

# Geico Insurance Policies Management Using Process Libraries and Electronic Handbooks



(Where Shakespeare Meets Freud)



## Quick Summary



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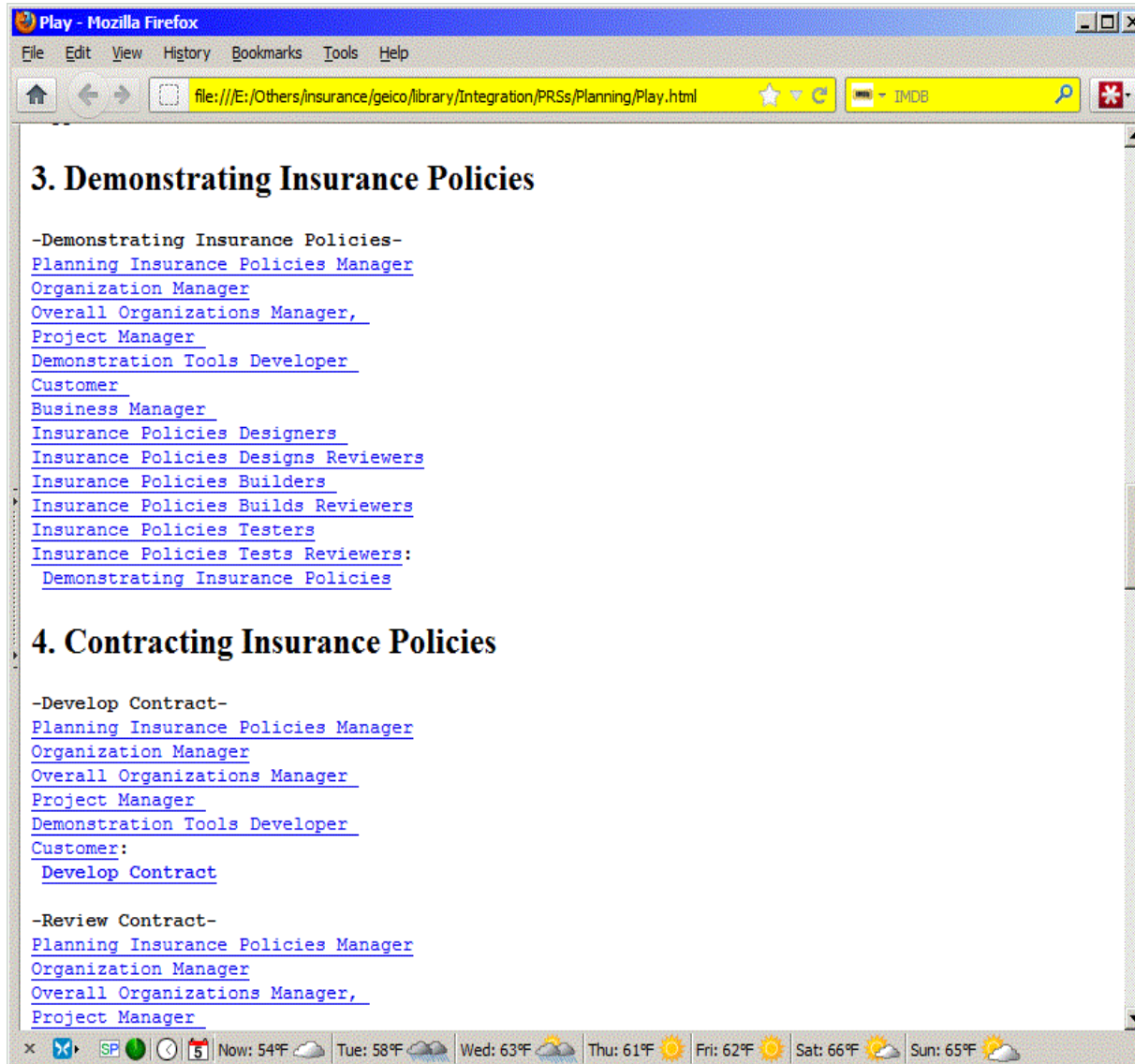
## **The Bottom Line:**

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

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

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

# Plays describe subprocess execution.



**Play - Mozilla Firefox**

File Edit View History Bookmarks Tools Help

file:///E:/Others/insurance/geico/library/Integration/PRs/Planning/Play.html

### 3. Demonstrating Insurance Policies

-Demonstrating Insurance Policies-

- [Planning Insurance Policies Manager](#)
- [Organization Manager](#)
- [Overall Organizations Manager,](#)
- [Project Manager](#)
- [Demonstration Tools Developer](#)
- [Customer](#)
- [Business Manager](#)
- [Insurance Policies Designers](#)
- [Insurance Policies Designs Reviewers](#)
- [Insurance Policies Builders](#)
- [Insurance Policies Builds Reviewers](#)
- [Insurance Policies Testers](#)
- [Insurance Policies Tests Reviewers:](#)
- [Demonstrating Insurance Policies](#)

### 4. Contracting Insurance Policies

-Develop Contract-

- [Planning Insurance Policies Manager](#)
- [Organization Manager](#)
- [Overall Organizations Manager](#)
- [Project Manager](#)
- [Demonstration Tools Developer](#)
- [Customer:](#)
- [Develop Contract](#)

-Review Contract-

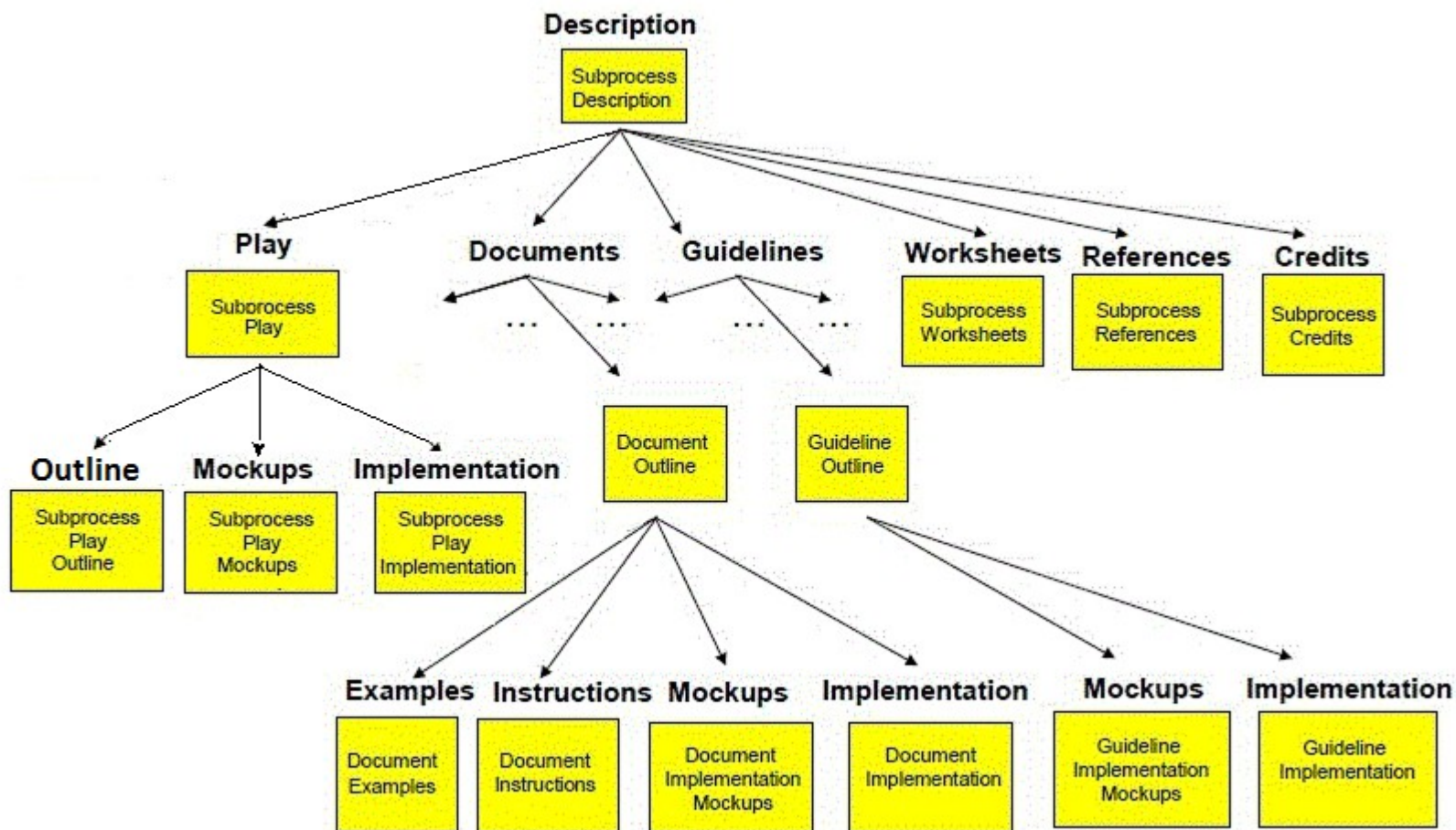
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Now: 54°F Tue: 58°F Wed: 63°F Thu: 61°F Fri: 62°F Sat: 66°F Sun: 65°F

