

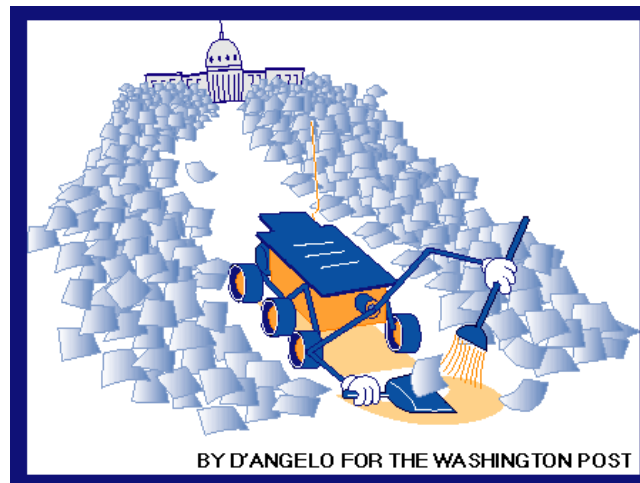
# Mormonism Management Using Process Libraries and Electronic Handbooks



(Where Shakespeare Meets Freud)



## Summary



Dr. Barry E. Jacobs  
[barry.e.jacobs@comcast.net](mailto:barry.e.jacobs@comcast.net)

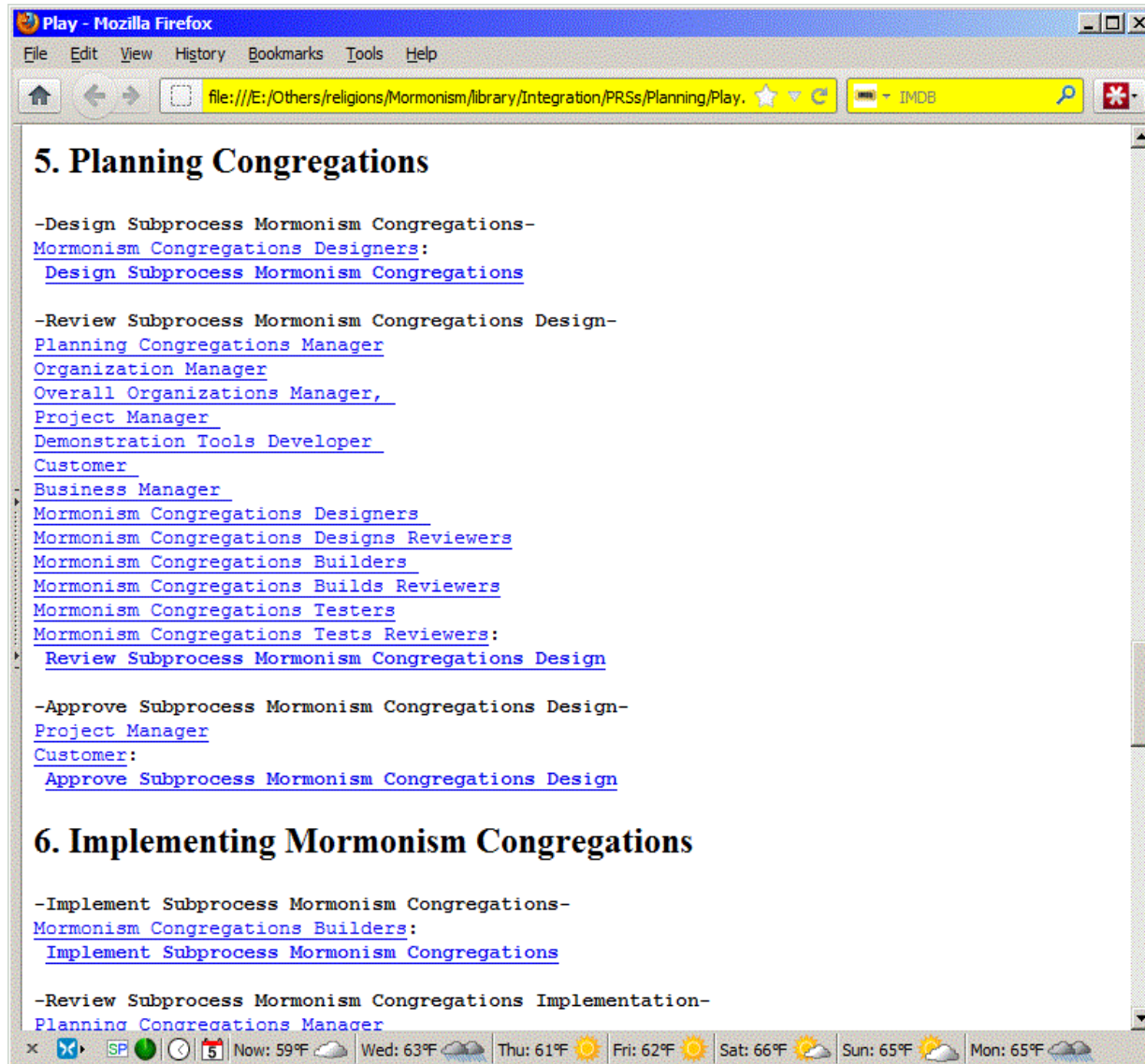
## **The Bottom Line:**

**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.**

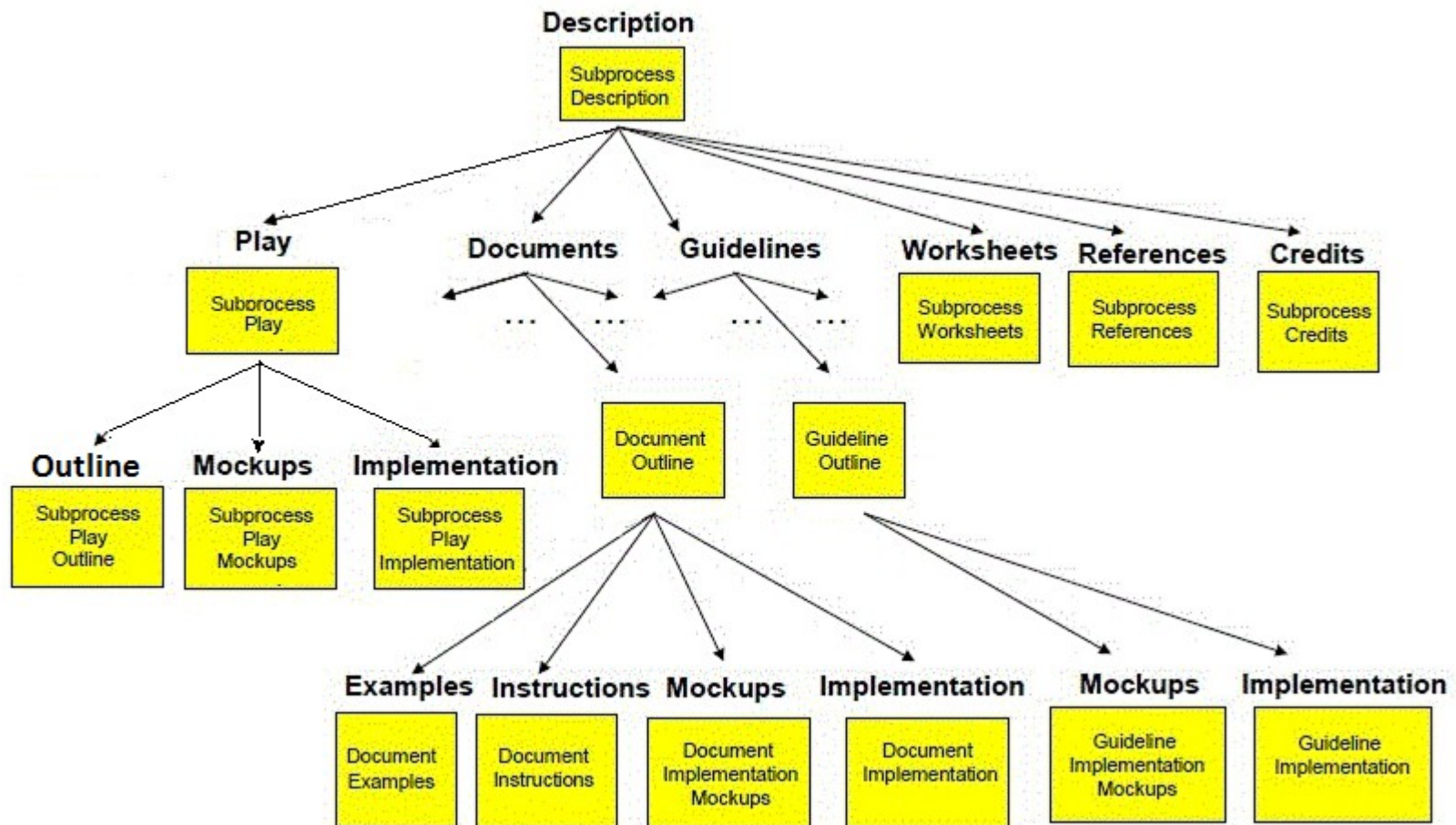
# Plays describe subprocess execution.



