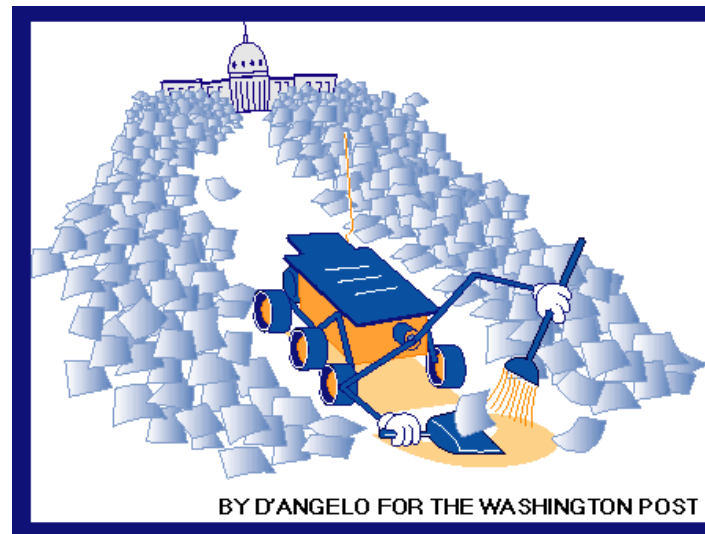


New York City Public School System Public School Diplomas Management Using Process Libraries and Electronic Handbooks

(Where Shakespeare Meets Freud)



Demonstration



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

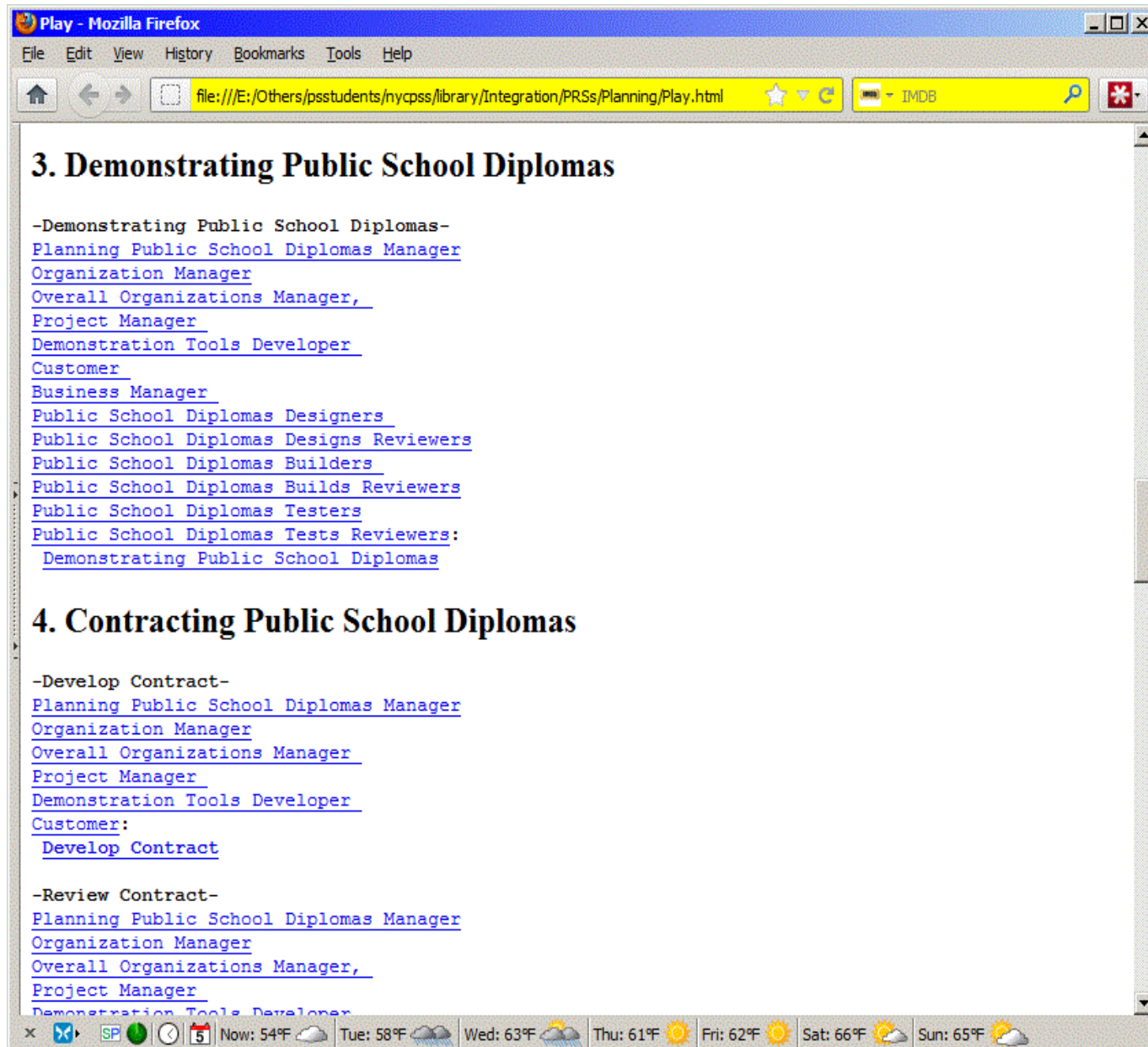
The Bottom Line:

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

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

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

Plays describe subprocess execution.



Benefits:

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

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



Descriptions summarize subprocesses.

The screenshot shows a Mozilla Firefox browser window with the address bar displaying <http://ehbs.org/hcpss/library/Integration/PRs/Planning/Description.html>. The page title is "Description - Mozilla Firefox". The browser's toolbar includes buttons for Home, Back, Forward, Reload, and Stop, along with a search bar and various utility icons. The page content is titled "Planning Public School Diplomas" and features a "Table of Contents" with the following links:

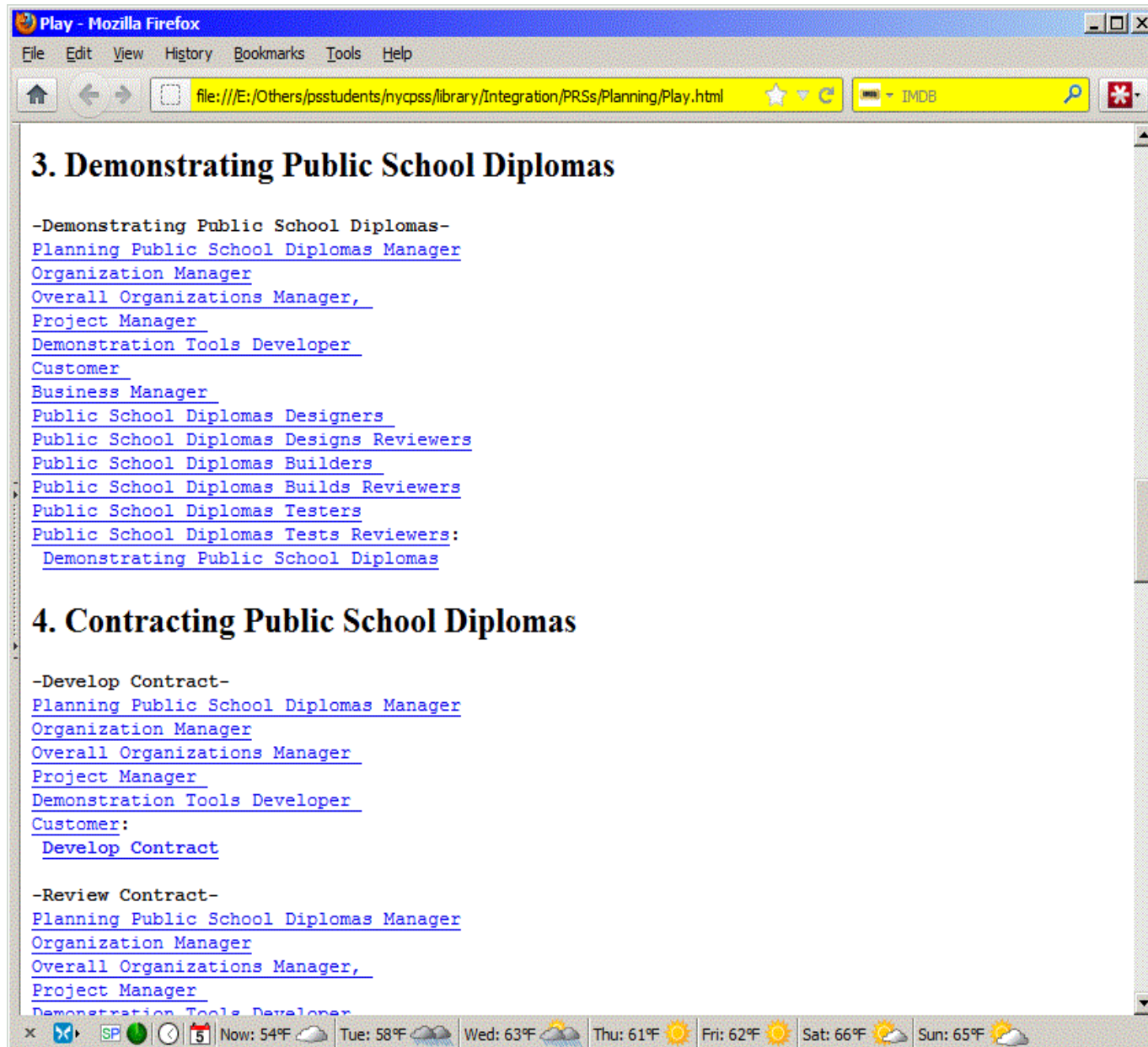
- 1. [Overview](#)
- 2. [Play](#)
- 3. [Documents](#)
- 4. [Guidelines](#)
- 5. [Others](#)

The "1. Overview" section contains the text: "In this subprocess, we deal with the process of Planning. This is where Projects plan their Public School Diplomas." Below this, it states "Organization: ORG" and provides links to "[All-Files](#)" and "[Benefits](#)".

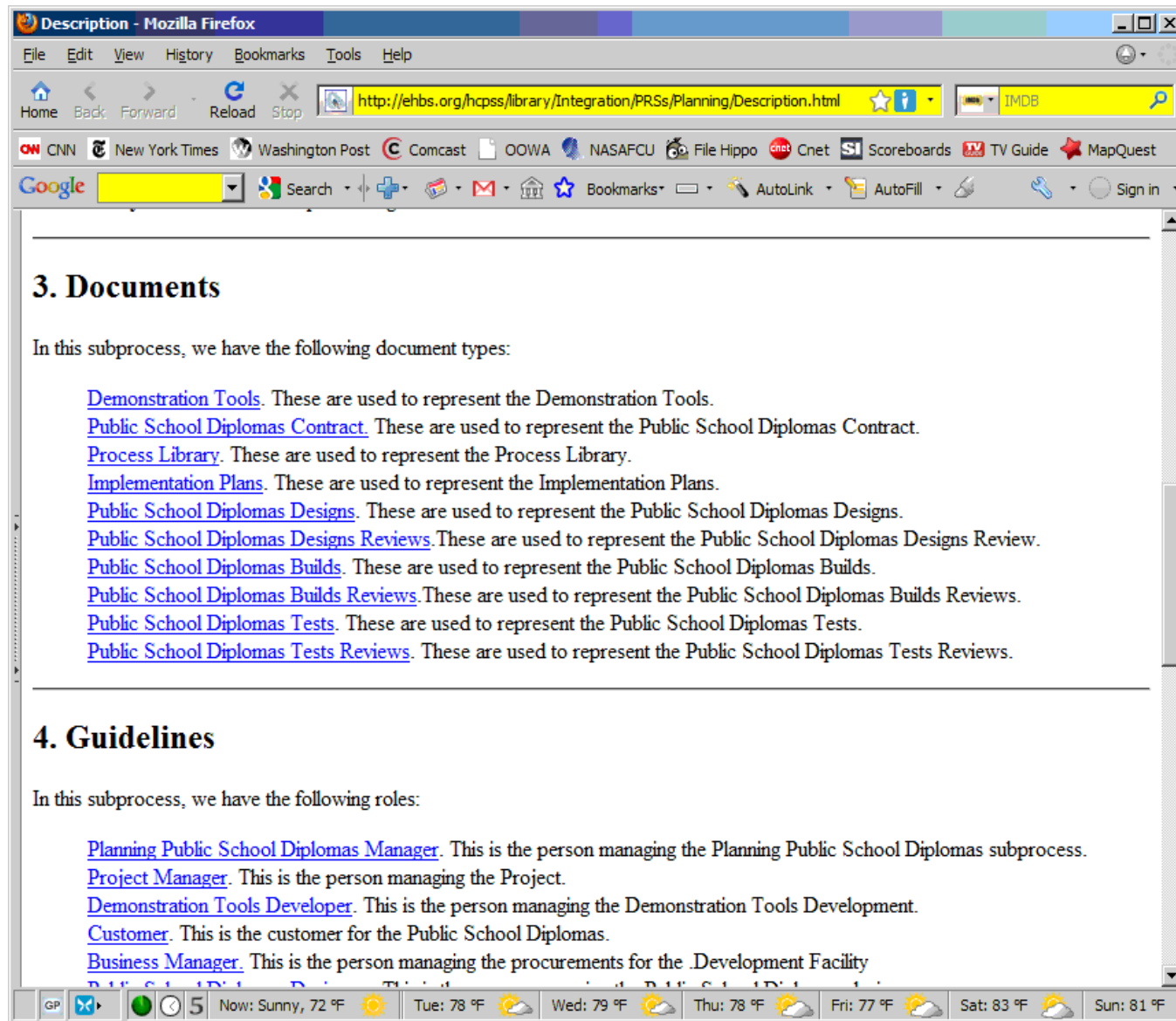
The "2. Play" section begins with the text: "In this subprocess, the [play](#) is divided in several parts:". A small thumbnail image of a person is visible in the bottom right corner of the page.

