

Complex Process Management Using Process Libraries and Electronic Handbooks



(Where Shakespeare Meets Freud)



Quick Summary



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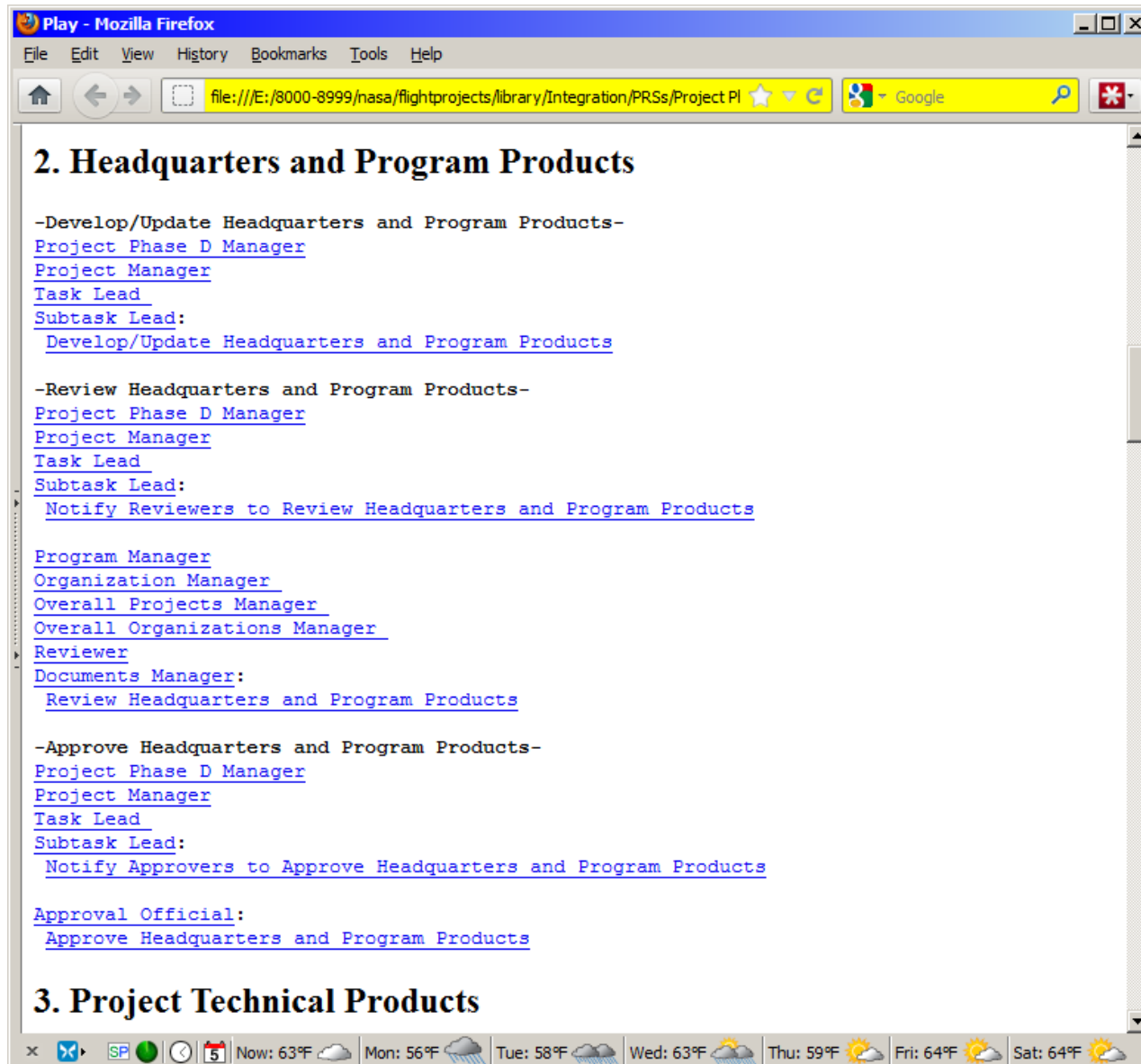
The Bottom Line:

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

**To do this, we propose editable and cost-saving process documentation “plays”
for process developers and participants
to help them quickly and effectively learn, integrate, test,
teach, and work together.**

These “plays” may be added to new or existing systems.

Plays describe subprocess execution.



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

2. Headquarters and Program Products

-Develop/Update Headquarters and Program Products-

- [Project Phase D Manager](#)
- [Project Manager](#)
- [Task Lead](#)
- [Subtask Lead:](#)
 - [Develop/Update Headquarters and Program Products](#)

-Review Headquarters and Program Products-

- [Project Phase D Manager](#)
- [Project Manager](#)
- [Task Lead](#)
- [Subtask Lead:](#)
 - [Notify Reviewers to Review Headquarters and Program Products](#)

[Program Manager](#)

- [Organization Manager](#)
- [Overall Projects Manager](#)
- [Overall Organizations Manager](#)
- [Reviewer](#)
- [Documents Manager:](#)
 - [Review Headquarters and Program Products](#)

-Approve Headquarters and Program Products-

- [Project Phase D Manager](#)
- [Project Manager](#)
- [Task Lead](#)
- [Subtask Lead:](#)
 - [Notify Approvers to Approve Headquarters and Program Products](#)

[Approval Official:](#)

- [Approve Headquarters and Program Products](#)

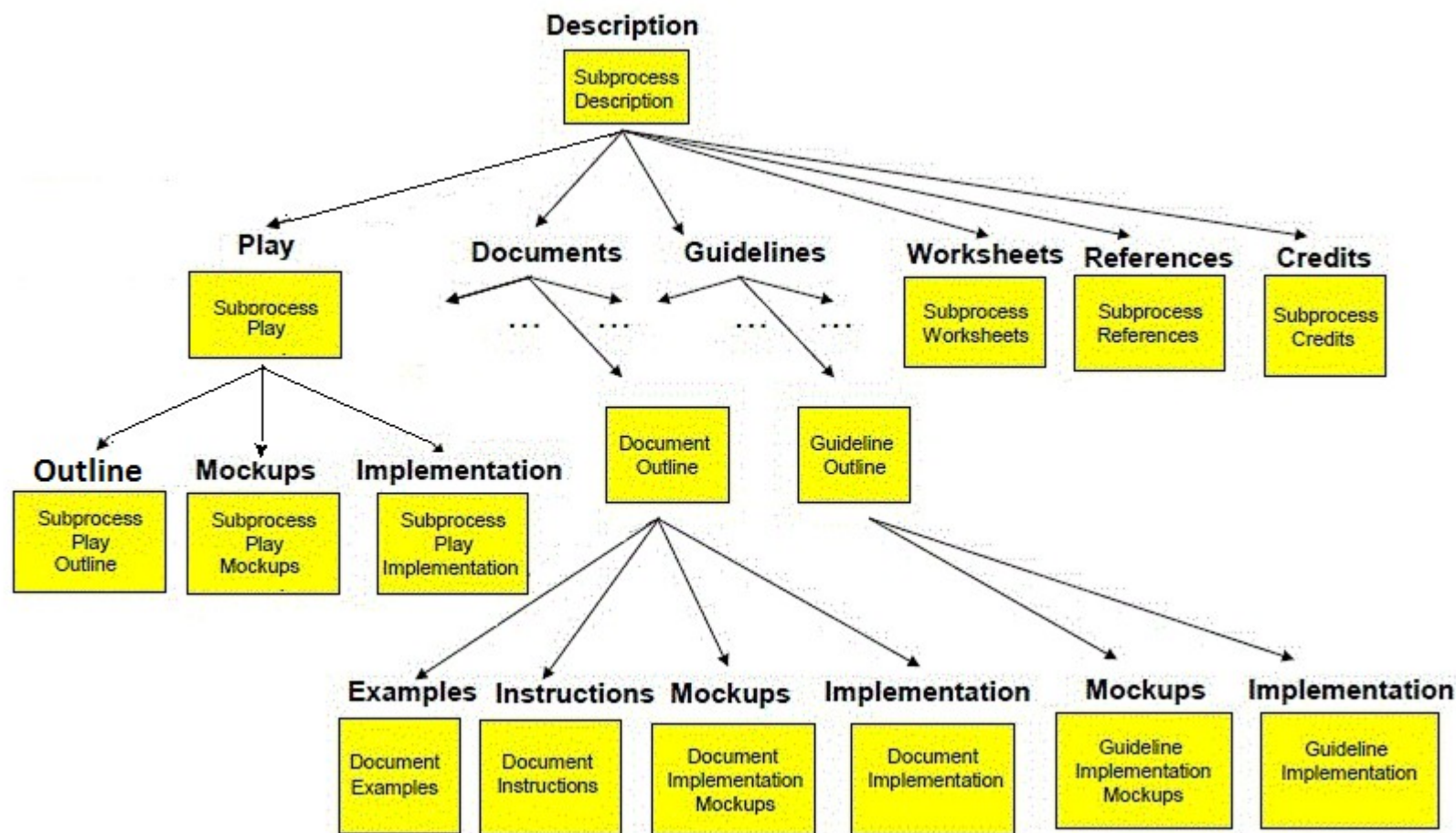
3. Project Technical Products

The browser window includes a menu bar (File, Edit, View, History, Bookmarks, Tools, Help), a search bar with the Google logo, and a system tray at the bottom showing the date (Friday, May 15) and a 7-day weather forecast.

Benefits:

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

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



All the world's a stage ...

