post-Closeout |
| (Potential Customers: Flight Projects, Developers) | | | | | | | | | | | | |

| Product Distribution Subprocesses | | | | | | | |
|---|------------------------|--|--------------------|------------------|--------------------------|--------------------|-------------------------|
| Integrated Problems-Solutions Database | Planning Distributions | Distribution Facility Solicitation Development | Problem Submission | Problem Handling | Agreement Administration | Agreement Closeout | Post-Agreement Closeout |
| (Potential Customers: Developers, Non-NASA Customers) | | | | | | | |

| Support Subprocesses | | | | | | | | |
|----------------------|--|--|----------------------|-----------------------------------|-----------------------|----------|------------------------------------|----------------|
| Survey Management | Computer Systems Development and Evolution | Computer Systems Operations and Network Administration | Home Page Management | Education and Outreach Activities | Facilities Management | Security | Small Systems (Mac and PC) Support | Visualizations |

| Improvement Subprocesses | | |
|--------------------------|--------------|------------------|
| ISO 9001: 2000 | CMMI- Staged | CMMI- Continuous |

| Common Subprocesses | | | | | |
|-------------------------------------|--|--|------------------------------------|--------------------------------|----------------------------------|
| Organization Subprocess Formulation | Organization Subprocess Implementation | Organization Subprocess Customer Support | Organization Subprocess Evaluation | Organization Subprocess Update | Organization Subprocess Closeout |

GP Now: Sunny, 82 °F Sat: 87 °F Sun: 85 °F Mon: 80 °F Tue: 85 °F Wed: 84 °F Thu: 81 °F

Figure 1(n). Standards Subprocesses.

Subprocesses - Mozilla Firefox

File Edit View History Bookmarks Tools Help

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

Directives

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

(Potential Customers: NASA)

| 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: NASA)

| Support Subprocesses | | | | | | | | |
|----------------------|--|--|----------------------|-----------------------------------|-----------------------|----------|------------------------------------|----------------|
| Survey Management | Computer Systems Development and Evolution | Computer Systems Operations and Network Administration | Home Page Management | Education and Outreach Activities | Facilities Management | Security | Small Systems (Mac and PC) Support | Visualizations |

| Improvement Subprocesses | | |
|--------------------------|--------------|------------------|
| ISO 9001: 2000 | CMMI- Staged | CMMI- Continuous |

| Common Subprocesses | | | | | |
|-------------------------------------|--|--|------------------------------------|--------------------------------|----------------------------------|
| Organization Subprocess Formulation | Organization Subprocess Implementation | Organization Subprocess Customer Support | Organization Subprocess Evaluation | Organization Subprocess Update | Organization Subprocess Closeout |

GP 5 Now: Sunny, 82 °F Sat: 87 °F Sun: 85 °F Mon: 80 °F Tue: 85 °F Wed: 84 °F Thu: 81 °F

Figure 1(o). Directives Subprocesses.

Subprocesses - Mozilla Firefox

File Edit View History Bookmarks Tools Help

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

Documents

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

(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)

| 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

Figure 1(p). Documents Subprocesses.

Subprocesses - Mozilla Firefox

File Edit View History Bookmarks Tools Help

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

Security Incidents

| Product Realization Subprocesses | | | | | | | | |
|--|-------------------------------------|--------------------------|------------|--------------------|-------------|-------------------------|----------|---------------|
| Integrated Problems-Solutions Database | Planning Security Incident Handling | Solicitation Development | Submission | Review & Selection | Negotiation | Incident Administration | Closeout | Post-Closeout |

(Potential Customers: Security Personnel, 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: Security Personnel, Flight Projects)

| Support Subprocesses | | | | | | | | |
|----------------------|--|--|----------------------|-----------------------------------|-----------------------|----------|------------------------------------|----------------|
| Survey Management | Computer Systems Development and Evolution | Computer Systems Operations and Network Administration | Home Page Management | Education and Outreach Activities | Facilities Management | Security | Small Systems (Mac and PC) Support | Visualizations |

| Improvement Subprocesses | | |
|--------------------------|--------------|------------------|
| ISO 9001: 2000 | CMMI- Staged | CMMI- Continuous |

| Common Subprocesses | | | | | |
|-------------------------------------|--|--|------------------------------------|--------------------------------|----------------------------------|
| Organization Subprocess Formulation | Organization Subprocess Implementation | Organization Subprocess Customer Support | Organization Subprocess Evaluation | Organization Subprocess Update | Organization Subprocess Closeout |

GP 5 Now: Sunny, 82 °F Sat: 87 °F Sun: 85 °F Mon: 80 °F Tue: 85 °F Wed: 84 °F Thu: 81 °F

Figure 1(q). Security Incidents Subprocesses.

Subprocesses - Mozilla Firefox

File Edit View History Bookmarks Tools Help

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

Knowledge

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

(Potential Customers: Flight Projects)

| Product Distribution Subprocesses | | | | | | | |
|---------------------------------------|------------------------|--|--------------------|------------------|--------------------------|--------------------|-------------------------|
| Integrated Problem-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 |

GP

Now: Sunny, 82 °F Sat: 87 °F Sun: 85 °F Mon: 80 °F Tue: 85 °F Wed: 84 °F Thu: 81 °F

Figure 1(r). Knowledge Subprocesses.

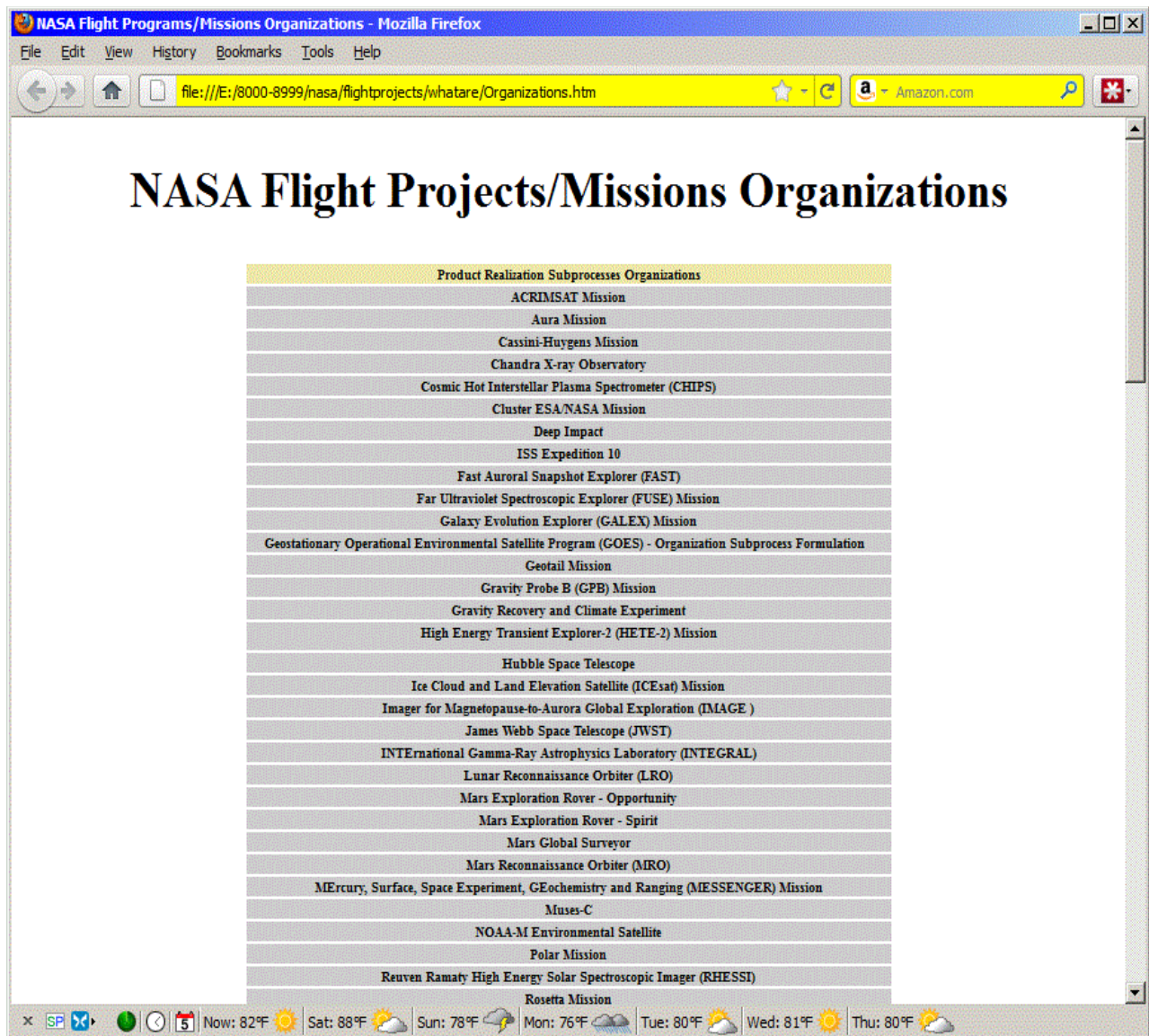


Figure 1(s). Subprocess organizations.

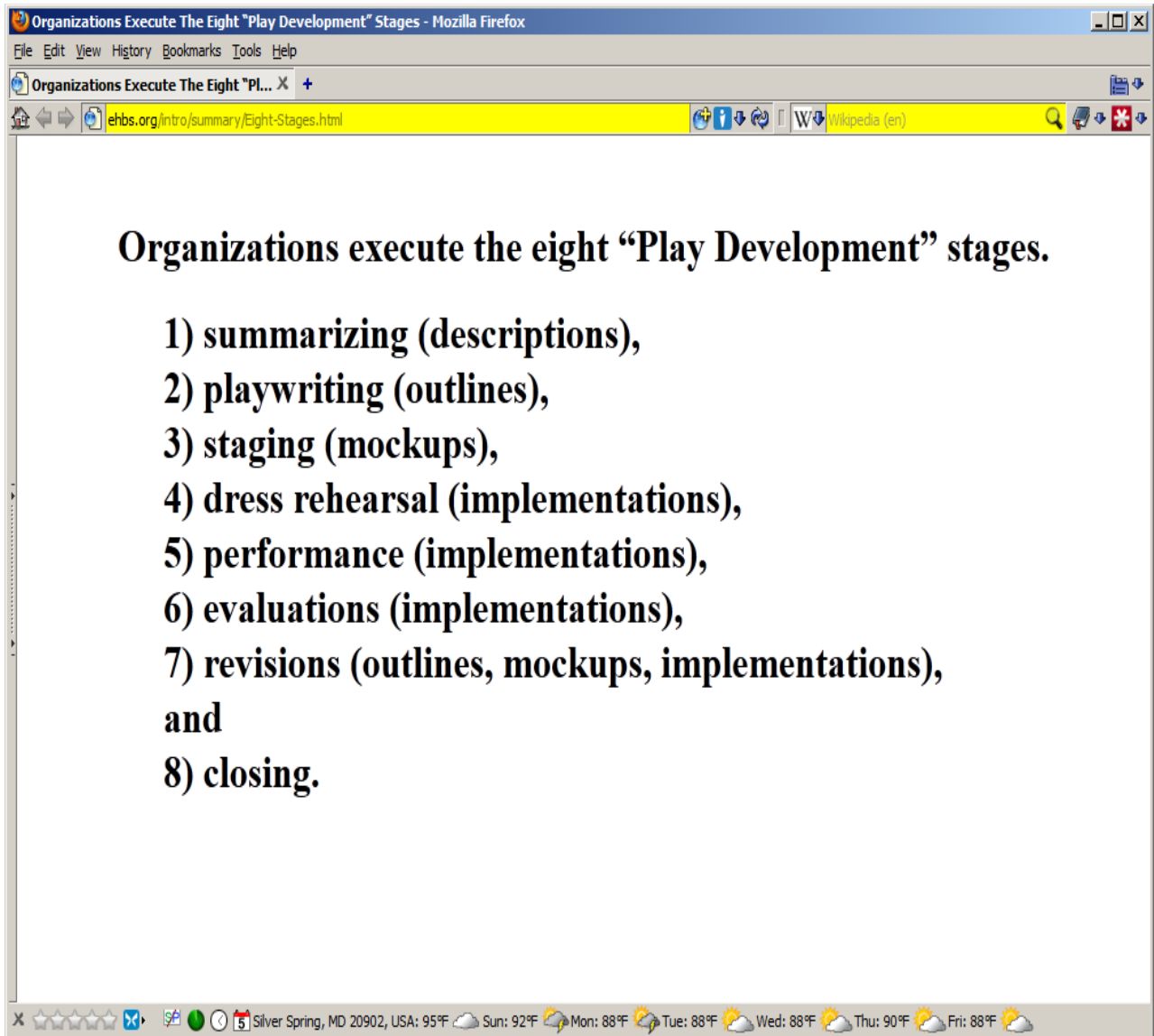


Figure 1(t). The eight "Play Development" stages.