The browser's status bar at the bottom shows the system clock as 5:05, the current weather as "Now: Sunny, 72 °F", and a forecast for the following days: Tue: 78 °F, Wed: 79 °F, Thu: 78 °F, Fri: 77 °F, Sat: 83 °F, and Sun: 81 °F.

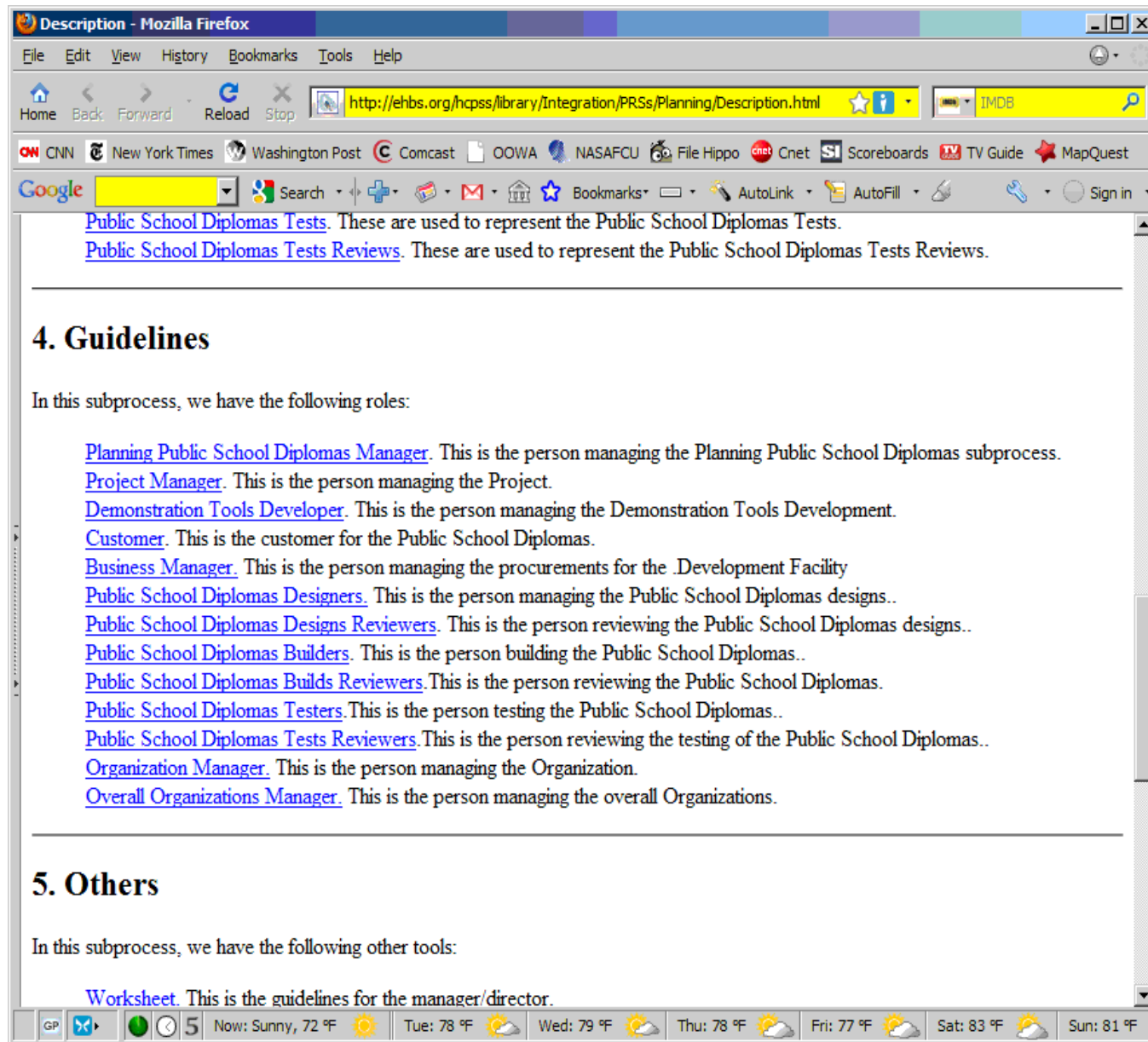
Plays describe subprocess execution.



Documents describe subprocess data.



Guidelines describe user subprocesses.



[Public School Diplomas Tests](#). These are used to represent the Public School Diplomas Tests.

[Public School Diplomas Tests Reviews](#). These are used to represent the Public School Diplomas Tests Reviews.

4. Guidelines

In this subprocess, we have the following roles:

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

5. Others

In this subprocess, we have the following other tools:

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

The screenshot shows a Mozilla Firefox browser window with the address bar displaying <http://ehbs.org/hcpss/library/Integration/PRSS/Planning/Description.html>. The browser interface includes a menu bar (File, Edit, View, History, Bookmarks, Tools, Help), a toolbar with navigation buttons (Home, Back, Forward, Reload, Stop), a search bar, and a status bar at the bottom showing the system clock and weather forecast.

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

Worksheet - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Print Stop

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

IMDB

Subprocess Worksheet

Subprocess: Planning Public School Diplomas

In this subprocess, we deal with the planning of Public School Diplomas

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

Do...

Now: Sunny, 75° F

Tue: 87° F

Wed: 85° F

Thu: 85° F

Fri: 85° F

Sat: 87° F

Sun: 84° F

References list other related resources.



Credits acknowledge people's contributions.



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

Tools To Focus On During Stages. - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ehbs.org/intro/summary/stages1.html

Google

Tools To Focus On During Stages- By Tool.

| Tool | Process Developer | Process Participant |
|-----------------------|--|---|
| Descriptions | Learn, Integrate, Test, Teach, Work Together | Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together |
| Plays | Learn, Integrate, Test, Teach, Work Together | Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together |
| Documents | Learn, Integrate, Test, Teach, Work Together | Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together |
| Role Guidelines/EHBs | Learn, Integrate, Test, Teach, Work Together | Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together |
| Subprocess Worksheets | Learn, Integrate, Test, Teach, Work Together | Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together |
| References | Learn, Integrate, Test, Teach, Work Together | Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together |
| Credits | Learn, Integrate, Test, Teach, Work Together | Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together |

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

Tools To Focus On During Stages. - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ehbs.org/intro/summary/stages2.html

Google

Tools To Focus On During Stages- By Stage.

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

Overview of New York City Public School System Public School Diplomas Process Library - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Print Stop file:///E:/Others/psstudents/nycps/plib/overview.html ★ IMDB

Overview of New York City Public School System Public School Diplomas Process Library

The objective of this tool is to help New York City Public School System Public School Diplomas Managers (and Staff) to *quickly learn* to build and manage Diplomas. We present our approach in **five bullets**.

- We focus on the documents that New York City Public School System Public School Diplomas Managers prepare. These documents appear within various subprocesses (e.g., [1](#)) and within multiple organizations (e.g., [2](#)).
- For each subprocess, we create a directory of documents for that subprocess. (e.g., [1](#), [2](#))
- For each document type, we create files to help prepare the document. These files include document overview, organization, related links, structure, references, organization samples, organization contacts, and *sample documents from other organizations*. (e.g., [1](#), [2](#))
- Sample documents have three levels of access: a) Unconditionally Distributable (e.g., [1](#), [2](#)), b) Maintained In Organization Libraries (e.g., [1](#), [2](#)), and c) Proprietary (e.g., [1](#), [2](#)).
- Each organization gets worksheets for its own use. These worksheets also help add to the database as Managers go thru the subprocesses. (e.g., [1](#), [2](#))

For more information on the New York City Public School System Public School Diplomas Process Library see: [paper](#), [summary](#), and [other process libraries](#).

D... Now: Mist, 61° F Thu: 66° F Fri: 68° F Sat: 76° F Sun: 79° F Mon: 79° F Tue: 76° F

Overview of New York City Public School System Public School Diplomas Process Library - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Print Stop file:///E:/Others/psstudents/nycps/plib/overview.html ★ IMDB

Overview of New York City Public School System Public School Diplomas Process Library

The objective of this tool is to help New York City Public School System Public School Diplomas Managers (and Staff) to *quickly learn* to build and manage Diplomas. We present our approach in five bullets.

- We focus on the documents that New York City Public School System Public School Diplomas Managers prepare. These documents appear within various subprocesses (e.g., [1](#)) and within multiple organizations (e.g., [2](#)).
- For each subprocess, we create a directory of documents for that subprocess. (e.g., [1](#), [2](#))
- For each document type, we create files to help prepare the document. These files include document overview, organization, related links, structure, references, organization samples, organization contacts, and *sample documents from other organizations*. (e.g., [1](#), [2](#))
- Sample documents have three levels of access: a) Unconditionally Distributable (e.g., [1](#), [2](#)), b) Maintained In Organization Libraries (e.g., [1](#), [2](#)), and c) Proprietary (e.g., [1](#), [2](#)).
- Each organization gets worksheets for its own use. These worksheets also help add to the database as Managers go thru the subprocesses. (e.g., [1](#), [2](#))

For more information on the New York City Public School System Public School Diplomas Process Library see: [paper](#), [summary](#), and [other process libraries](#).

D... Now: Mist, 61° F Thu: 66° F Fri: 68° F Sat: 76° F Sun: 79° F Mon: 79° F Tue: 76° F

Subprocesses - Mozilla Firefox

File Edit View History Bookmarks Tools Help

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

Public School Diplomas

| Product Realization Subprocesses | | | | | | | | |
|--|-------------------|--------------------------|------------|--------------------|------------|------------|------------|-----------------|
| Integrated Problems-Solutions Database | Planning Diplomas | Solicitation Development | Submission | Review & Selection | Counseling | Enrollment | Graduation | Post-Graduation |

(Potential Customers: Public School Students)

| 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: Public School Administrators and Researchers)

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

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

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

GP 5 Now: Mostly Sunny, 82 °F 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.

New York City Public School System Public School DiplomasOrganizations - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Print Stop file:///E:/Others/psstudents/nycps/plib/Organizations.htm

New York City Public School System Public School DiplomasOrganizations

| Product Realization Subprocesses Organizations |
|--|
| Pre-School Division |
| Elementary School Division |
| Middle School Division |
| High School Division |
| Adult Education Division |

| Product Distribution Subprocesses Organizations |
|---|
| Pre-School Division |
| Elementary School Division |
| Middle School Division |
| High School Division |
| Adult Education Division |

| Support Subprocesses Organizations |
|------------------------------------|
| Support Contractor A |
| Support Contractor B |
| Support Contractor C |

| Improvement Subprocesses Organizations |
|--|
| ISO 9001: 2000 Improvements Contractor |
| CMMI- Staged Improvements Contractor |
| CMMI- Continuous Improvements Contractor |

| Common Subprocesses Organizations |
|-----------------------------------|
| Support Contractor A |
| Support Contractor A |
| Support Contractor C |

D... Now: Mist, 61° F Thu: 66° F Fri: 68° F Sat: 76° F Sun: 79° F Mon: 79° F Tue: 76° F

Organizations Execute The Eight "Play Development" Stages - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Organizations Execute The Eight "Pl... X +

ehbs.org/intro/summary/Eight-Stages.html Wikipedia (en)

Organizations execute the eight "Play Development" stages.