Jaques:

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

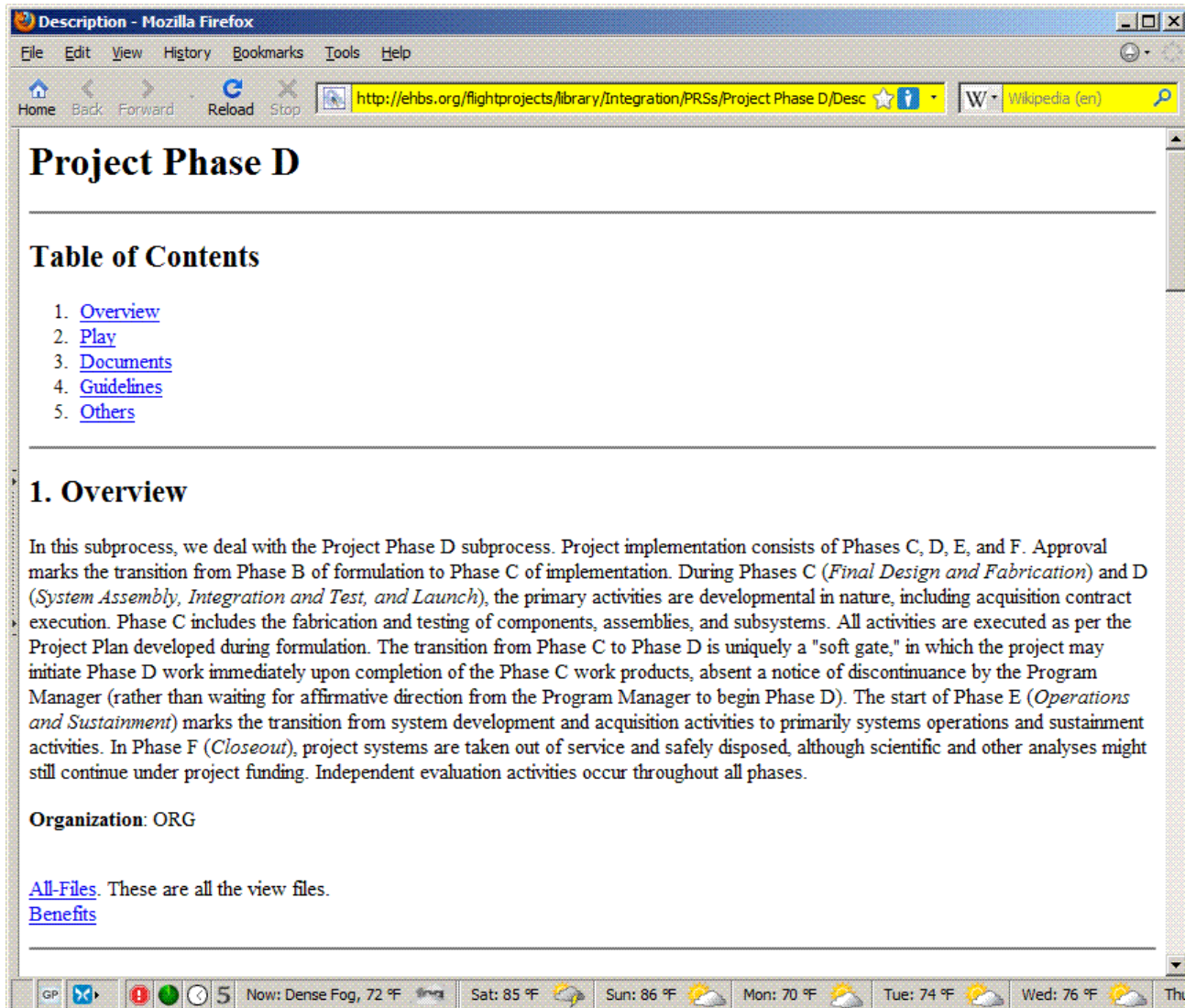
William Shakespeare

As You Like It, Act 2, Scene 7.

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



Descriptions summarize subprocesses.



Description - Mozilla Firefox

File Edit View History Bookmarks Tools Help

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

Project Phase D

Table of Contents

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

1. Overview

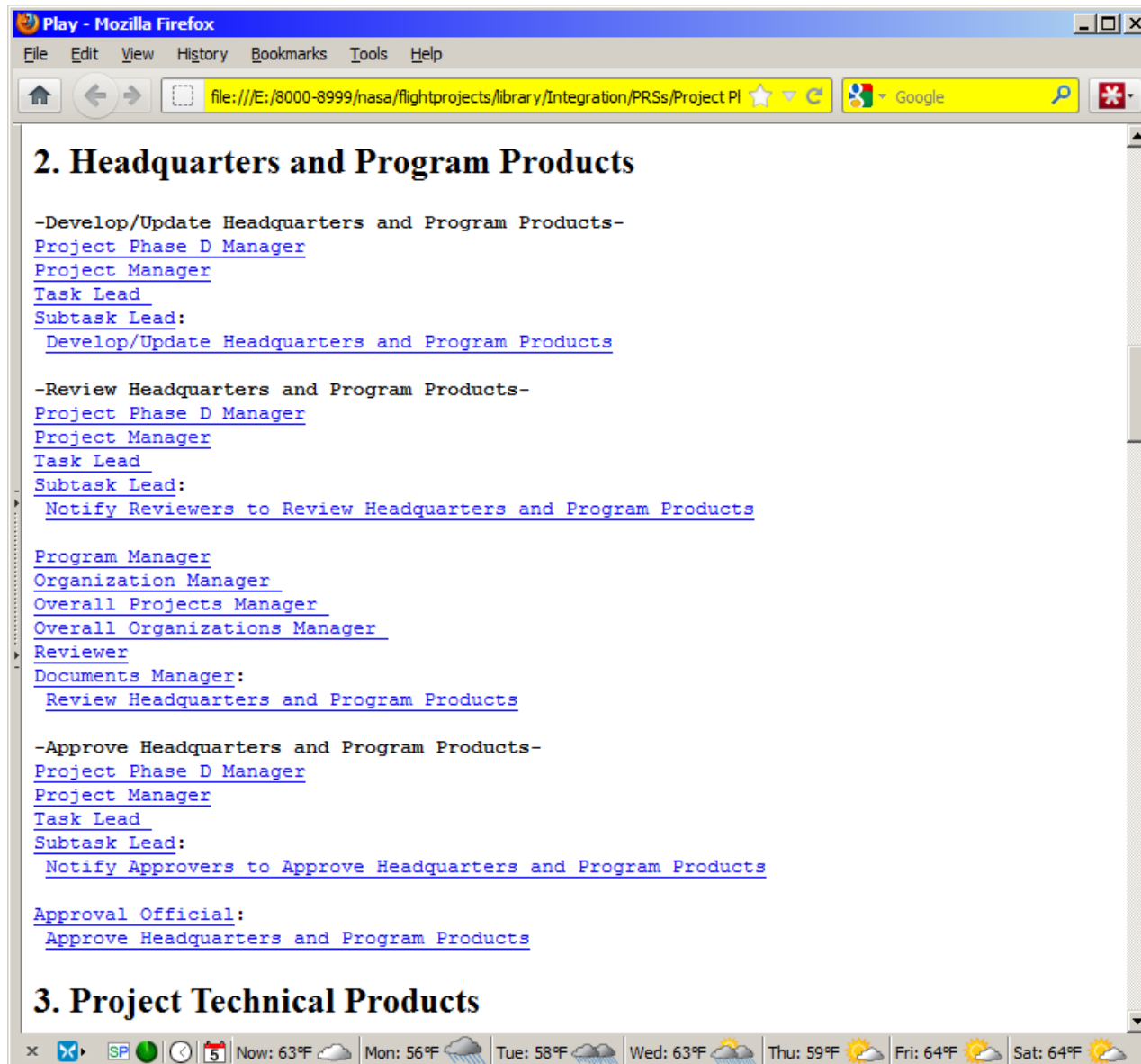
In this subprocess, we deal with the Project Phase D subprocess. Project implementation consists of Phases C, D, E, and F. Approval marks the transition from Phase B of formulation to Phase C of implementation. During Phases C (*Final Design and Fabrication*) and D (*System Assembly, Integration and 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 [Taskbar icons] Now: Dense Fog, 72 °F Sat: 85 °F Sun: 86 °F Mon: 70 °F Tue: 74 °F Wed: 76 °F Thu

Plays describe subprocess execution.



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

2. Headquarters and Program Products

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[Program Manager](#)

- [Organization Manager](#)
- [Overall Projects Manager](#)
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- [Reviewer](#)
- [Documents Manager:](#)
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-Approve Headquarters and Program Products-

- [Project Phase D Manager](#)
- [Project Manager](#)
- [Task Lead](#)
- [Subtask Lead:](#)
 - [Notify Approvers to Approve Headquarters and Program Products](#)