The Key Human Factor Issue - Mozilla Firefox 4.0 Beta 10


File Edit View History Bookmarks Tools Help

People in organizations provide different views of the subprocesses.



View

Subprocess Documentor's View



View View View View View View View View View View

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

Silver Spring, MD 20902, USA: 34°F Thu: 38°F Fri: 40°F Sat: 40°F Sun: 38°F

Figure 1(u). People in organizations provide different views of the subprocesses.

Organizations Generate Subprocess Life-Cycle Views - Mozilla Firefox

File Edit View History Bookmarks Tools Help

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

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".

Figure 1(v). Subprocess Life-Cycle Views.

The "Game of Telephone" Syndrome - Mozilla Firefox

File Edit View History Bookmarks Tools Help

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

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

The image shows a group of eight business professionals (four men and four women) standing in a line. Each person has a speech bubble above them that says "View". This visualizes the concept of the "Game of Telephone" syndrome, where only parts of the original message are passed on. Two rotary telephones are placed on the floor at the ends of the line.

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

Figure 1(w). The "Game of Telephone" Syndrome:
Where People Pass-On Only Parts of the "Message".

Overview of how editable and cost-saving model/documentation tools can solve problems. - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ehbs.org/intro/summary/problems-solutions/

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. |

Silver Spring, MD 20902, USA: 87°F Mon: 88°F Tue: 87°F Wed: 89°F Thu: 92°F Fri: 93°F Sat: 95°F

Figure 1(x). Overview of How Editable and Cost-Saving Process Documentation Tools Can Solve Problems.

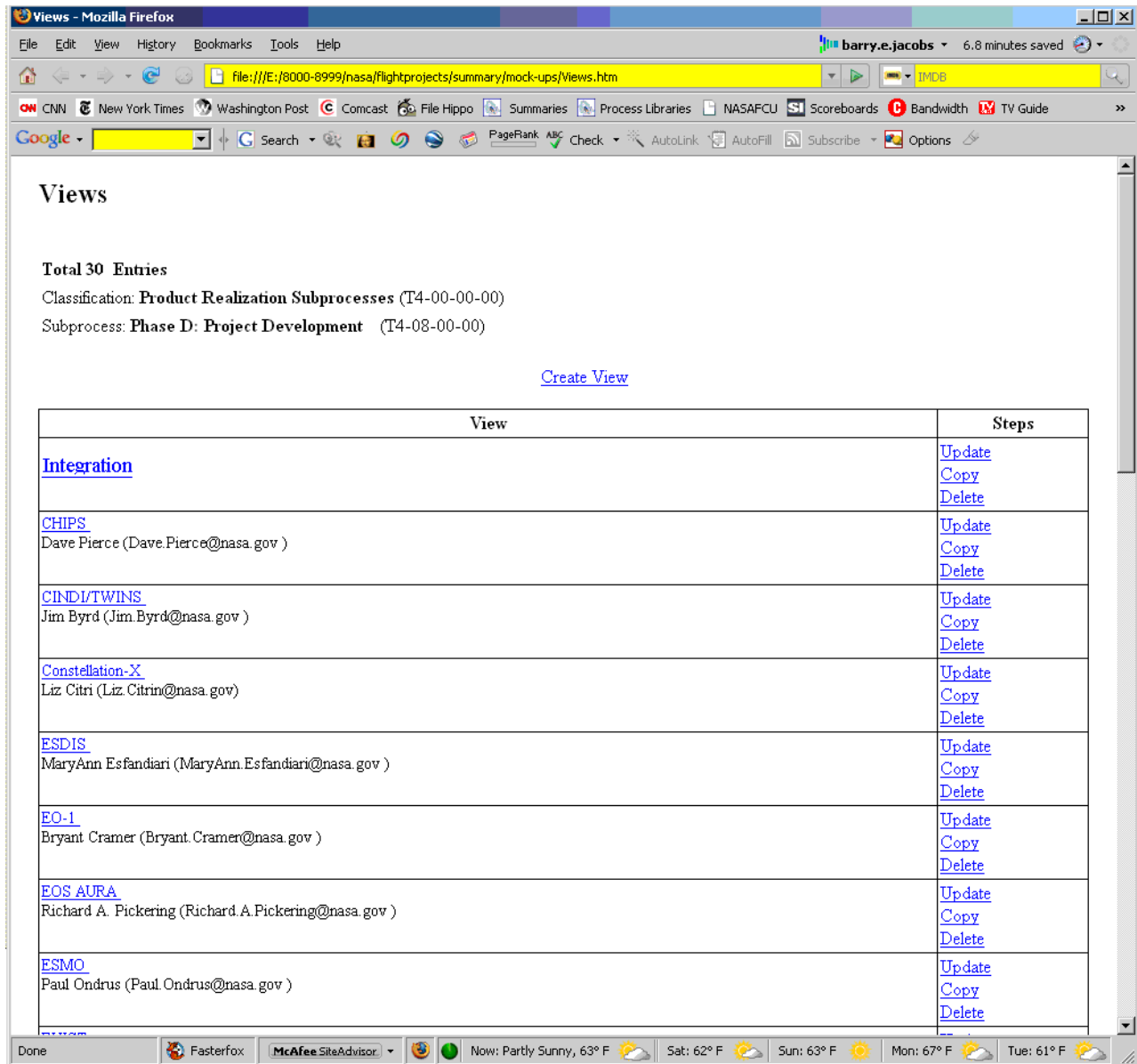


Figure 2(a). Solution: Process Libraries maintain organization's views of the subprocesses.

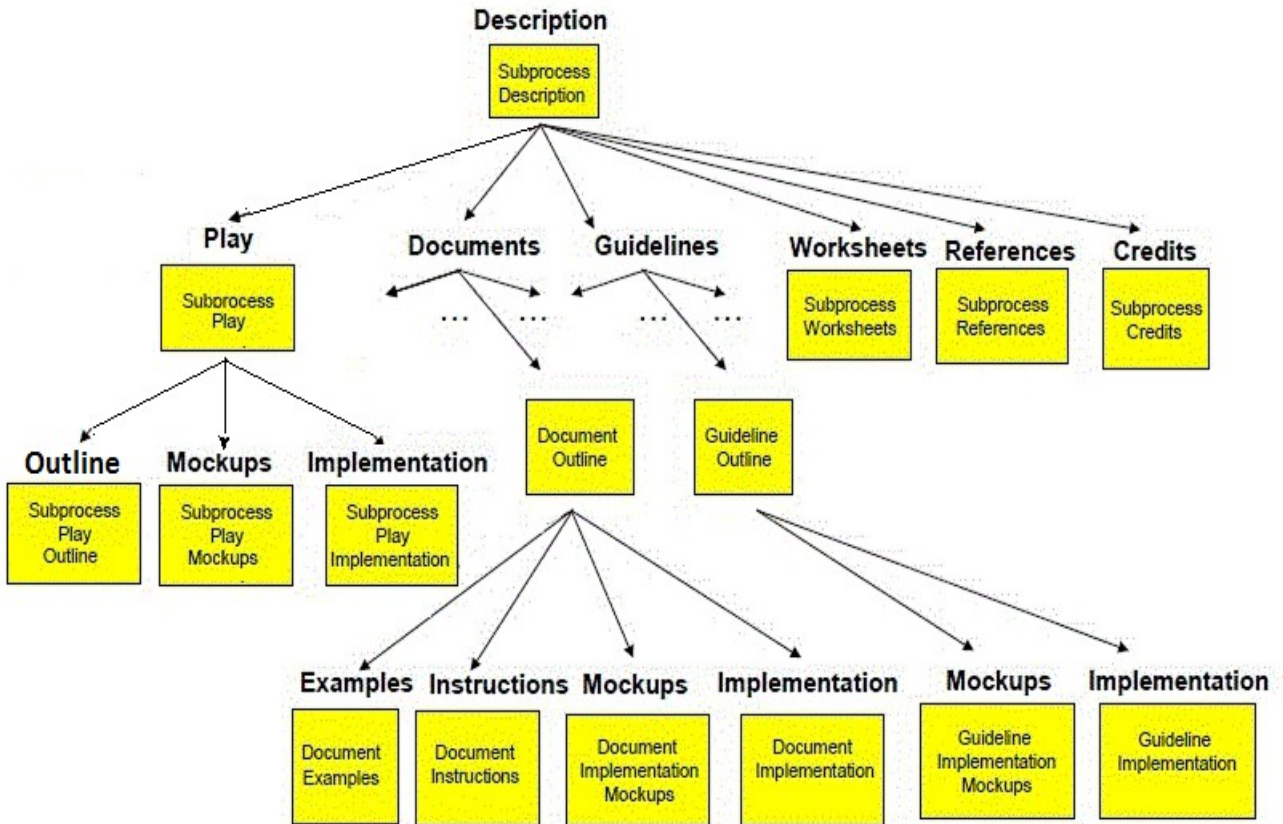


Figure 2(b). Subprocesses in a common envelope.

Tools To Focus On During Stages. - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ehbs.org/intro/summary/stages.1.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/EHB, Test, Teach, Work Together |
| Plays: | Learn, Integrate, Test, Teach, Work Together | Learn, Integrate Documents: Using Role Guidelines/EHB, Test, Teach, Work Together |
| Document: | Learn, Integrate, Test, Teach, Work Together | Learn, Integrate Documents: Using Role Guidelines/EHB, Test, Teach, Work Together |
| Role Guidelines/EHB: | Learn, Integrate, Test, Teach, Work Together | Learn, Integrate Documents: Using Role Guidelines/EHB, Test, Teach, Work Together |
| Subprocess Worksheets: | Learn, Integrate, Test, Teach, Work Together | Learn, Integrate Documents: Using Role Guidelines/EHB, Test, Teach, Work Together |
| References: | Learn, Integrate, Test, Teach, Work Together | Learn, Integrate Documents: Using Role Guidelines/EHB, Test, Teach, Work Together |
| Credits: | Learn, Integrate, Test, Teach, Work Together | Learn, Integrate Documents: Using Role Guidelines/EHB, Test, Teach, Work Together |

Figure 2(c)(1). Some tools may 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/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. |

Figure 2(c)(2). Some tools may be focused on during stages- by stage.

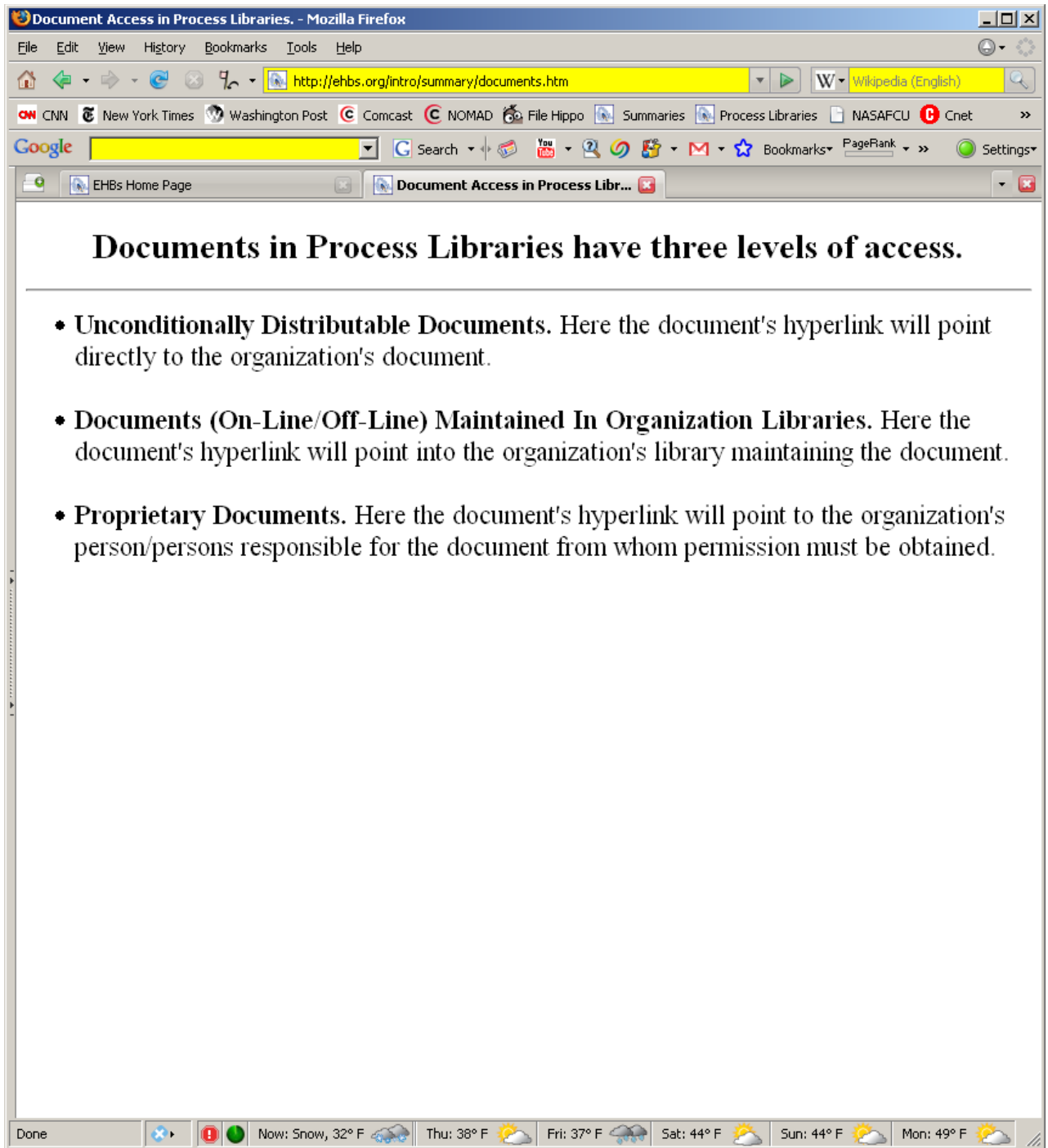


Figure 2(d). Documents in Process Libraries have three levels of access.

