

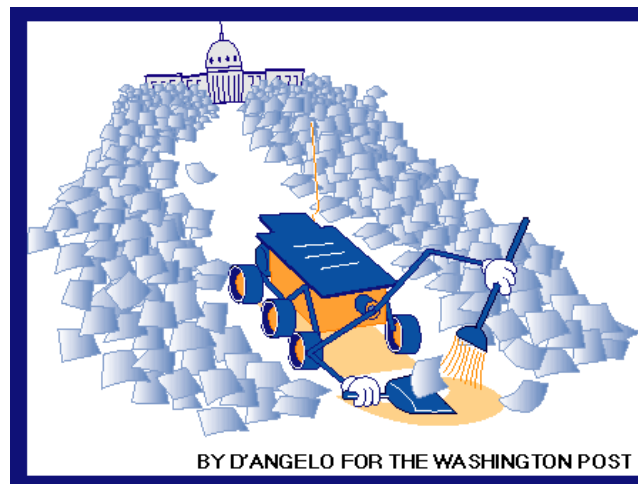
# Mormonism Management Using Process Libraries and Electronic Handbooks



(Where Shakespeare Meets Freud)



## Quick Summary



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.

Play - Mozilla Firefox

File Edit View History Bookmarks Tools Help

file:///E:/Others/religions/Mormonism/library/Integration/PRSs/Planning/Play. IMDB

## 5. Planning Congregations

-Design Subprocess Mormonism Congregations-  
[Mormonism Congregations Designers:](#)  
[Design Subprocess Mormonism Congregations](#)

-Review Subprocess Mormonism Congregations Design-  
[Planning Congregations Manager](#)  
[Organization Manager](#)  
[Overall Organizations Manager,](#)  
[Project Manager](#)  
[Demonstration Tools Developer](#)  
[Customer](#)  
[Business Manager](#)  
[Mormonism Congregations Designers](#)  
[Mormonism Congregations Designs Reviewers](#)  
[Mormonism Congregations Builders](#)  
[Mormonism Congregations Builds Reviewers](#)  
[Mormonism Congregations Testers](#)  
[Mormonism Congregations Tests Reviewers:](#)  
[Review Subprocess Mormonism Congregations Design](#)

-Approve Subprocess Mormonism Congregations Design-  
[Project Manager](#)  
[Customer:](#)  
[Approve Subprocess Mormonism Congregations Design](#)

## 6. Implementing Mormonism Congregations

-Implement Subprocess Mormonism Congregations-  
[Mormonism Congregations Builders:](#)  
[Implement Subprocess Mormonism Congregations](#)

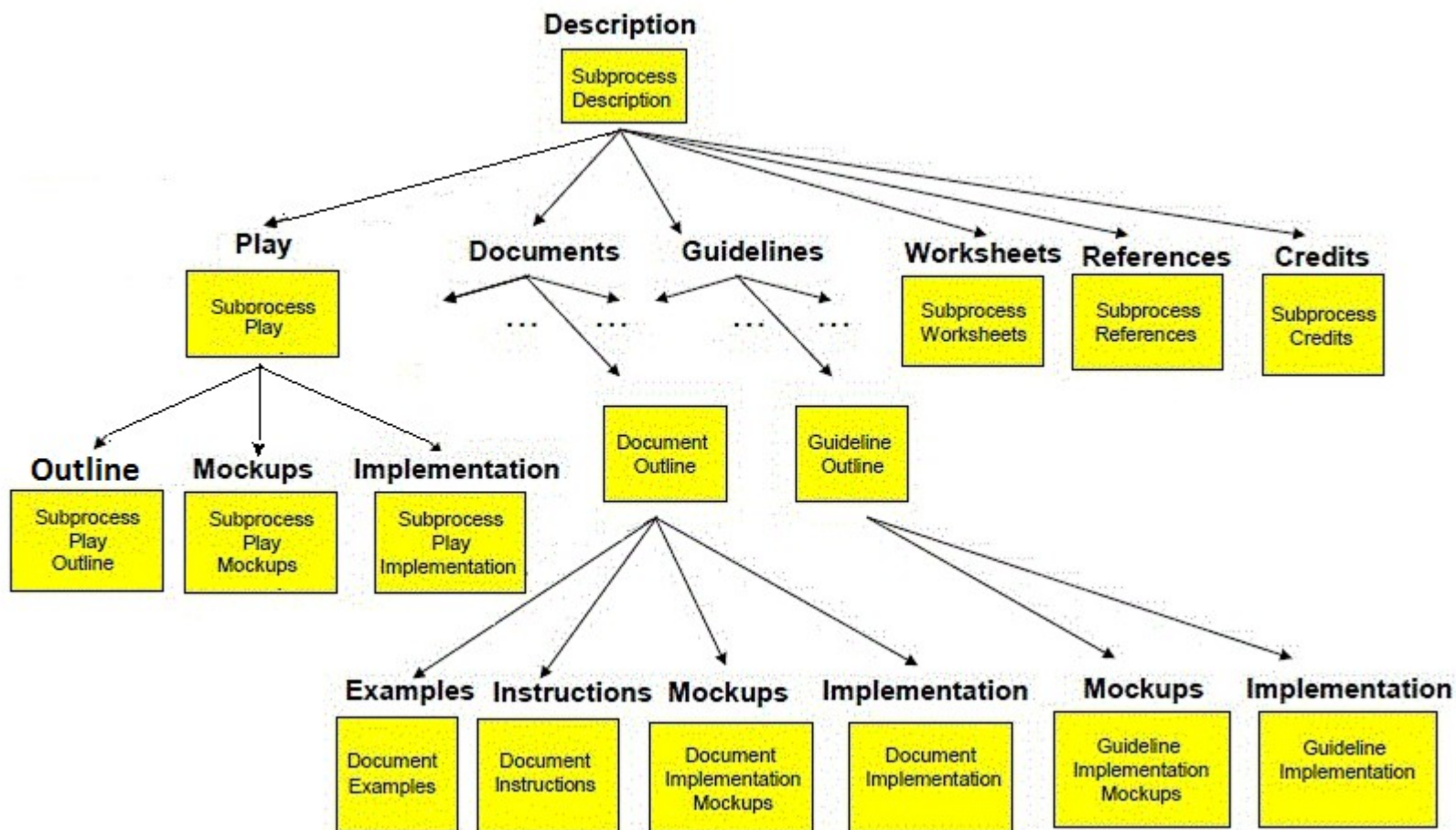
-Review Subprocess Mormonism Congregations Implementation-  
[Planning Congregations Manager](#)