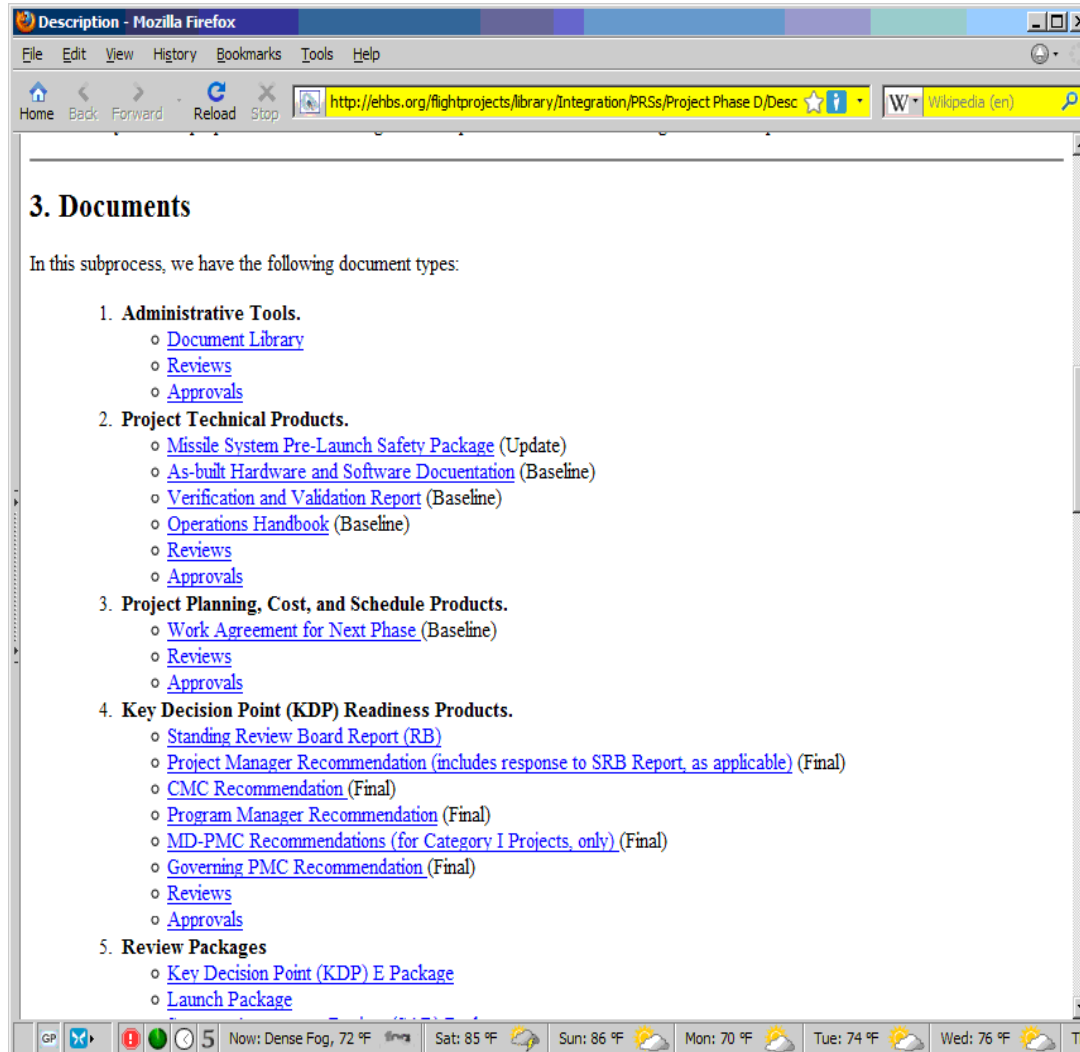
[Approval Official:](#)

- [Approve Headquarters and Program Products](#)

3. Project Technical Products

The browser window includes a menu bar (File, Edit, View, History, Bookmarks, Tools, Help), a search bar with the Google logo, and a system tray at the bottom showing the date (Friday, 5th) and a 7-day weather forecast.

Documents describe subprocess data.



The screenshot shows a Mozilla Firefox browser window with the address bar displaying the URL: <http://ehbs.org/flightprojects/library/Integration/PRSS/Project Phase D/Desc>. The page content is as follows:

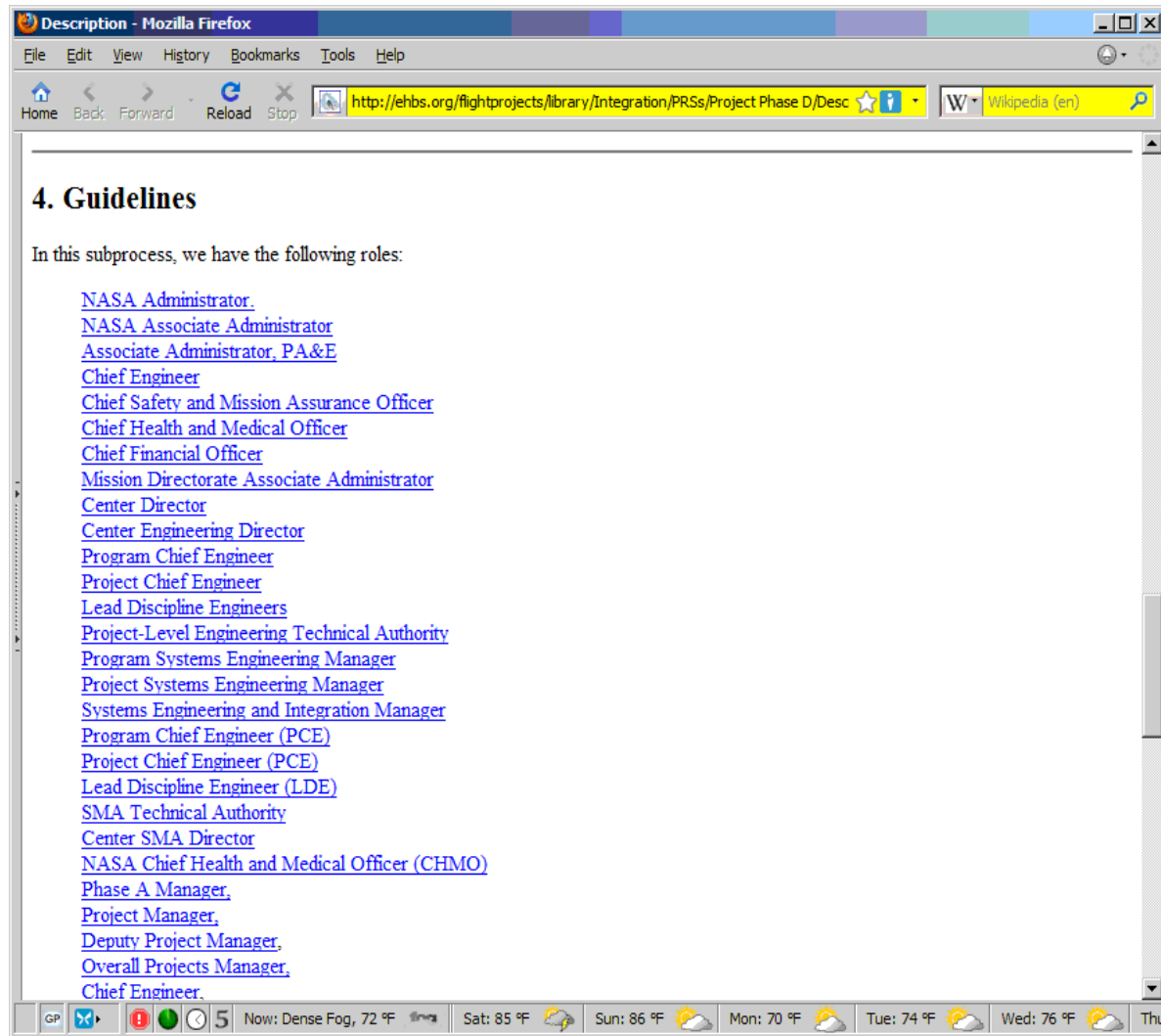
3. Documents

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](#)

The browser's status bar at the bottom shows the current time as 5:00, weather as 'Now: Dense Fog, 72 °F', and a forecast for the next few days: Sat: 85 °F, Sun: 86 °F, Mon: 70 °F, Tue: 74 °F, Wed: 76 °F, Thu: ...

Guidelines describe user subprocesses.



The screenshot shows a Mozilla Firefox browser window with the title "Description - Mozilla Firefox". The address bar contains the URL "http://ehbs.org/flightprojects/library/Integration/PRs/Project Phase D/Desc". The page content is as follows:

4. Guidelines

In this subprocess, we have the following roles:

- [NASA Administrator](#)
- [NASA Associate Administrator](#)
- [Associate Administrator, PA&E](#)
- [Chief Engineer](#)
- [Chief Safety and Mission Assurance Officer](#)
- [Chief Health and Medical Officer](#)
- [Chief Financial Officer](#)
- [Mission Directorate Associate Administrator](#)
- [Center Director](#)
- [Center Engineering Director](#)
- [Program Chief Engineer](#)
- [Project Chief Engineer](#)
- [Lead Discipline Engineers](#)
- [Project-Level Engineering Technical Authority](#)
- [Program Systems Engineering Manager](#)
- [Project Systems Engineering Manager](#)
- [Systems Engineering and Integration Manager](#)
- [Program Chief Engineer \(PCE\)](#)
- [Project Chief Engineer \(PCE\)](#)
- [Lead Discipline Engineer \(LDE\)](#)
- [SMA Technical Authority](#)
- [Center SMA Director](#)
- [NASA Chief Health and Medical Officer \(CHMO\)](#)
- [Phase A Manager](#)
- [Project Manager](#)
- [Deputy Project Manager](#)
- [Overall Projects Manager](#)
- [Chief Engineer](#)

The browser's taskbar at the bottom shows the system clock as 5:00, the current weather as "Now: Dense Fog, 72 °F", and a 5-day forecast: Sat: 85 °F, Sun: 86 °F, Mon: 70 °F, Tue: 74 °F, Wed: 76 °F.