## **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.**

**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.**

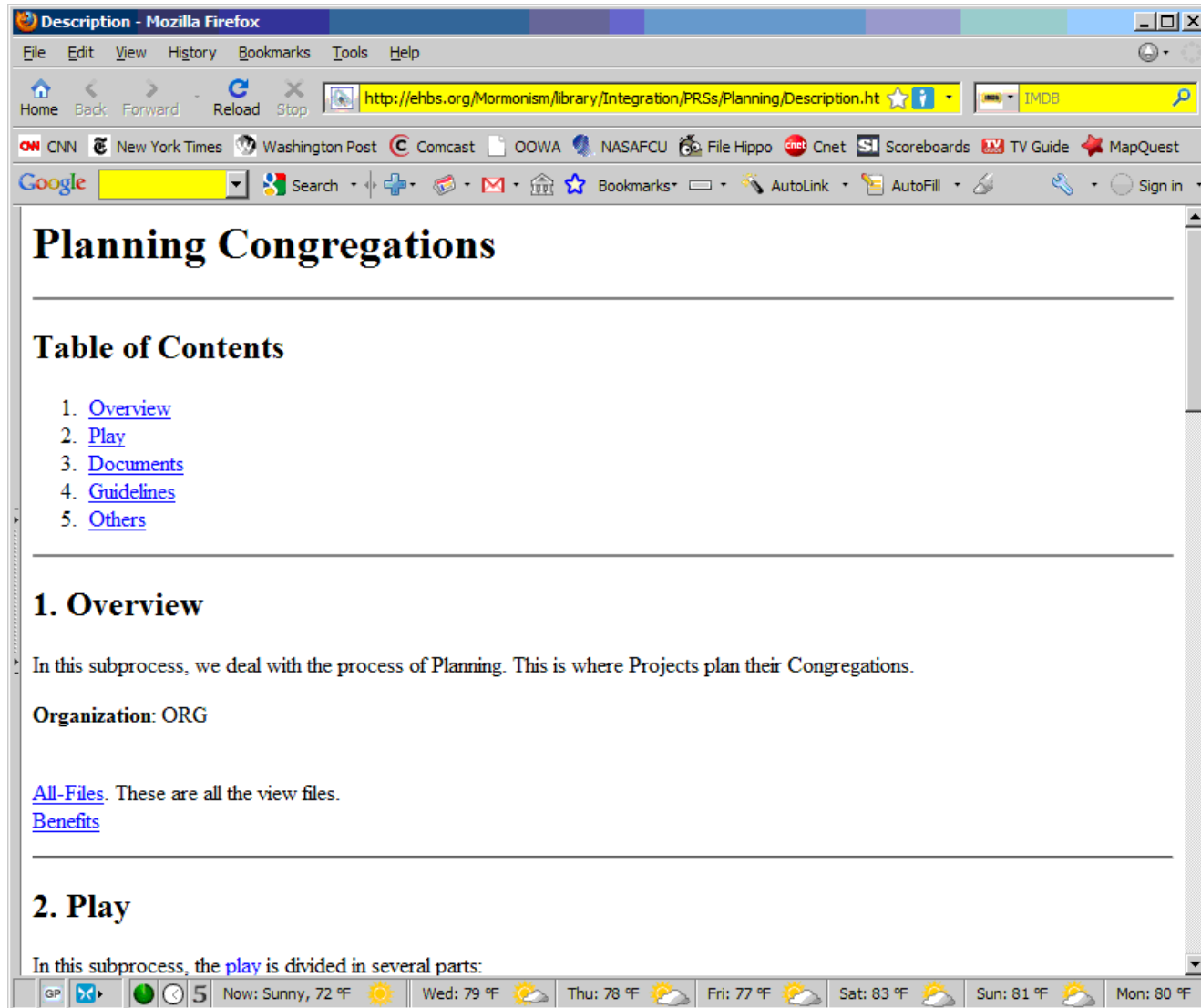
**William Shakespeare**

**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 <http://ehbs.org/Mormonism/library/Integration/PRs/Planning/Description.ht>. The page title is "Description - Mozilla Firefox". The main content area has a heading "Planning Congregations" followed by a "Table of Contents" section with five links: [1. Overview](#), [2. Play](#), [3. Documents](#), [4. Guidelines](#), and [5. Others](#). Below the table of contents, the "1. Overview" section is expanded, showing the text: "In this subprocess, we deal with the process of Planning. This is where Projects plan their Congregations." followed by "Organization: ORG". There are also links for [All-Files](#) and [Benefits](#). The "2. Play" section is partially visible at the bottom, starting with "In this subprocess, the play is divided in several parts:". The browser's status bar at the bottom shows the current time as 5:00 and the weather for the next seven days: Now: Sunny, 72 °F; Wed: 79 °F; Thu: 78 °F; Fri: 77 °F; Sat: 83 °F; Sun: 81 °F; Mon: 80 °F.

**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.

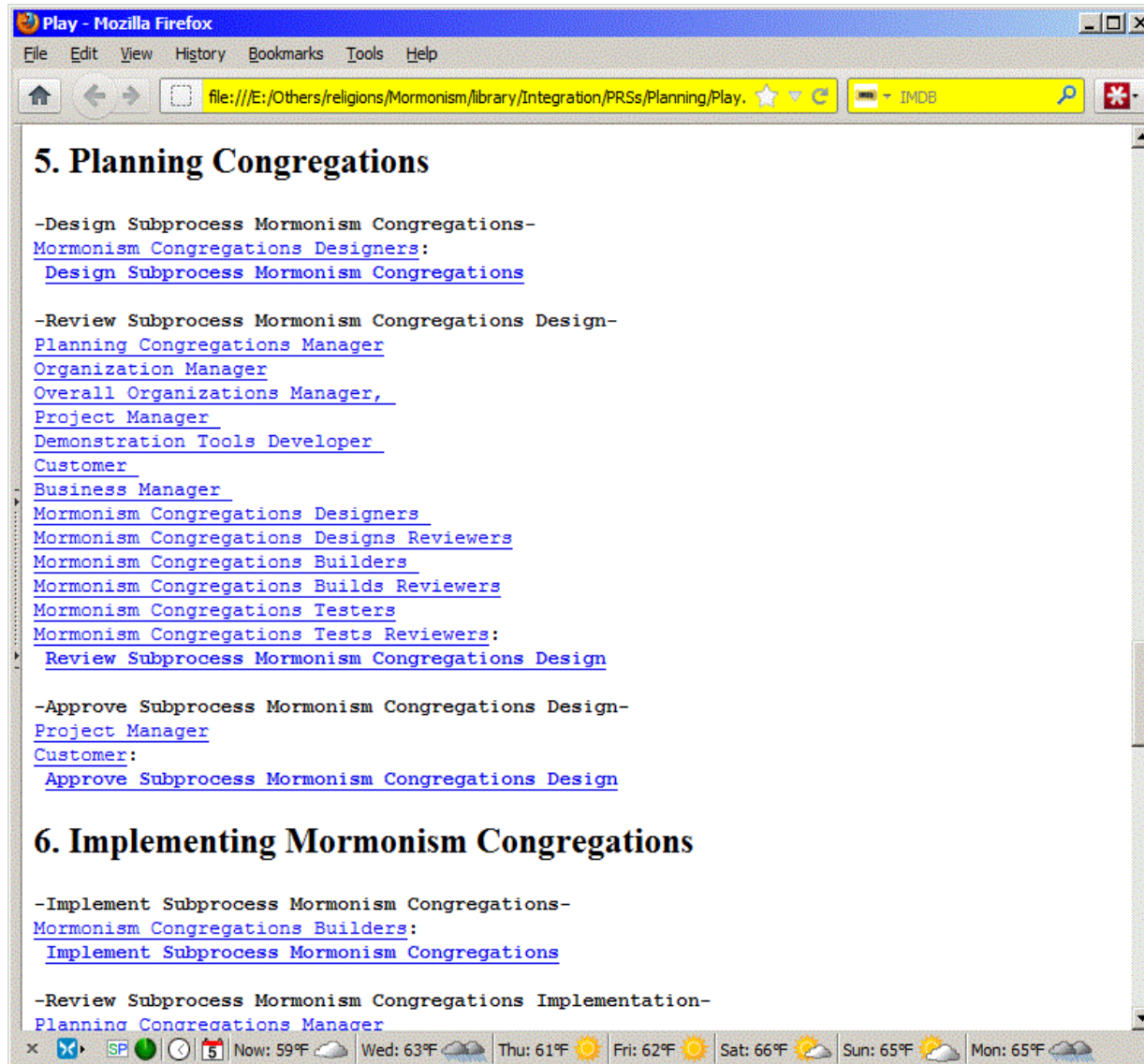
[Benefits](#)