## **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.**

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



# **All the world's a stage ...**

**Jaques:**

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

**William Shakespeare**

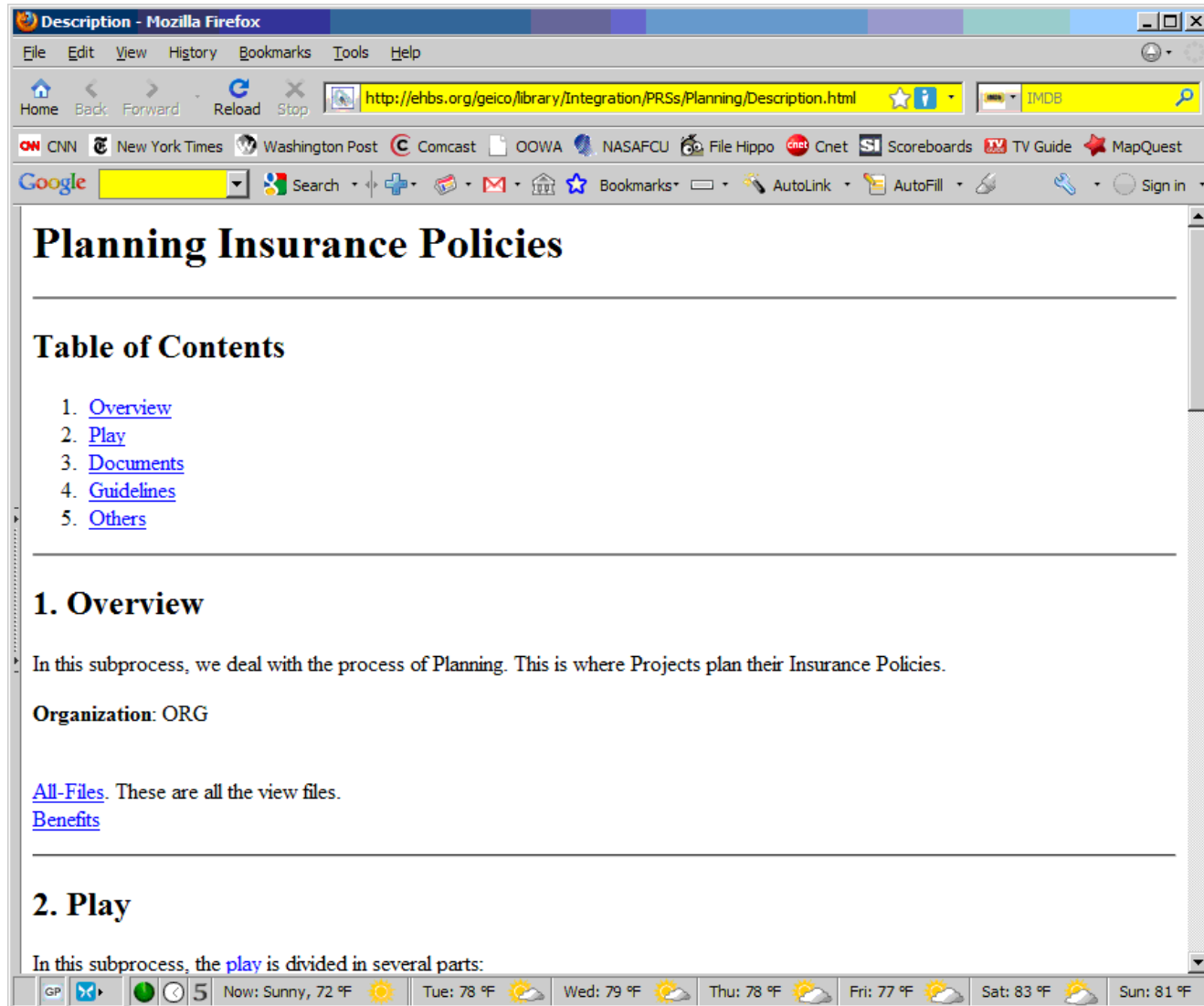
**As You Like It, Act 2, Scene 7.**



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



# Descriptions summarize subprocesses.



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

- Address Bar:** <http://ehbs.org/geico/library/Integration/PRs/Planning/Description.html>
- Navigation Bar:** Home, Back, Forward, Reload, Stop
- Search Bar:** Google
- Navigation Links:** CNN, New York Times, Washington Post, Comcast, OOWA, NASAFCU, File Hippo, Cnet, Scoreboards, TV Guide, MapQuest
- Page Title:**

## Planning Insurance Policies
- Table of Contents:**
  - 1. [Overview](#)
  - 2. [Play](#)
  - 3. [Documents](#)
  - 4. [Guidelines](#)
  - 5. [Others](#)
- Section 1: Overview**

In this subprocess, we deal with the process of Planning. This is where Projects plan their Insurance Policies.