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

Silver Spring, MD 20902, USA: 95°F Sun: 92°F Mon: 88°F Tue: 88°F Wed: 88°F Thu: 90°F Fri: 88°F

People in organizations provide different views of the subprocesses.



**Subprocess
Documentor's
View**



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

Organizations Generate Subprocess Life-Cycle Views - Mozilla Firefox

File Edit View History Bookmarks Tools Help

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

Organizations generate Subprocess Life-Cycle* Views

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

* Also, called the "Universal Subprocess".

The "Game of Telephone" Syndrome - Mozilla Firefox

File Edit View History Bookmarks Tools Help

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

YouTube

Feedback

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

A group of nine business professionals (seven men and two women) standing in a line. Above each person is a speech bubble containing the word "View". Lines connect the speech bubbles in a chain, illustrating the "Game of Telephone" concept. Two rotary telephones are placed on the floor at the ends of the group.

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

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

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

Overview of New York City Public School System Public School Diplomas Process Library - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Print Stop file:///E:/Others/psstudents/nycps/plib/overview.html ★ IMDB

Overview of New York City Public School System Public School Diplomas Process Library

The objective of this tool is to help New York City Public School System Public School Diplomas Managers (and Staff) to *quickly learn* to build and manage Diplomas. We present our approach in five bullets.

- We focus on the documents that New York City Public School System Public School Diplomas Managers prepare. These documents appear within various subprocesses (e.g., [1](#)) and within multiple organizations (e.g., [2](#)).
- For each subprocess, we create a directory of documents for that subprocess. (e.g., [1](#), [2](#))
- For each document type, we create files to help prepare the document. These files include document overview, organization, related links, structure, references, organization samples, organization contacts, and *sample documents from other organizations*. (e.g., [1](#), [2](#))
- Sample documents have three levels of access: a) Unconditionally Distributable (e.g., [1](#), [2](#)), b) Maintained In Organization Libraries (e.g., [1](#), [2](#)), and c) Proprietary (e.g., [1](#), [2](#)).
- Each organization gets worksheets for its own use. These worksheets also help add to the database as Managers go thru the subprocesses. (e.g., [1](#), [2](#))

For more information on the New York City Public School System Public School Diplomas Process Library see: [paper](#), [summary](#), and [other process libraries](#).

D... Now: Mist, 61° F Thu: 66° F Fri: 68° F Sat: 76° F Sun: 79° F Mon: 79° F Tue: 76° F

New York City Public School System Public School Diplomas Process Library - Mozilla Firefox

File Edit View History Bookmarks Tools Help

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

New York City Public School System Public School Diplomas Process Library

[Overview \(Demo\)](#)

[Integrated Problems-Solutions Database](#)

[Planning Diplomas](#)

[Solicitation Development](#)

[Submission](#)

[Review and Selection](#)

[Counseling](#)

[Enrollment](#)

[Graduation](#)

[Post-Graduation](#)

GP 5 Now: Sunny, 79 °F Sat: 87 °F Sun: 85 °F Mon: 80 °F Tue: 85 °F Wed: 84 °F Thu: 81 °F

Views - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

file:///E:/Others/psstudents/hcpss/summary/mock-ups/views.htm

Go

CNN
 Wash Post
 NY Times
 Horoscope
 Scoreboards
 NASAFCU
 Comcast

Bandwidth
 File Hippo
 ZDNet

Google

Search

 PageRank
 Check
 AutoLink
 Subscribe

Views

Total 11 Entries

Classification: **Product Realization Subprocesses** (T4-00-00-00)
Subprocess: **Planning Public School Diplomas** (T4-3-00-00)

[Create View](#)

| View | Steps |
|---|--|
| Pre-School Division Lee, Geoff (geoff.lee@ncpss.edu) Fetch | Update Copy Delete |
| Elementary School Division Bogue, Rodney (rod.bogue@hcpss.edu) Fetch | Update Copy Delete |
| Middle School Division Kim, Walter S. (walter.s.kim@hcpss.edu) Fetch | Update Copy Delete |
| High School Division Chern, Dr. E. James (Engmin.J.Chern@hcpss.edu) Fetch | Update Copy Delete |
| Adult Education Division Chern, Dr. E. James (Engmin.J.Chern@hcpss.edu) Fetch | Update Copy Delete |

Done

0.156s

Mcafee SiteAdvisor

Adblock

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



Description - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Stop <http://ehbs.org/nycps/library/Integration/PRs/Planning/Description.html> ★ ⓘ

CNN CNN New York Times Washington Post Comcast OOWA NASAFCU File Hippo Cnet SI Scoreboards TV TV Guide MapQuest

Google Search + + + + + Bookmarks AutoLink AutoFill Sign in

Planning Public School Diplomas

Table of Contents

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

1. Overview

In this subprocess, we deal with the process of Planning. This is where Projects plan their Public School Diplomas.

Organization: ORG

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

2. Play

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

GP 5 Now: Sunny, 72 °F Tue: 78 °F Wed: 79 °F Thu: 78 °F Fri: 77 °F Sat: 83 °F Sun: 81 °F

Play - Mozilla Firefox

File Edit View History Bookmarks Tools Help

file:///E:/Others/psstudents/nycpps/library/Integration/PRs/Planning/Play.html

IMDB

3. Demonstrating Public School Diplomas

-Demonstrating Public School Diplomas-

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

4. Contracting Public School Diplomas

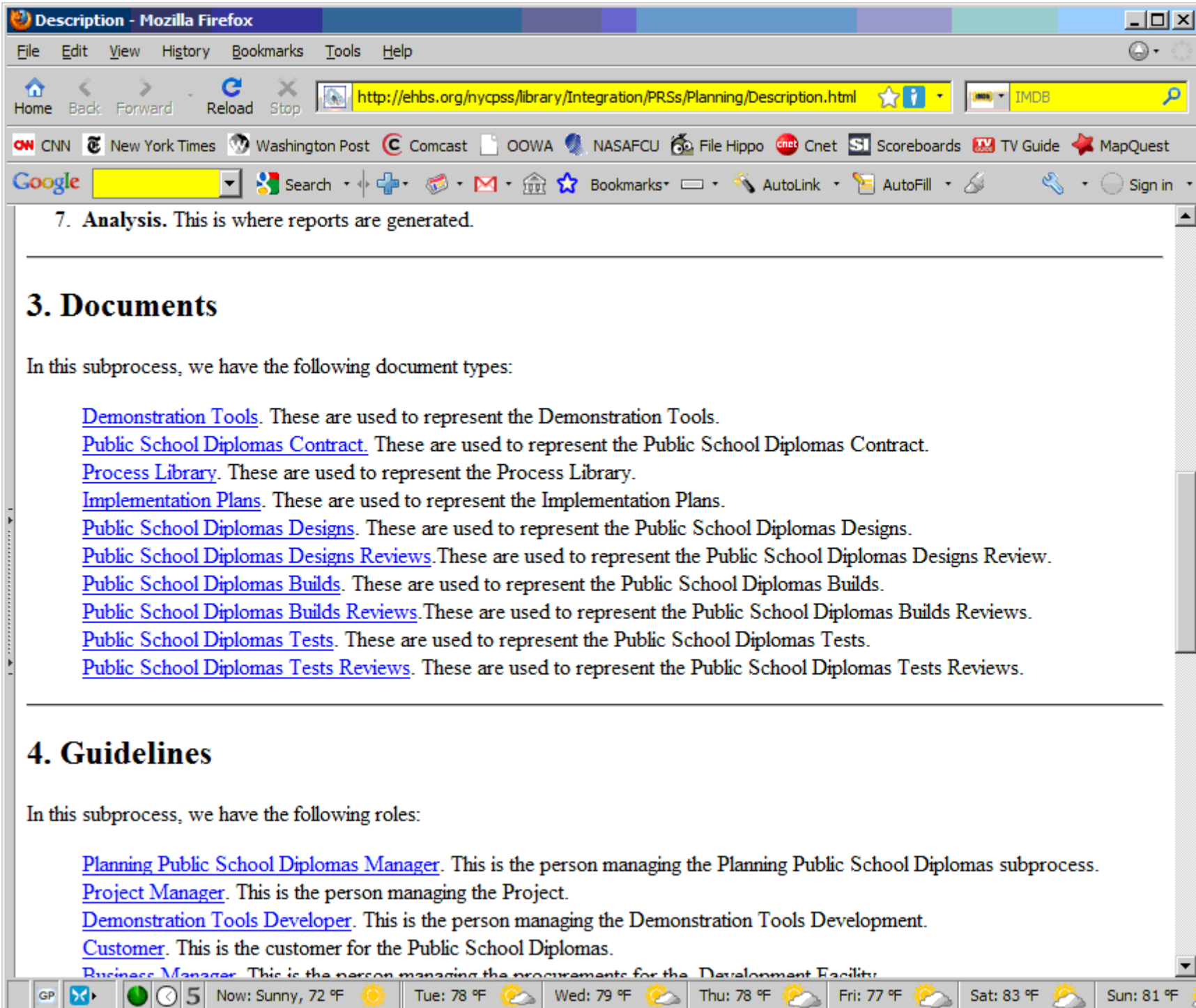
-Develop Contract-

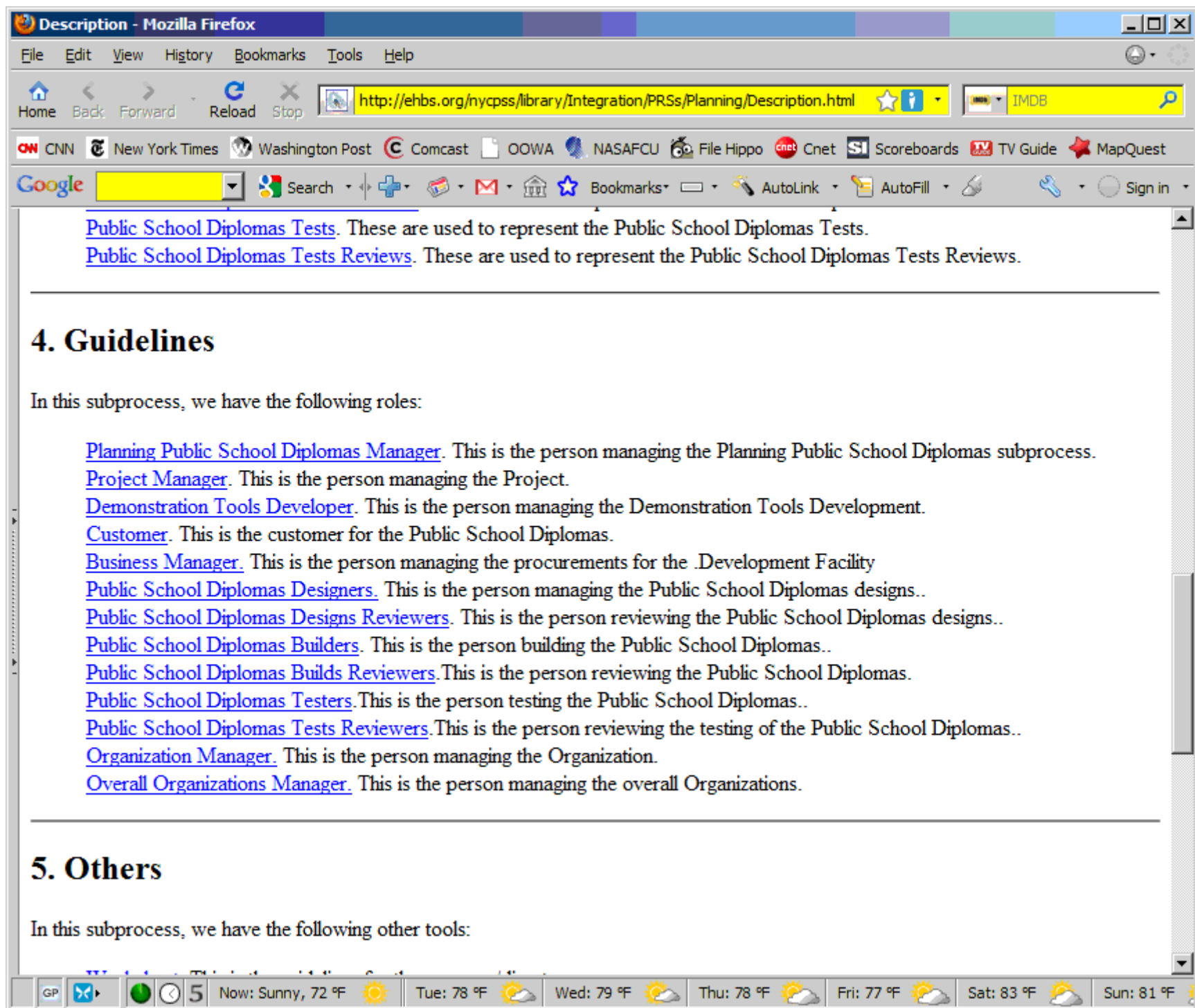
- [Planning Public School Diplomas Manager](#)
- [Organization Manager](#)
- [Overall Organizations Manager](#)
- [Project Manager](#)
- [Demonstration Tools Developer](#)
- [Customer:](#)
- [Develop Contract](#)

-Review Contract-

- [Planning Public School Diplomas Manager](#)
- [Organization Manager](#)
- [Overall Organizations Manager,](#)
- [Project Manager](#)
- [Demonstration Tools Developer](#)

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





[Public School Diplomas Tests](#). These are used to represent the Public School Diplomas Tests.