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

Worksheet - Mozilla Firefox

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

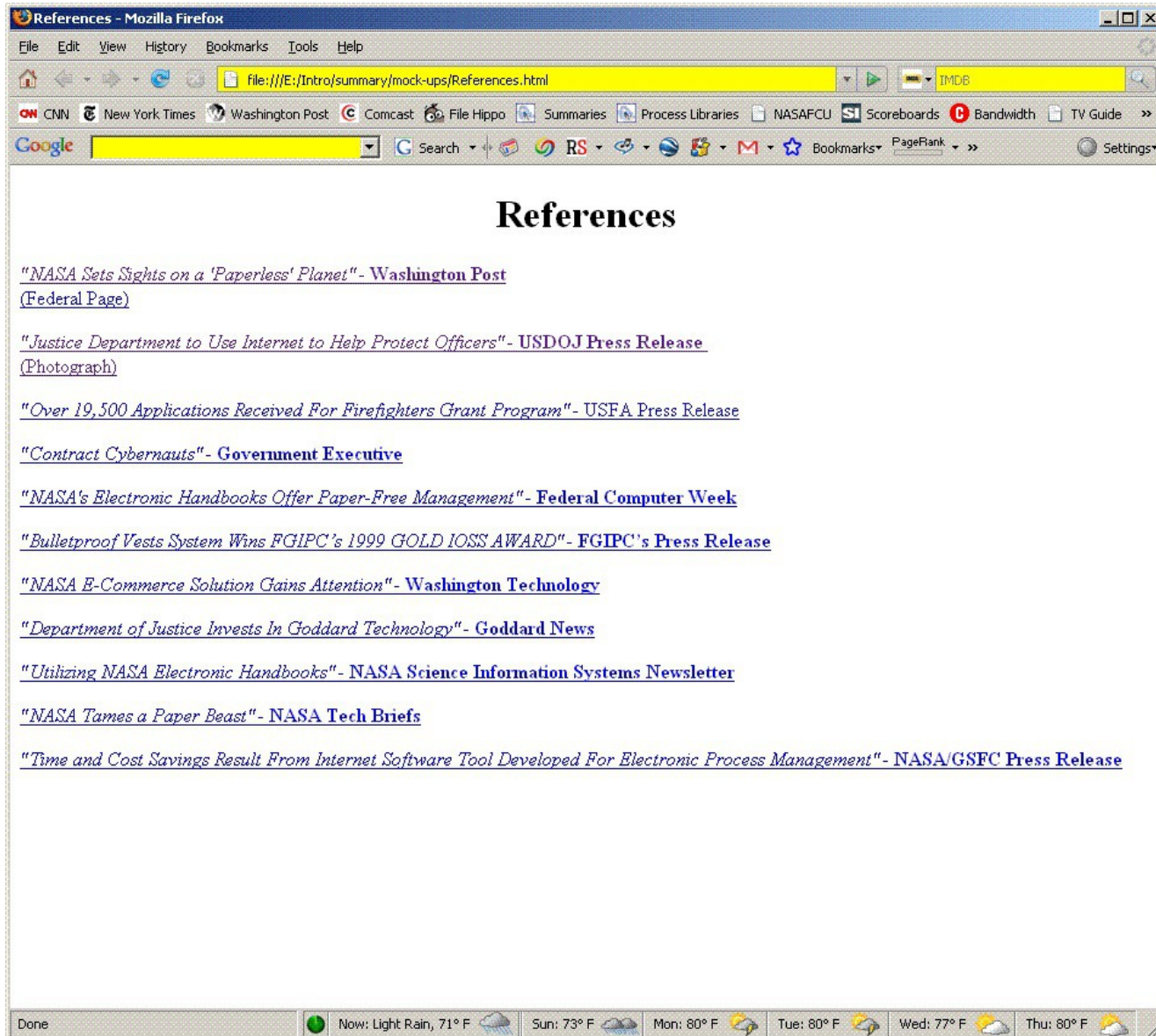
Subprocess Worksheet

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, Subtask Member, Reviewer, Approval Official, Project Manager, Documents Manager	James Green	07/23/07	08/23/07	Document Library	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
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, Documents 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
						As-built 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

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

References list other related resources.

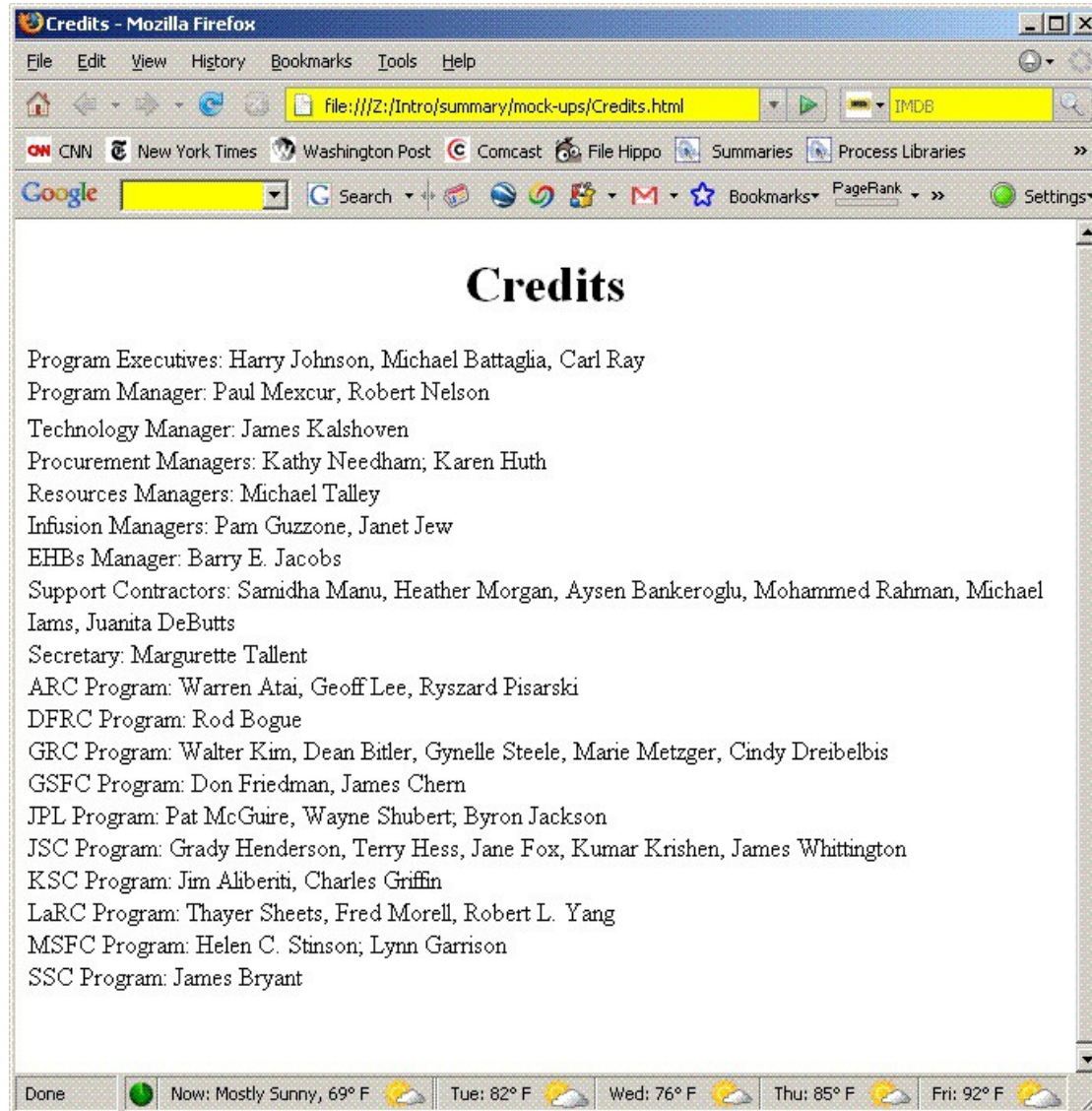


The screenshot shows a Mozilla Firefox browser window titled "References - Mozilla Firefox". The address bar contains the file path "file:///E:/Intro/summary/mock-ups/References.html". The browser's toolbar includes various icons for search, navigation, and utility. The main content area displays a list of references, each as a blue underlined link. The references are:

- ["NASA Sets Sights on a 'Paperless' Planet"- Washington Post \(Federal Page\)](#)
- ["Justice Department to Use Internet to Help Protect Officers"- USDOJ Press Release \(Photograph\)](#)
- ["Over 19,500 Applications Received For Firefighters Grant Program"- USFA Press Release](#)
- ["Contract Cybernauts"- Government Executive](#)
- ["NASA's Electronic Handbooks Offer Paper-Free Management"- Federal Computer Week](#)
- ["Bulletproof Vests System Wins FGIPC's 1999 GOLD IOSS AWARD"- FGIPC's Press Release](#)
- ["NASA E-Commerce Solution Gains Attention"- Washington Technology](#)
- ["Department of Justice Invests In Goddard Technology"- Goddard News](#)
- ["Utilizing NASA Electronic Handbooks"- NASA Science Information Systems Newsletter](#)
- ["NASA Tames a Paper Beast"- NASA Tech Briefs](#)
- ["Time and Cost Savings Result From Internet Software Tool Developed For Electronic Process Management"- NASA/GSFC Press Release](#)

The browser's status bar at the bottom shows the current weather as "Now: Light Rain, 71° F" and a forecast for the next four days: Sun: 73° F, Mon: 80° F, Tue: 80° F, Wed: 77° F, Thu: 80° F.

Credits acknowledge people's contributions.



Credits

Program Executives: Harry Johnson, Michael Battaglia, Carl Ray
Program Manager: Paul Mexcur, Robert Nelson
Technology Manager: James Kalshoven
Procurement Managers: Kathy Needham, Karen Huth
Resources Managers: Michael Talley
Infusion Managers: Pam Guzzone, Janet Jew
EHBs Manager: Barry E. Jacobs
Support Contractors: Samidha Manu, Heather Morgan, Aysen Bankeroglu, Mohammed Rahman, Michael Iams, Juanita DeButts
Secretary: Margurette Tallent
ARC Program: Warren Atai, Geoff Lee, Ryszard Pisarski
DFRC Program: Rod Bogue
GRC Program: Walter Kim, Dean Bitler, Gynelle Steele, Marie Metzger, Cindy Dreibelbis
GSFC Program: Don Friedman, James Chern
JPL Program: Pat McGuire, Wayne Shubert, Byron Jackson
JSC Program: Grady Henderson, Terry Hess, Jane Fox, Kumar Krishen, James Whittington
KSC Program: Jim Aliberiti, Charles Griffin
LaRC Program: Thayer Sheets, Fred Morell, Robert L. Yang
MSFC Program: Helen C. Stinson, Lynn Garrison
SSC Program: James Bryant

Done Now: Mostly Sunny, 69° F Tue: 82° F Wed: 76° F Thu: 85° F Fri: 92° F

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

Tools To Focus On During Stages. - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ehbs.org/intro/summary/stages1.html

Tools To Focus On During Stages- By Tool.