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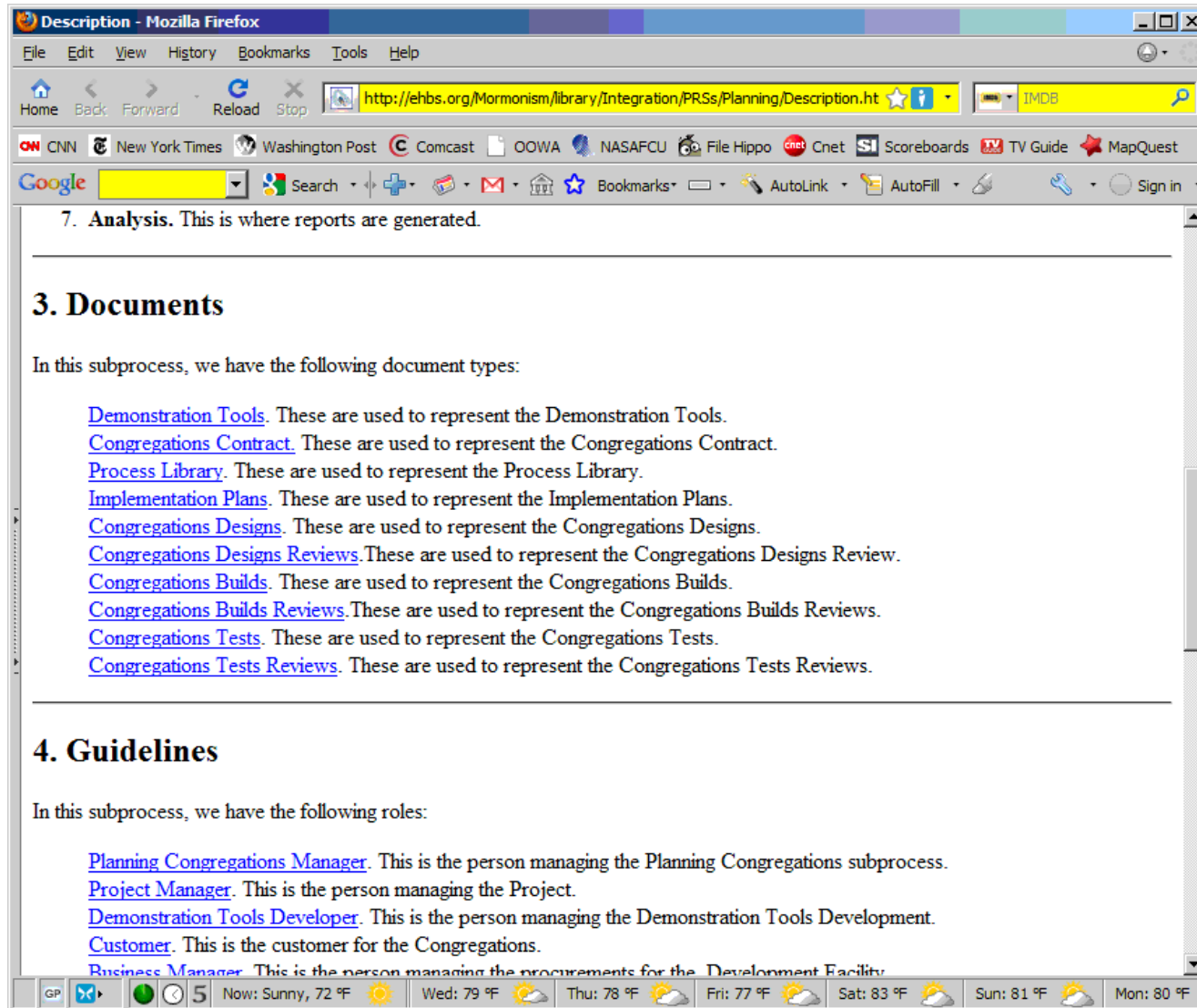
**2. Play**

In this subprocess, the play is divided in several parts:

# Plays describe subprocess execution.



# Documents describe subprocess data.



The screenshot shows a Mozilla Firefox browser window with the address bar displaying <http://ehbs.org/Mormonism/library/Integration/PRs/Planning/Description.ht>. The page content includes a navigation bar with links like Home, Back, Forward, Reload, and Stop. Below the navigation bar is a search bar and a list of quick links including CNN, New York Times, Washington Post, Comcast, OOWA, NASAFCU, File Hippo, Cnet, SI, Scoreboards, TV Guide, and MapQuest. The main content area features a section titled "7. Analysis. This is where reports are generated." followed by a section titled "3. Documents". Under "3. Documents", it states "In this subprocess, we have the following document types:" and lists several document types with their descriptions: [Demonstration Tools](#), [Congregations Contract](#), [Process Library](#), [Implementation Plans](#), [Congregations Designs](#), [Congregations Designs Reviews](#), [Congregations Builds](#), [Congregations Builds Reviews](#), [Congregations Tests](#), and [Congregations Tests Reviews](#). Below this is a section titled "4. Guidelines" which states "In this subprocess, we have the following roles:" and lists several roles with their descriptions: [Planning Congregations Manager](#), [Project Manager](#), [Demonstration Tools Developer](#), [Customer](#), and [Business Manager](#). The browser's status bar at the bottom shows the system clock and weather information for various days.