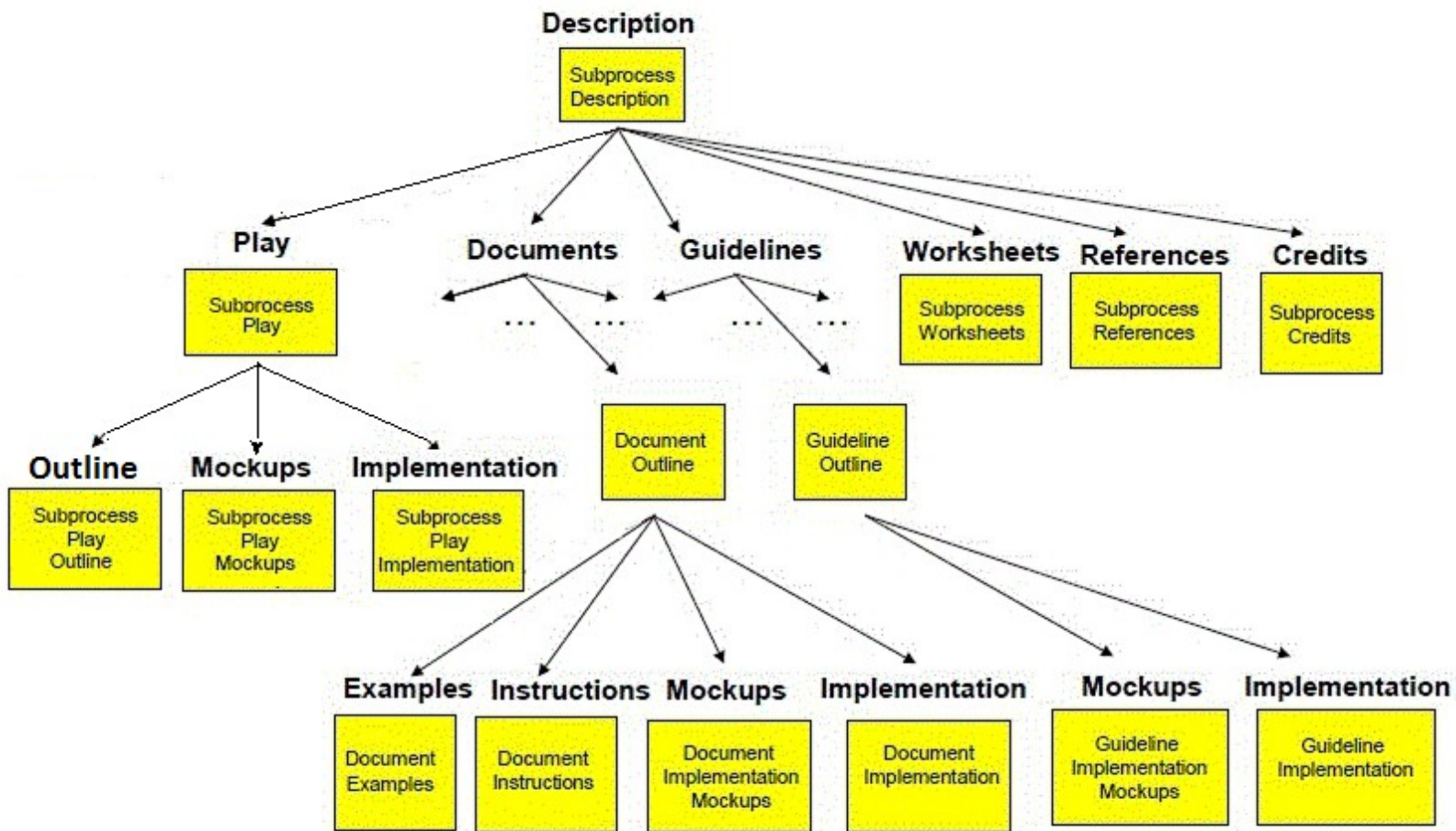


Figure 2(e). An “Integration View” is the integration or combination of other subprocess views. An "Integration View" facilitates intra- and inter-organization communication.

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]**

Figure 2(f). Process Libraries (PLs) and Electronic Handbooks (EHBs) are where Shakespeare meets Freud.

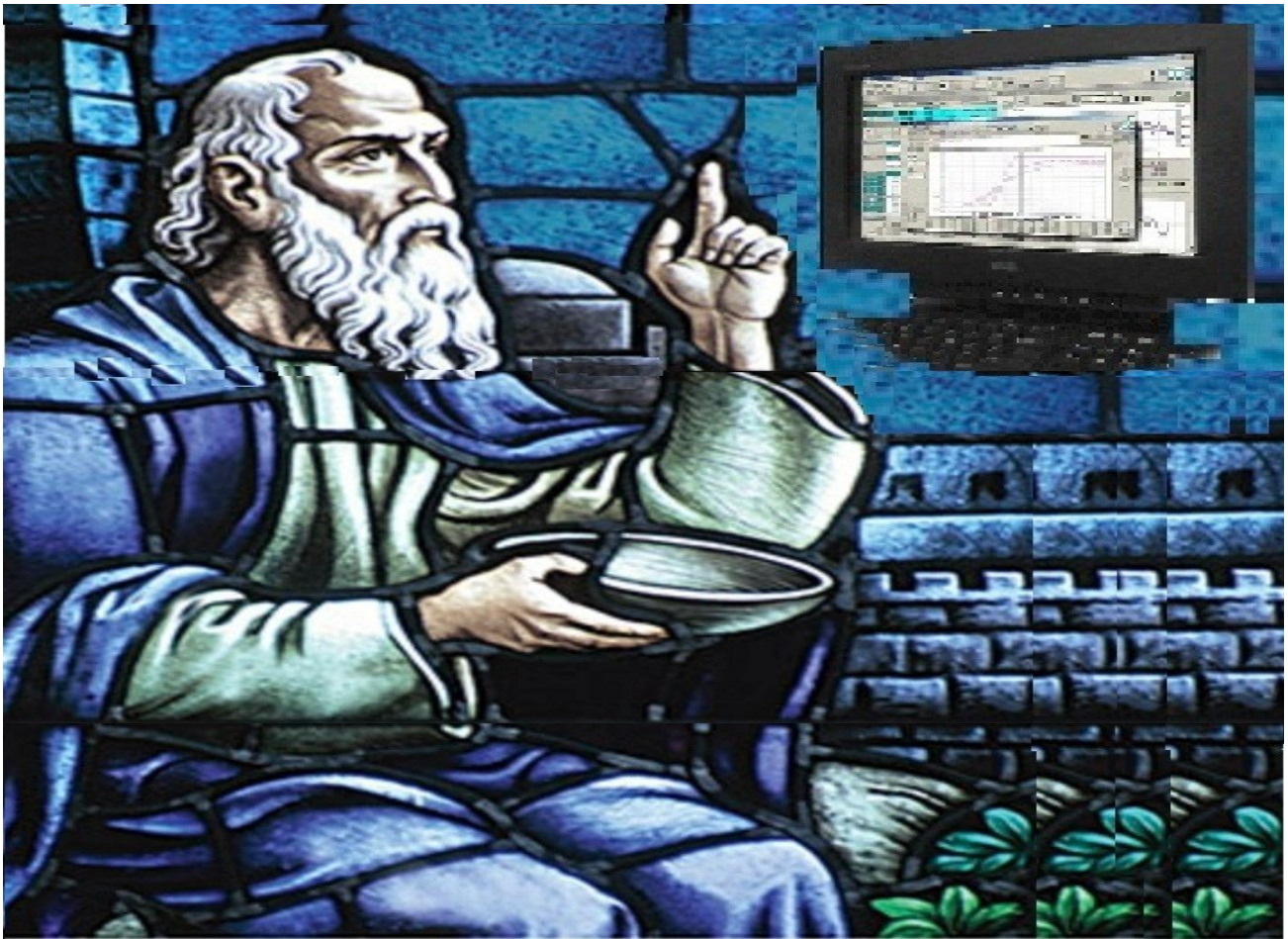


Figure 2(g). The approach uses a modernization of the Socratic Method or Dialogue to gain consensus between teachers, documentors, managers, implementors, and participants.

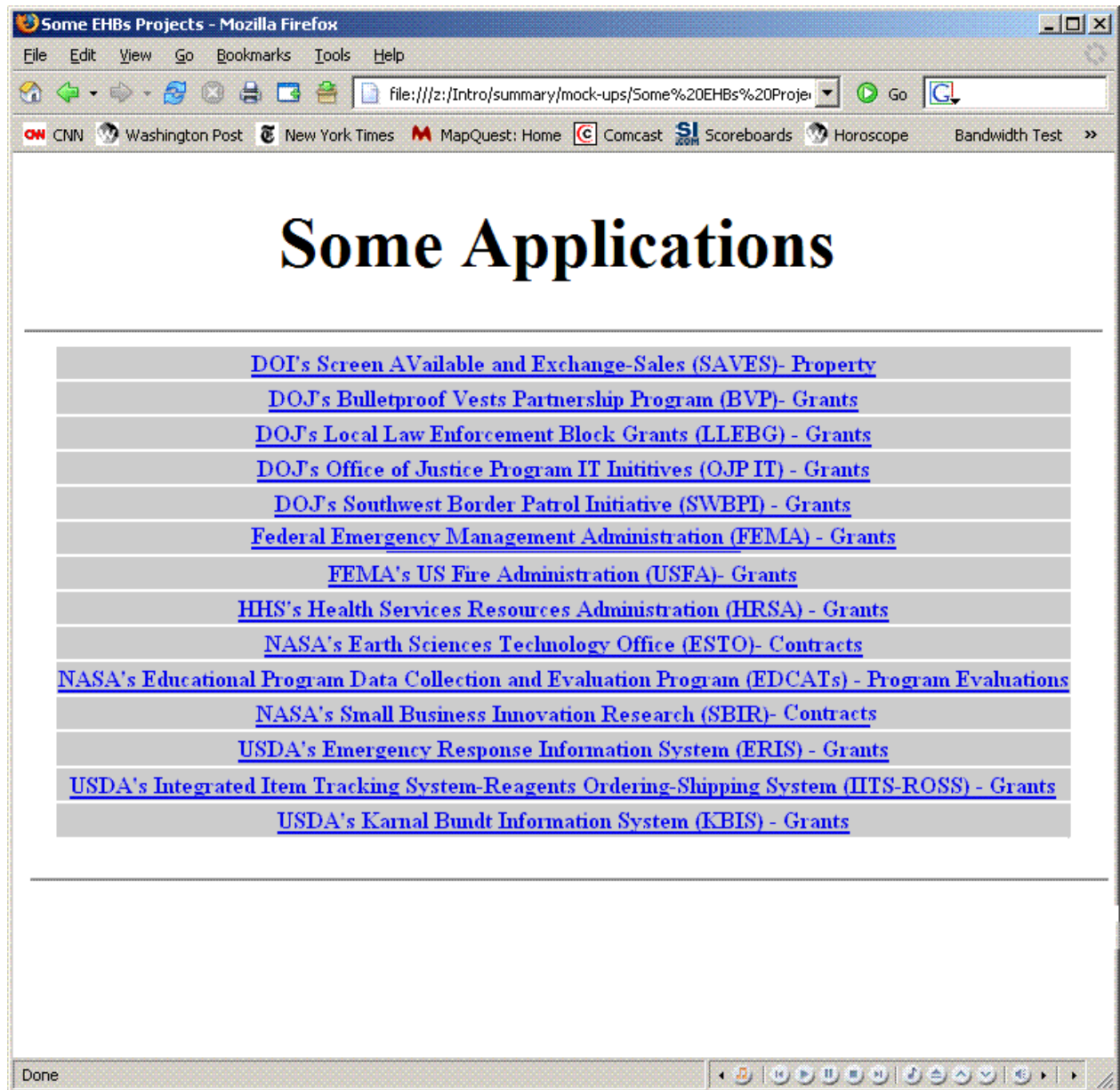


Figure 2(h). Some Process Libraries (PLs) and Electronic Handbooks (EHBs) projects.