Tool	Process Developer	Process Participant
Descriptions:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Plays:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Documents:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Role Guidelines/EHBs:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Subprocesses Workbooks:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
References:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Credits:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together

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

Tools To Focus On During Stages- By Stage.

Stage	Process Developer	Process Participant
Learn	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.
Integrate	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Documents Using Role Guidelines/EHBs.
Test	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.
Teach	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.
Work Together	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.

Objective:

Develop Internet-based tools to support the paperless documentation and management of complex distributed processes.

The screenshot shows a Mozilla Firefox browser window displaying a website titled "Flight Projects". The address bar shows the URL: <http://lincoln.gsfc.nasa.gov/flightprojects/whatare/process.htm>. The page content is organized into several hierarchical sections:

- Product Realization Subprocesses*** (Potential Customers: Researchers)

Integrated Problem-Solutions 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
---------------------------------------	--------------------------	----------------------------	-------------------------------	---	------------	----------	--------------------------------------	---------------------------------------	-----------------------------	-------------------------	------------------------------	-----------------------------	---------------------------	---------------
- Product Distribution Subprocesses** (Potential Customers: Flight Projects, Researchers)

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

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

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

Organization Subprocess Formulation	Organization Subprocess Implementation	Organization Subprocess Customer Support	Organization Subprocess Evaluation	Organization Subprocess Update	Organization Subprocess Closeout
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*Based on NPG 7120.5D ([Outline](#); [PDF](#); [PPT](#))

The browser's status bar at the bottom shows the current time as 5:00 and the weather for the week: Now: Sunny, 82 °F; Sat: 87 °F; Sun: 85 °F; Mon: 80 °F; Tue: 85 °F; Wed: 84 °F; Thu: 81 °F.

Objective:

Develop Internet-based tools to support the paperless documentation and management of complex distributed processes.

The screenshot shows a Mozilla Firefox browser window with the address bar displaying the file path: file:///E:/8000-8999/nasa/IT-planning/whatare/process.htm. The page content is as follows:

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

Objective:

Develop Internet-based tools to support the paperless documentation and management of complex distributed processes.

Subprocesses - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://lincoln.gsfc.nasa.gov/hardware/whatare/process.htm

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

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

Objective:

Develop Internet-based tools to support the paperless documentation and management of complex distributed processes.

The screenshot shows a Mozilla Firefox browser window displaying a web page titled "Software". The address bar shows the URL: <http://lincoln.gsfc.nasa.gov/software/whatare/process.htm>. The page content is organized into several sections, each with a yellow header:

- Product Realization Subprocesses***: A table with 13 columns: 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, and Post-Closeout. Below this table is the text "(Potential Customers: Flight Projects)".
- Product Distribution Subprocesses**: A table with 8 columns: Integrated Problems-Solutions Database, Planning Distributions, Distribution Facility Solicitation Development, Problem Submission, Problem Handling, Agreement Administration, Agreement Closeout, and Post-Agreement Closeout. Below this table is the text "(Potential Customers: Flight Projects, Non-NASA Customers)".
- Support Subprocesses**: A table with 8 columns: 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, and Visualizations.
- Improvement Subprocesses**: A table with 3 columns: ISO 9001: 2000, CMMI- Staged, and CMMI- Continuous.
- Common Subprocesses**: A table with 6 columns: Organization Subprocess Formulation, Organization Subprocess Implementation, Organization Subprocess Customer Support, Organization Subprocess Evaluation, Organization Subprocess Update, and Organization Subprocess Closeout.

The browser's status bar at the bottom shows the system clock and weather forecast for the next five days: Now: Sunny, 82 °F; Sat: 87 °F; Sun: 85 °F; Mon: 80 °F; Tue: 85 °F; Wed: 84 °F; Thu: 81 °F.

Objective:

Develop Internet-based tools to support the paperless documentation and management of complex distributed processes.

Subprocesses - Mozilla Firefox

File Edit View History Bookmarks Tools Help

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

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

Objective:

Develop Internet-based tools to support the paperless documentation and management of complex distributed processes.

Subprocesses - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Stop <http://ehbs.org/nasadata/whatare/process.htm> IMDB

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 [Icons] Now: Partly Cloudy, 52 °F Fri: 50 °F Sat: 38 °F Sun: 44 °F Mon: 45 °F Tue: 49 °F Wed: 50 °F

Objective:

Develop Internet-based tools to support the paperless documentation and management of complex distributed processes.

The screenshot shows a Mozilla Firefox browser window with the address bar displaying <http://lincoln.gsfc.nasa.gov/education-resources/whatare/process.htm>. The page content is as follows:

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-Solutions 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

The browser's taskbar at the bottom shows the system clock as 5:00 PM, the date as Saturday, and the weather as Sunny, 82°F. A weather forecast for the following days is also visible: Sat: 87°F, Sun: 85°F, Mon: 80°F, Tue: 85°F, Wed: 84°F, Thu: 81°F.

Objective:

Develop Internet-based tools to support the paperless documentation and management of complex distributed processes.

The screenshot shows a Mozilla Firefox browser window displaying a website titled 'Subprocesses - Mozilla Firefox'. The address bar shows the URL: <http://ehbs.org/financial-resources/whatare/process.htm>. The main content area is titled 'Financial Resources' and contains several categorized tables of subprocesses.

Product Realization Subprocesses

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

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

Organization Subprocess Formulation	Organization Subprocess Implementation	Organization Subprocess Customer Support	Organization Subprocess Evaluation	Organization Subprocess Update	Organization Subprocess Closeout
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The browser's status bar at the bottom shows the system tray with various icons and a weather forecast for the week: Now: Mostly Cloudy, 52 °F; Tue: 63 °F; Wed: 52 °F; Thu: 53 °F; Fri: 58 °F; Sat: 62 °F; Sun: 62 °F.

Objective:

Develop Internet-based tools to support the paperless documentation and management of complex distributed processes.

Subprocesses - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Stop <http://ehbs.org/human-resources/whatare/process.htm> Google

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] 5 Now: Mostly Cloudy, 52 °f Tue: 63 °f Wed: 52 °f Thu: 53 °f Fri: 58 °f Sat: 62 °f Sun: 62 °f

Objective:

Develop Internet-based tools to support the paperless documentation and management of complex distributed processes.

The screenshot shows a Mozilla Firefox browser window displaying a website titled "Research". The URL is <http://lincoln.gsfc.nasa.gov/research/whatare/process.htm>. The page content is organized into several hierarchical sections, each with a yellow header bar:

- Product Realization Subprocesses**

Integrated Problems-Solutions Database	Planning Research	Solicitation Development	Proposal Submission	Review & Selection	Negotiation & Award	Administration	Closeout	Post-Closeout
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(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
-------------------------------------	--	--	------------------------------------	--------------------------------	----------------------------------

The browser's status bar at the bottom shows the current date and time as "Now: Sunny, 82 °F" and a weather forecast for the following days: Sat: 87 °F, Sun: 85 °F, Mon: 80 °F, Tue: 85 °F, Wed: 84 °F, Thu: 81 °F.

Objective:

Develop Internet-based tools to support the paperless documentation and management of complex distributed processes.

The screenshot shows a Mozilla Firefox browser window displaying a website titled "Technologies". The address bar shows the URL "http://lincoln.gsfc.nasa.gov/technologies/whatare/process.htm". The page content is organized into several sections, each with a yellow header bar:

- Product Realization Subprocesses**: A table with 9 columns: Integrated Problems-Solutions Database, Planning Technologies, Solicitation Development, Proposal Submission, Review & Selection, Negotiation & Award, Administration, Closeout, and Post-Closeout. Below the table is the text "(Potential Customers: Flight Projects)".
- Product Distribution Subprocesses**: A table with 8 columns: Integrated Problems-Solutions Database, Planning Distributions, Distribution Facility Solicitation Development, Problem Submission, Problem Handling, Agreement Administration, Agreement Closeout, and Post-Agreement Closeout. Below the table is the text "(Potential Customers: Flight Projects, Non-NASA Customers)".
- Support Subprocesses**: A table with 9 columns: 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, and Visualizations.
- Improvement Subprocesses**: A table with 3 columns: ISO 9001: 2000, CMMI- Staged, and CMMI- Continuous.
- Common Subprocesses**: A table with 6 columns: Organization Subprocess Formulation, Organization Subprocess Implementation, Organization Subprocess Customer Support, Organization Subprocess Evaluation, Organization Subprocess Update, and Organization Subprocess Closeout.

The browser's status bar at the bottom shows the system tray with a clock displaying "5", weather information for "Now: Sunny, 83 °F", and a forecast for the next four days: "Sat: 87 °F", "Sun: 85 °F", "Mon: 80 °F", "Tue: 85 °F", "Wed: 84 °F", and "Thu: 81 °F".

Objective:

Develop Internet-based tools to support the paperless documentation and management of complex distributed processes.