Now: 59°F Wed: 63°F Thu: 61°F Fri: 62°F Sat: 66°F Sun: 65°F Mon: 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.**

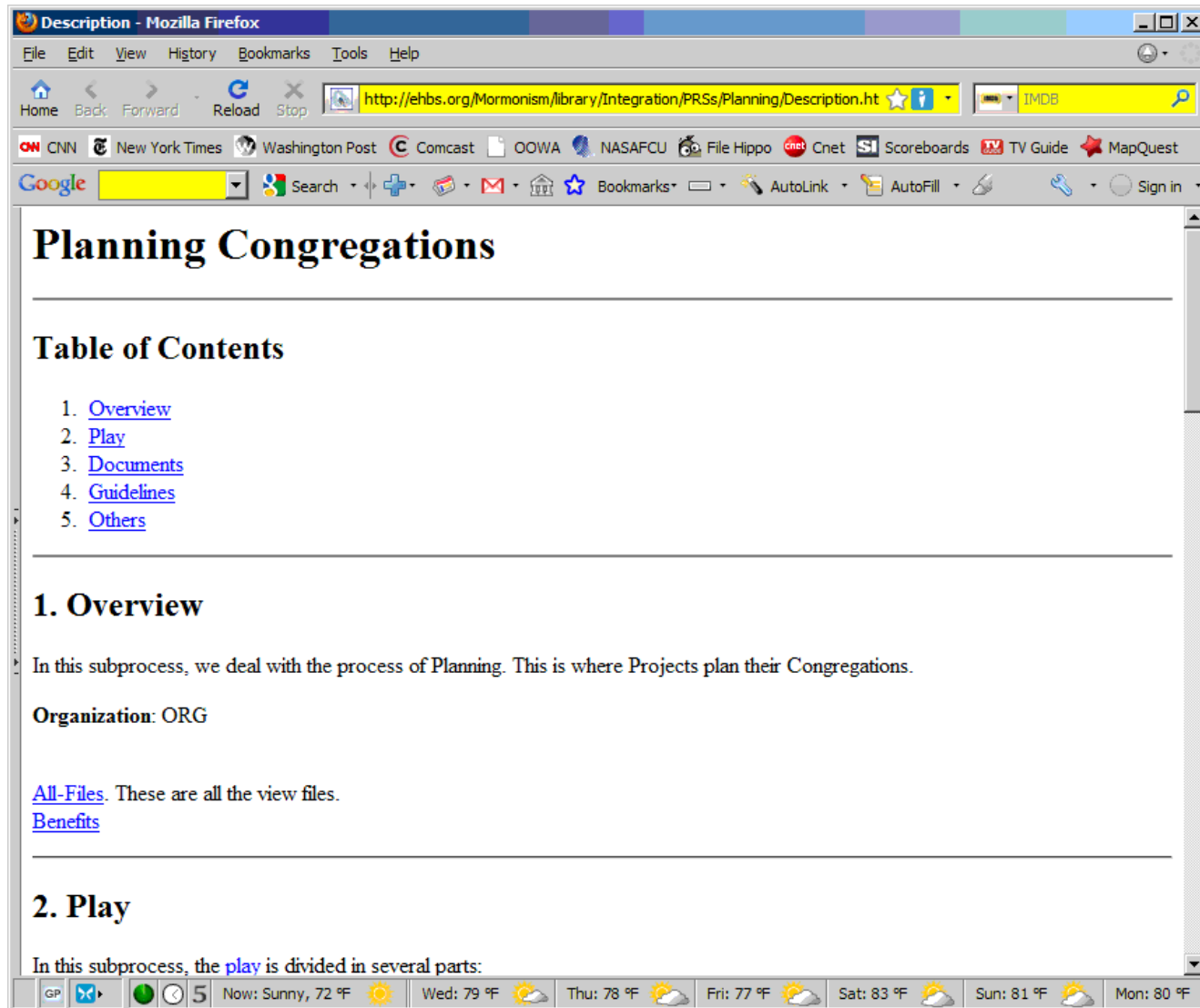
**William Shakespeare**

**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 address bar displaying the URL: <http://ehbs.org/Mormonism/library/Integration/PRs/Planning/Description.ht>. The page content includes:

## Planning Congregations

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### Table of Contents

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

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### 1. Overview

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

**Organization:** ORG

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

---

### 2. Play

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

The browser's taskbar at the bottom shows the system tray with weather information for various days: Now: Sunny, 72 °F; Wed: 79 °F; Thu: 78 °F; Fri: 77 °F; Sat: 83 °F; Sun: 81 °F; Mon: 80 °F.



# Plays describe subprocess execution.

Play - Mozilla Firefox

File Edit View History Bookmarks Tools Help

file:///E:/Others/religions/Mormonism/library/Integration/PRs/Planning/Play. IMDB