**Organization:** ORG

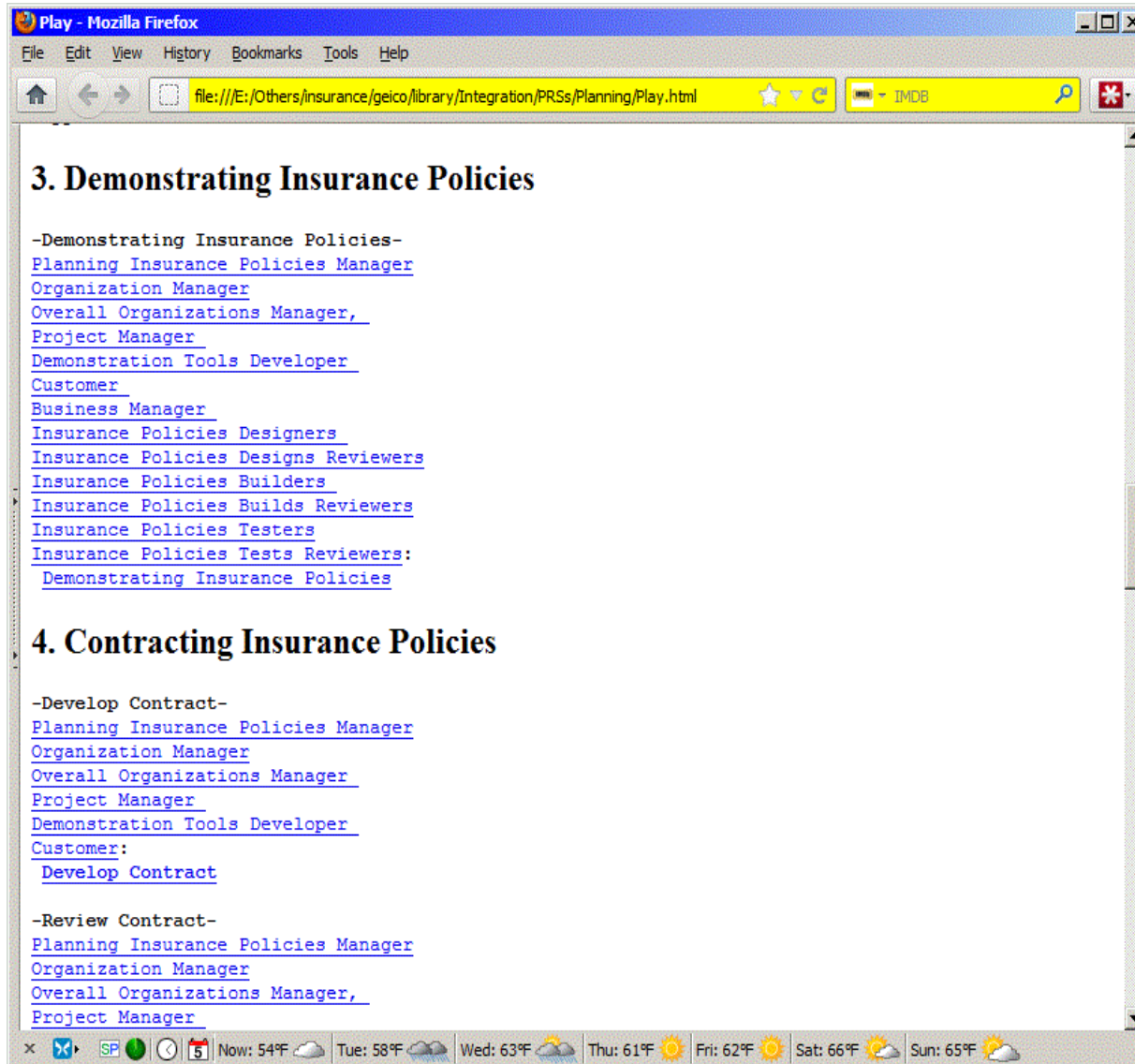
[All-Files](#). These are all the view files.  
[Benefits](#)
- Section 2: Play**

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

The browser's status bar at the bottom shows the system tray with icons for GP, a clock, and weather forecasts for the next seven days: Now: Sunny, 72 °F; Tue: 78 °F; Wed: 79 °F; Thu: 78 °F; Fri: 77 °F; Sat: 83 °F; Sun: 81 °F.



# Plays describe subprocess execution.



**Play - Mozilla Firefox**

File Edit View History Bookmarks Tools Help

file:///E:/Others/insurance/geico/library/Integration/PRs/Planning/Play.html

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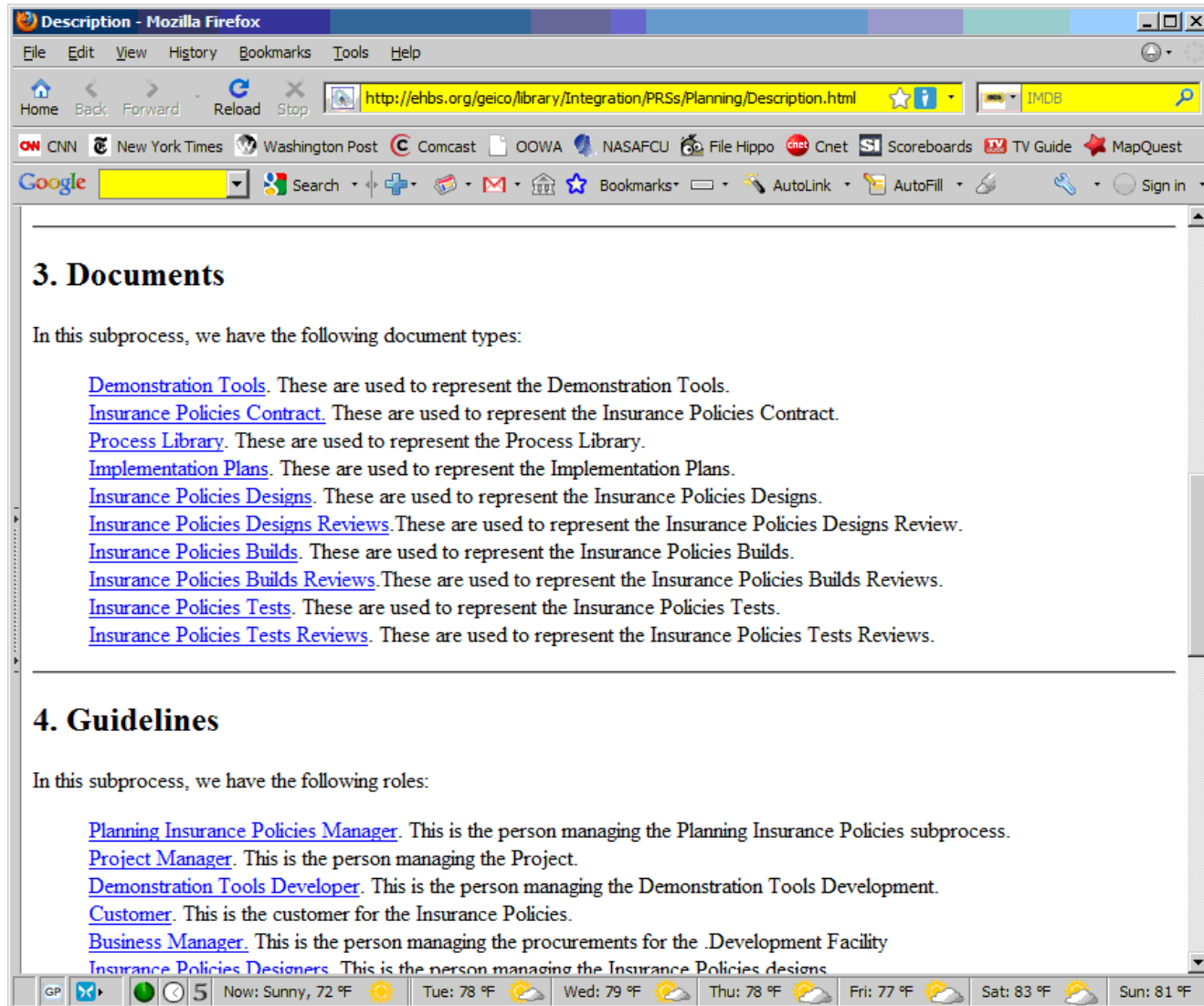
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# Documents describe subprocess data.