The screenshot shows a Mozilla Firefox browser window with the address bar displaying <http://lincoln.gsfc.nasa.gov/contracts/whatare/process.htm>. The page content is titled "Contracts" and is organized into several sections, each with a yellow header:

- Product Realization Subprocesses:** A table with 9 columns: Integrated Problems-Solutions Database, Planning Contracts, Solicitation Development, Submission, Review & Selection, Negotiation & Award, Administration, Closeout, and Post-Closeout. Below the table is the text "(Potential Customers: Flight Projects)".
- Product Distribution Subprocesses:** A table with 8 columns: Integrated Problems-Solutions Database, Planning Distributions, Distribution Facility Solicitation Development, Problem Submission, Problem Handling, Agreement Administration, Agreement Closeout, and Post-Agreement Closeout. Below the table is the text "(Potential Customers: Flight Projects)".
- Support Subprocesses:** A table with 8 columns: Survey Management, Computer Systems Development and Evolution, Computer Systems Operations and Network Administration, Home Page Management, Education and Outreach Activities, Facilities Management, Security, and Small Systems (Mac and PC) Support Visualizations.
- Improvement Subprocesses:** A table with 3 columns: ISO 9001: 2000, CMMI- Staged, and CMMI- Continuous.
- Common Subprocesses:** A table with 6 columns: Organization Subprocess Formulation, Organization Subprocess Implementation, Organization Subprocess Customer Support, Organization Subprocess Evaluation, Organization Subprocess Update, and Organization Subprocess Closeout.

The browser's status bar at the bottom shows the current time and weather for several days: Now: Sunny, 82 °F; Sat: 87 °F; Sun: 85 °F; Mon: 80 °F; Tue: 85 °F; Wed: 84 °F; Thu: 81 °F.

Objective:

Develop Internet-based tools to support the paperless documentation and management of complex distributed processes.

The screenshot shows a Mozilla Firefox browser window with the address bar displaying <http://lincoln.gsfc.nasa.gov/websites/whatare/process.htm>. The page content is organized into several sections, each with a yellow header:

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

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

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

The browser's status bar at the bottom shows the current time and weather: Now: Sunny, 83 °F; Sat: 87 °F; Sun: 85 °F; Mon: 80 °F; Tue: 85 °F; Wed: 84 °F; Thu: 81 °F.

Objective:

Develop Internet-based tools to support the paperless documentation and management of complex distributed processes.

The screenshot shows a Mozilla Firefox browser window with the address bar displaying <http://lincoln.gsfc.nasa.gov/standards/whatare/process.htm>. The page content is organized into several sections:

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
-------------------------------------	--	--	------------------------------------	--------------------------------	----------------------------------

The browser's status bar at the bottom shows the current time as 5:00 and the weather forecast for the week: Now: Sunny, 82 °F; Sat: 87 °F; Sun: 85 °F; Mon: 80 °F; Tue: 85 °F; Wed: 84 °F; Thu: 81 °F.

Objective:

Develop Internet-based tools to support the paperless documentation and management of complex distributed processes.

The screenshot shows a Mozilla Firefox browser window displaying a web page titled "Directives". The address bar shows the URL: <http://lincoln.gsfc.nasa.gov/directives/whatare/process.htm>. The page content is organized into several sections, each with a yellow header:

- 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
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The browser's status bar at the bottom shows the system tray with a clock at 5:00, weather for "Now: Sunny, 82 °F", and a weekly forecast: Sat: 87 °F, Sun: 85 °F, Mon: 80 °F, Tue: 85 °F, Wed: 84 °F, Thu: 81 °F.

Objective:

Develop Internet-based tools to support the paperless documentation and management of complex distributed processes.

The screenshot shows a Mozilla Firefox browser window with the address bar displaying <http://lincoln.gsfc.nasa.gov/documents/whatare/process.htm>. The page content is organized into several sections, each with a yellow header:

- 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-Cl
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(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
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- 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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The browser's status bar at the bottom shows the system clock as 5:00 and a weather forecast for the week: Now: Sunny, 82 °F; Sat: 87 °F; Sun: 85 °F; Mon: 80 °F; Tue: 85 °F; Wed: 84 °F; Thu: 81 °F.

Objective:

Develop Internet-based tools to support the paperless documentation and management of complex distributed processes.

The screenshot shows a Mozilla Firefox browser window displaying a website titled "Security Incidents". The address bar shows the URL: <http://lincoln.gsfc.nasa.gov/incidents/whatare/process.htm>. The page content is organized into several sections, each with a yellow header:

- Product Realization Subprocesses**

Integrated Problems-Solutions Database	Planning Security Incident Handling	Solicitation Development	Submission	Review & Selection	Negotiation	Incident Administration	Closeout	Post-Closeout
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(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
-------------------------------------	--	--	------------------------------------	--------------------------------	----------------------------------

The browser's taskbar at the bottom shows the system tray with a clock displaying 5:00, weather information for "Now: Sunny, 82 °F", and a forecast for the next four days: Sat: 87 °F, Sun: 85 °F, Mon: 80 °F, Tue: 85 °F, Wed: 84 °F, Thu: 81 °F.

Objective:

Develop Internet-based tools to support the paperless documentation and management of complex distributed processes.

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

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

NASA Flight Programs/Missions Organizations - Mozilla Firefox

file:///E:/8000-8999/nasa/flightprojects/whatare/Organizations.htm

NASA Flight Projects/Missions Organizations

Product Realization Subprocesses Organizations

- ACRIMSAT Mission
- Aura Mission
- Cassini-Huygens Mission
- Chandra X-ray Observatory
- Cosmic Hot Interstellar Plasma Spectrometer (CHIPS)
- Cluster ESA/NASA Mission
- Deep Impact
- ISS Expedition 10
- Fast Auroral Snapshot Explorer (FAST)
- Far Ultraviolet Spectroscopic Explorer (FUSE) Mission
- Galaxy Evolution Explorer (GALEX) Mission
- Geostationary Operational Environmental Satellite Program (GOES) - Organization Subprocess Formulation
- Geotail Mission
- Gravity Probe B (GPB) Mission
- Gravity Recovery and Climate Experiment
- High Energy Transient Explorer-2 (HETE-2) Mission
- Hubble Space Telescope
- Ice Cloud and Land Elevation Satellite (ICESat) Mission
- Imager for Magnetopause-to-Aurora Global Exploration (IMAGE)
- James Webb Space Telescope (JWST)
- INTERNATIONAL Gamma-Ray Astrophysics Laboratory (INTEGRAL)
- Lunar Reconnaissance Orbiter (LRO)
- Mars Exploration Rover - Opportunity
- Mars Exploration Rover - Spirit
- Mars Global Surveyor
- Mars Reconnaissance Orbiter (MRO)
- MERCURY, Surface, Space Experiment, GEOchemistry and Ranging (MESSENGER) Mission
- Muses-C
- NOAA-M Environmental Satellite
- Polar Mission
- Reuven Ramaty High Energy Solar Spectroscopic Imager (RHESST)
- Rosetta Mission

Now: 82°F Sat: 88°F Sun: 78°F Mon: 76°F Tue: 80°F Wed: 81°F Thu: 80°F

Organizations execute the eight “Play Development” stages.

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

People in organizations provide different views of the subprocesses



**Subprocess
Documentor's
View**



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

Organizations generate Subprocess Life-Cycle* Views

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

* Also, called the "Universal Subprocess".

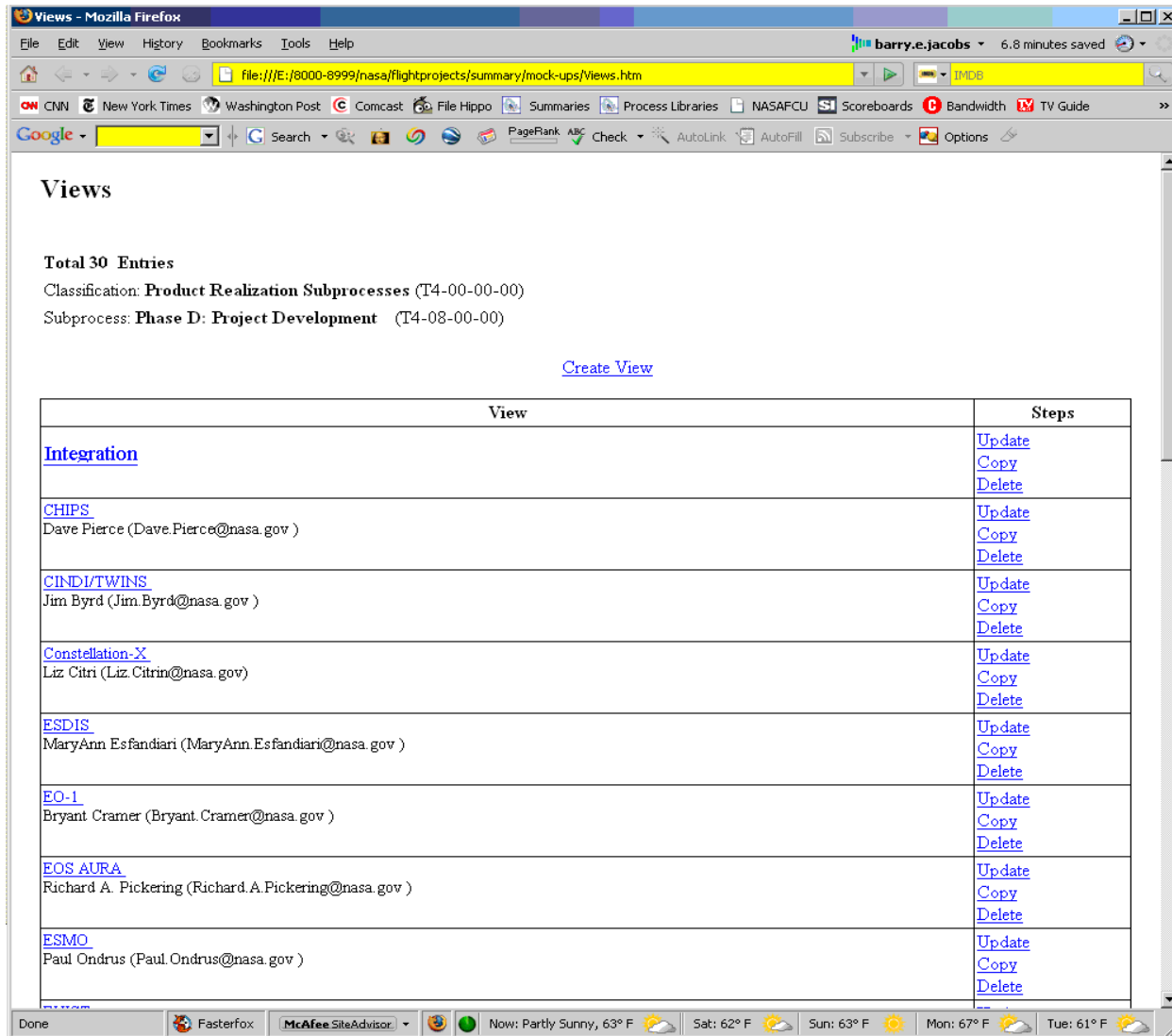
The "Game of Telephone" Syndrome: Where People Pass-On Only Parts of the "Message"