Subprocess Life-Cycle Views that are supported. * - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ehbs.org/intro/summary/benefits.htm

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.

Figure 2(i). Subprocess Life-Cycle Views that are supported.

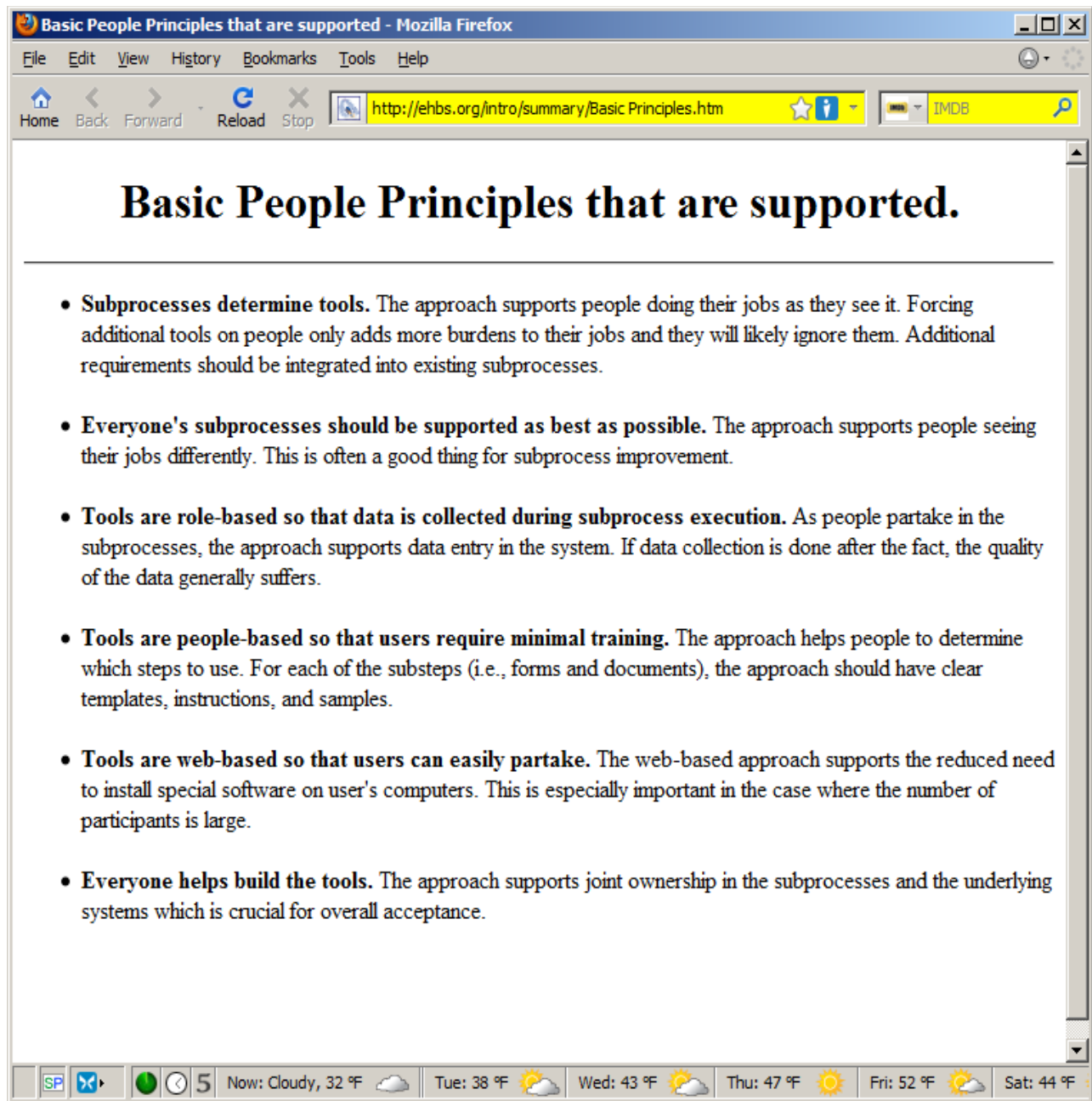


Figure 2(j). Basic People Principles that are supported.

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.

Figure 2(k). Subprocess/Play Developments that are supported.

Process Library Operations that are supported - Mozilla Firefox

File Edit View History Bookmarks Tools Help

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

Process Library Operations that are supported.

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

SF 5 Now: Cloudy, 34 °F Tue: 38 °F Wed: 43 °F Thu: 47 °F Fri: 52 °F Sat: 44 °F S



Figure 2(l). Process Libraries Operations that are supported.

Welcome to NASA's Process Libraries - Mozilla Firefox 3.1 Beta 3


File Edit View History Bookmarks Tools Help

Home Back Forward Reload Stop http://ehbs.org/pls/ Google

Welcome to NASA's Process Libraries (Where Shakespeare Meets Freud)



1. [Overview \(Demo\)](#)
2. **Flight Projects:** [Read](#); [Update](#);
3. **Hardware:** [Read](#); [Update](#);
4. **Software:** [Read](#); [Update](#);
5. **Operations Scenarios:** [Read](#); [Update](#);
6. **Datasets:** [Read](#); [Update](#);
7. **Education Resources:** [Read](#); [Update](#);
8. **Research:** [Read](#); [Update](#);
9. **Technologies:** [Read](#); [Update](#);
10. **SBIR Technologies:** [Read](#); [Update](#);
11. **Websites:** [Read](#); [Update](#);
12. **EHBs:** [Read](#); [Update](#);
13. **Common:**
 - o **Distribution:** [Read](#); [Update](#);
 - o **Support:** [Read](#); [Update](#);
 - o **Improvement:** [Read](#); [Update](#);
 - o **Common:** [Read](#); [Update](#);



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Last Modified: *March 13, 2008*

Done GP Now: Clear, 46° F Fri: 63° F Sat: 58° F Sun: 60° F Mon: 55° F Tue: 60° F Wed: 63° F

Figure 3(a). Solution: Process Libraries maintain organization's views of the subprocesses.

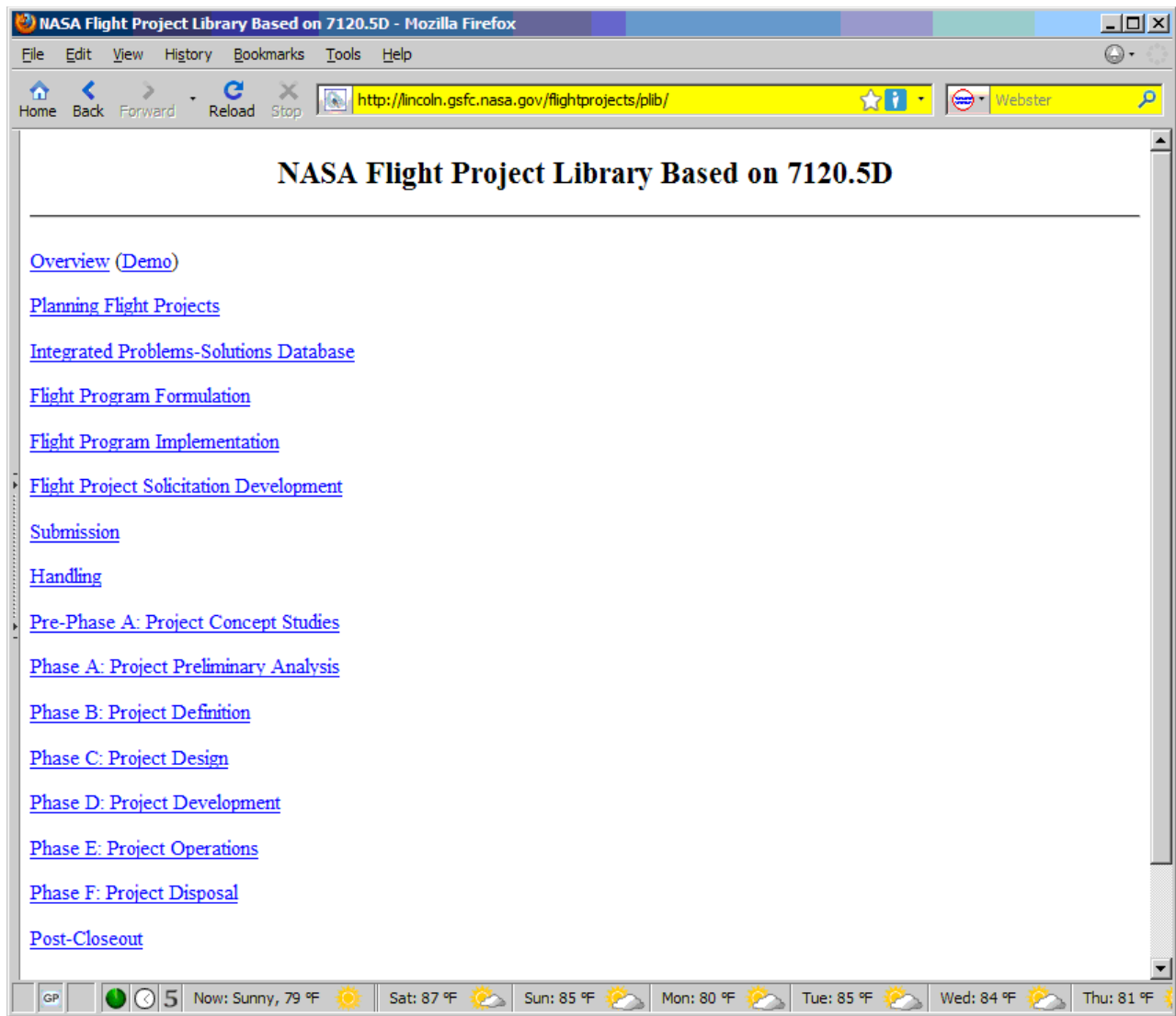


Figure 3(b). Process Libraries are organized by subprocesses.

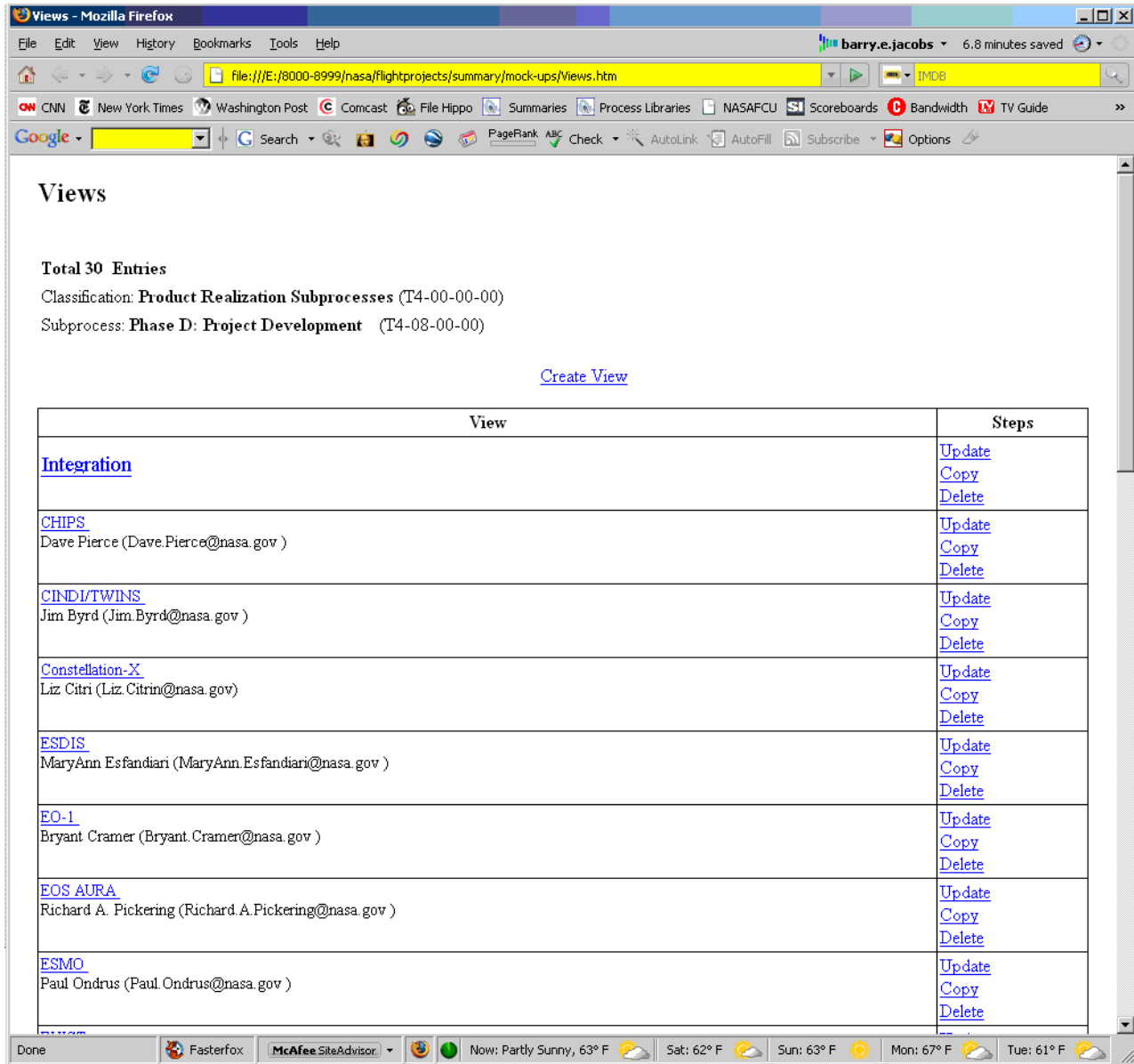


Figure 3(c) For each subprocess, the library shows how organizations view the subprocess.