[Public School Diplomas Tests Reviews](#). These are used to represent the Public School Diplomas Tests Reviews.

4. Guidelines

In this subprocess, we have the following roles:

[Planning Public School Diplomas Manager](#). This is the person managing the Planning Public School Diplomas 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 Public School Diplomas.

[Business Manager](#). This is the person managing the procurements for the .Development Facility

[Public School Diplomas Designers](#). This is the person managing the Public School Diplomas designs..

[Public School Diplomas Designs Reviewers](#). This is the person reviewing the Public School Diplomas designs..

[Public School Diplomas Builders](#). This is the person building the Public School Diplomas..

[Public School Diplomas Builds Reviewers](#). This is the person reviewing the Public School Diplomas.

[Public School Diplomas Testers](#). This is the person testing the Public School Diplomas..

[Public School Diplomas Tests Reviewers](#). This is the person reviewing the testing of the Public School Diplomas..

[Organization Manager](#). This is the person managing the Organization.

[Overall Organizations Manager](#). This is the person managing the overall Organizations.

5. Others

In this subprocess, we have the following other tools:

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

Worksheet - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Print Stop

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

IMDB

Subprocess Worksheet

Subprocess: Planning Public School Diplomas

In this subprocess, we deal with the planning of Public School Diplomas

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

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

References

["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](#)

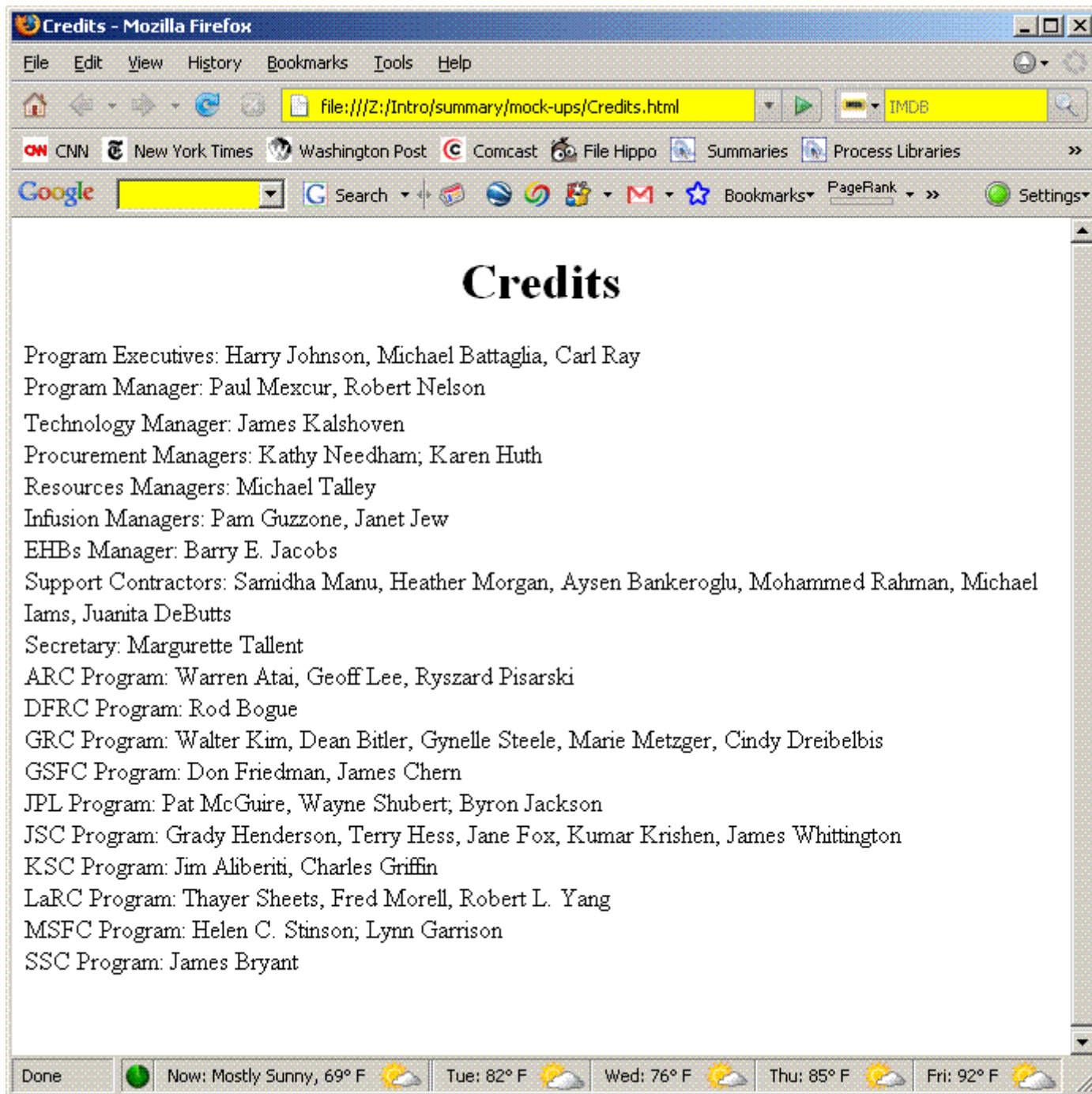
["NASA E-Commerce Solution Gains Attention"- Washington Technology](#)

["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](#)



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

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

Tools To Focus On During Stages. - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ehbs.org/intro/summary/stages1.html

Google

Tools To Focus On During Stages- By Tool.

| Tool | Process Developer | Process Participant |
|-----------------------|--|---|
| Descriptions | Learn, Integrate, Test, Teach, Work Together | Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together |
| Plays | Learn, Integrate, Test, Teach, Work Together | Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together |
| Documents | Learn, Integrate, Test, Teach, Work Together | Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together |
| Role Guidelines/EHBs | Learn, Integrate, Test, Teach, Work Together | Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together |
| Subprocess Worksheets | Learn, Integrate, Test, Teach, Work Together | Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together |
| References | Learn, Integrate, Test, Teach, Work Together | Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together |
| Credits | Learn, Integrate, Test, Teach, Work Together | Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together |

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

Tools To Focus On During Stages. - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ehbs.org/intro/summary/stages2.html

Google

Tools To Focus On During Stages- By Stage.

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


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




Shakespeare Meets Freud - Mozilla Firefox 4.0 Beta 3

File Edit View History Bookmarks Tools Help

Shakespeare Meets Freud



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



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

Done

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





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](#)

Subprocess Life-Cycle Views that are supported.

- **Organization subprocess teachers want to quickly learn, integrate, test, and teach their own views of their subprocesses. (Critical)** Organization subprocess teachers copy relevant organization subprocess Plays/Documents/Guidelines/Worksheets in the Process Library and then learn, integrate, test, and teach their new organization subprocess Plays/Documents/Guidelines/Worksheets.
- **Organization subprocess documentors want to quickly learn, integrate, test, and teach their own views of their subprocesses. (Critical)** Organization subprocess documentors copy relevant organization subprocess Plays/Documents/Guidelines/Worksheets in the Process Library and then learn, integrate, test, and teach their new organization subprocess Plays/Documents/Guidelines/Worksheets.
- **Organization subprocess managers want to quickly learn, integrate, test, and teach their own views of their subprocesses. (Critical)** Organization subprocess managers copy relevant organization subprocess Plays/Documents/Guidelines/Worksheets in the Process Library and then learn, integrate, test, and teach their new organization subprocess Plays/Documents/Guidelines/Worksheets.
- **Organization subprocess implementors want to quickly learn, integrate, test, and teach their own views of their subprocesses. (Critical)** Organization subprocess implementors copy relevant organization subprocess Plays/Documents/Guidelines/Worksheets in the Process Library and then learn, integrate, test, and teach their new organization subprocess Plays/Documents/Guidelines/Worksheets.
- **Organization subprocess participants want to quickly learn, integrate, and perform tasks that are part of their views. (Critical)** Organization subprocess participants study the steps of their organization subprocess view Guidelines.
- **Organization subprocess managers want to quickly monitor execution of tasks that are part of their views.** Organization subprocess managers monitor the execution of tasks using their organization subprocess Plays/Documents/Guidelines/Worksheets.
- **Organization subprocess teachers, documentors, managers, implementors, and participants want to quickly update, test and teach their subprocesses.** Organization subprocess teachers, documentors, managers, implementors, and participants update, test, and teach their organization subprocess Plays/Documents/Guidelines/Worksheets.
- **Organization subprocess teachers, documentors, managers, implementors, and participants want to quickly update, test, and teach using other organization's views.** Organization subprocess teachers, documentors, managers, implementors, and participants update, test, and teach using other relevant organization subprocess Plays/Documents/Guidelines/Worksheets in the Process Library.
- **Organization subprocess teachers, documentors, managers, implementors, and participants become hurt/angry when their views are not supported.** Organization subprocess teachers, documentors, managers, implementors, and participants update, test, and teach their organization subprocess Plays/Documents/Guidelines/Worksheets.
- **Organization subprocess implementors want to quickly update, test and teach tools that help facilitate execution of their subprocesses.** Organization subprocess implementors update, test, and teach tools using requirements from Plays/Documents/Guidelines/Worksheets in the Process Library.
- **Organization subprocess teachers, documentors, managers, implementors, and participants want to quickly leave when their views continue not to be supported.** Organization subprocess teachers, documentors, managers, implementors, and participants archive their organization subprocess Plays/Documents/Guidelines/Worksheets.
- **The Key Human Factor Issue: Communication Within and Across Organizations.** Organization subprocess Plays/Documents/Guidelines/Worksheets in Process Libraries facilitate intra- and inter- organization communication.

Basic People Principles that are supported - Mozilla Firefox

File Edit View History Bookmarks Tools Help

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

Basic People Principles that are supported.

- **Subprocesses determine tools.** The approach supports people doing their jobs as they see it. Forcing additional tools on people only adds more burdens to their jobs and they will likely ignore them. Additional requirements should be integrated into existing subprocesses.
- **Everyone's subprocesses should be supported as best as possible.** The approach supports people seeing their jobs differently. This is often a good thing for subprocess improvement.
- **Tools are role-based so that data is collected during subprocess execution.** As people partake in the subprocesses, the approach supports data entry in the system. If data collection is done after the fact, the quality of the data generally suffers.
- **Tools are people-based so that users require minimal training.** The approach helps people to determine which steps to use. For each of the substeps (i.e., forms and documents), the approach should have clear templates, instructions, and samples.
- **Tools are web-based so that users can easily partake.** The web-based approach supports the reduced need to install special software on user's computers. This is especially important in the case where the number of participants is large.
- **Everyone helps build the tools.** The approach supports joint ownership in the subprocesses and the underlying systems which is crucial for overall acceptance.

SF 5 Now: Cloudy, 32 °F Tue: 38 °F Wed: 43 °F Thu: 47 °F Fri: 52 °F Sat: 44 °F

Subprocess/Play Developments that are supported - Mozilla Firefox

File Edit View History Bookmarks Tools Help

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

Subprocess/Play Developments that are supported.