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

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

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



Views - Mozilla Firefox

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

barry.e.jacobs 6.8 minutes saved

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

Google Search PageRank Check AutoLink AutoFill Subscribe Options

Views

Total 30 Entries

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

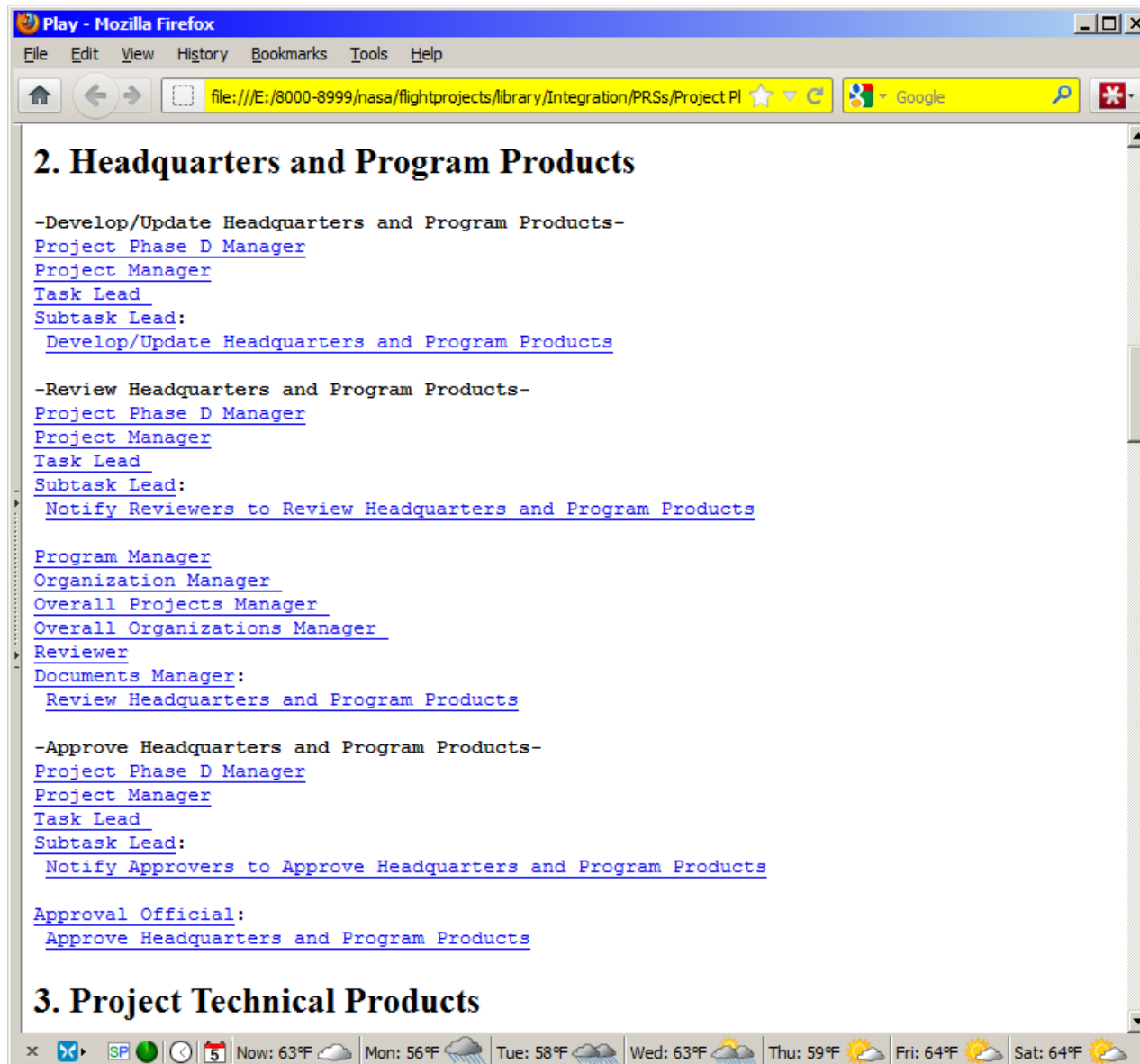
Subprocess: **Phase D: Project Development** (T4-08-00-00)

[Create View](#)

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

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

Plays describe subprocess execution.



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

2. Headquarters and Program Products

-Develop/Update Headquarters and Program Products-

- [Project Phase D Manager](#)
- [Project Manager](#)
- [Task Lead](#)
- [Subtask Lead:](#)
 - [Develop/Update Headquarters and Program Products](#)

-Review Headquarters and Program Products-

- [Project Phase D Manager](#)
- [Project Manager](#)
- [Task Lead](#)
- [Subtask Lead:](#)
 - [Notify Reviewers to Review Headquarters and Program Products](#)

[Program Manager](#)

- [Organization Manager](#)
- [Overall Projects Manager](#)
- [Overall Organizations Manager](#)
- [Reviewer](#)
- [Documents Manager:](#)
 - [Review Headquarters and Program Products](#)

-Approve Headquarters and Program Products-

- [Project Phase D Manager](#)
- [Project Manager](#)
- [Task Lead](#)
- [Subtask Lead:](#)
 - [Notify Approvers to Approve Headquarters and Program Products](#)

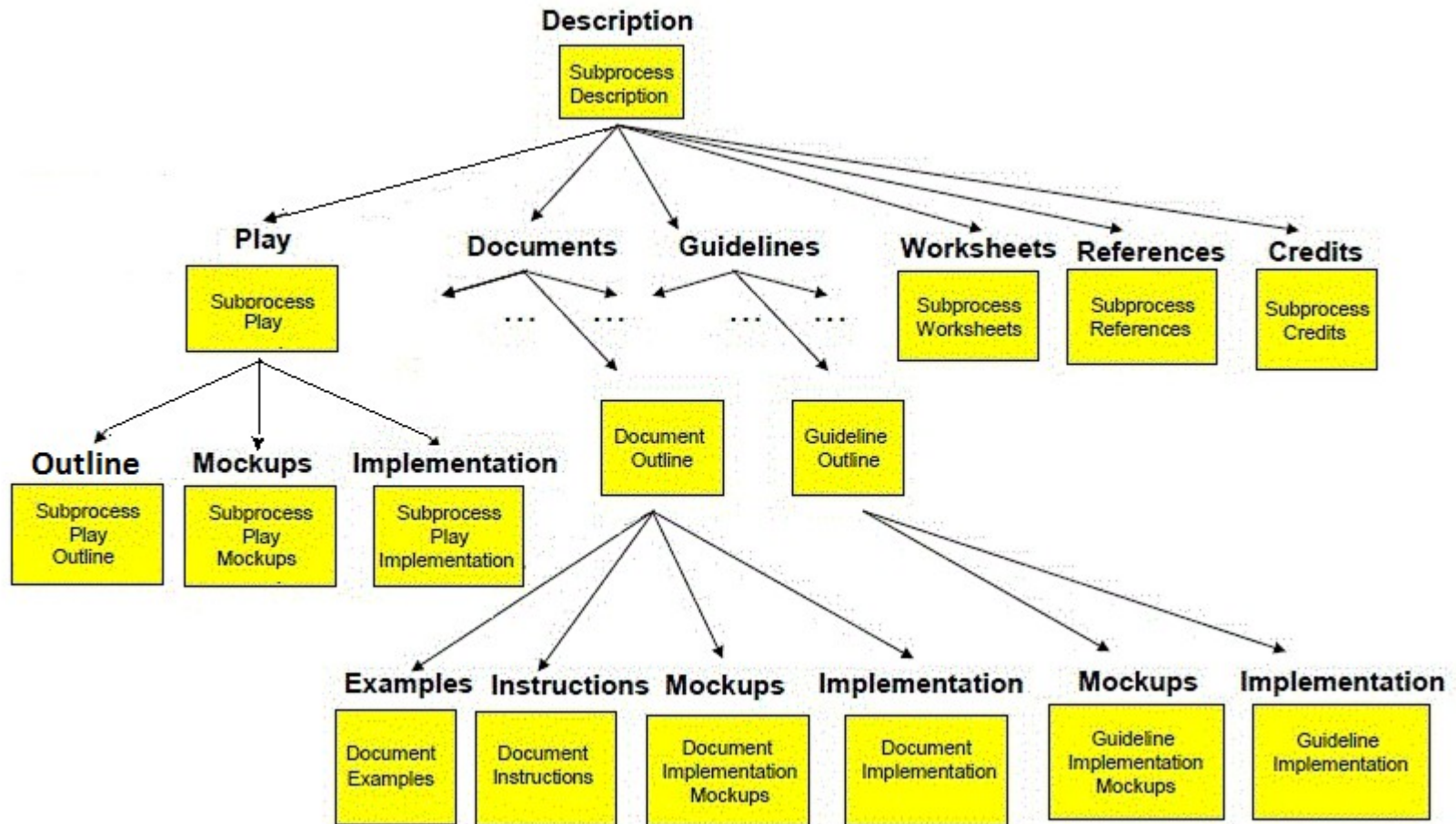
[Approval Official:](#)

- [Approve Headquarters and Program Products](#)

3. Project Technical Products

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

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



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

Tools To Focus On During Stages. - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ehbs.org/intro/summary/stages1.html

Tools To Focus On During Stages- By Tool.