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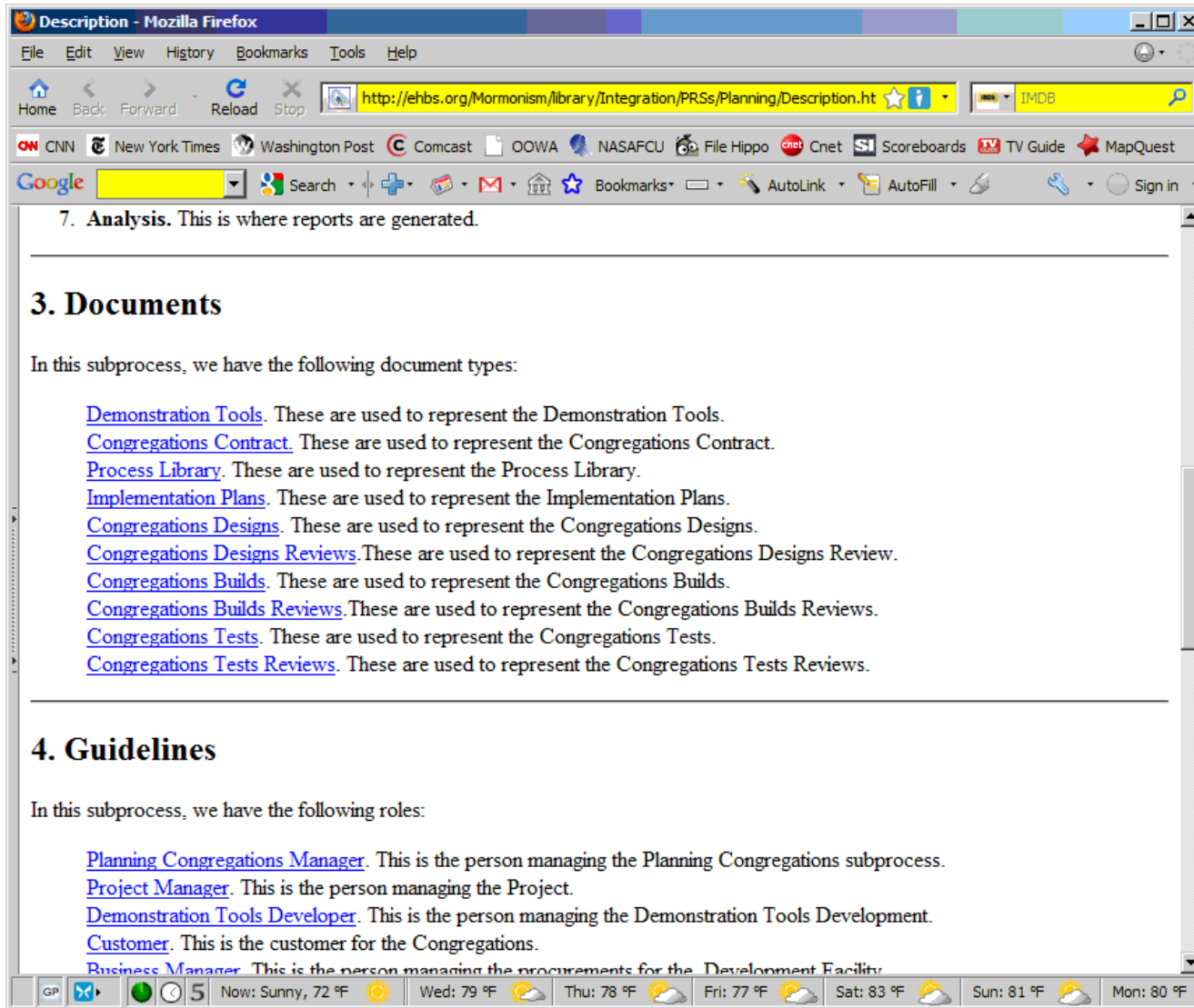
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-Implement Subprocess Mormonism Congregations-  
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[Planning Congregations Manager](#)

Now: 59°F Wed: 63°F Thu: 61°F Fri: 62°F Sat: 66°F Sun: 65°F Mon: 65°F

# Documents describe subprocess data.



7. **Analysis.** This is where reports are generated.

---

### 3. Documents

In this subprocess, we have the following document types:

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

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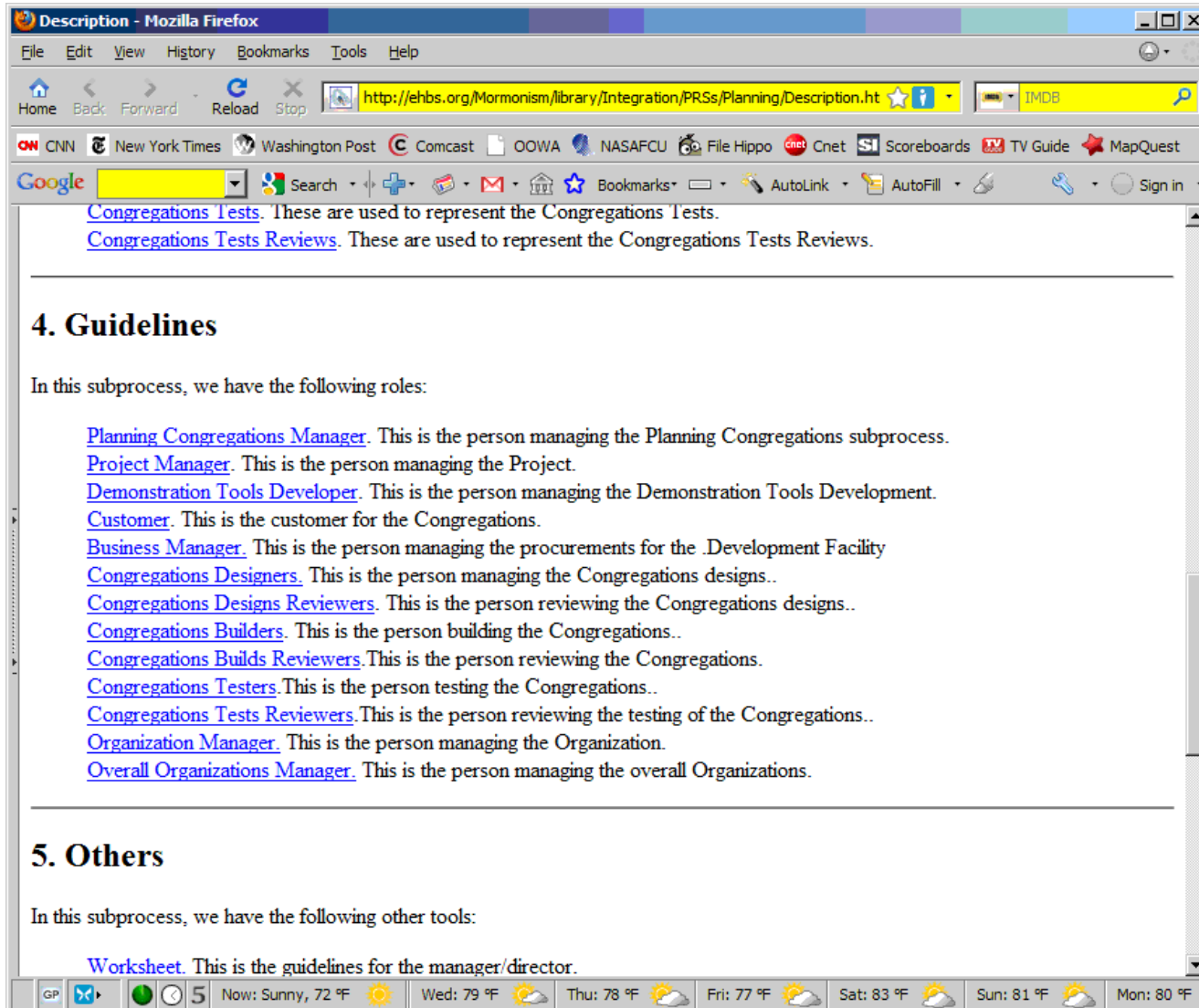
### 4. Guidelines

In this subprocess, we have the following roles:

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

The screenshot shows a Mozilla Firefox browser window with the address bar displaying the URL: <http://ehbs.org/Mormonism/library/Integration/PRs/Planning/Description.ht>. The browser's toolbar includes various icons for home, back, forward, reload, and search. The page content is displayed in a white area with a vertical scrollbar on the right. The Windows taskbar at the bottom shows the system tray with icons for network, volume, and power, along with a weather forecast for the current day and the following days.