The screenshot shows a Mozilla Firefox browser window with the address bar displaying <http://ehbs.org/geico/library/Integration/PRs/Planning/Description.html>. The page content is as follows:

### 3. Documents

In this subprocess, we have the following document types:

- [Demonstration Tools](#). These are used to represent the Demonstration Tools.
- [Insurance Policies Contract](#). These are used to represent the Insurance Policies Contract.
- [Process Library](#). These are used to represent the Process Library.
- [Implementation Plans](#). These are used to represent the Implementation Plans.
- [Insurance Policies Designs](#). These are used to represent the Insurance Policies Designs.
- [Insurance Policies Designs Reviews](#). These are used to represent the Insurance Policies Designs Review.
- [Insurance Policies Builds](#). These are used to represent the Insurance Policies Builds.
- [Insurance Policies Builds Reviews](#). These are used to represent the Insurance Policies Builds Reviews.
- [Insurance Policies Tests](#). These are used to represent the Insurance Policies Tests.
- [Insurance Policies Tests Reviews](#). These are used to represent the Insurance Policies Tests Reviews.

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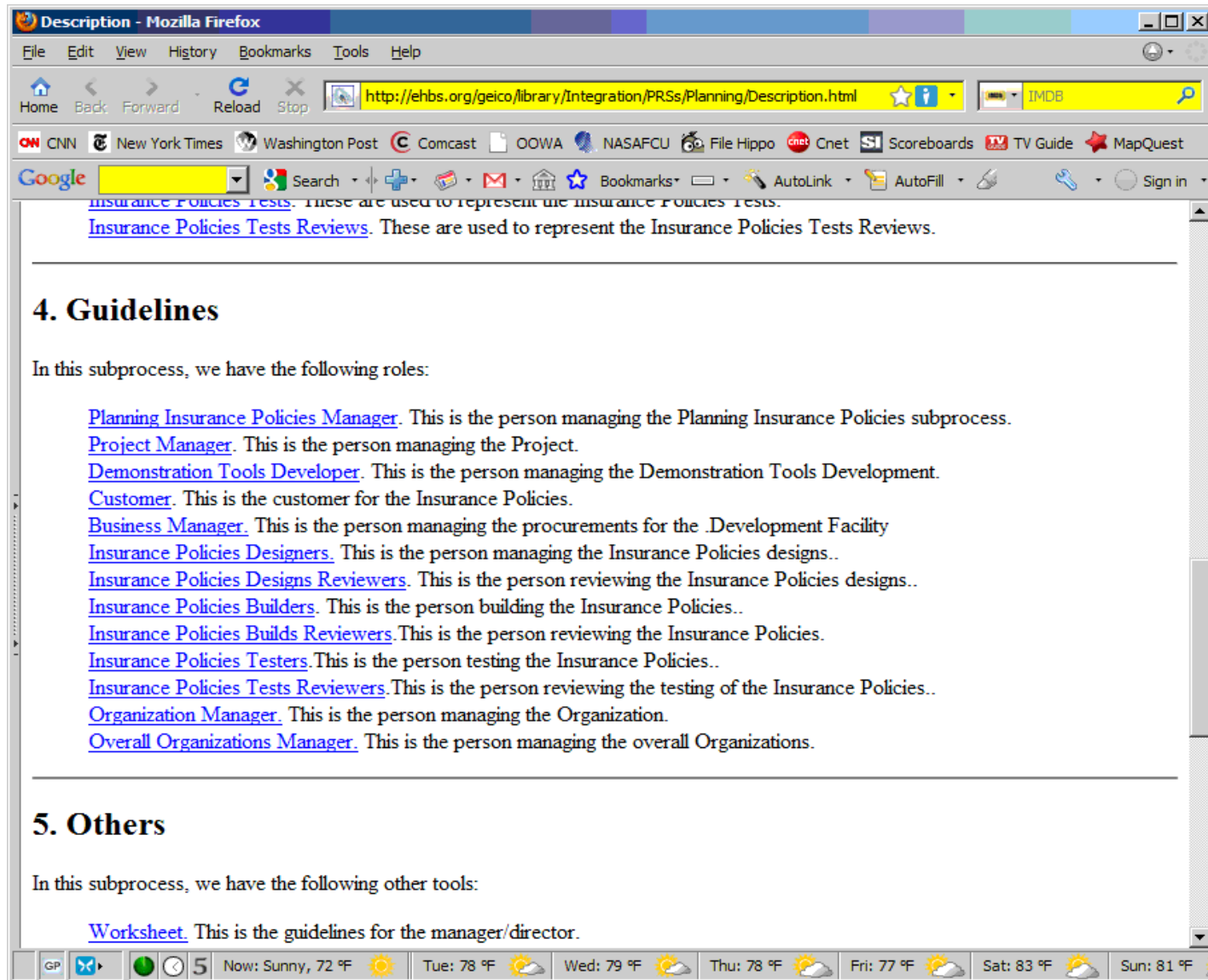
### 4. Guidelines

In this subprocess, we have the following roles:

- [Planning Insurance Policies Manager](#). This is the person managing the Planning Insurance Policies subprocess.
- [Project Manager](#). This is the person managing the Project.
- [Demonstration Tools Developer](#). This is the person managing the Demonstration Tools Development.
- [Customer](#). This is the customer for the Insurance Policies.
- [Business Manager](#). This is the person managing the procurements for the .Development Facility
- [Insurance Policies Designers](#). This is the person managing the Insurance Policies designs

The browser's status bar at the bottom shows the current time as 5:00 and the weather forecast for the week: Now: Sunny, 72 °F; Tue: 78 °F; Wed: 79 °F; Thu: 78 °F; Fri: 77 °F; Sat: 83 °F; Sun: 81 °F.

# Guidelines describe user subprocesses.



The screenshot shows a Mozilla Firefox browser window with the address bar displaying <http://ehbs.org/geico/library/Integration/PRSS/Planning/Description.html>. The page content includes a paragraph about Insurance Policies Tests, followed by a section titled "4. Guidelines" which lists various roles and their descriptions. Below this is a section titled "5. Others" which lists a "Worksheet" guideline.

[Insurance Policies Tests](#). These are used to represent the Insurance Policies Tests.

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

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## 4. Guidelines

In this subprocess, we have the following roles:

- [Planning Insurance Policies Manager](#). This is the person managing the Planning Insurance Policies subprocess.
- [Project Manager](#). This is the person managing the Project.
- [Demonstration Tools Developer](#). This is the person managing the Demonstration Tools Development.
- [Customer](#). This is the customer for the Insurance Policies.
- [Business Manager](#). This is the person managing the procurements for the .Development Facility
- [Insurance Policies Designers](#). This is the person managing the Insurance Policies designs..
- [Insurance Policies Designs Reviewers](#). This is the person reviewing the Insurance Policies designs..
- [Insurance Policies Builders](#). This is the person building the Insurance Policies..
- [Insurance Policies Builds Reviewers](#). This is the person reviewing the Insurance Policies.
- [Insurance Policies Testers](#). This is the person testing the Insurance Policies..
- [Insurance Policies Tests Reviewers](#). This is the person reviewing the testing of the Insurance Policies..
- [Organization Manager](#). This is the person managing the Organization.
- [Overall Organizations Manager](#). This is the person managing the overall Organizations.