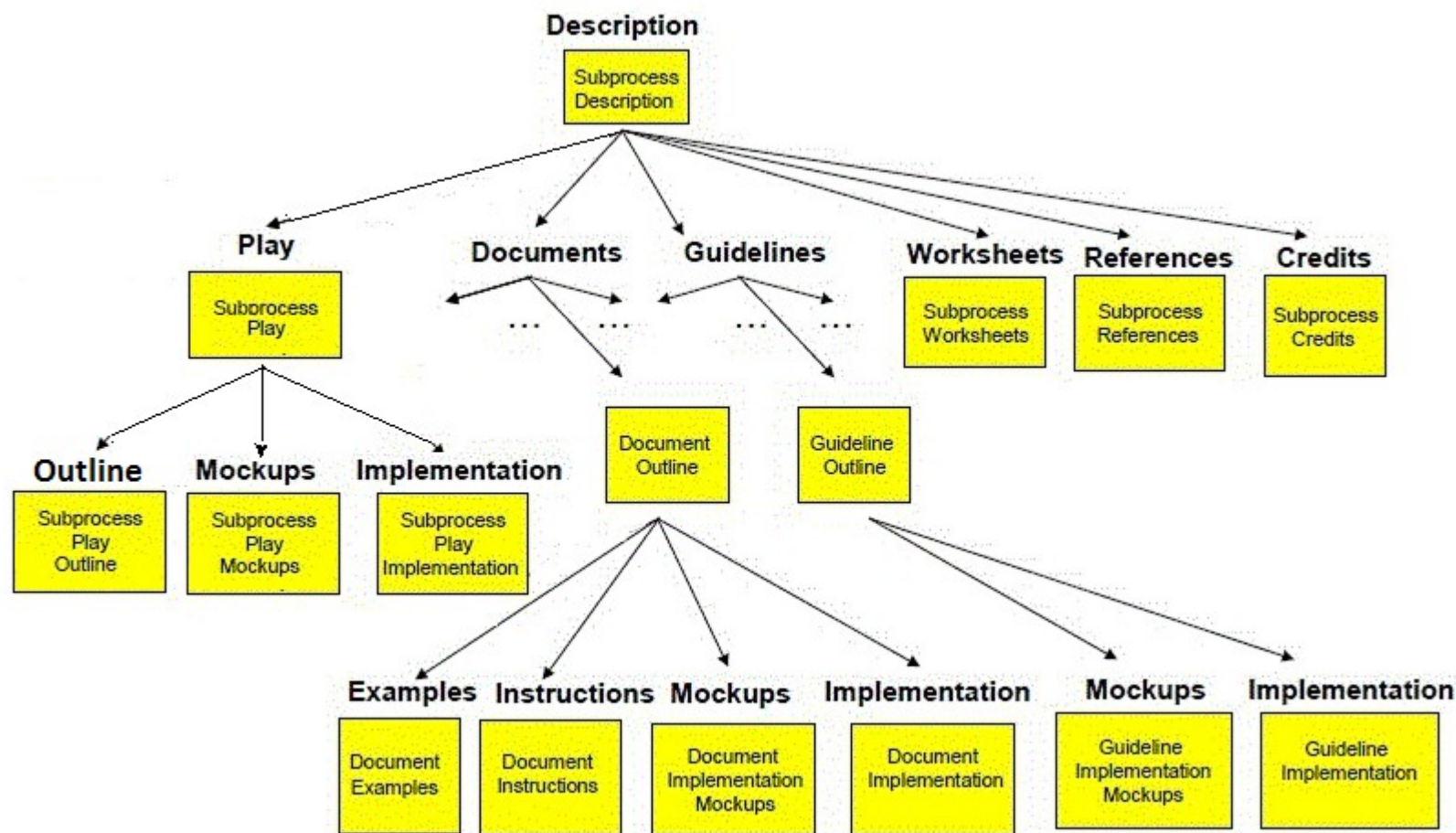
Tool	Process Developer	Process Participant
Descriptions:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Plays:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Documents:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Role Guidelines/EHBs:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Subprocesses Workbooks:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
References:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Credits:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together

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

Tools To Focus On During Stages- By Stage.

Stage	Process Developer	Process Participant
Learn	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.
Integrate	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Documents Using Role Guidelines/EHBs.
Test	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.
Teach	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.
Work Together	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.

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



Some EHBs Projects - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

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

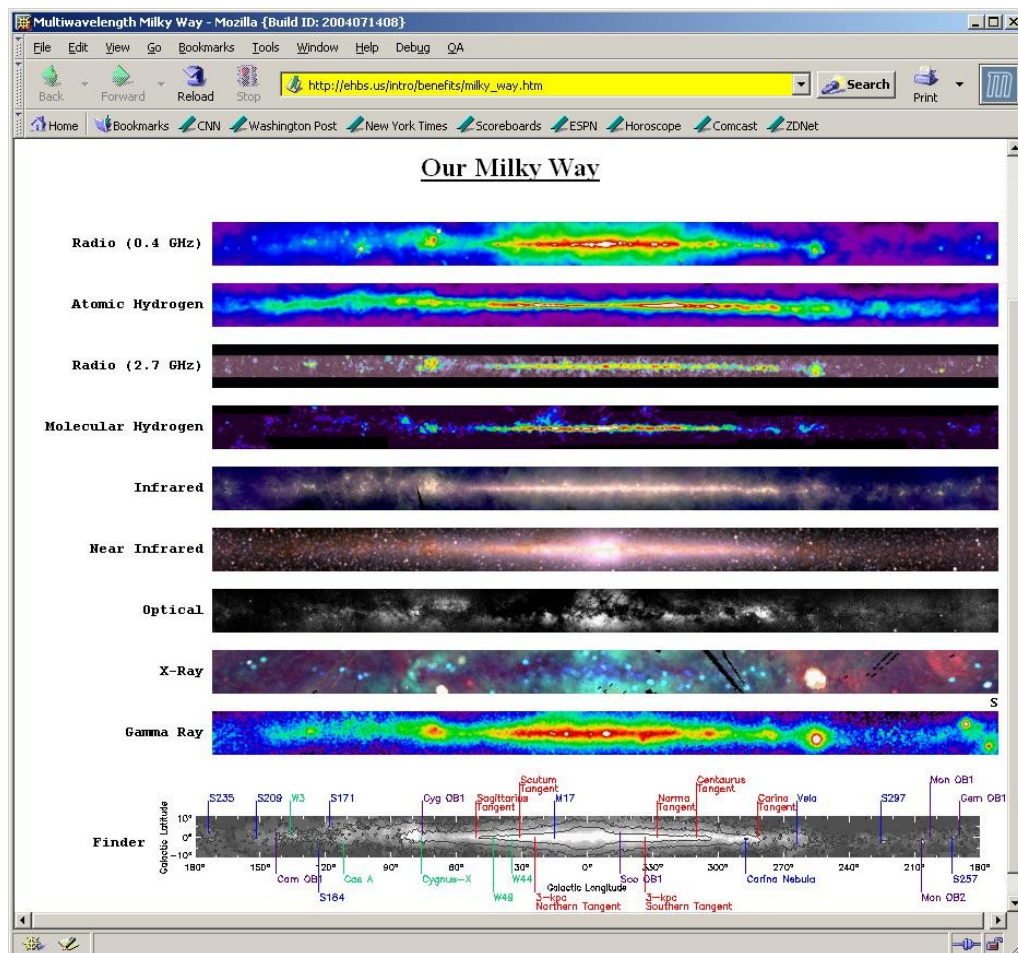
CNN Washington Post New York Times MapQuest: Home Comcast Scoreboards Horoscope Bandwidth Test >>

Some Applications

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

Done

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





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



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

All the world's a stage ...

Jaques:

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

William Shakespeare

As You Like It, Act 2, Scene 7.

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



Theatre of Dionysus- Athens, Greece



For More Details



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EHBs Home Page

ehbs.us

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



Complex Process Management Using Process Libraries and Electronic Handbooks

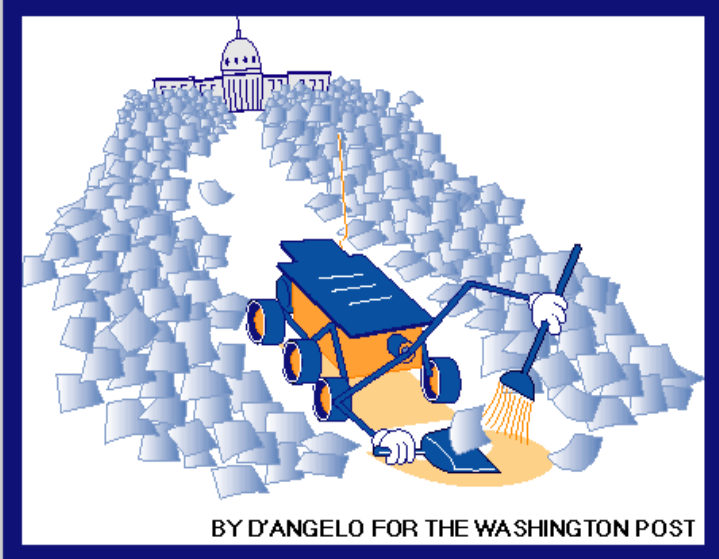
[Where Shakespeare Meets Freud]

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