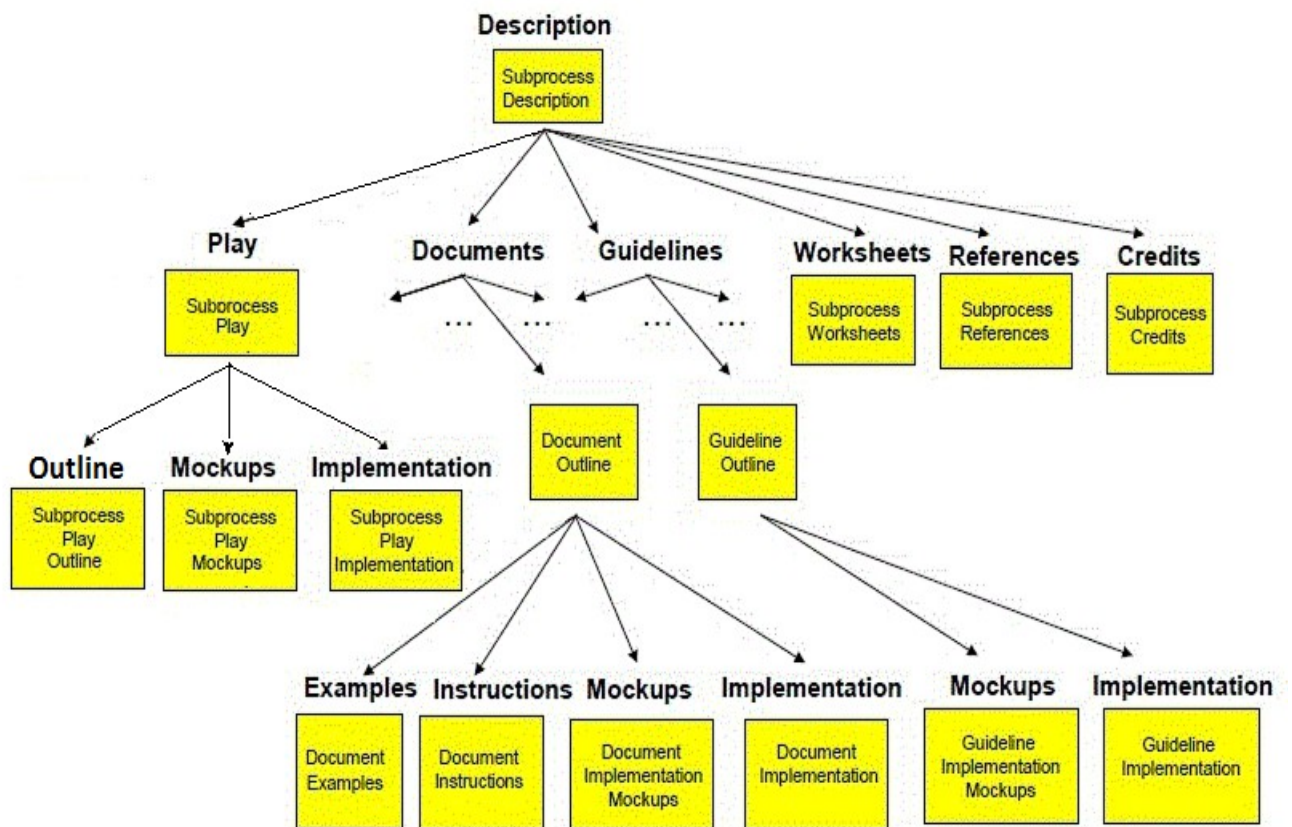


Figure 3(d). Components of an Organization's view .

Description - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Stop <http://ehbs.org/flightprojects/library/Integration/PRSS/Project Phase D/Desc> W Wikipedia (en)

Project Phase D

Table of Contents

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

1. Overview

In this subprocess, we deal with the Project Phase D subprocess. Project implementation consists of Phases C, D, E, and F. Approval marks the transition from Phase B of formulation to Phase C of implementation. During Phases C (*Final Design and Fabrication*) and D (*System Assembly, Integration and Test, and Launch*), the primary activities are developmental in nature, including acquisition contract execution. Phase C includes the fabrication and testing of components, assemblies, and subsystems. All activities are executed as per the Project Plan developed during formulation. The transition from Phase C to Phase D is uniquely a "soft gate," in which the project may initiate Phase D work immediately upon completion of the Phase C work products, absent a notice of discontinuance by the Program Manager (rather than waiting for affirmative direction from the Program Manager to begin Phase D). The start of Phase E (*Operations and Sustainment*) marks the transition from system development and acquisition activities to primarily systems operations and sustainment activities. In Phase F (*Closeout*), project systems are taken out of service and safely disposed, although scientific and other analyses might still continue under project funding. Independent evaluation activities occur throughout all phases.

Organization: ORG

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

GP [System Tray Icons] Now: Light Fog, 72 °F Sat: 85 °F Sun: 86 °F Mon: 70 °F Tue: 74 °F Wed: 76 °F Thu:

Figure 3(e). Descriptions summarize subprocesses.

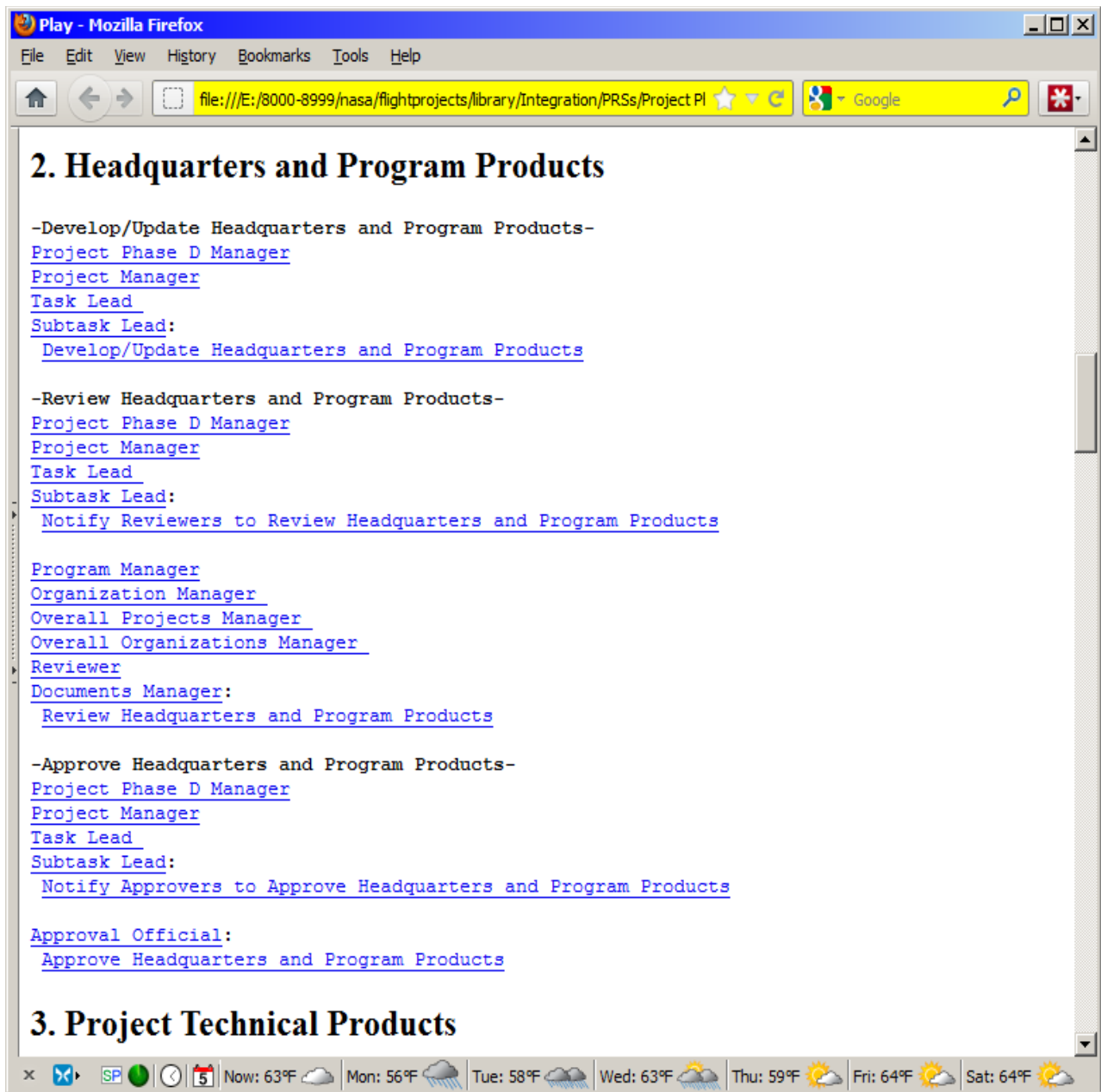


Figure 3(f). Plays describe subprocess execution.

3. Documents

In this subprocess, we have the following document types:

- 1. Administrative Tools.**
 - [Document Library](#)
 - [Reviews](#)
 - [Approvals](#)
- 2. Project Technical Products.**
 - [Missile System Pre-Launch Safety Package](#) (Update)
 - [As-built Hardware and Software Documentation](#) (Baseline)
 - [Verification and Validation Report](#) (Baseline)
 - [Operations Handbook](#) (Baseline)
 - [Reviews](#)
 - [Approvals](#)
- 3. Project Planning, Cost, and Schedule Products.**
 - [Work Agreement for Next Phase](#) (Baseline)
 - [Reviews](#)
 - [Approvals](#)
- 4. Key Decision Point (KDP) Readiness Products.**
 - [Standing Review Board Report \(RB\)](#)
 - [Project Manager Recommendation \(includes response to SRB Report, as applicable\)](#) (Final)
 - [CMC Recommendation](#) (Final)
 - [Program Manager Recommendation](#) (Final)
 - [MD-PMC Recommendations \(for Category I Projects, only\)](#) (Final)
 - [Governing PMC Recommendation](#) (Final)
 - [Reviews](#)
 - [Approvals](#)
- 5. Review Packages**
 - [Key Decision Point \(KDP\) E Package](#)
 - [Launch Package](#)
 - [Systems Acceptance Review \(SAR\) Package](#)

GP [X] [!] [5] Now: Light Fog, 72 °F [img] Sat: 85 °F [img] Sun: 86 °F [img] Mon: 70 °F [img] Tue: 74 °F [img] Wed: 76 °F [img] Thu:

Figure 3(g). Documents describe subprocess data.