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## 5. Others

In this subprocess, we have the following other tools:

- [Worksheet](#). This is the guidelines for the manager/director.

The browser's taskbar at the bottom shows the system tray with icons for GP, a play button, a green circle, a clock showing 5, and a weather forecast for the week: Now: Sunny, 72 °F; Tue: 78 °F; Wed: 79 °F; Thu: 78 °F; Fri: 77 °F; Sat: 83 °F; Sun: 81 °F.

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

Worksheet - Mozilla Firefox

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

## Subprocess Worksheet

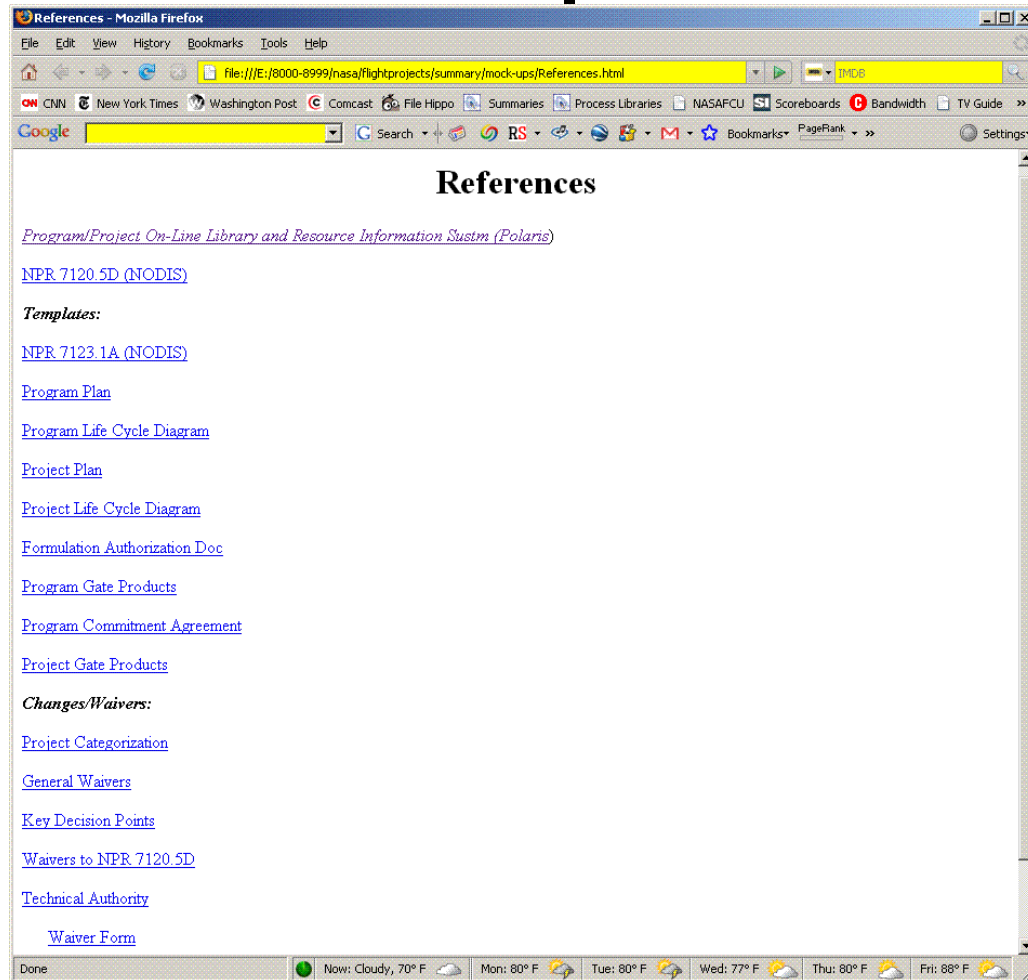
**Subprocess: Planning Insurance Policies**

In this subprocess, we deal with the planning of Insurance Policies

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)
<b>Administration</b>	The purpose of this task is to administer Project Development .	Task Lead, Subtask Lead, Subtask Member, Reviewer, Approval Official, Project Manager, Documents Manager	James Green	07/23/07	08/23/07	Document Library	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library: NS2034</a>
<b>Critical Design Review (CDR)</b>	The purpose of this task is to administer Critical Design Review (CDR)..	Task Lead, Subtask Lead, Subtask Member, Reviewer, Approval Official, Project Manager, Documents Manager	James Green	06/23/07	06/23/07	Critical Design Review (CDR) Documents	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library: NS2034</a>
						Draft Project Requirements Document	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library: NS2034</a>
						Project Plan	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library: NS2034</a>
<b>Resource Analysis Office</b>	The purpose of this task is to administer Resource	Task Lead, Subtask Lead, Subtask Member, Reviewer,	James Green			Resource Analysis Office (RAO) Data Dump Documents	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library: NS2034</a>
						Project Plan	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library: NS2034</a>

Now: Sunny, 75° F   Tue: 87° F   Wed: 85° F   Thu: 85° F   Fri: 85° F   Sat: 87° F   Sun: 84° F

# References list other related resources.



# Credits acknowledge people's contributions.



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

Tools To Focus On During Stages. - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ehbs.org/intro/summary/stages1.html

Tools To Focus On During Stages- By Tool.

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



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

Tools To Focus On During Stages- By Stage.

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

# Objective:

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

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

- Policies**
  - Product Realization Subprocesses**

Integrated Problems-Solutions Database	Planning Policies	Solicitation Development	Submission	Review & Approval	Negotiations	Policy Administration	Closeout	Post-Closeout
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(Potential Customers: Insurance Clients)
  - 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: Insurance Researchers)
  - Support Subprocesses**