7. Analysis. This is where reports are generated.

### 3. Documents

In this subprocess, we have the following document types:

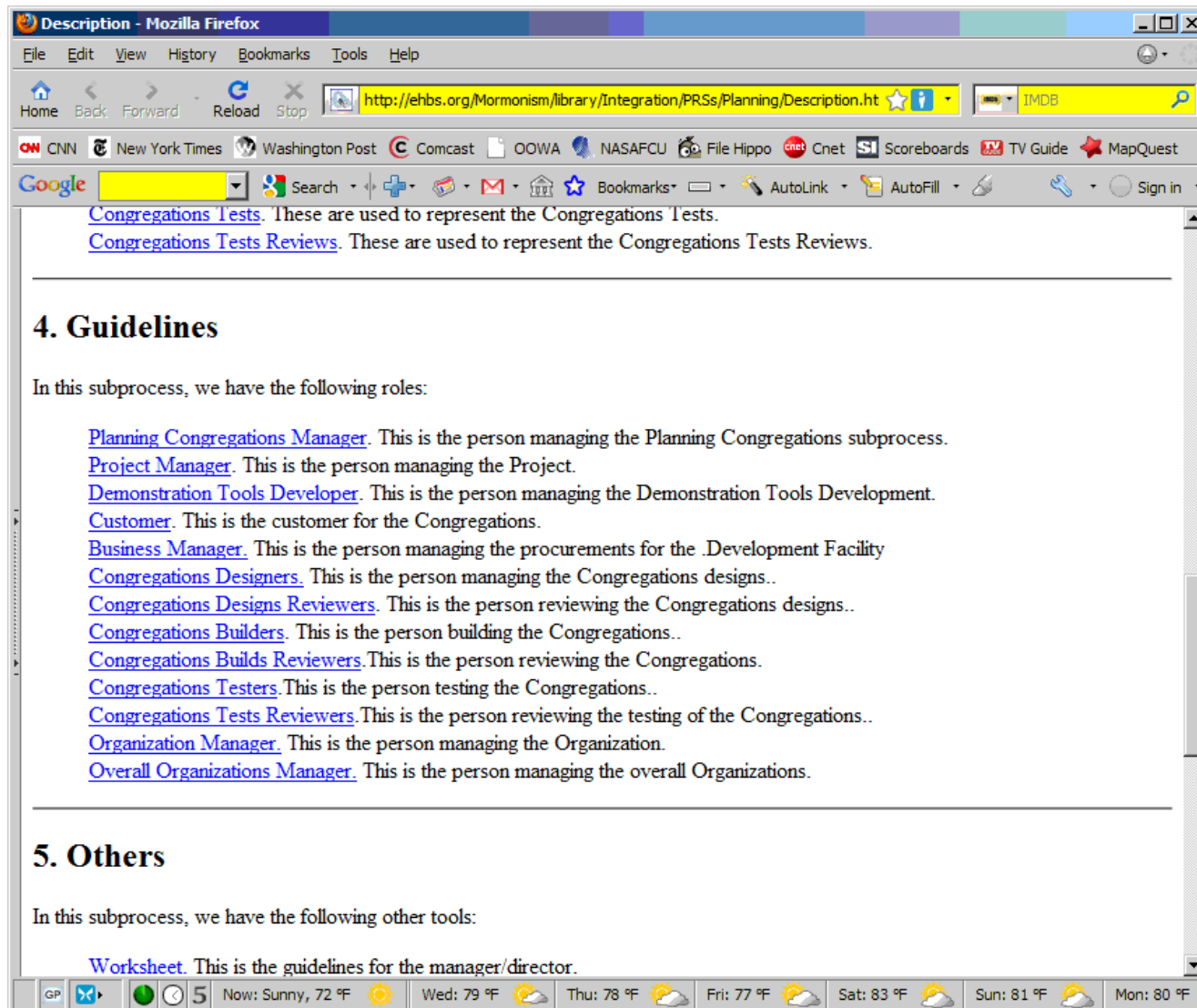
- [Demonstration Tools](#). These are used to represent the Demonstration Tools.
- [Congregations Contract](#). These are used to represent the Congregations Contract.
- [Process Library](#). These are used to represent the Process Library.
- [Implementation Plans](#). These are used to represent the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

### 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.

# Guidelines describe user subprocesses.



The screenshot shows a Mozilla Firefox browser window with the address bar displaying <http://ehbs.org/Mormonism/library/Integration/PRSS/Planning/Description.ht>. The page content includes links to [Congregations Tests](#) and [Congregations Tests Reviews](#), followed by a section titled **4. Guidelines**. This section states: "In this subprocess, we have the following roles:" and lists ten roles with their descriptions, each preceded by a blue underlined link. The roles are: [Planning Congregations Manager](#), [Project Manager](#), [Demonstration Tools Developer](#), [Customer](#), [Business Manager](#), [Congregations Designers](#), [Congregations Designs Reviewers](#), [Congregations Builders](#), [Congregations Builds Reviewers](#), [Congregations Testers](#), [Congregations Tests Reviewers](#), [Organization Manager](#), and [Overall Organizations Manager](#). Below this is a section titled **5. Others**, which states: "In this subprocess, we have the following other tools:" and lists [Worksheet](#) as a tool. The browser's status bar at the bottom shows the date and time as 5:00 PM on Wednesday, July 2, 2003, and a weather forecast for the week.

[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
- [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.

GP 5 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 Edit View History Bookmarks Tools Help

Home Back Forward Reload Print Stop <file:///E:/Intro/summary/mock-ups/Worksheet.htm> IMDb

## Subprocess Worksheet

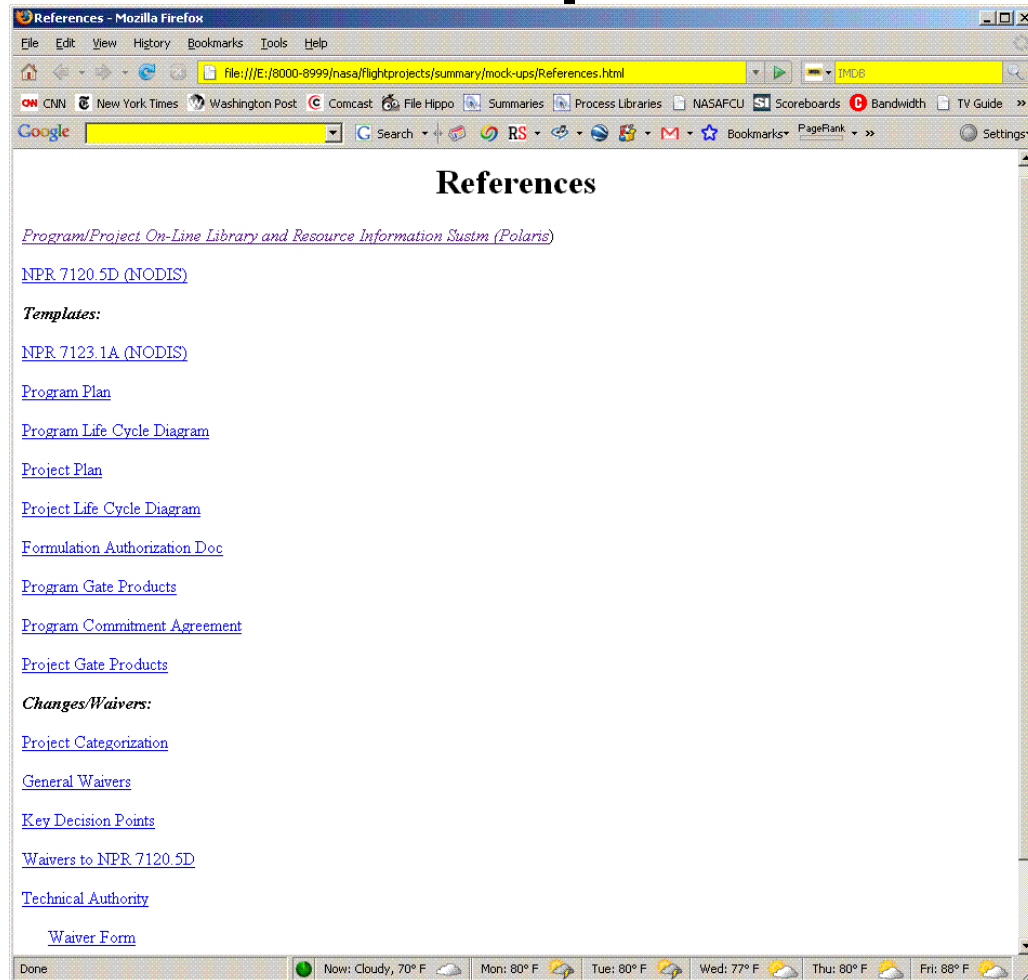
Subprocess: Planning Mormon Congregations