# Guidelines describe user subprocesses.



The screenshot shows a Mozilla Firefox browser window with the address bar displaying <http://ehbs.org/Mormonism/library/Integration/PRs/Planning/Description.htm>. The page content includes:

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

---

## 4. Guidelines

In this subprocess, we have the following roles:

- [Planning Congregations Manager](#). This is the person managing the Planning Congregations 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 Congregations.
- [Business Manager](#). This is the person managing the procurements for the .Development Facility
- [Congregations Designers](#). This is the person managing the Congregations designs..
- [Congregations Designs Reviewers](#). This is the person reviewing the Congregations designs..
- [Congregations Builders](#). This is the person building the Congregations..
- [Congregations Builds Reviewers](#). This is the person reviewing the Congregations.
- [Congregations Testers](#). This is the person testing the Congregations..
- [Congregations Tests Reviewers](#). This is the person reviewing the testing of the Congregations..
- [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 a clock at 5:00 and a weather forecast for the week: Now: Sunny, 72 °F; Wed: 79 °F; Thu: 78 °F; Fri: 77 °F; Sat: 83 °F; Sun: 81 °F; Mon: 80 °F.

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

Worksheet - Mozilla Firefox

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

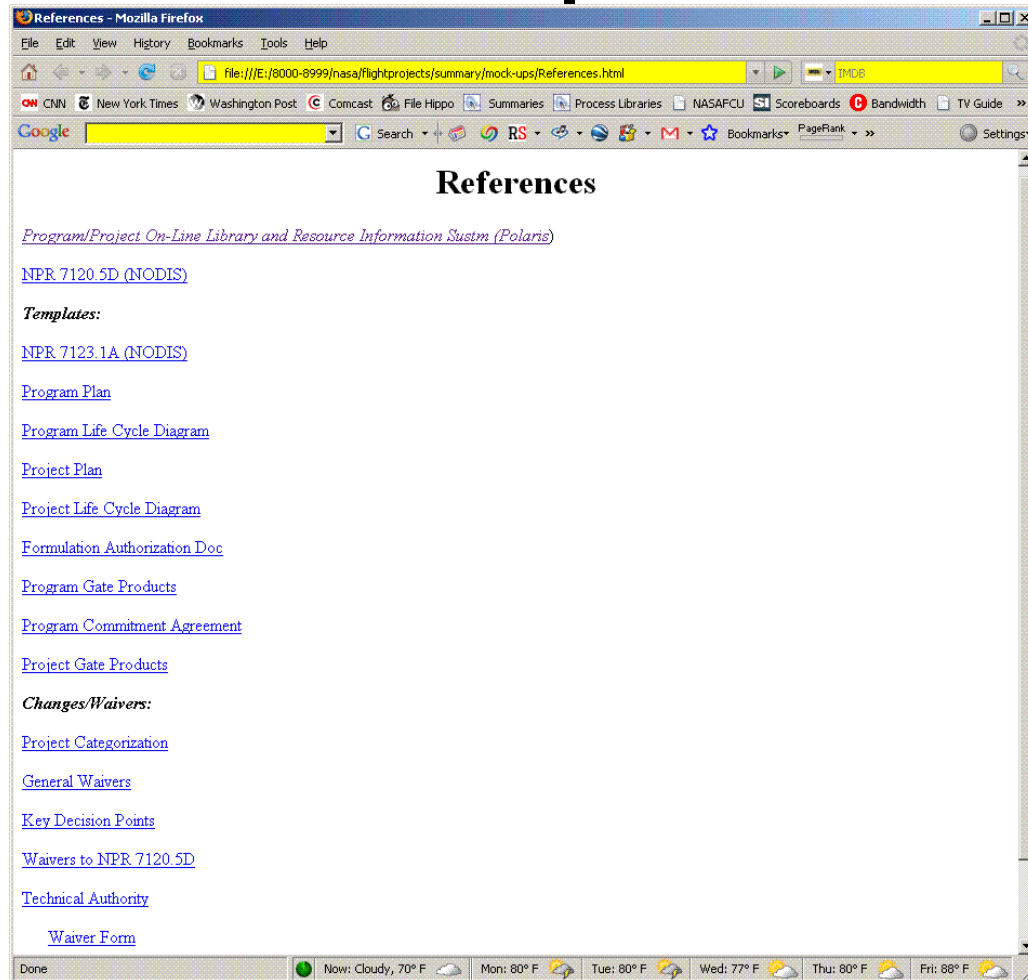
## Subprocess Worksheet

**Subprocess: Planning Mormon Congregations**  
 In this subprocess, we deal with the planning of Mormon Congregations

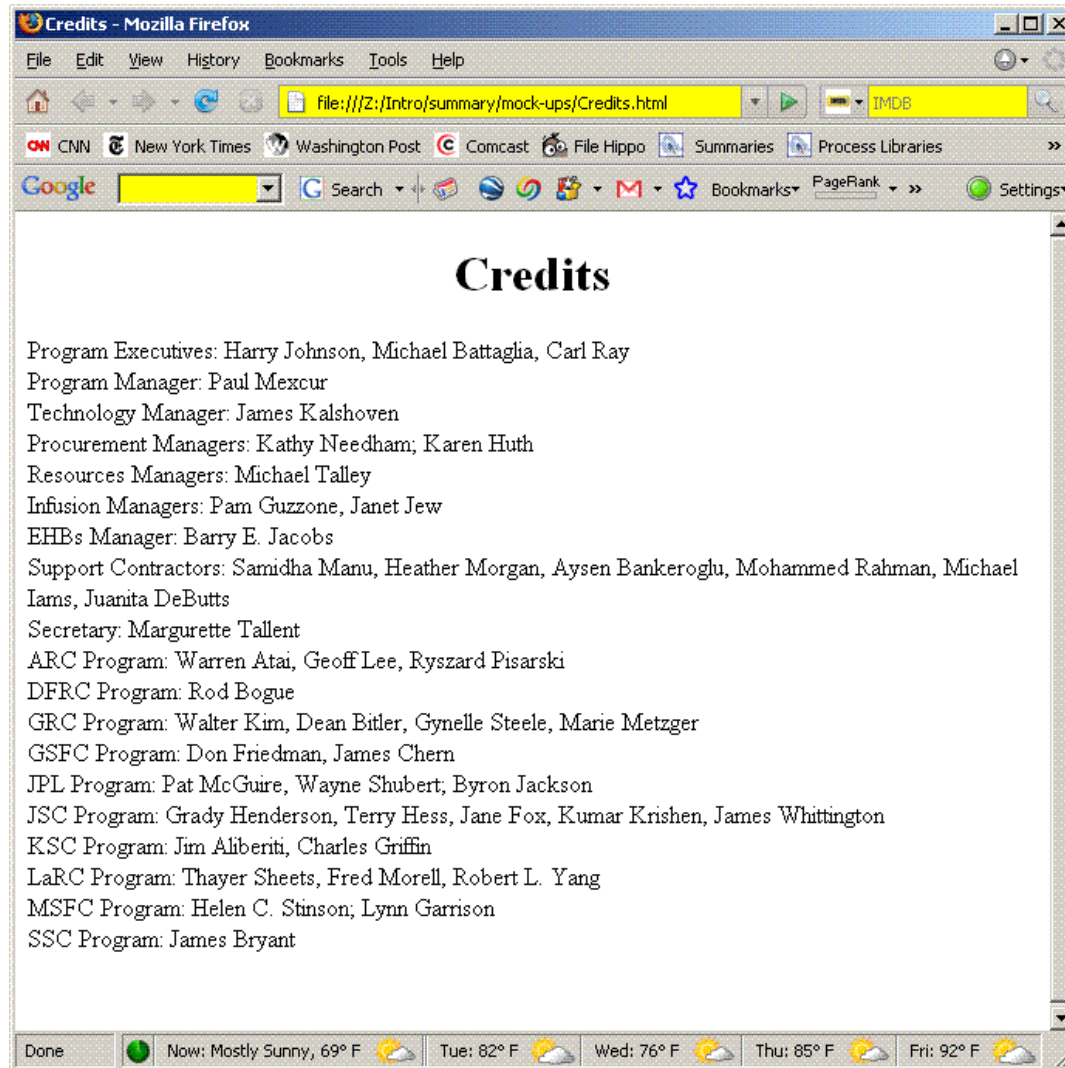
Task	Purpose	Suggested Roles	Task Lead(s)	Estimated Completion Date	Actual Completion Date	Documents					
						Document	Instructions and Samples	Document Lead(s)	Estimated Completion Date	Actual Completion Date	Document Location(s)
Administration	The purpose of this task is to administer Project Development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

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

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.

Subprocesses - Mozilla Firefox

File Edit View History Bookmarks Tools Help

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

### Mormonism

Product Realization Subprocesses													
Integrated Problems-Solutions Database	Planning Congregations	Solicitation Development	Submission	Handling	Child Baptisms	Childhood Religious Training	Aronic Stages: Deacon; Teacher; Priest; Bishop;	Melchizedek Stages: Elder; Missionary; High Priest; Patriarch; Seventy; Apostle;	Adult Baptisms	Weekly Activities: Service; Primary; Relief Society; Priesthood Class;	Marriage/Annulment	Death Rituals	After Life

(Potential Customers: God)

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

(Potential Customers: God)

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.**

The screenshot shows a Mozilla Firefox browser window titled "Mormon Organizations - Mozilla Firefox". The address bar contains the file path: `file:///E:/Others/religions/Mormonism/whatare/Organizations.htm`. The main content area displays the title "Mormon Organizations" and a table of "Product Realization Subprocesses Organizations".

Product Realization Subprocesses Organizations
Antietam Ward
Hagerstown Ward
Catonsville Ward
Columbia 1st Ward
Columbia 2nd Ward
Columbia 3rd (Spanish) Ward
College Park Stake
Washington DC (Deaf) Branch
Beltsville Ward
Mount Airy Stake
Damascus Ward
Potomac Stake
Bethesda Ward
Salisbury Ward
Westminster Ward

The browser's taskbar at the bottom shows the system tray with various icons and a weather forecast for the week: Now: 82°F, Sat: 88°F, Sun: 78°F, Mon: 76°F, Tue: 80°F, Wed: 81°F, Thu: 80°F.

# **Organizations execute the eight “Play Development” stages.**

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

# People in organizations provide different views of the subprocesses



**Subprocess  
Documentor's  
View**



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

# Organizations generate Subprocess Life-Cycle\* Views

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

\* Also, called the "Universal Subprocess".