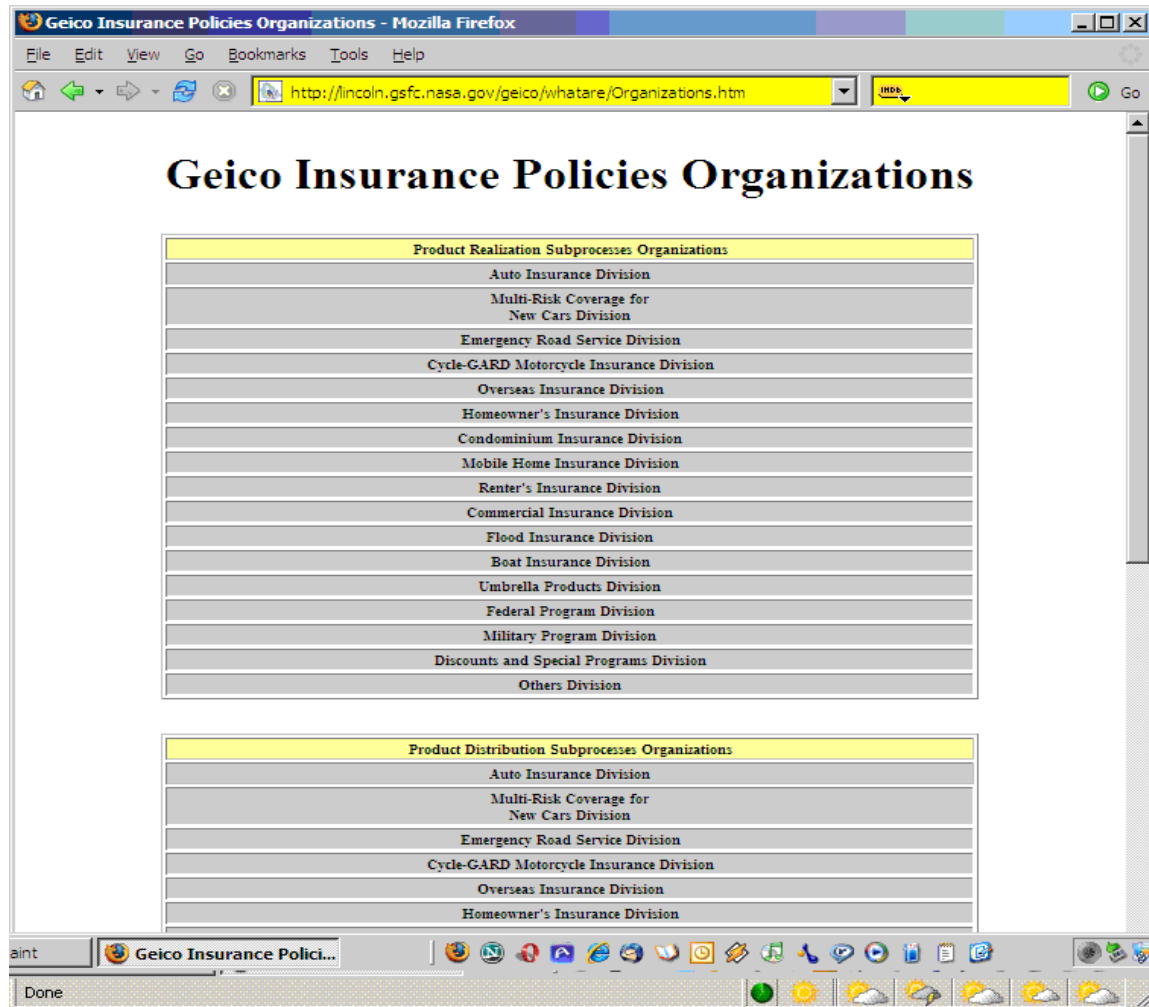
Survey Management	Computer Systems Development and Evolution	Computer Systems Operations and Network Administration	Home Page Management	Education and Outreach Activities	Facilities Management	Security	Small Systems (Mac and PC) Support	Visualizations
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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

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

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

The browser's status bar at the bottom shows the system tray with a clock at 5:00, weather information for Lincoln, NE (Now: Mostly Sunny, 82 °F), and a forecast for the following days: Sat: 87 °F, Sun: 85 °F, Mon: 80 °F, Tue: 85 °F, Wed: 84 °F, Thu: 8

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



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

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

The screenshot shows a Mozilla Firefox browser window displaying a 'Views' page. The address bar shows the file path: file:///E:/Others/insurance/geico/summary/mock-ups/views.htm. The page content includes a title 'Views', a total of 11 entries, and classification information: 'Product Realization Subprocesses (T4-00-00-00)' and 'Subprocess: Planning Insurance Policies (T4-3-00-00)'. A 'Create View' link is present. Below is a table with two columns: 'View' and 'Steps'.

View	Steps
<a href="#">Auto Insurance Division</a> Lee, Geoff (geoff.lee@geico.com) <a href="#">Fetch</a>	<a href="#">Update</a> <a href="#">Copy</a> <a href="#">Delete</a>
<a href="#">Multi-Risk Coverage for New Cars Division</a> Bogue, Rodney (rod.bogue@geico.com) <a href="#">Fetch</a>	<a href="#">Update</a> <a href="#">Copy</a> <a href="#">Delete</a>
<a href="#">Emergency Road Service Division</a> Kim, Walter S. (walter.s.kim@geico.com) <a href="#">Fetch</a>	<a href="#">Update</a> <a href="#">Copy</a> <a href="#">Delete</a>
<a href="#">Cycle-GARD Motorcycle Insurance Division</a> Chern, Dr. E. James (Engmin.J.Chern@geico.com) <a href="#">Fetch</a>	<a href="#">Update</a> <a href="#">Copy</a> <a href="#">Delete</a>
<a href="#">Overseas Insurance Division</a> Ray, Carl G. (carl.g.ray@geico.com) <a href="#">Fetch</a>	<a href="#">Update</a> <a href="#">Copy</a> <a href="#">Delete</a>
<a href="#">Homeowner's Insurance Division</a> Schober, Wayne R. (Wayne.R.Schober@jpl.geico.com) <a href="#">Fetch</a>	<a href="#">Update</a> <a href="#">Copy</a> <a href="#">Delete</a>
<a href="#">Condominium Insurance Division</a> Krishen, Dr. Kumar (kumar.krishen-1@geico.com)	<a href="#">Update</a> <a href="#">Copy</a>