In this subprocess, we deal with the planning of Mormon Congregations

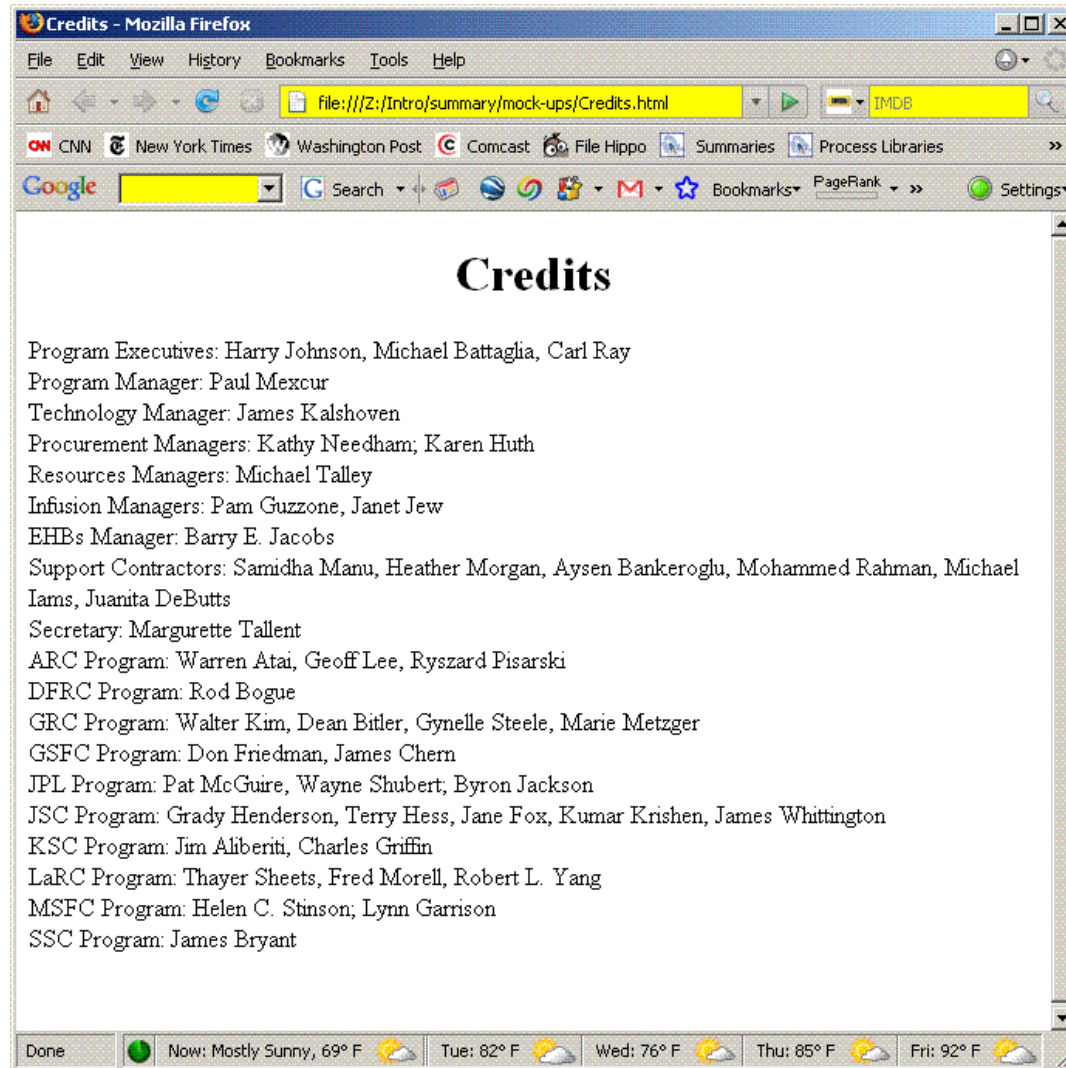
Task	Purpose	Suggested Roles	Task Lead(s)	Estimated Completion Date	Actual Completion Date	Documents					
						Document	Instructions and Samples	Document Lead(s)	Estimated Completion Date	Actual Completion Date	Document Location(s)
Administration	The purpose of this task is to administer Project Development .	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 (CDR)Documents	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library: NS2034</a>
						Draft Project Requirements Document	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library: NS2034</a>
						Project Plan	<a href="#">Instructions and Samples</a>	James Green	06/23/07	07/23/07	<a href="#">Library: NS2034</a>
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

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
Subprocesses 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.

## **Outline of Presentation:**

- The Bottom Line-**
- Objectives-**
- Solution-**
- Where Shakespeare Meets Freud-**
- Some Applications-**
- Things Supported-**
- Examples-**
- Final Thoughts-**

# 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;	Mechelzedek 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 Solicitation Development	Problem Submission	Problem Handling	Agreement Administration	Agreement Closeout	Post-Agreement Closeout
(Potential Customers: God)							

Support Subprocesses					
Survey Management	Computer System 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.**