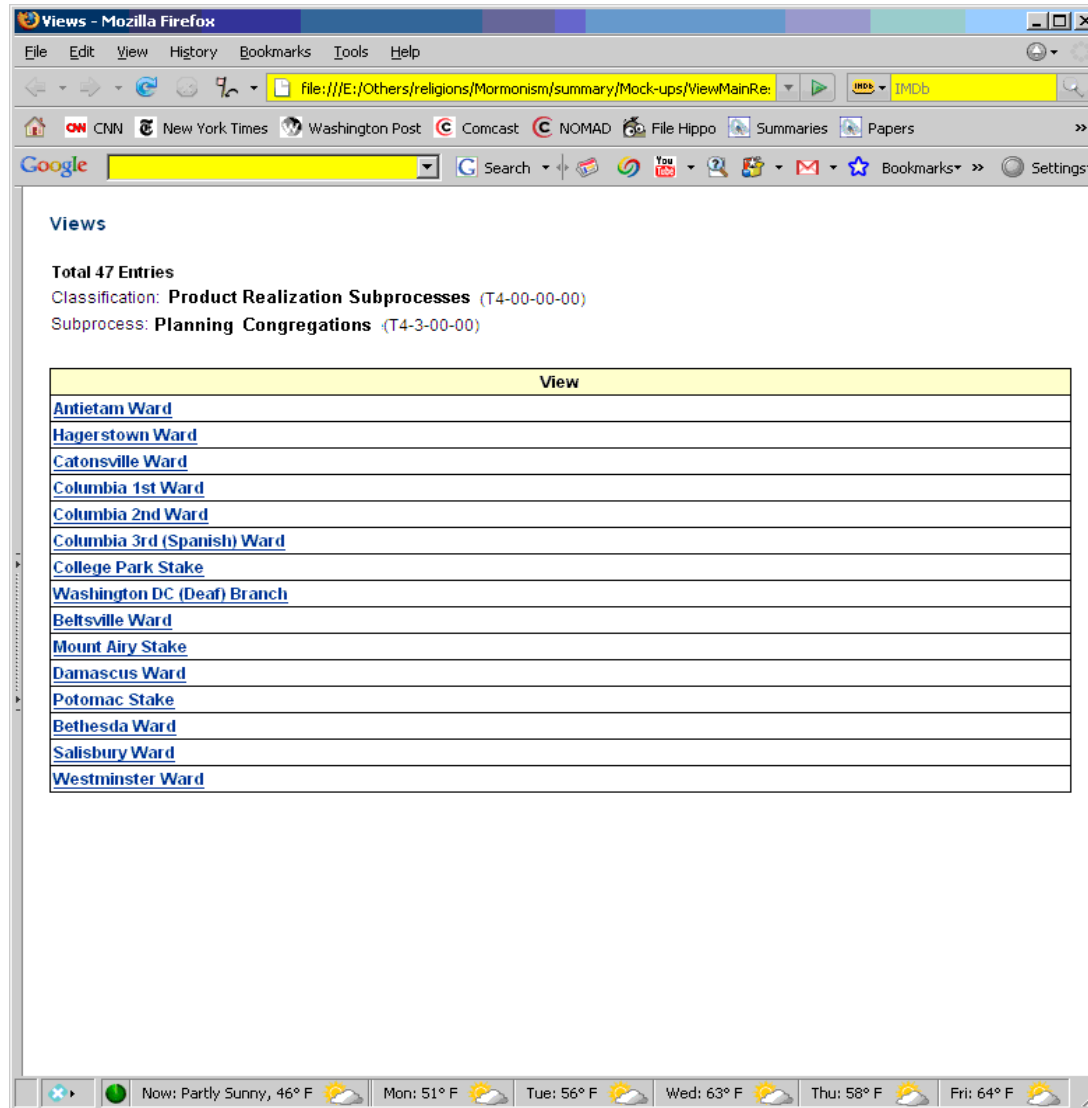
# The "Game of Telephone" Syndrome: Where People Pass-On Only Parts of the "Message"



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

Problem	Solution
<p><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.





# Plays describe subprocess execution.

Play - Mozilla Firefox

File Edit View History Bookmarks Tools Help