# Plays describe subprocess execution.

**Play - Mozilla Firefox**

File Edit View History Bookmarks Tools Help

file:///E:/Others/insurance/geico/library/Integration/PRs/Planning/Play.html

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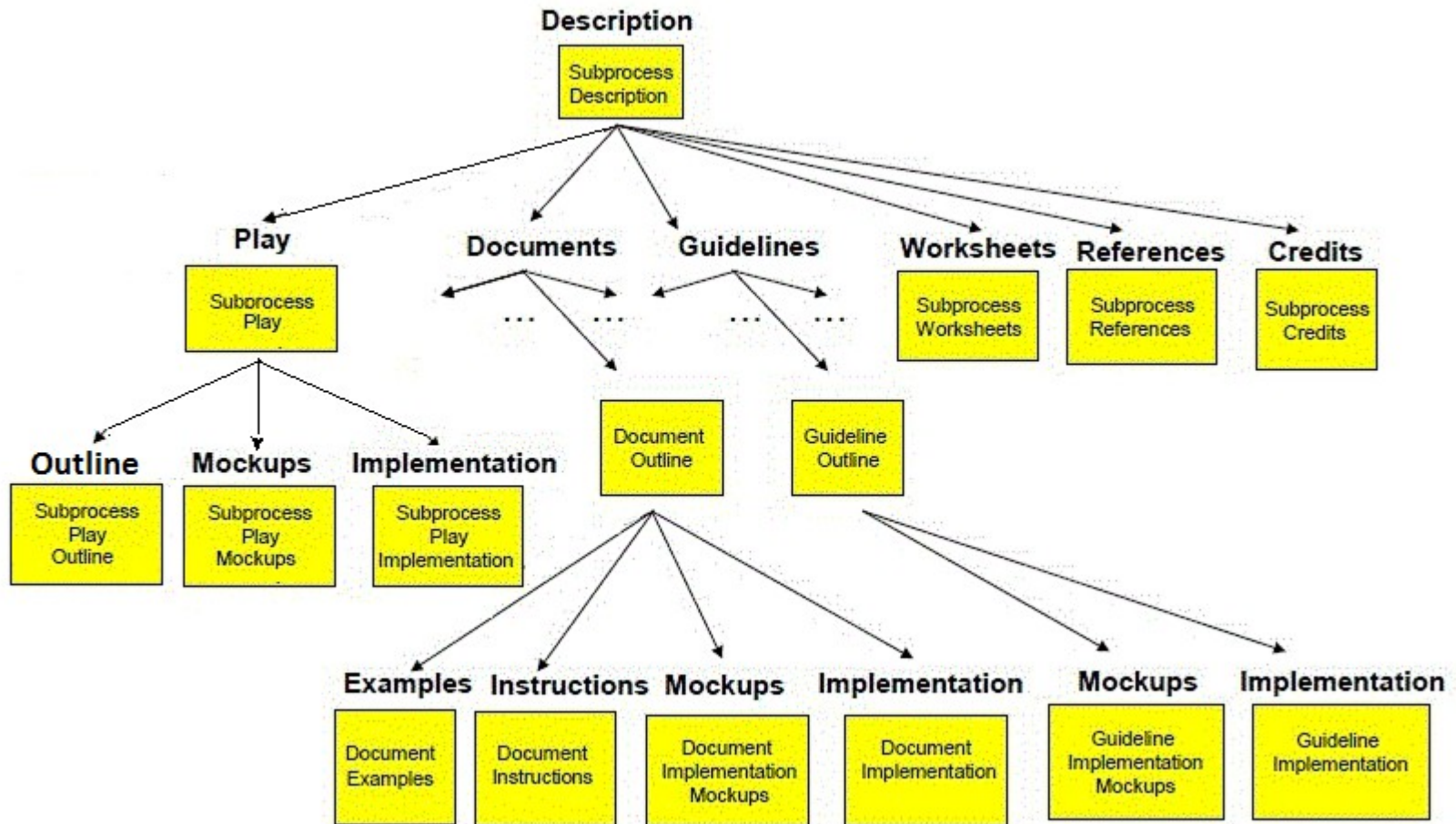
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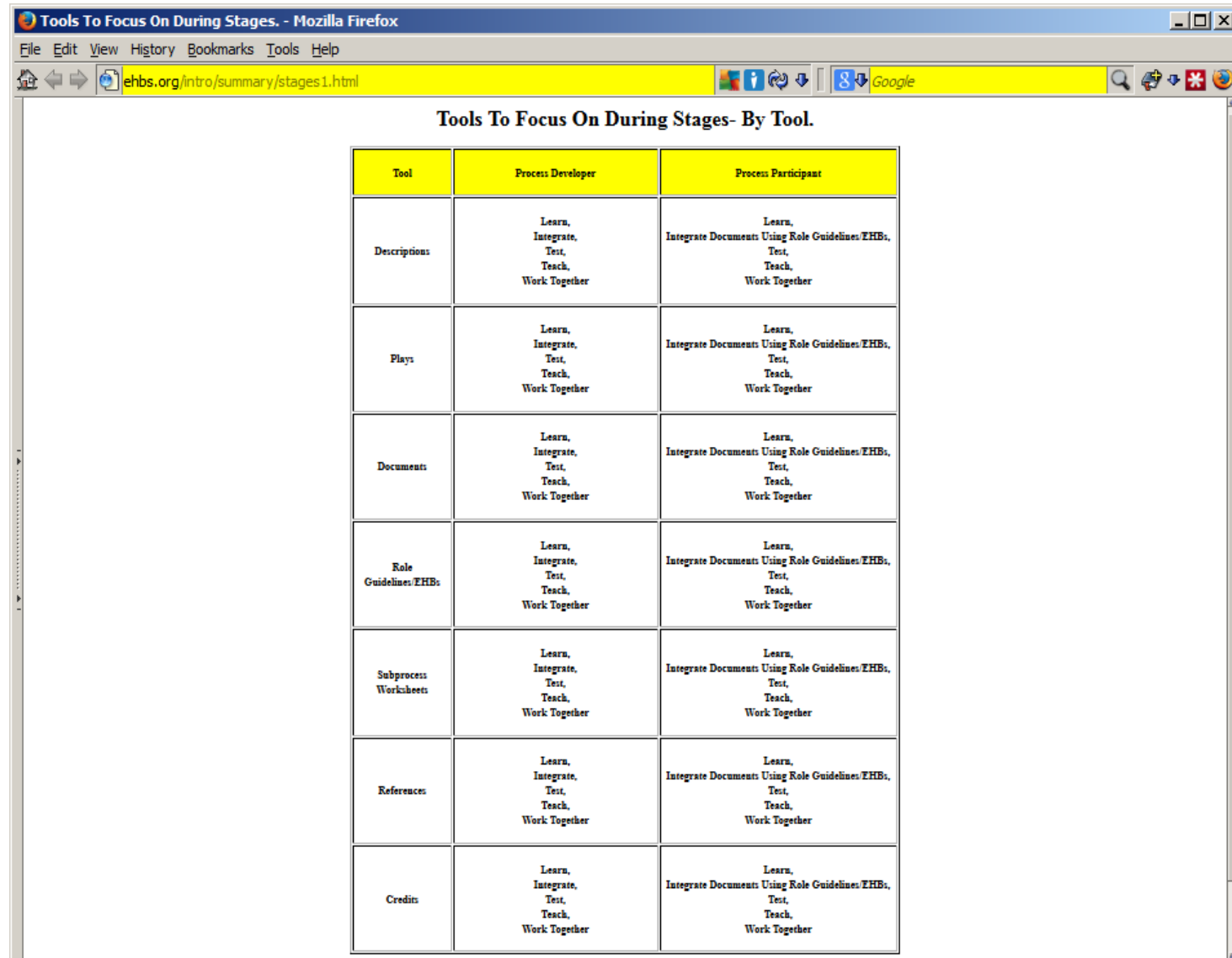
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- [Project Manager](#)

Now: 54°F Tue: 58°F Wed: 63°F Thu: 61°F Fri: 62°F Sat: 66°F Sun: 65°F

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



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



The screenshot shows a Mozilla Firefox browser window with the address bar displaying [ehbs.org/intro/summary/stages1.html](http://ehbs.org/intro/summary/stages1.html). The page content is a table titled "Tools To Focus On During Stages- By Tool". The table has three columns: "Tool", "Process Developer", and "Process Participant". The rows represent different tool categories: Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocesses/Workbooks, References, and Credits. Each cell in the table lists the same set of activities: Learn, Integrate, Test, Teach, and Work Together.