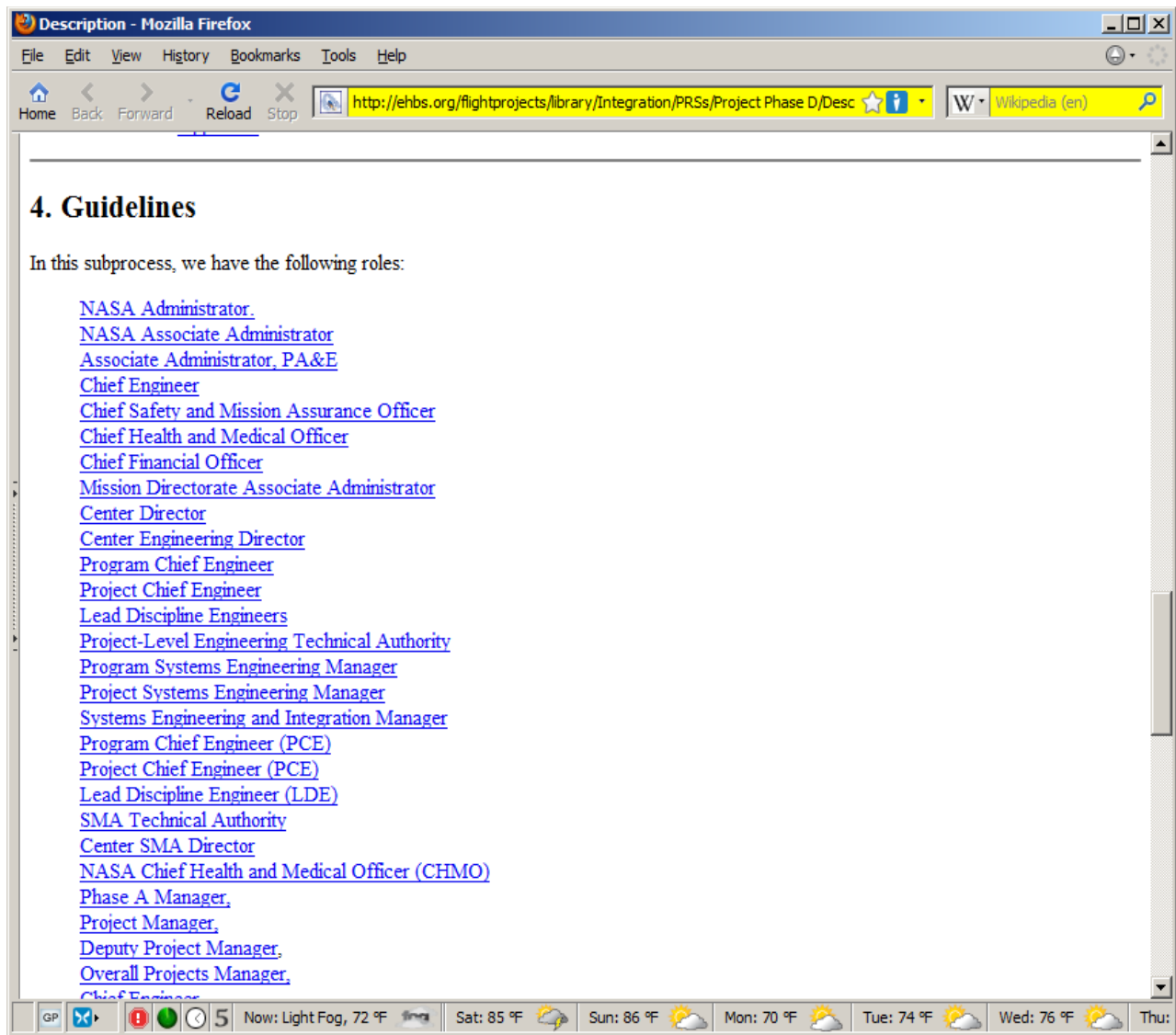


Figure 3(h). Guidelines/Electronic Handbooks describe user subprocesses.

Worksheet - Mozilla Firefox

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file:///E:/9000-8999/nasa/flightprojects/summary/mock-ups/Worksheet.htm

Subprocess Worksheet

Subprocess: Phase D: Project Development
Purpose: The purpose of this subprocess is to implement Phase D: Project Development
Organization: IMAGE

| Task | Purpose | Suggested Roles | Task Lead(s) | Estimated Completion Date | Actual Completion Date | Documents | | | | | |
|---|--|---|--------------|---------------------------|------------------------|---|--|------------------|---------------------------|------------------------|----------------------|
| | | | | | | Document | Instructions and Samples | Document Lead(s) | Estimated Completion Date | Actual Completion Date | Document Location(s) |
| Administration | The purpose of this task is to administer Phase D: Project Development . | Task Lead, Subtask Lead, 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 |
| Project Technical Products | The purpose of this task is to provide Technical products for the Flight Project. | Phase D Manager, Project Manager, Program Manager, Organization Manager, Overall Projects Manager, Task Lead, Subtask Lead, Reviewer, Approval Official, Document Manager | James Green | 06/23/07 | 06/23/07 | Missile System Pre-Launch Safety Package (Update) | Instructions and Samples | James Green | 06/23/07 | 07/23/07 | Library: NS2034 |
| | | | | | | Re-build Hardware and Software Documentation (Baseline) | Instructions and Samples | James Green | 06/23/07 | 07/23/07 | Library: NS2034 |
| | | | | | | Verification and Validation Report (Baseline) | Instructions and Samples | James Green | 06/23/07 | 07/23/07 | Library: NS2034 |
| | | | | | | Operations Handbook (Baseline) | Instructions and Samples | James Green | 06/23/07 | 07/23/07 | Library: NS2034 |
| | | | | | | Reviews | Instructions and Samples | James Green | 06/23/07 | 07/23/07 | Library: NS2034 |
| Approvals | Instructions and Samples | James Green | 06/23/07 | 07/23/07 | Library: NS2034 | | | | | | |
| Project Planning, Cost, and Schedule Products | The purpose of this task is to provide Planning, Cost, and Schedule products for the Flight Project. | Phase D Manager, Project Manager, Program Manager, Organization Manager, Overall Projects Manager, Task Lead, Subtask Lead, Reviewer | James Green | 07/23/07 | 07/23/07 | Work Agreement for Next Phase (Baseline) | Instructions and Samples | James Green | 06/23/07 | 07/23/07 | Library: NS2034 |
| | | | | | | Reviews | Instructions and Samples | James Green | 06/23/07 | 07/23/07 | Library: NS2034 |

Now: Sunny, 68° F Tue: 86° F Wed: 88° F Thu: 87° F Fri: 85° F Sat: 81° F Sun: 82° F

Figure 3(i). Subprocess Worksheets facilitate subprocess manager communication with process developers and participants.

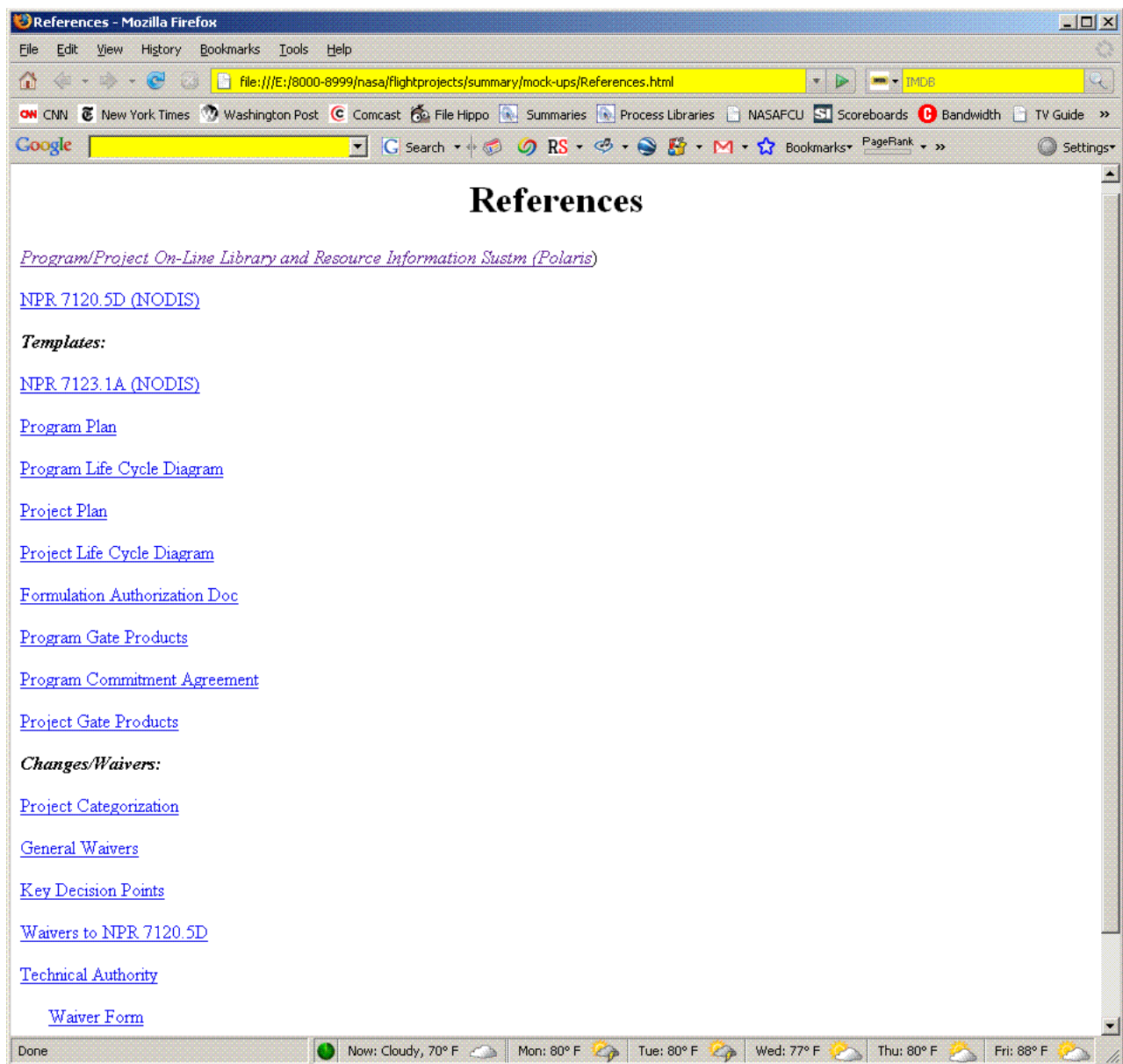


Figure 3(j). References list other related resources.

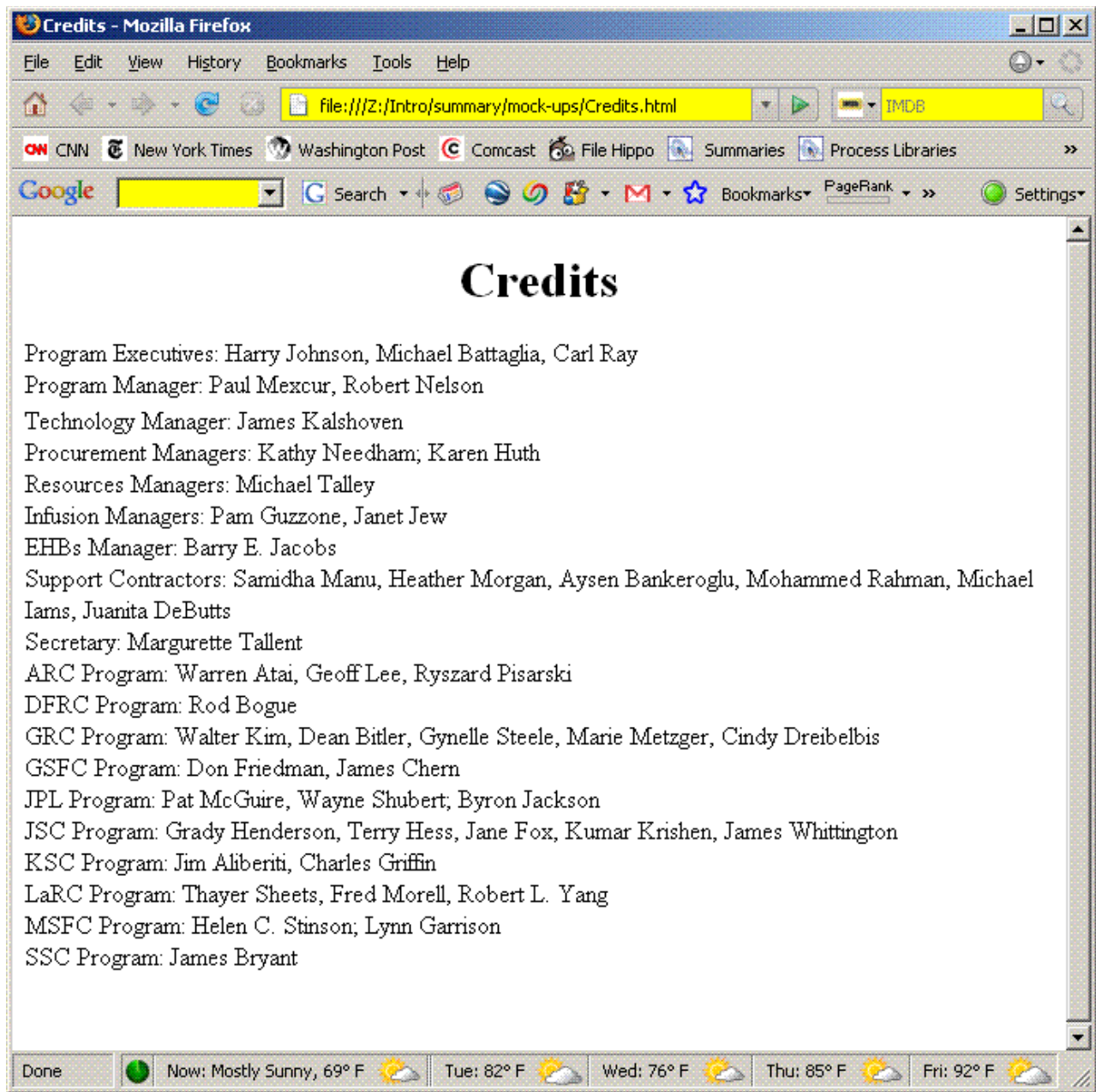


Figure 3(k). Credits acknowledge people's contributions.