- **Presentation & Paper/Marketing.** The approach supports presentation & paper/marketing using the contents of Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
- **Worksheet/Outlining.** The approach supports worksheet/outlining using the drafting of Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
- **Temporal Flow/Playwriting.** The approach supports temporal flow/playwriting using the drafting of Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
- **Examples/Rehearsal.** The approach supports examples/rehearsals using the mockups of Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
- **Implementation/Staging.** The approach supports implementation/staging using the building of Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
- **Utilization/Performance.** The approach supports users utilization/performance using execution of Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
- **Revision/New Production.** The approach supports revision/new production using updates of the Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
- **Closeout/End Production.** The approach supports closeout/ end performance using storage of the Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.

SF 5 Now: Cloudy, 32 °F Tue: 38 °F Wed: 43 °F Thu: 47 °F Fri: 52 °F Sat: 44 °F

Process Library Operations that are supported - Mozilla Firefox

File Edit View History Bookmarks Tools Help

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

Process Library Operations that are supported.

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

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

Overview of New York City Public School System Public School Diplomas Process Library - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Print Stop file:///E:/Others/psstudents/nycpss/plib/overview.html ★ IMDB

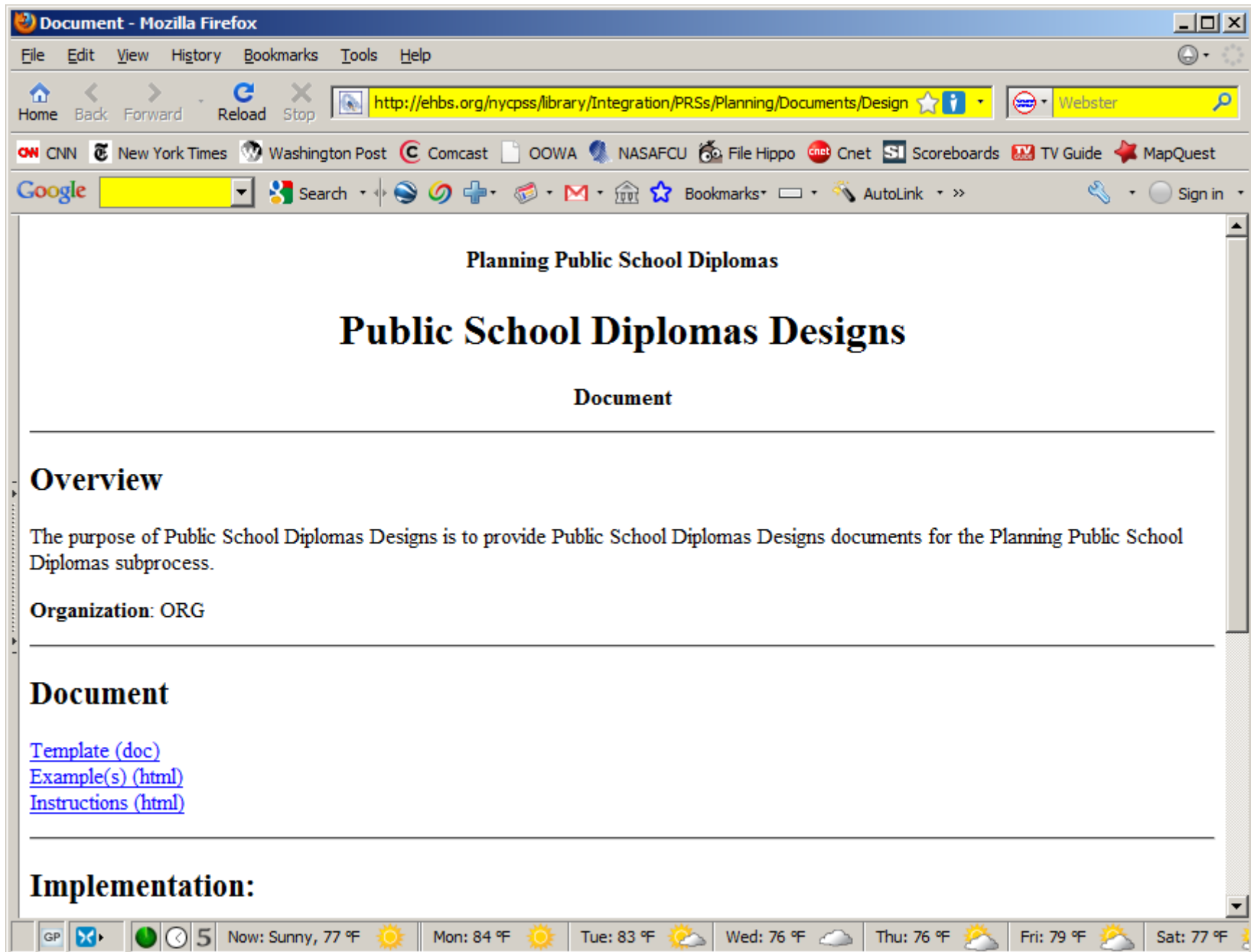
Overview of New York City Public School System Public School Diplomas Process Library

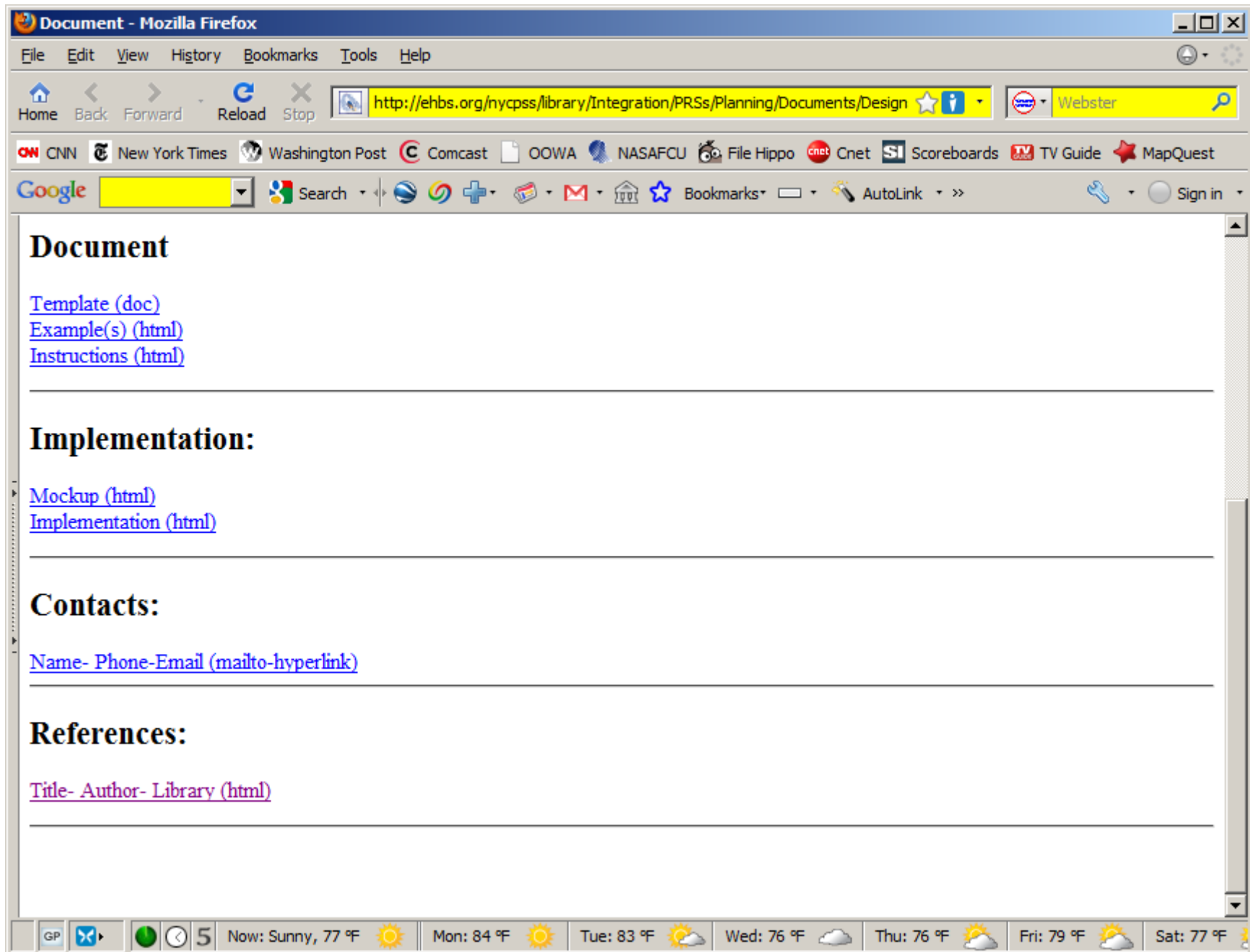
The objective of this tool is to help New York City Public School System Public School Diplomas Managers (and Staff) to *quickly learn* to build and manage Diplomas. We present our approach in five bullets.

- We focus on the documents that New York City Public School System Public School Diplomas Managers prepare. These documents appear within various subprocesses (e.g., [1](#)) and within multiple organizations (e.g., [2](#)).
- For each subprocess, we create a directory of documents for that subprocess. (e.g., [1](#), [2](#))
- For each document type, we create files to help prepare the document. These files include document overview, organization, related links, structure, references, organization samples, organization contacts, and *sample documents from other organizations*. (e.g., [1](#), [2](#))
- Sample documents have three levels of access: a) Unconditionally Distributable (e.g., [1](#), [2](#)), b) Maintained In Organization Libraries (e.g., [1](#), [2](#)), and c) Proprietary (e.g., [1](#), [2](#)).
- Each organization gets worksheets for its own use. These worksheets also help add to the database as Managers go thru the subprocesses. (e.g., [1](#), [2](#))

For more information on the New York City Public School System Public School Diplomas Process Library see: [paper](#), [summary](#), and [other process libraries](#).

D... Now: Mist, 61° F Thu: 66° F Fri: 68° F Sat: 76° F Sun: 79° F Mon: 79° F Tue: 76° F





Fetch Integration - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

file:///E:/Others/psstudents/hcpss/summary/mock-ups/Integration: GSpace Go

Fetch Integration

| Read Integration | |
|------------------|----------------------------------|
| Classification | Product Realization Subprocesses |
| Subprocess | Planning Public School Diplomas |
| Type | Guidelines |
| Title | Subprocess Manager |
| Id | T4-4-3-00 |
| Integration Url | Fetch |
| Ordinal | 33 |
| Date Created | 03-MAY-2005 |
| Date Updated | 18-MAY-2005 |

| Samples From Views | |
|---|--|
| Pre-School Division Fetch | Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005 |
| Elementary School Division Fetch | Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005 |
| Middle School Division Fetch | Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005 |
| High School Division Fetch | Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005 |
| Adult Education Division Fetch | Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005 |

Dr... Integrations - ...