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

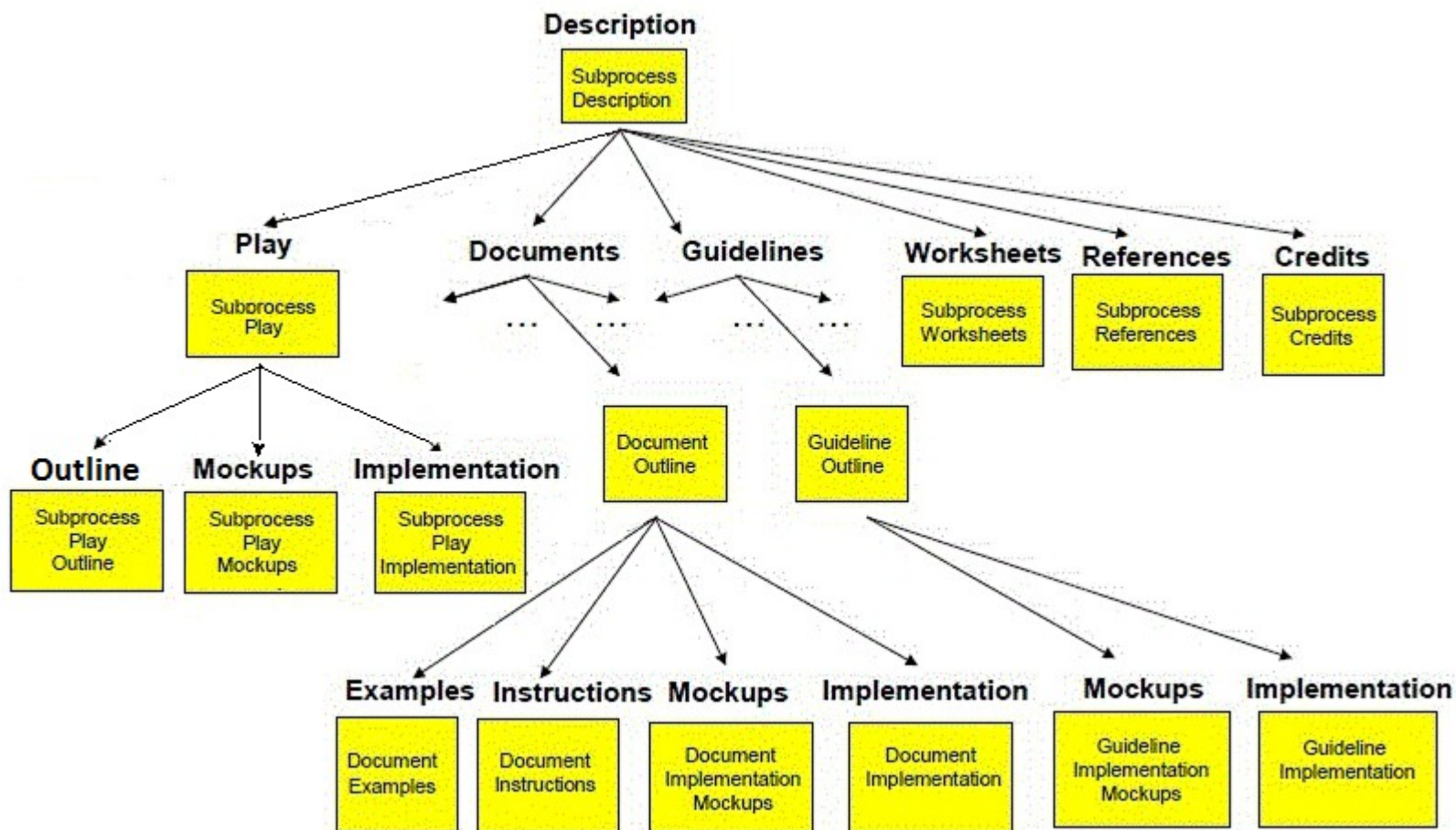
# Tools that can be focused on during stages- by stage.

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 intra- and inter-organization communication.**





Some EHBs Projects - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

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

# Some Applications

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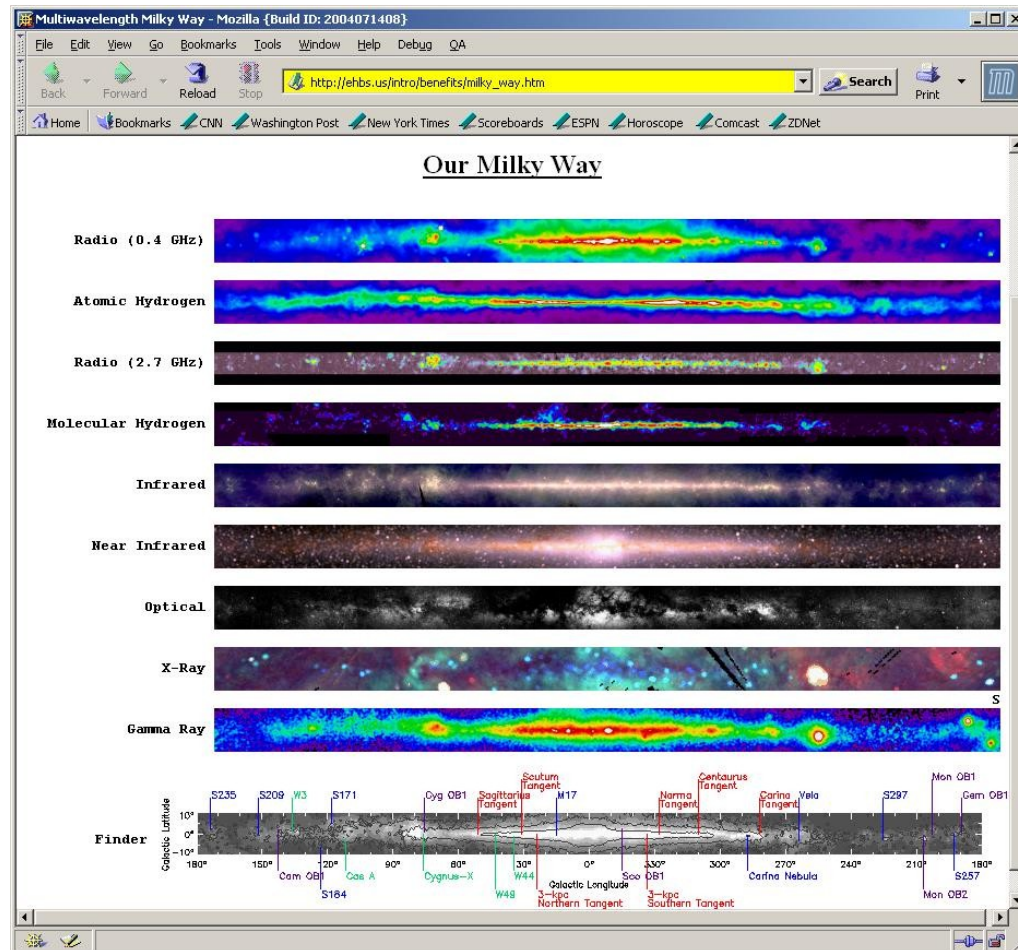
- [DOI's Screen Available and Exchange-Sales \(SAVES\)- Property](#)
- [DOJ's Bulletproof Vests Partnership Program \(BVP\)- Grants](#)
- [DOJ's Local Law Enforcement Block Grants \(LLEBG\) - Grants](#)
- [DOJ's Office of Justice Program IT Initiatives \(OJP IT\) - Grants](#)
- [DOJ's Southwest Border 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](#)

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





# 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

File Edit View History Bookmarks Tools Help

EHBs Home Page

ehbs.us

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



## Complex Process Management Using Process Libraries and Electronic Handbooks

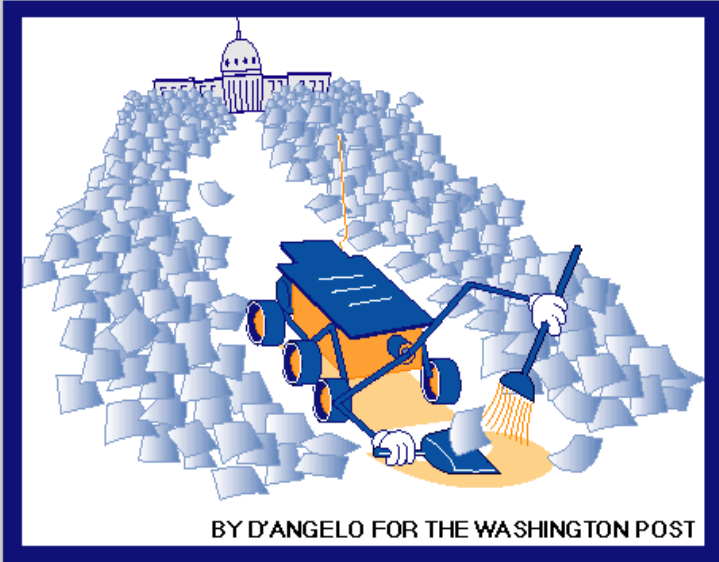
[Where Shakespeare Meets Freud]

[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?](#)



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