file:///E:/Others/religions/Mormonism/library/Integration/PRSs/Planning/Play. IMDB

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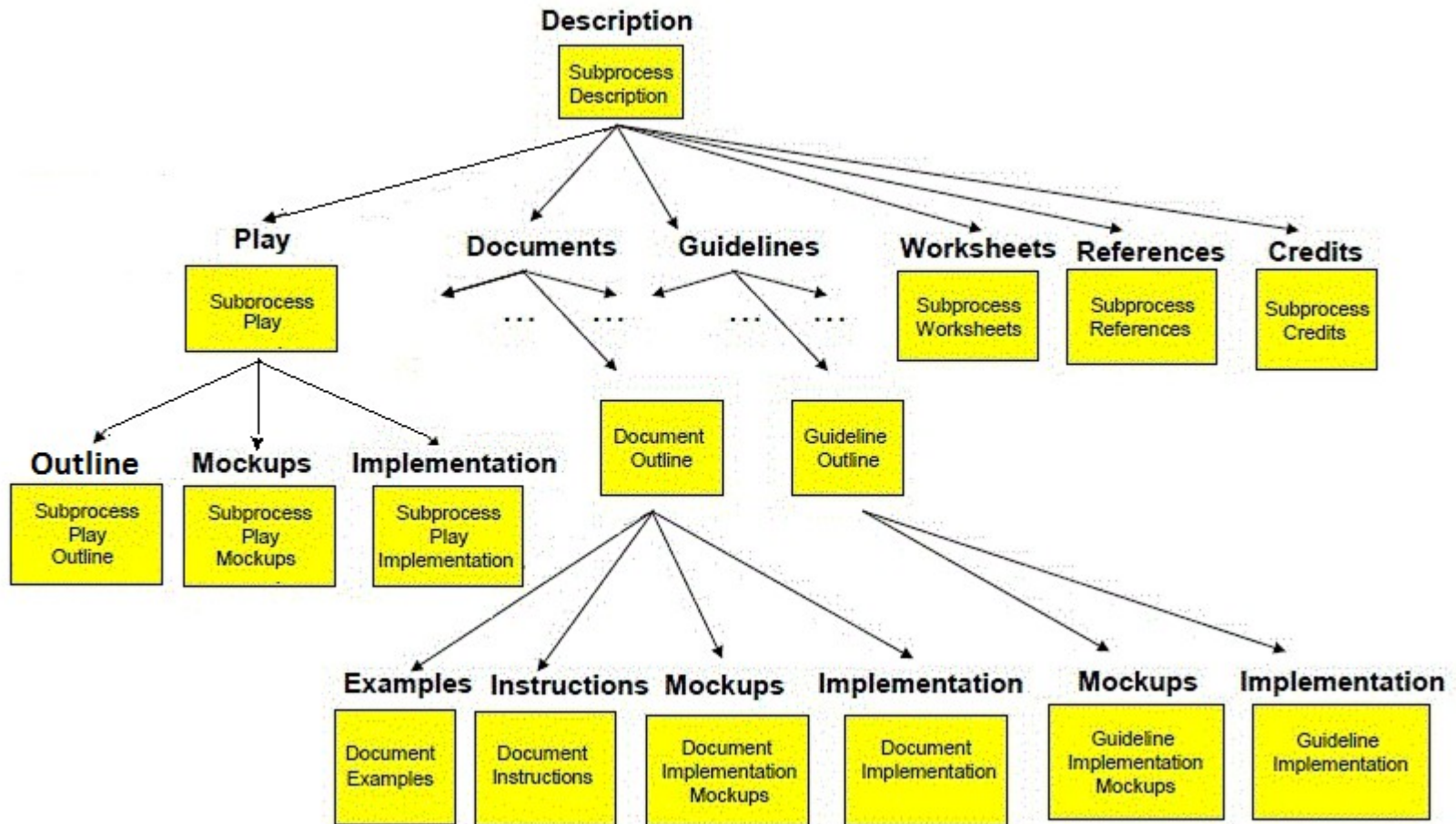
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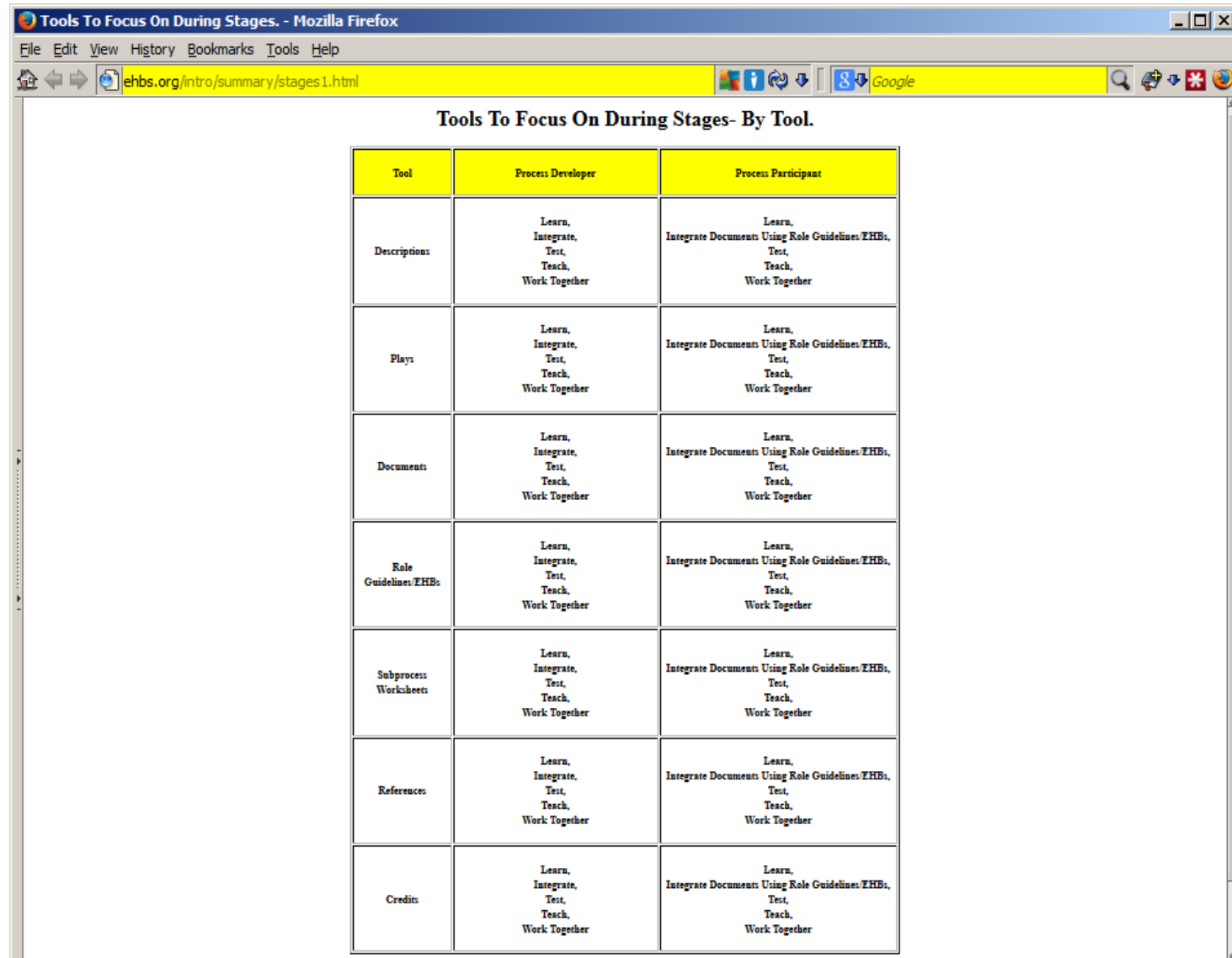
-Review Subprocess Mormonism Congregations Implementation-  
[Planning Congregations Manager](#)