Mormon Organizations - Mozilla Firefox

File Edit View History Bookmarks Tools Help

file:///E:/Others/religions/Mormonism/whatare/Organizations.htm

Amazon.com

## Mormon 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

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

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

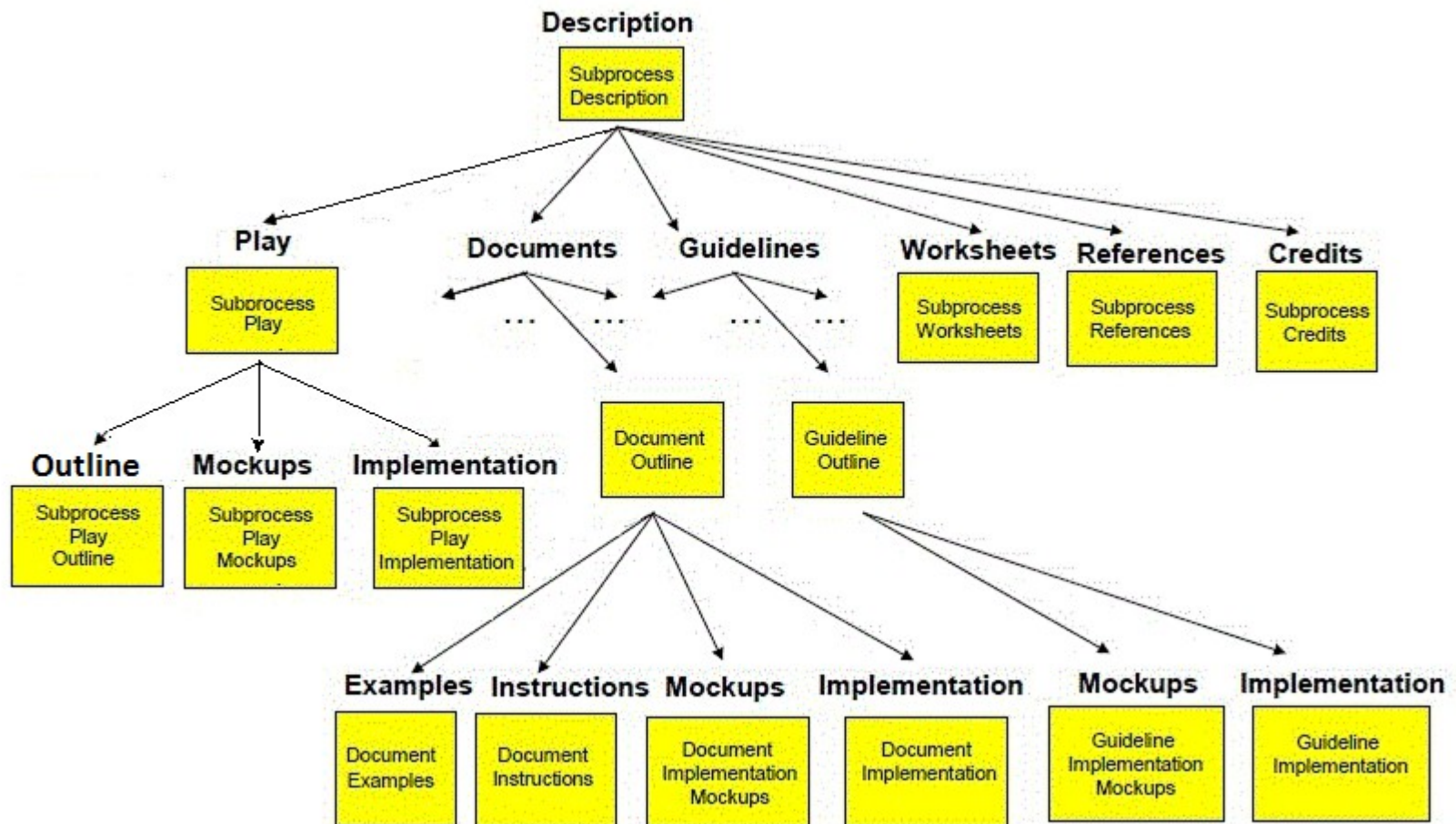
**Views**

Total 47 Entries  
Classification: **Product Realization Subprocesses** (T4-00-00-00)  
Subprocess: **Planning Congregations** (T4-3-00-00)

View
<a href="#">Antietam Ward</a>
<a href="#">Hagerstown Ward</a>
<a href="#">Catonsville Ward</a>
<a href="#">Columbia 1st Ward</a>
<a href="#">Columbia 2nd Ward</a>
<a href="#">Columbia 3rd (Spanish) Ward</a>
<a href="#">College Park Stake</a>
<a href="#">Washington DC (Deaf) Branch</a>
<a href="#">Beltsville Ward</a>
<a href="#">Mount Airy Stake</a>
<a href="#">Damascus Ward</a>
<a href="#">Potomac Stake</a>
<a href="#">Bethesda Ward</a>
<a href="#">Salisbury Ward</a>
<a href="#">Westminster Ward</a>

Now: Partly Sunny, 46° F Mon: 51° F Tue: 56° F Wed: 63° F Thu: 58° F Fri: 64° 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.

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
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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

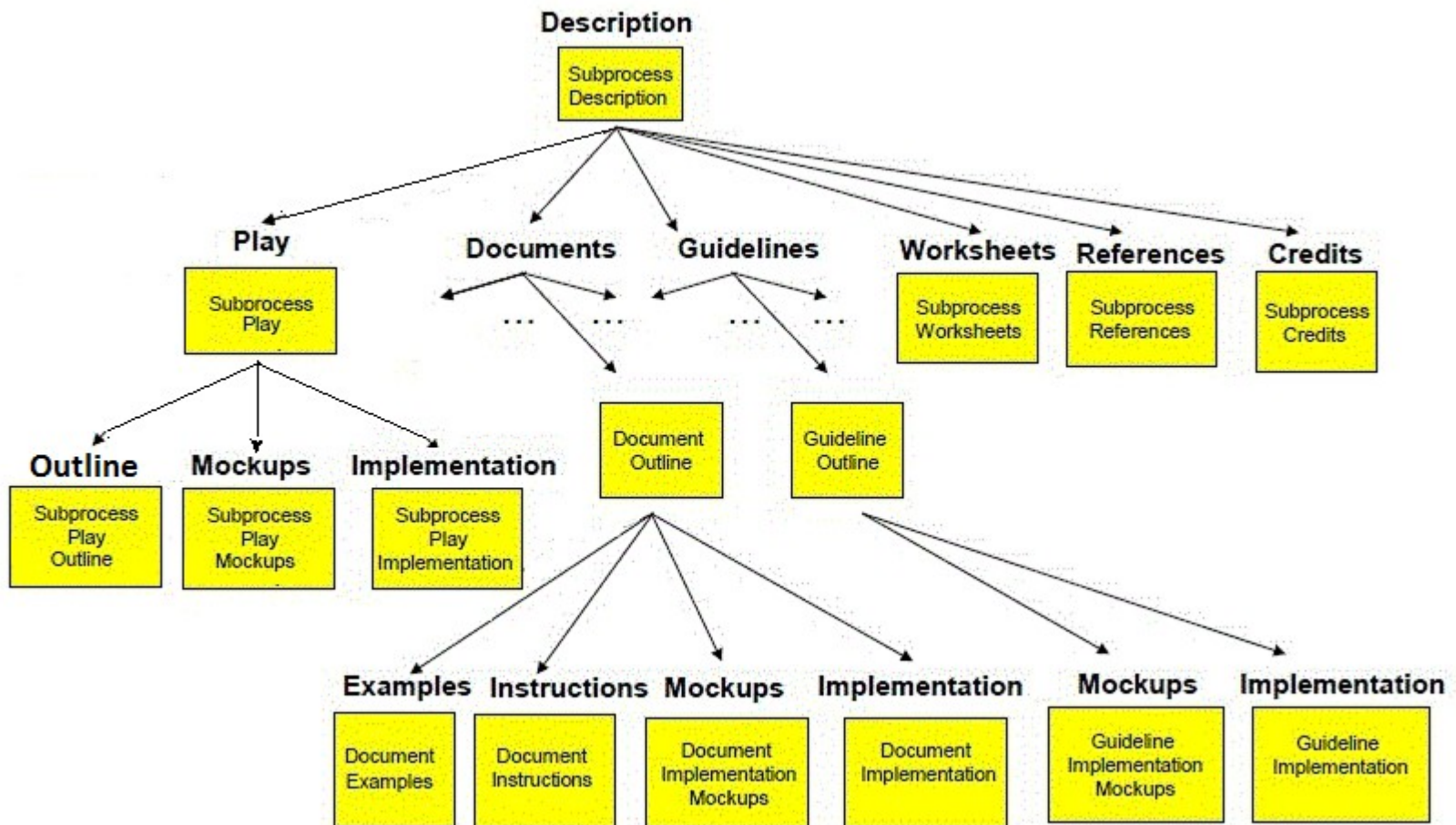
ehbs.org/intro/summary/stages2.html

Google

### Tools To Focus On During Stages- By Stage.

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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.**