Overview of New York City Public School System Public School Diplomas Process Library - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Print Stop file:///E:/Others/psstudents/nycpss/plib/overview.html ★ IMDB

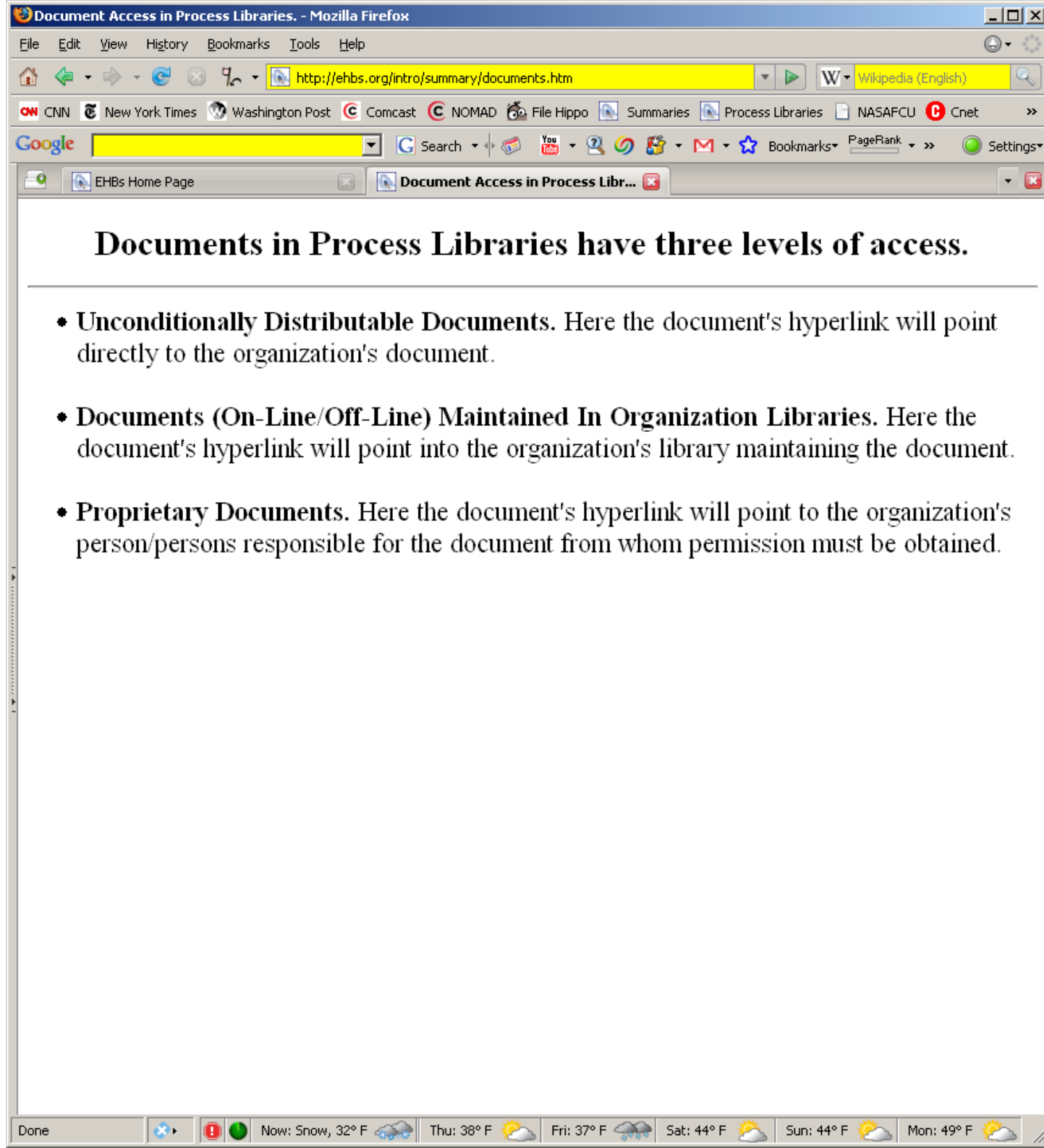
Overview of New York City Public School System Public School Diplomas Process Library

The objective of this tool is to help New York City Public School System Public School Diplomas Managers (and Staff) to *quickly learn* to build and manage Diplomas. We present our approach in five bullets.

- We focus on the documents that New York City Public School System Public School Diplomas Managers prepare. These documents appear within various subprocesses (e.g., [1](#)) and within multiple organizations (e.g., [2](#)).
- For each subprocess, we create a directory of documents for that subprocess. (e.g., [1](#), [2](#))
- For each document type, we create files to help prepare the document. These files include document overview, organization, related links, structure, references, organization samples, organization contacts, and *sample documents from other organizations*. (e.g., [1](#), [2](#))
- Sample documents have three levels of access: a) Unconditionally Distributable (e.g., [1](#), [2](#)), b) Maintained In Organization Libraries (e.g., [1](#), [2](#)), and c) Proprietary (e.g., [1](#), [2](#)).
- Each organization gets worksheets for its own use. These worksheets also help add to the database as Managers go thru the subprocesses. (e.g., [1](#), [2](#))

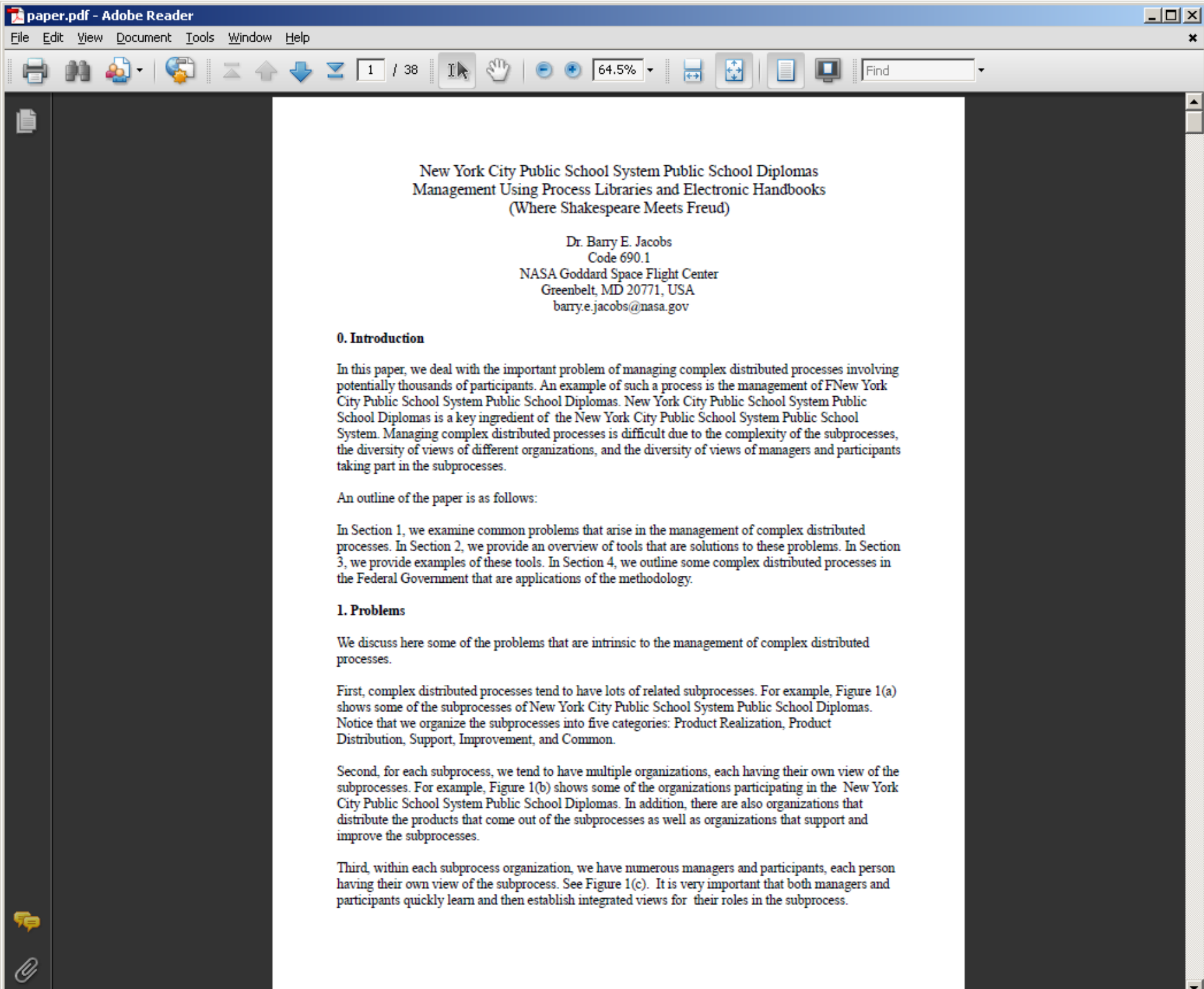
For more information on the New York City Public School System Public School Diplomas Process Library see: [paper](#), [summary](#), and [other process libraries](#).

D... Now: Mist, 61° F Thu: 66° F Fri: 68° F Sat: 76° F Sun: 79° F Mon: 79° F Tue: 76° F



Documents in Process Libraries have three levels of access.

- **Unconditionally Distributable Documents.** Here the document's hyperlink will point directly to the organization's document.
- **Documents (On-Line/Off-Line) Maintained In Organization Libraries.** Here the document's hyperlink will point into the organization's library maintaining the document.
- **Proprietary Documents.** Here the document's hyperlink will point to the organization's person/persons responsible for the document from whom permission must be obtained.



New York City Public School System Public School Diplomas
Management Using Process Libraries and Electronic Handbooks
(Where Shakespeare Meets Freud)

Dr. Barry E. Jacobs
Code 690.1
NASA Goddard Space Flight Center
Greenbelt, MD 20771, USA
barry.e.jacobs@nasa.gov

0. Introduction

In this paper, we deal with the important problem of managing complex distributed processes involving potentially thousands of participants. An example of such a process is the management of FNew York City Public School System Public School Diplomas. New York City Public School System Public School Diplomas is a key ingredient of the New York City Public School System Public School System. Managing complex distributed processes is difficult due to the complexity of the subprocesses, the diversity of views of different organizations, and the diversity of views of managers and participants taking part in the subprocesses.

An outline of the paper is as follows:

In Section 1, we examine common problems that arise in the management of complex distributed processes. In Section 2, we provide an overview of tools that are solutions to these problems. In Section 3, we provide examples of these tools. In Section 4, we outline some complex distributed processes in the Federal Government that are applications of the methodology.

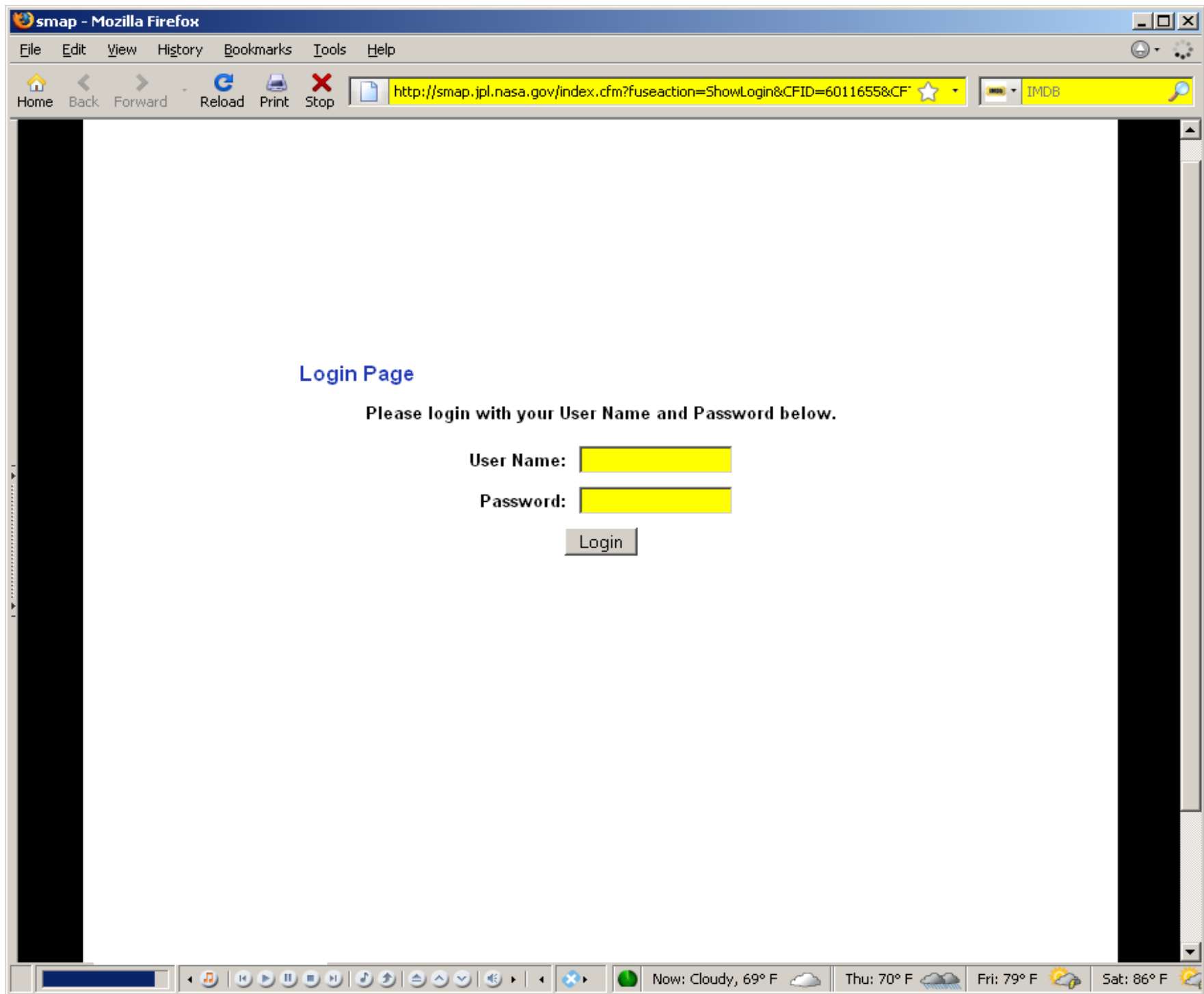
1. Problems

We discuss here some of the problems that are intrinsic to the management of complex distributed processes.