Now: 59°F Wed: 63°F Thu: 61°F Fri: 62°F Sat: 66°F Sun: 65°F Mon: 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 features a table with the following structure:

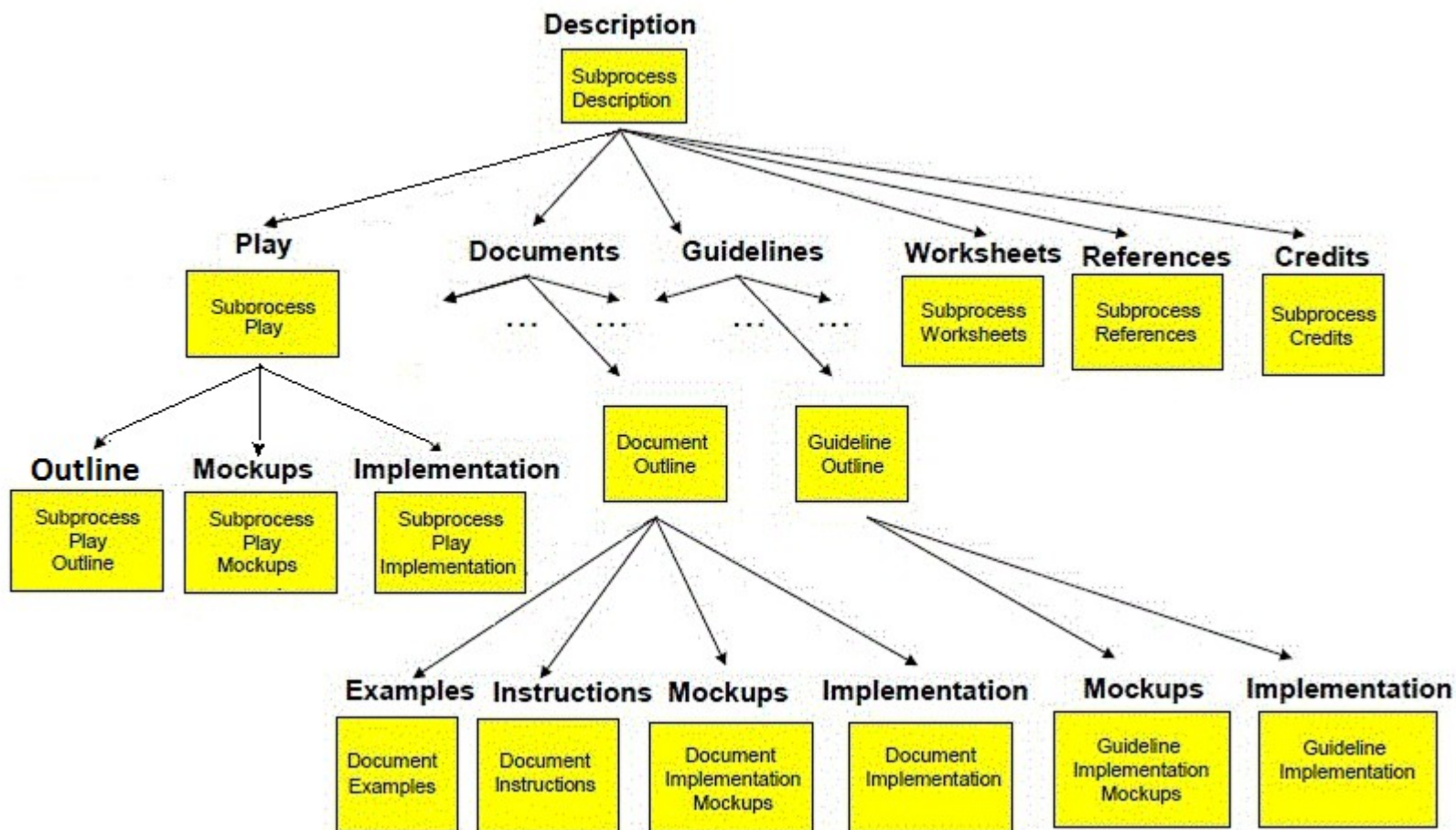
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Plays:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Documents:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, 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.