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 |
| Document: | 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 |

Figure 3(1)(1). Some tools may 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/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. |

Figure 3(1)(2). Some tools may be focused on during stages- by stage.

Fetch Integration - Mozilla Firefox

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barry.e.jacobs 6.8 minutes saved

file:///E:/8000-8999/nasa/flightprojects/summary/mock-ups/Integrations.htm

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

Google Search PageRank Check AutoLink AutoFill Subscribe Options

Fetch Integration

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

| Samples From Views | |
|--|--|
| ASTRO-E2 Fetch - (Size: 10 KB) | Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005 |
| CHIPS Fetch - (Size: 10 KB) | Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005 |
| CINDI/TWINS Fetch - (Size: 10 KB) | Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005 |
| Constellation-X Fetch - (Size: 10 KB) | Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005 |
| ESDIS Fetch - (Size: 10 KB) | Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005 |
| EO-1 Fetch - (Size: 10 KB) | Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005 |
| EOS AURA Fetch - (Size: 10 KB) | Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005 |
| ESMO Fetch - (Size: 10 KB) | Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005 |
| EXIST Fetch - (Size: 10 KB) | Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005 |
| GALEX Fetch - (Size: 10 KB) | Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005 |
| GLAST Fetch - (Size: 10 KB) | Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005 |
| GOES-N Fetch - (Size: 10 KB) | Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005 |

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

Figure 3(m). Integration Tools allow item types to be seen across different organizations.

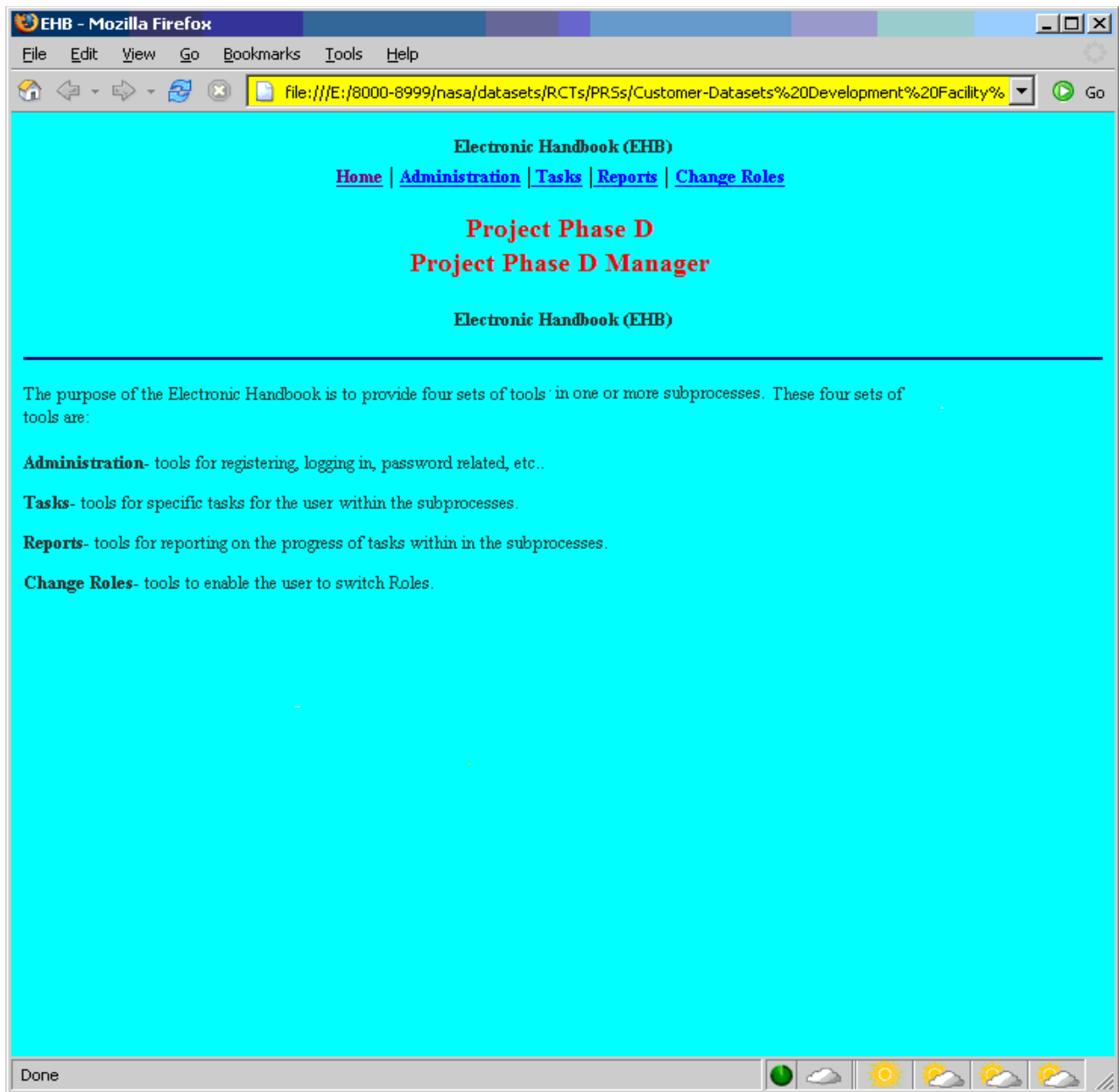


Figure 3(n). Electronic Handbooks (EHBs) help participants learn and execute their roles.

NASA Programs-Projects - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ehbs.org/flightprojects/ Yahoo



National Aeronautics and Space Administration (NASA) - Flight Projects



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](#)

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Curator: [Dr. Barry E. Jacobs](#)

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

Figure 3(o). Demonstration Tools introduce the concepts to a community in their terms.

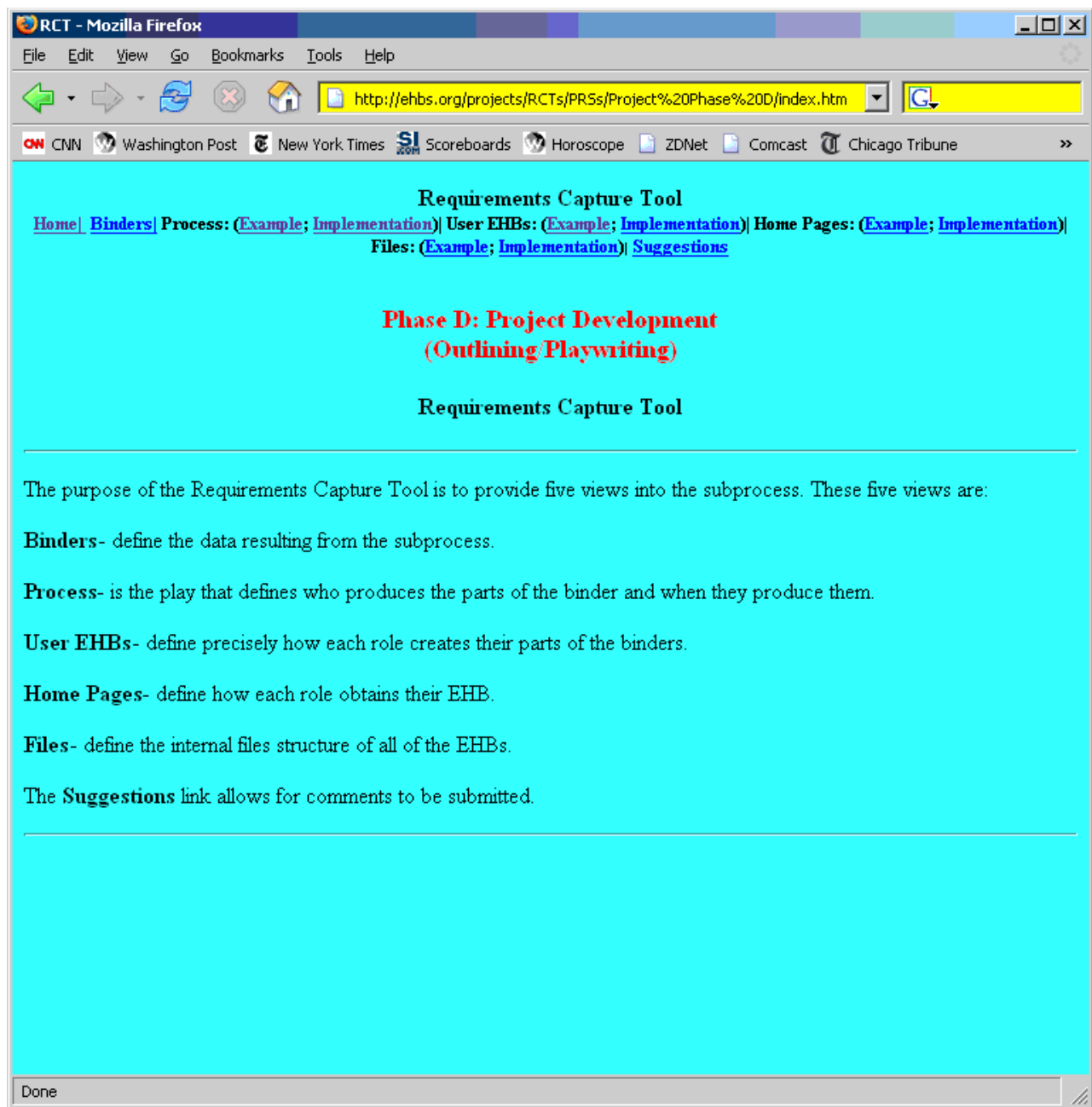


Figure 3(p). Requirements Capture Tools (RCTs) facilitate subprocess development..

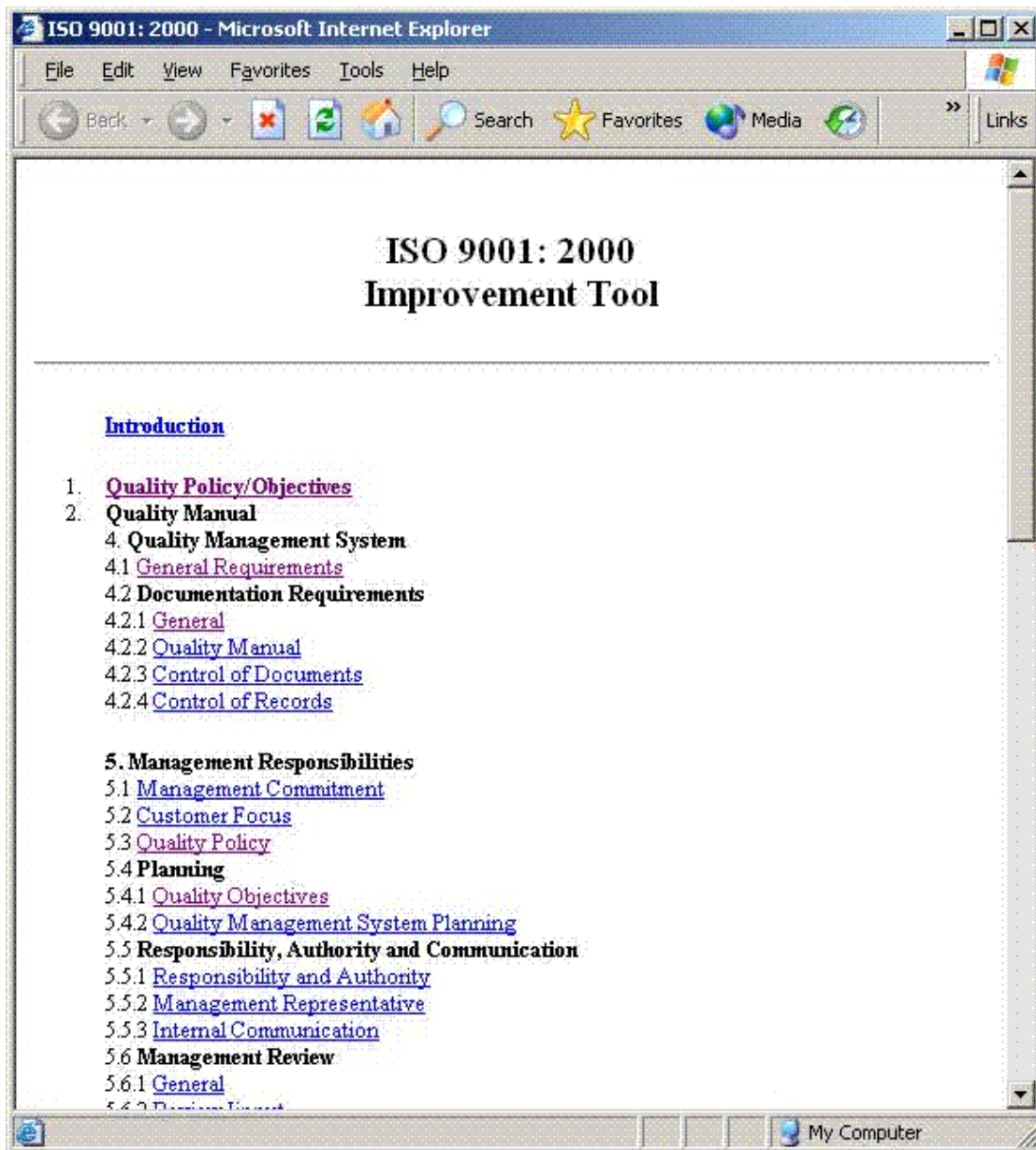


Figure 3(q). Improvement Tools facilitate subprocess improvement.