First, complex distributed processes tend to have lots of related subprocesses. For example, Figure 1(a) shows some of the subprocesses of New York City Public School System Public School Diplomas. Notice that we organize the subprocesses into five categories: Product Realization, Product Distribution, Support, Improvement, and Common.

Second, for each subprocess, we tend to have multiple organizations, each having their own view of the subprocesses. For example, Figure 1(b) shows some of the organizations participating in the New York City Public School System Public School Diplomas. In addition, there are also organizations that distribute the products that come out of the subprocesses as well as organizations that support and improve the subprocesses.

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



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

File Edit View Insert Format Options Tools Help

Send Contacts Spell Attach Security Save

From: Barry E. Jacobs <barry.e.jacobs@nasa.gov> - BEJ@nasa

To: Mary.T.Smith@jpl.nasa.gov

To:

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

Preformat Variable Width

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

Package

Thanks,

Barry

|

--

Dr. Barry E. Jacobs
Code 690.1
NASA Goddard Space Flight Center
Greenbelt, MD 20771
barry.e.jacobs@nasa.gov

Overview of New York City Public School System Public School Diplomas Process Library - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Print Stop file:///E:/Others/psstudents/nycps/plib/overview.html ★ IMDB

Overview of New York City Public School System Public School Diplomas Process Library

The objective of this tool is to help New York City Public School System Public School Diplomas Managers (and Staff) to *quickly learn* to build and manage Diplomas. We present our approach in five bullets.

- We focus on the documents that New York City Public School System Public School Diplomas Managers prepare. These documents appear within various subprocesses (e.g., [1](#)) and within multiple organizations (e.g., [2](#)).
- For each subprocess, we create a directory of documents for that subprocess. (e.g., [1](#), [2](#))
- For each document type, we create files to help prepare the document. These files include document overview, organization, related links, structure, references, organization samples, organization contacts, and *sample documents from other organizations*. (e.g., [1](#), [2](#))
- Sample documents have three levels of access: a) Unconditionally Distributable (e.g., [1](#), [2](#)), b) Maintained In Organization Libraries (e.g., [1](#), [2](#)), and c) Proprietary (e.g., [1](#), [2](#)).

- Each organization gets worksheets for its own use. These worksheets also help add to the database as Managers go thru the subprocesses. (e.g., [1](#), [2](#))

For more information on the New York City Public School System Public School Diplomas Process Library see: [paper](#), [summary](#), and [other process libraries](#).

D... Now: Mist, 61° F Thu: 66° F Fri: 68° F Sat: 76° F Sun: 79° F Mon: 79° F Tue: 76° F

Subprocess Worksheet

Subprocess: Planning Public School Diplomas

In this subprocess, we deal with the planning of Public School Diplomas

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

Overview of New York City Public School System Public School Diplomas Process Library - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Print Stop file:///E:/Others/psstudents/nycps/plib/overview.html ★ IMDB

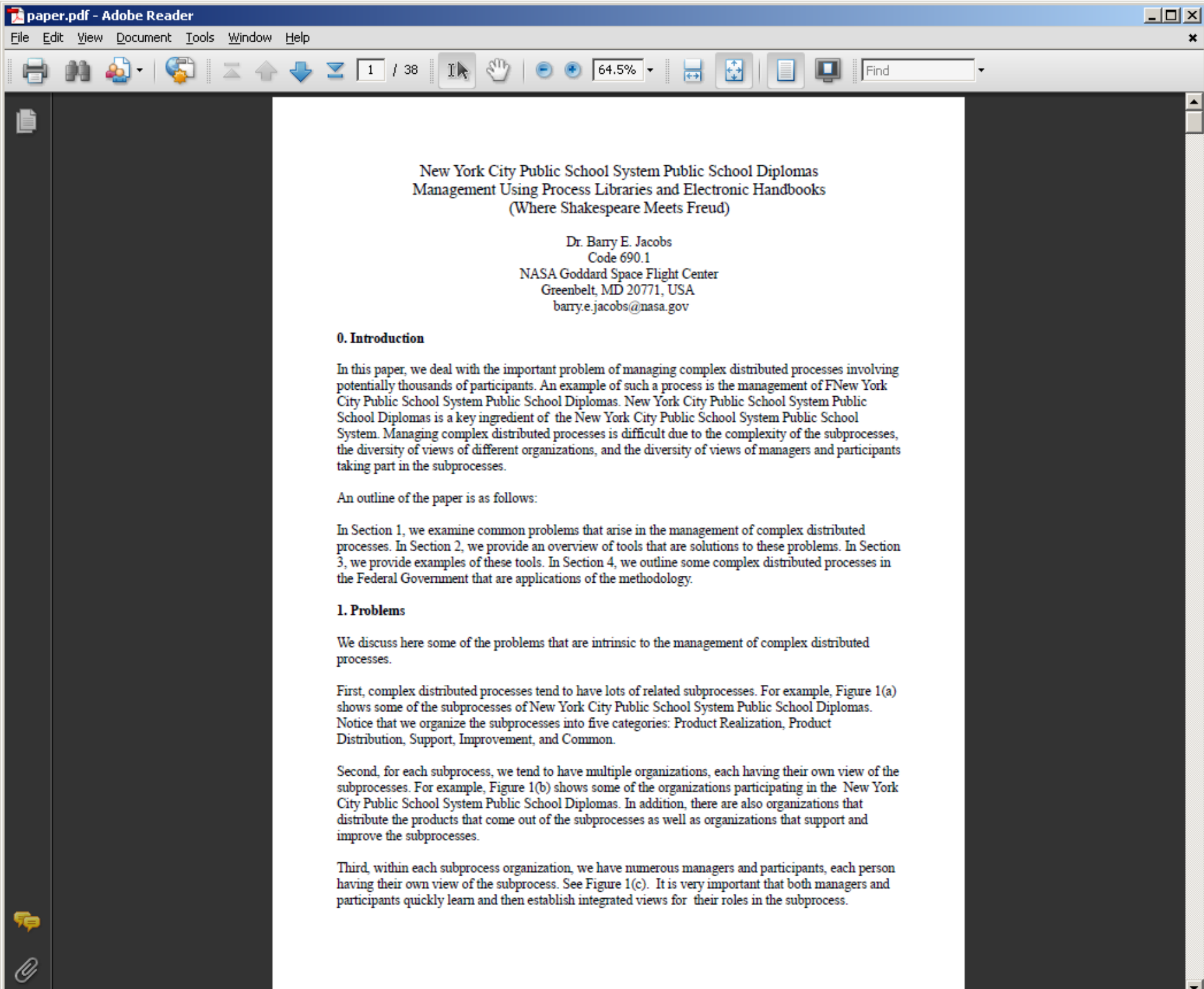
Overview of New York City Public School System Public School Diplomas Process Library

The objective of this tool is to help New York City Public School System Public School Diplomas Managers (and Staff) to *quickly learn* to build and manage Diplomas. We present our approach in five bullets.

- We focus on the documents that New York City Public School System Public School Diplomas Managers prepare. These documents appear within various subprocesses (e.g., [1](#)) and within multiple organizations (e.g., [2](#)).
- For each subprocess, we create a directory of documents for that subprocess. (e.g., [1](#), [2](#))
- For each document type, we create files to help prepare the document. These files include document overview, organization, related links, structure, references, organization samples, organization contacts, and *sample documents from other organizations*. (e.g., [1](#), [2](#))
- Sample documents have three levels of access: a) Unconditionally Distributable (e.g., [1](#), [2](#)), b) Maintained In Organization Libraries (e.g., [1](#), [2](#)), and c) Proprietary (e.g., [1](#), [2](#)).
- Each organization gets worksheets for its own use. These worksheets also help add to the database as Managers go thru the subprocesses. (e.g., [1](#), [2](#))

For more information on the New York City Public School System Public School Diplomas Process Library see: [paper](#), [summary](#), and [other process libraries](#).

D... Now: Mist, 61° F Thu: 66° F Fri: 68° F Sat: 76° F Sun: 79° F Mon: 79° F Tue: 76° F



New York City Public School System Public School Diplomas
Management Using Process Libraries and Electronic Handbooks
(Where Shakespeare Meets Freud)

Dr. Barry E. Jacobs
Code 690.1
NASA Goddard Space Flight Center
Greenbelt, MD 20771, USA
barry.e.jacobs@nasa.gov

0. Introduction

In this paper, we deal with the important problem of managing complex distributed processes involving potentially thousands of participants. An example of such a process is the management of FNew York City Public School System Public School Diplomas. New York City Public School System Public School Diplomas is a key ingredient of the New York City Public School System Public School System. Managing complex distributed processes is difficult due to the complexity of the subprocesses, the diversity of views of different organizations, and the diversity of views of managers and participants taking part in the subprocesses.

An outline of the paper is as follows:

In Section 1, we examine common problems that arise in the management of complex distributed processes. In Section 2, we provide an overview of tools that are solutions to these problems. In Section 3, we provide examples of these tools. In Section 4, we outline some complex distributed processes in the Federal Government that are applications of the methodology.

1. Problems

We discuss here some of the problems that are intrinsic to the management of complex distributed processes.

First, complex distributed processes tend to have lots of related subprocesses. For example, Figure 1(a) shows some of the subprocesses of New York City Public School System Public School Diplomas. Notice that we organize the subprocesses into five categories: Product Realization, Product Distribution, Support, Improvement, and Common.

Second, for each subprocess, we tend to have multiple organizations, each having their own view of the subprocesses. For example, Figure 1(b) shows some of the organizations participating in the New York City Public School System Public School Diplomas. In addition, there are also organizations that distribute the products that come out of the subprocesses as well as organizations that support and improve the subprocesses.

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

New York City Public School System Public School Diplomas Management - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ehbs.org/nycpss/summary/index.html

Yahoo

New York City Public School System Public School Diplomas Management Using Process Libraries and Electronic Handbooks

(Where Shakespeare Meets Freud)

Summary

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

[\(Quick Summary\)](#)

[\(Paper\)](#)

[\(Demonstration\)](#)

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

[\(Demonstration Tool\)](#)