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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

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

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

# Some Applications

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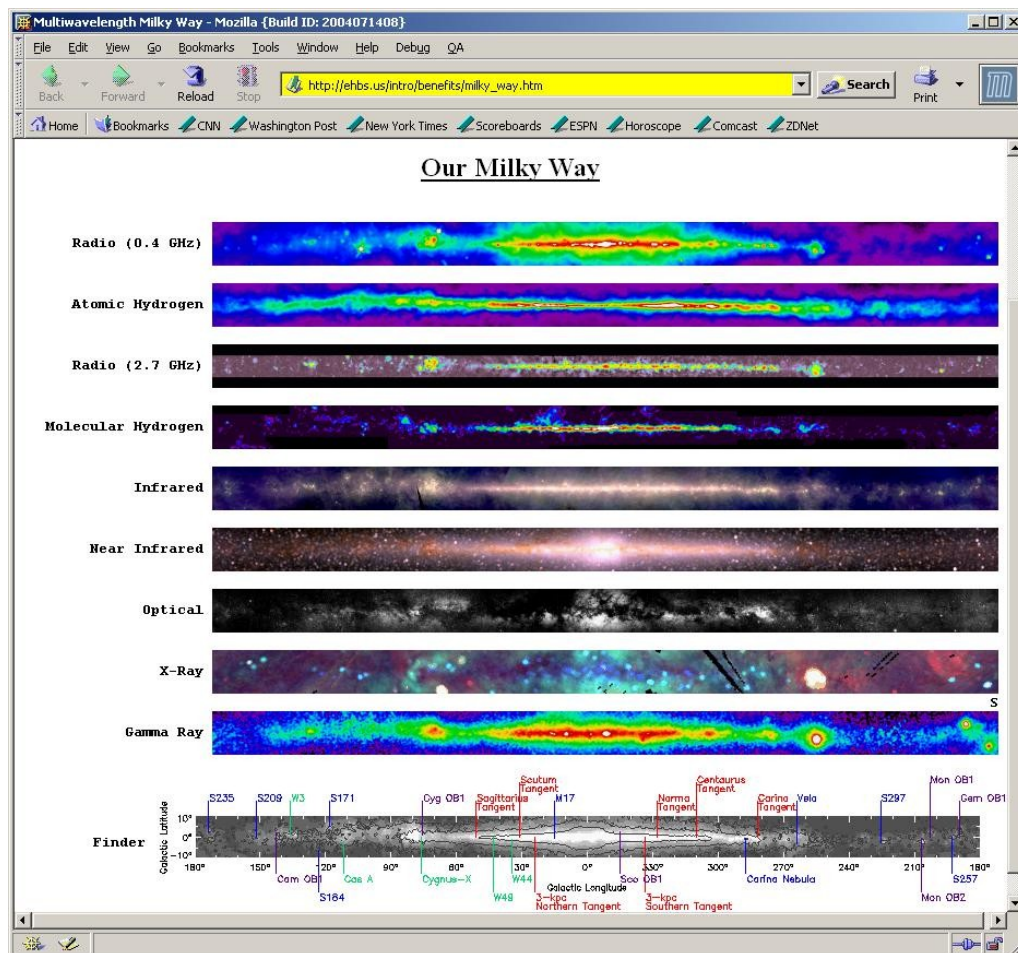
- [DOI's Screen Available and Exchange-Sales \(SAVES\)- Property](#)
- [DOJ's Bulletproof Vests Partnership Program \(BVP\)- Grants](#)
- [DOJ's Local Law Enforcement Block Grants \(LLEBG\) - Grants](#)
- [DOJ's Office of Justice Program IT Initiatives \(OJP IT\) - Grants](#)
- [DOJ's Southwest Border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

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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



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

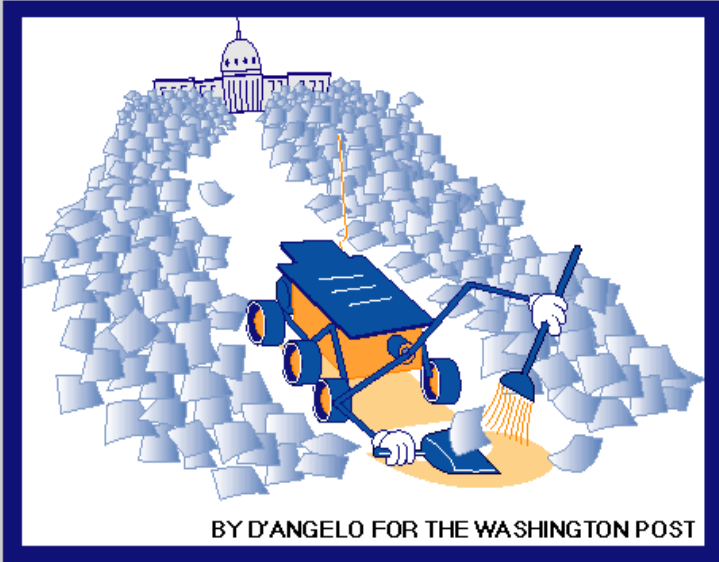


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