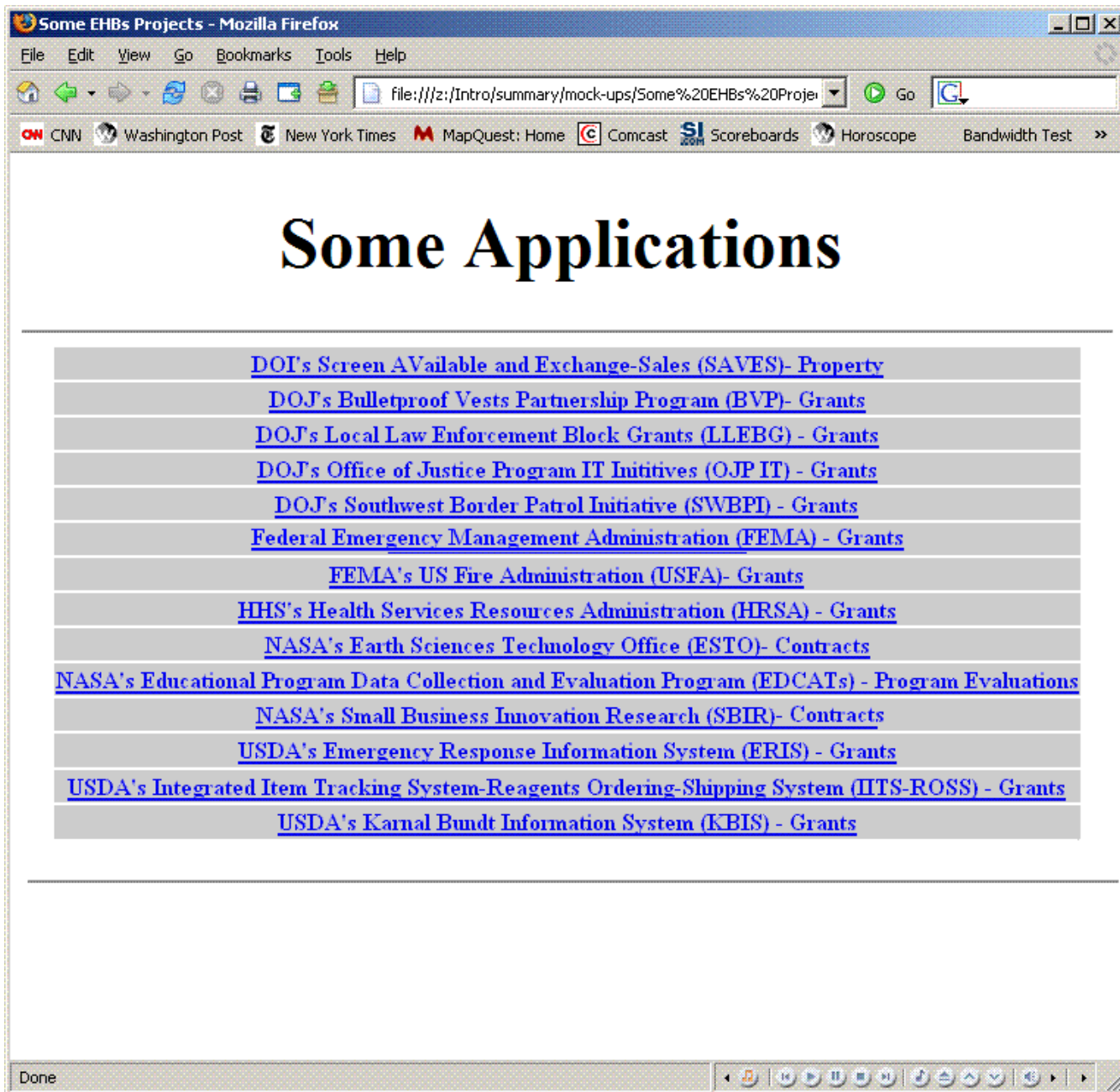
# Process Libraries (PLs) and Electronic Handbooks (EHBs) are where Shakespeare meets Freud.



- 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]

**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.

- **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 all 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.

# Subprocess/Play Developments that are supported.

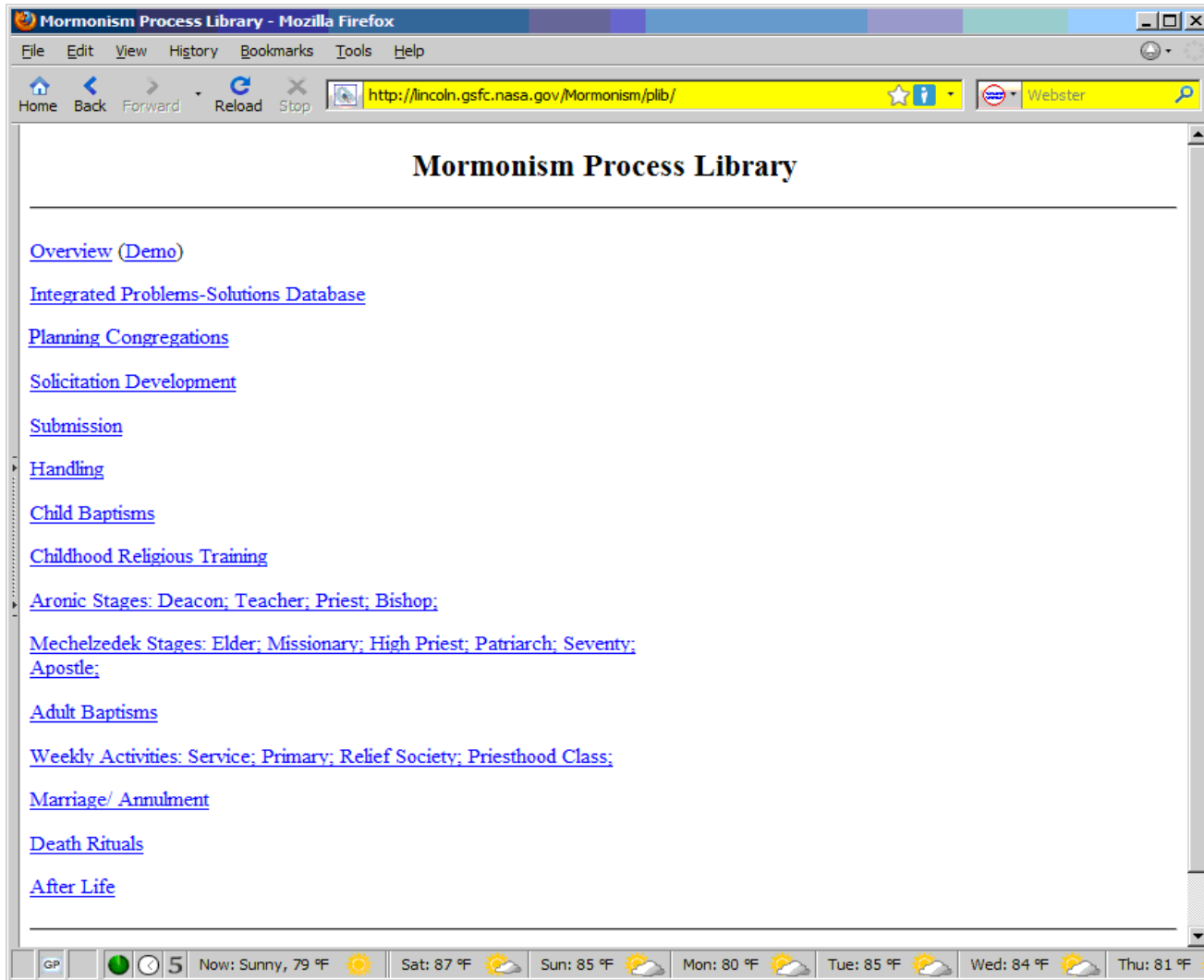
- Presentation & Paper/Marketing.** The approach supports presentation & paper/marketing using the contents of Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
- Worksheet/Outlining.** The approach supports worksheet/outlining using the drafting of Descriptions, 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.