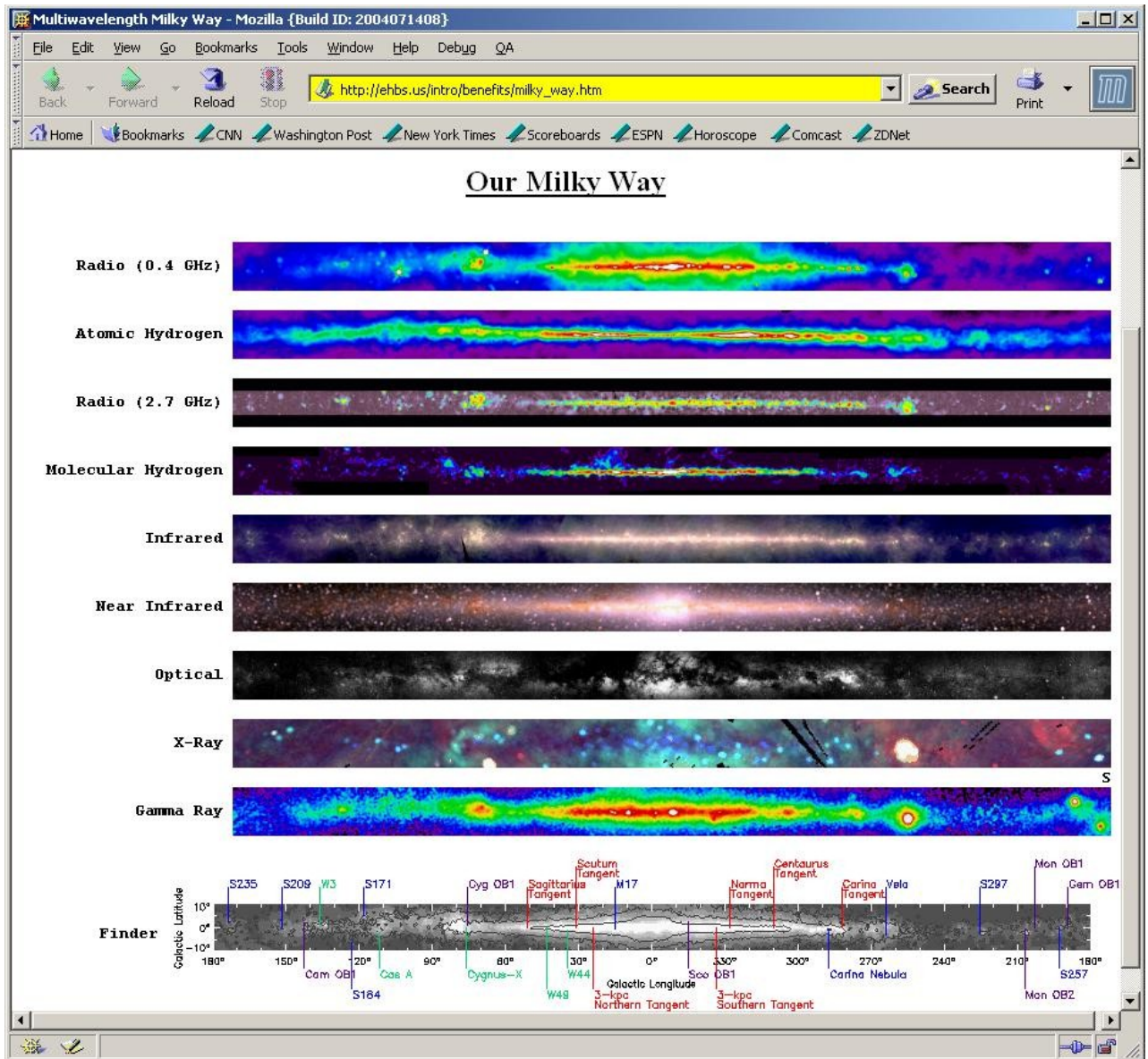


Figure 4(a). We believe that to truly understand one's universe, one must see it thru multiple "eyes" and also have tools to "communicate" these views.

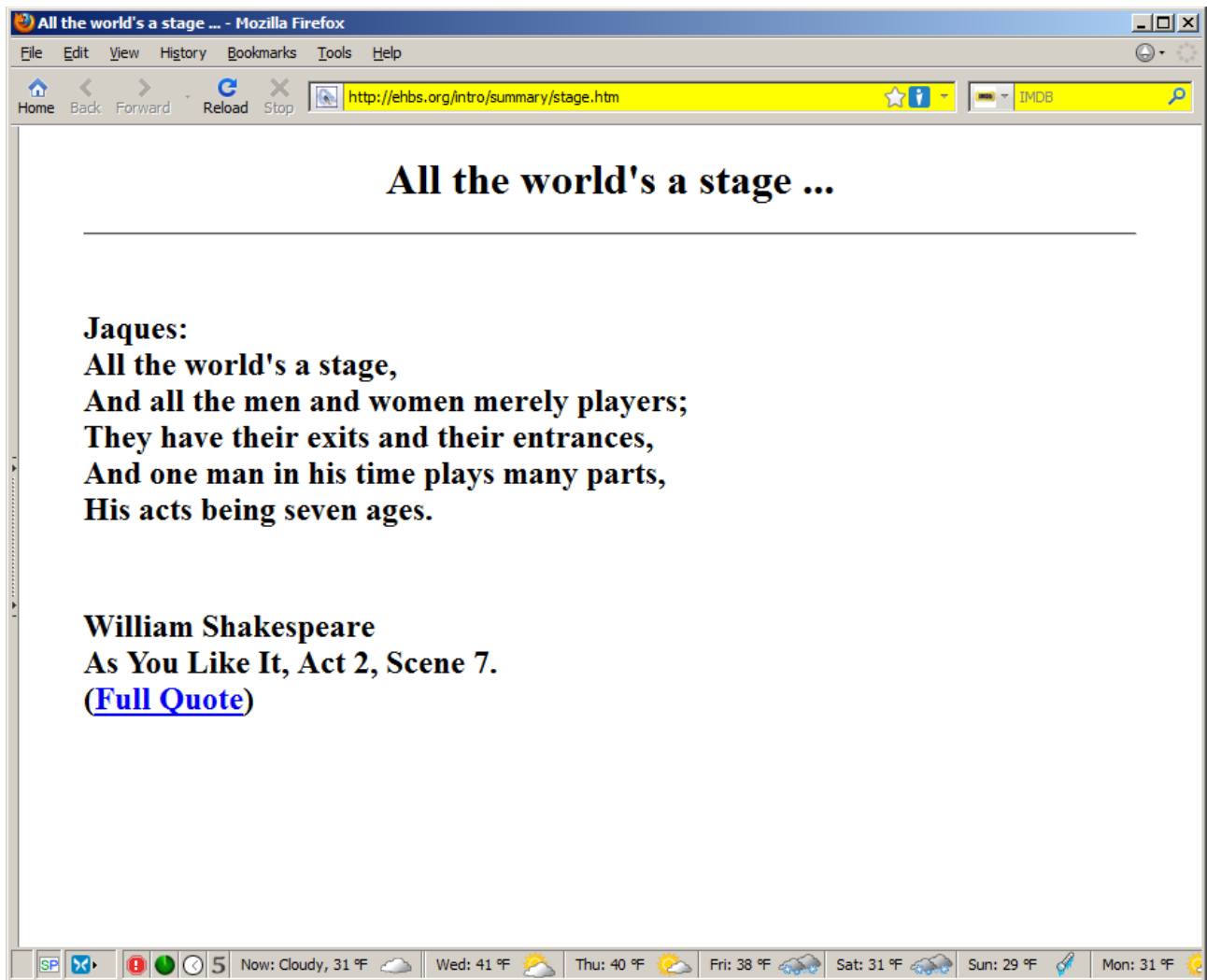


Figure 4(b). All the world's a stage ...

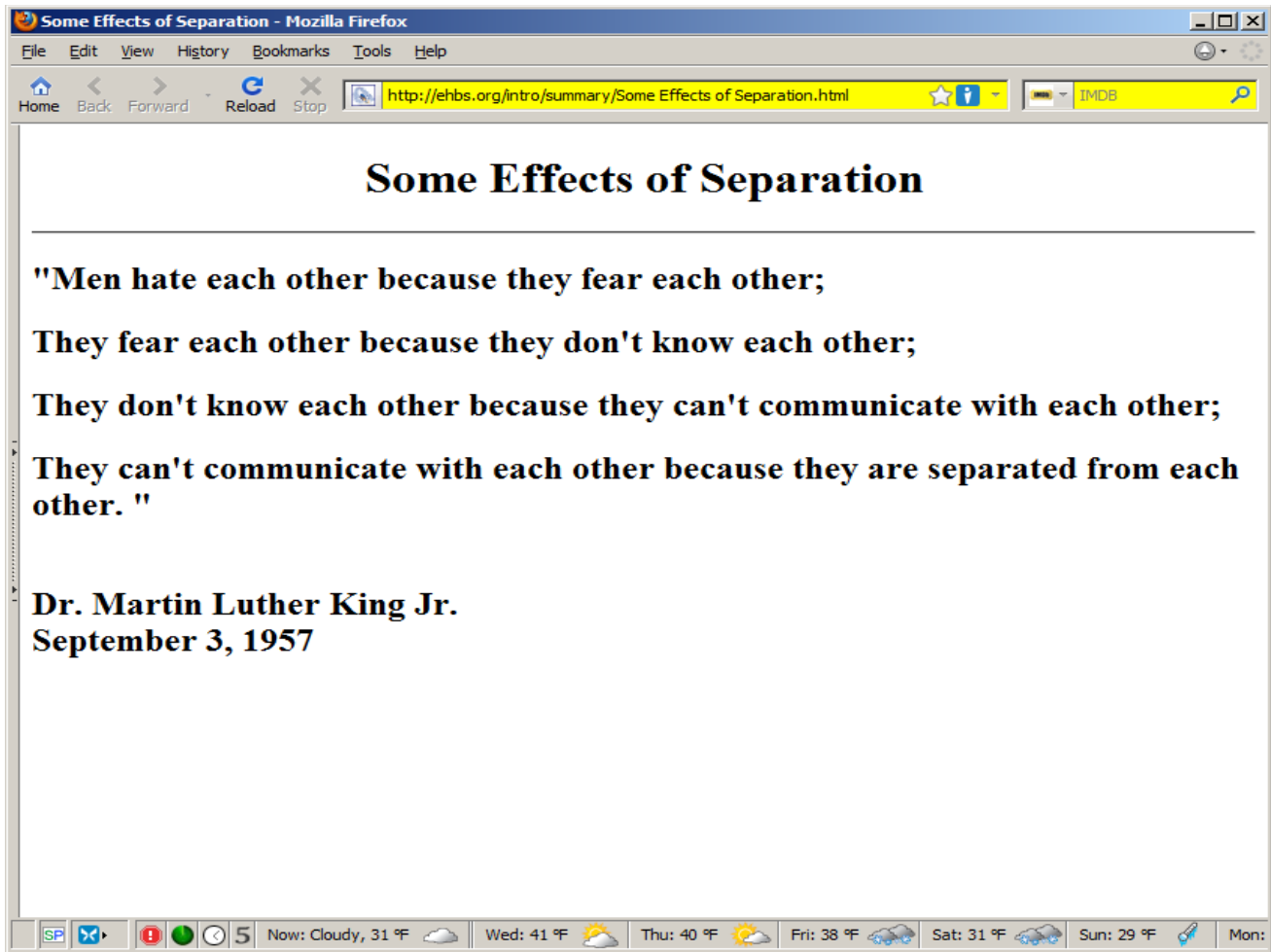


Figure 4(c). Some effects of separation.

Theatre of Dionysus- Athens, Greece



For More Details

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EHBs Home Page

ehbs.us

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 Process Libraries and Electronic Handbooks

[Where Shakespeare Meets Freud]



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

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.**