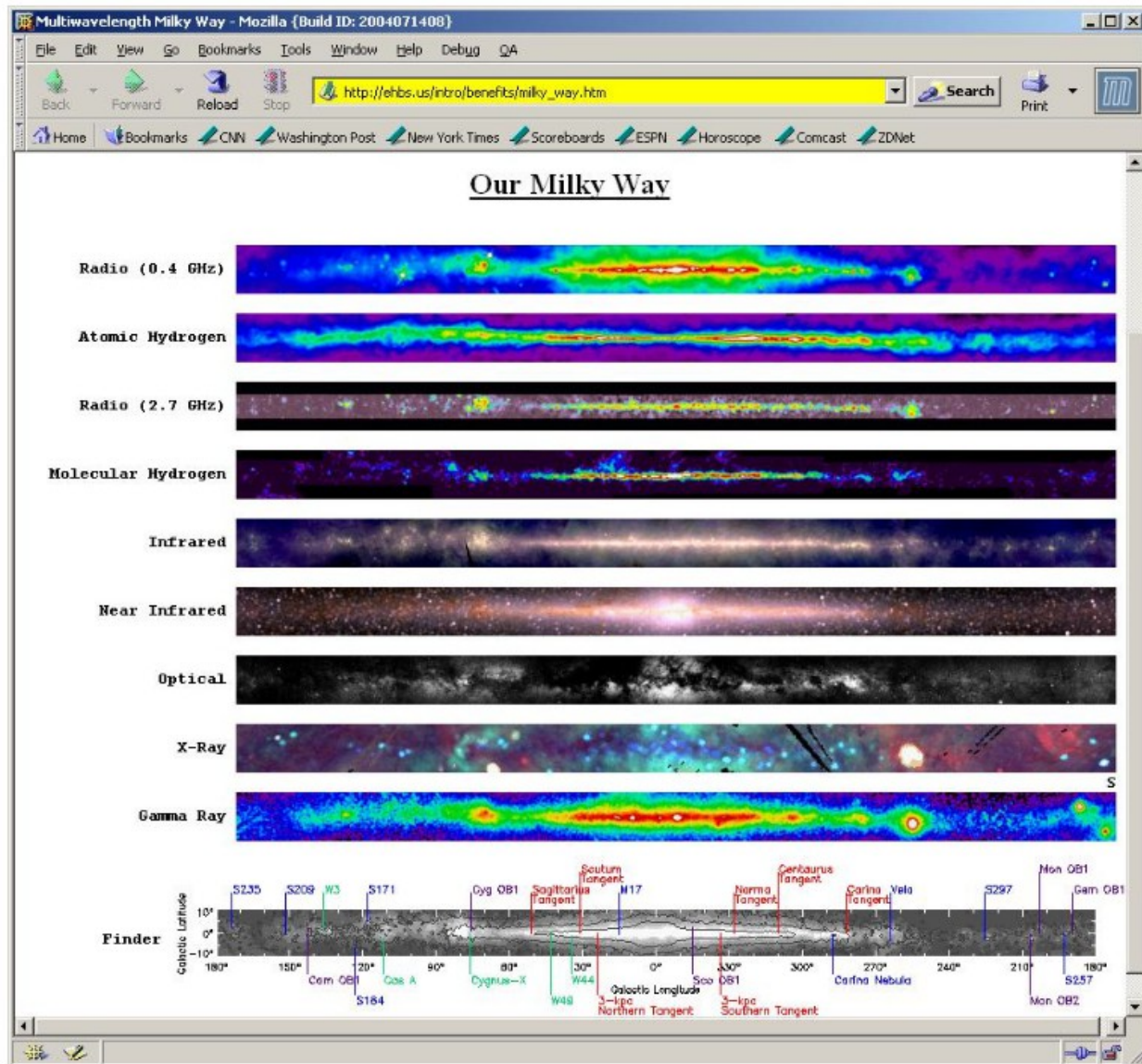
[\(Home Page\)](#)

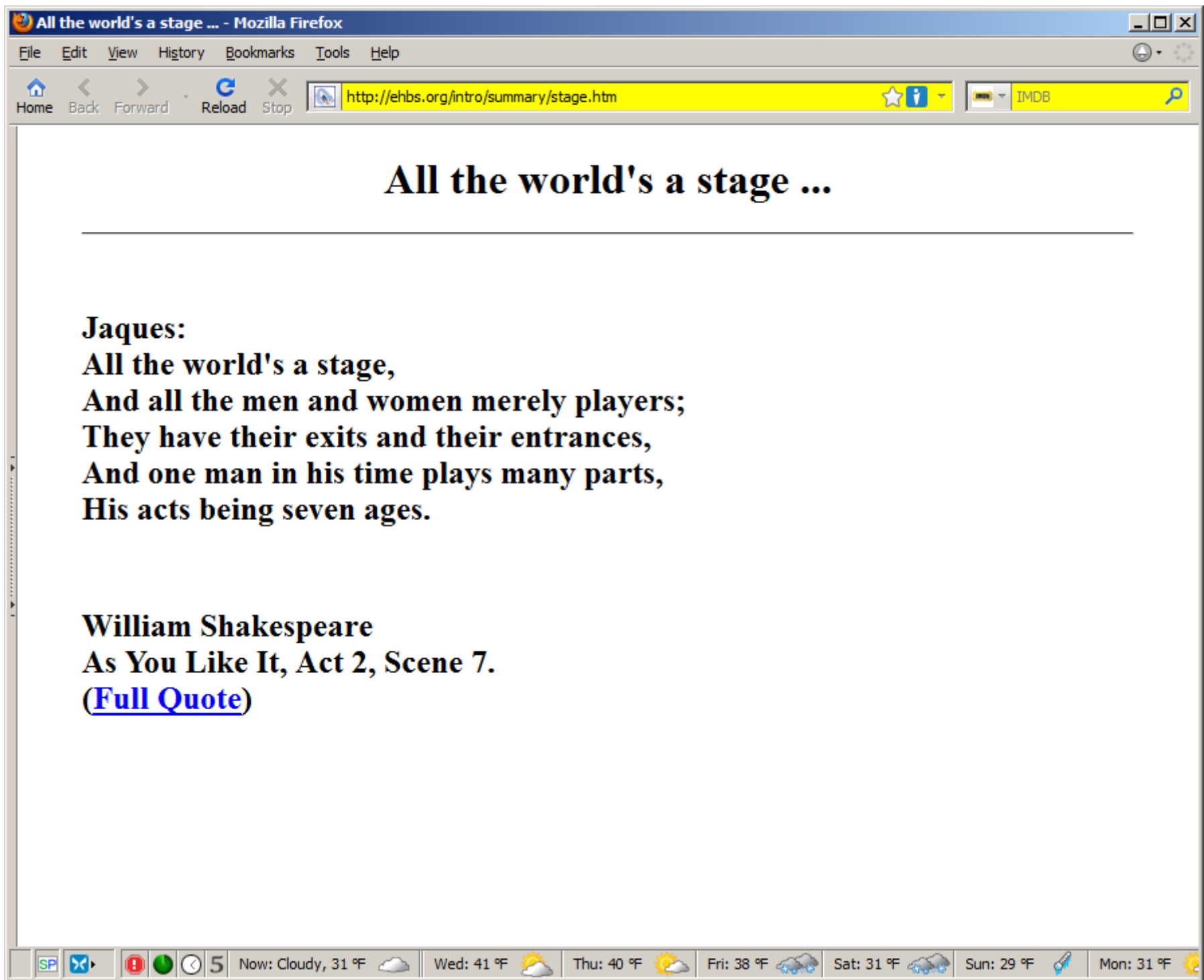
- [Cover](#)
- [The Bottom Line: Provide editable and cost-saving process documentation tools for process developers and participants to help them quickly and effectively learn, adapt, test, teach, and work together. These tools may be added to new or existing systems.](#)
- [Objective: Develop Internet-based tools to support the paperless documentation and management of complex distributed processes.](#)
- [Plays describe subprocess execution.](#)
- [Our basic approach is to wrap organization's subprocesses in a common envelope containing "communication vehicles" that facilitate learning plus intra-organization communication.](#)
- [Outline of Presentation.](#)
- [Objective: Develop Internet-based tools to support the paperless documentation and management of complex distributed processes.](#)
- [Plays describe subprocess execution.](#)
- [Organizations provide different views of the subprocesses, some of which may be proprietary.](#)
- [People in organizations provide different views of the subprocesses.](#)
- [Organizations generate Subprocess Life-Cycle Views.](#)

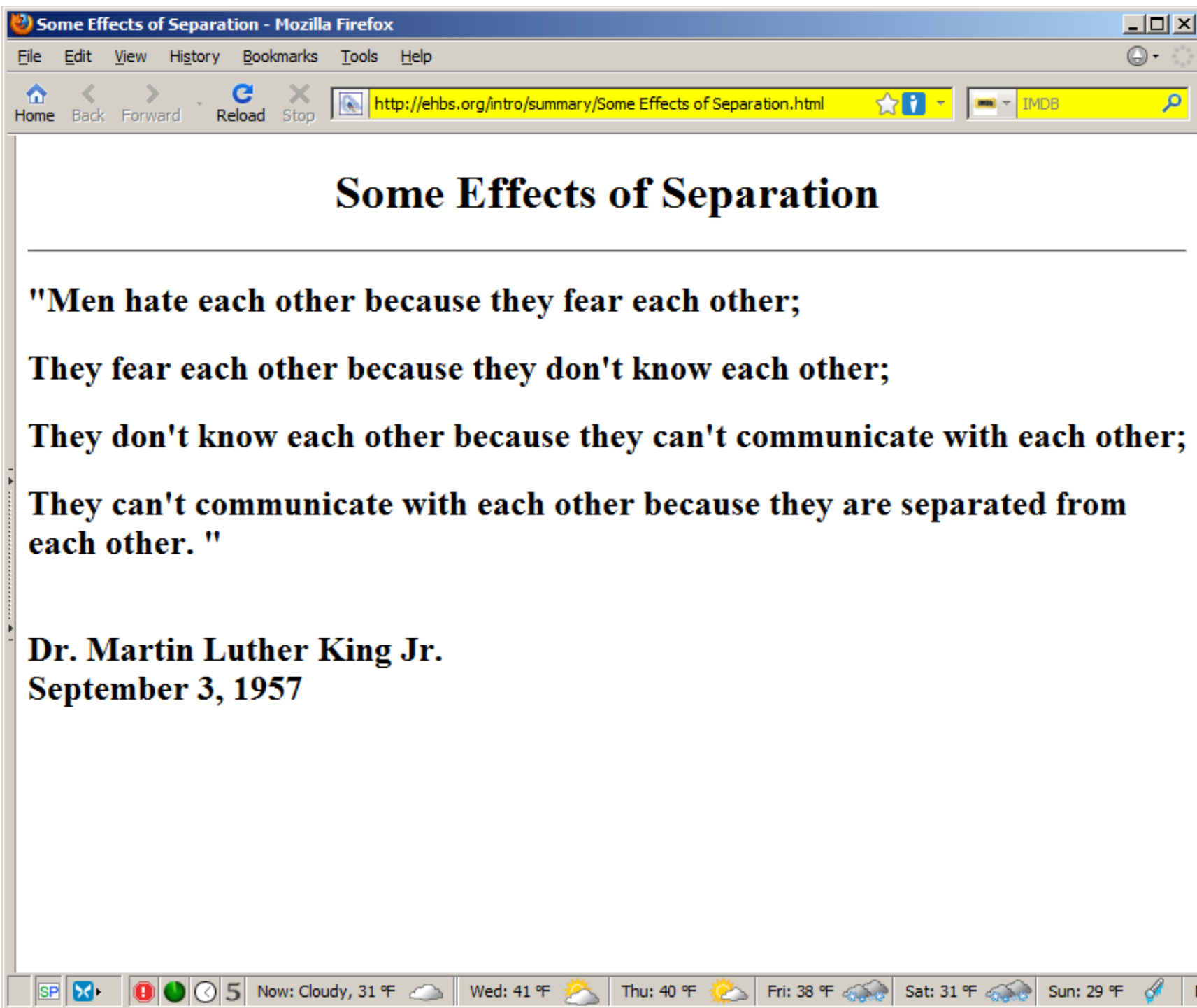
Now: 52°F Thu: 58°F Fri: 39°F Sat: 36°F Sun: 33°F Mon: 39°F Tue: 49°F



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







Theatre of Dionysus- Athens, Greece



For More Details



File Edit View History Bookmarks Tools Help

EHBs Home Page



ehbs.us

Search

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

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

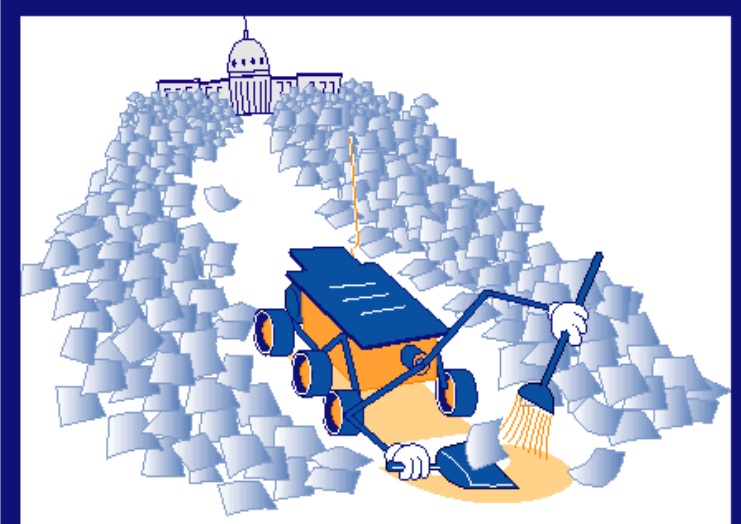
 

[Home](#)

- [1. What are PLs and EHBs?](#)
- [2. Some Quick Summaries](#)
- [3. Some Applications](#)
- [4. In The Press](#)
- [5. Experiences](#)
- [6. Some Papers](#)
- [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?](#)



BY D'ANGELO FOR THE WASHINGTON POST

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

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