# 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.

# Examples

# Process Libraries are organized by subprocesses.



# View Tools show how organizations view their subprocesses.

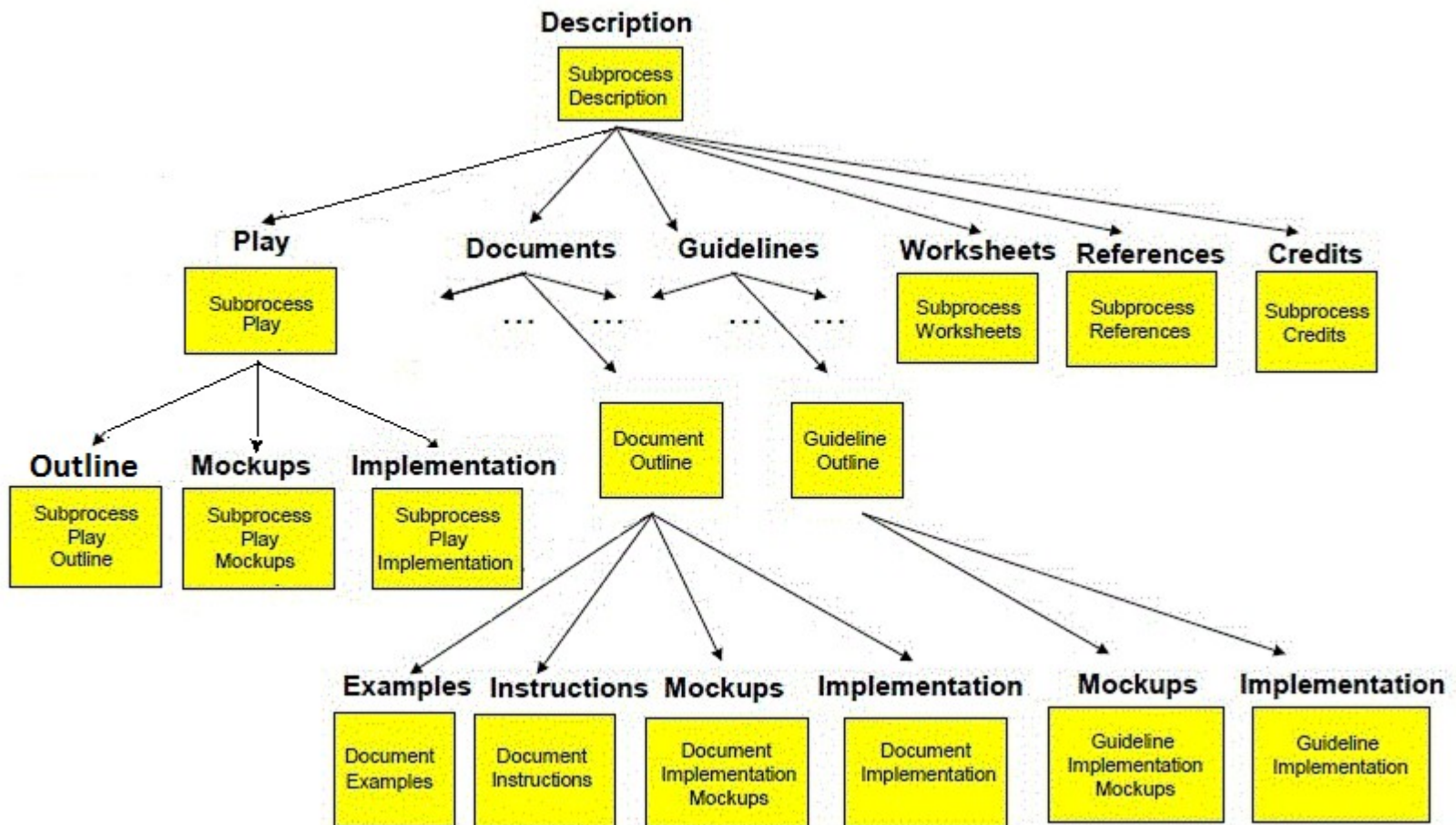
**Views**

Total 47 Entries  
Classification: **Product Realization Subprocesses** (T4-00-00-00)  
Subprocess: **Planning Congregations** (T4-3-00-00)

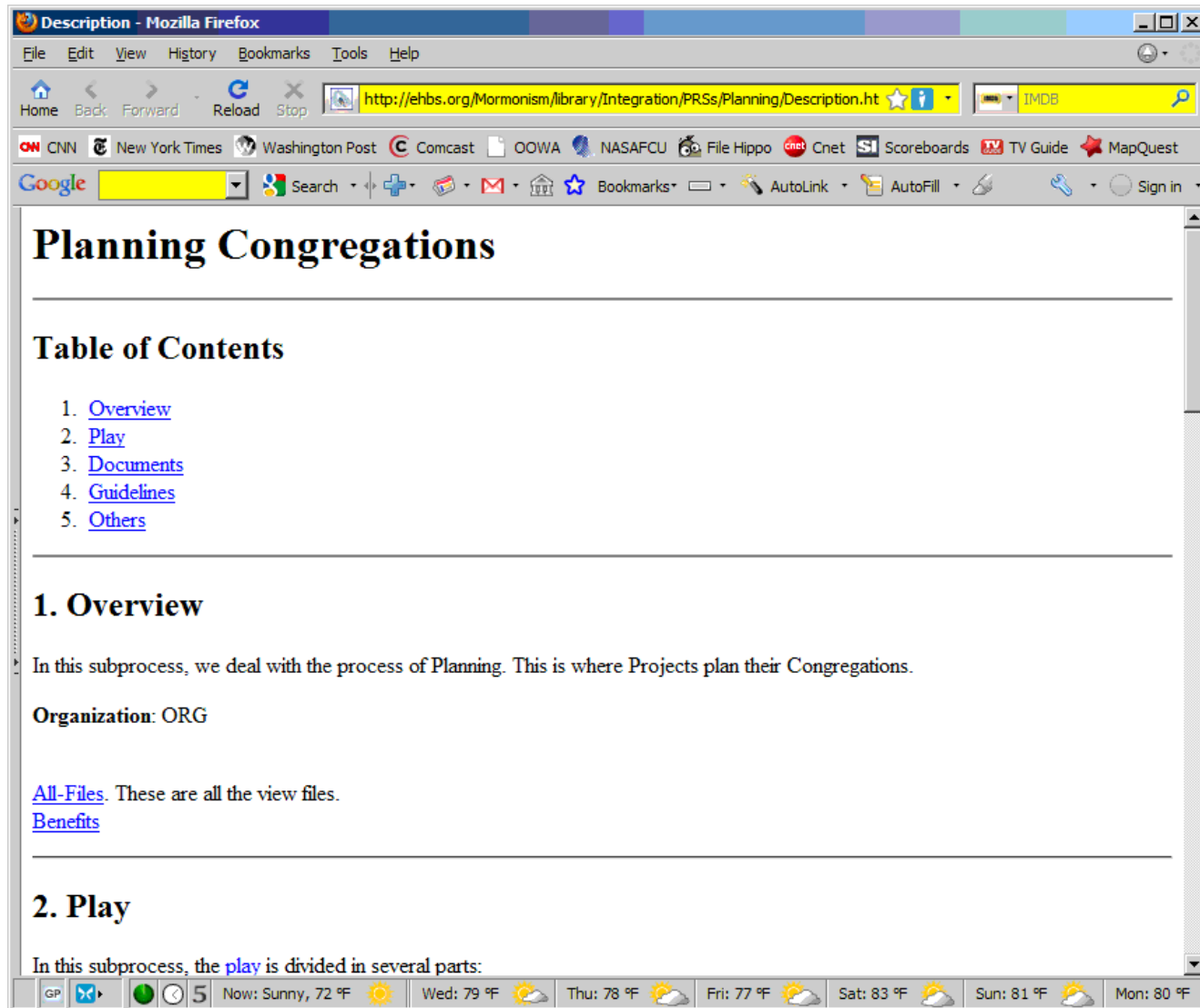
View
<a href="#">Antietam Ward</a>
<a href="#">Hagerstown Ward</a>
<a href="#">Catonsville Ward</a>
<a href="#">Columbia 1st Ward</a>
<a href="#">Columbia 2nd Ward</a>
<a href="#">Columbia 3rd (Spanish) Ward</a>
<a href="#">College Park Stake</a>
<a href="#">Washington DC (Deaf) Branch</a>
<a href="#">Beltsville Ward</a>
<a href="#">Mount Airy Stake</a>
<a href="#">Damascus Ward</a>
<a href="#">Potomac Stake</a>
<a href="#">Bethesda Ward</a>
<a href="#">Salisbury Ward</a>
<a href="#">Westminster Ward</a>

Now: Partly Sunny, 46° F Mon: 51° F Tue: 56° F Wed: 63° F Thu: 58° F Fri: 64° F

# Subprocess View Tools contain the envelope of related files.



# Descriptions summarize 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 title is "Description - Mozilla Firefox". The main content area has a heading "Planning Congregations" followed by a "Table of Contents" section with five links: [1. Overview](#), [2. Play](#), [3. Documents](#), [4. Guidelines](#), and [5. Others](#). Below the table of contents, the "1. Overview" section is expanded, showing the text: "In this subprocess, we deal with the process of Planning. This is where Projects plan their Congregations." followed by "Organization: ORG". There are also links for [All-Files](#) and [Benefits](#). The "2. Play" section is partially visible at the bottom, starting with "In this subprocess, the play is divided in several parts:". The browser's status bar at the bottom shows the date and time as "Now: Sunny, 72 °F" and a weather forecast for the following days.

**Planning Congregations**

---

**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 Congregations.

**Organization:** ORG

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

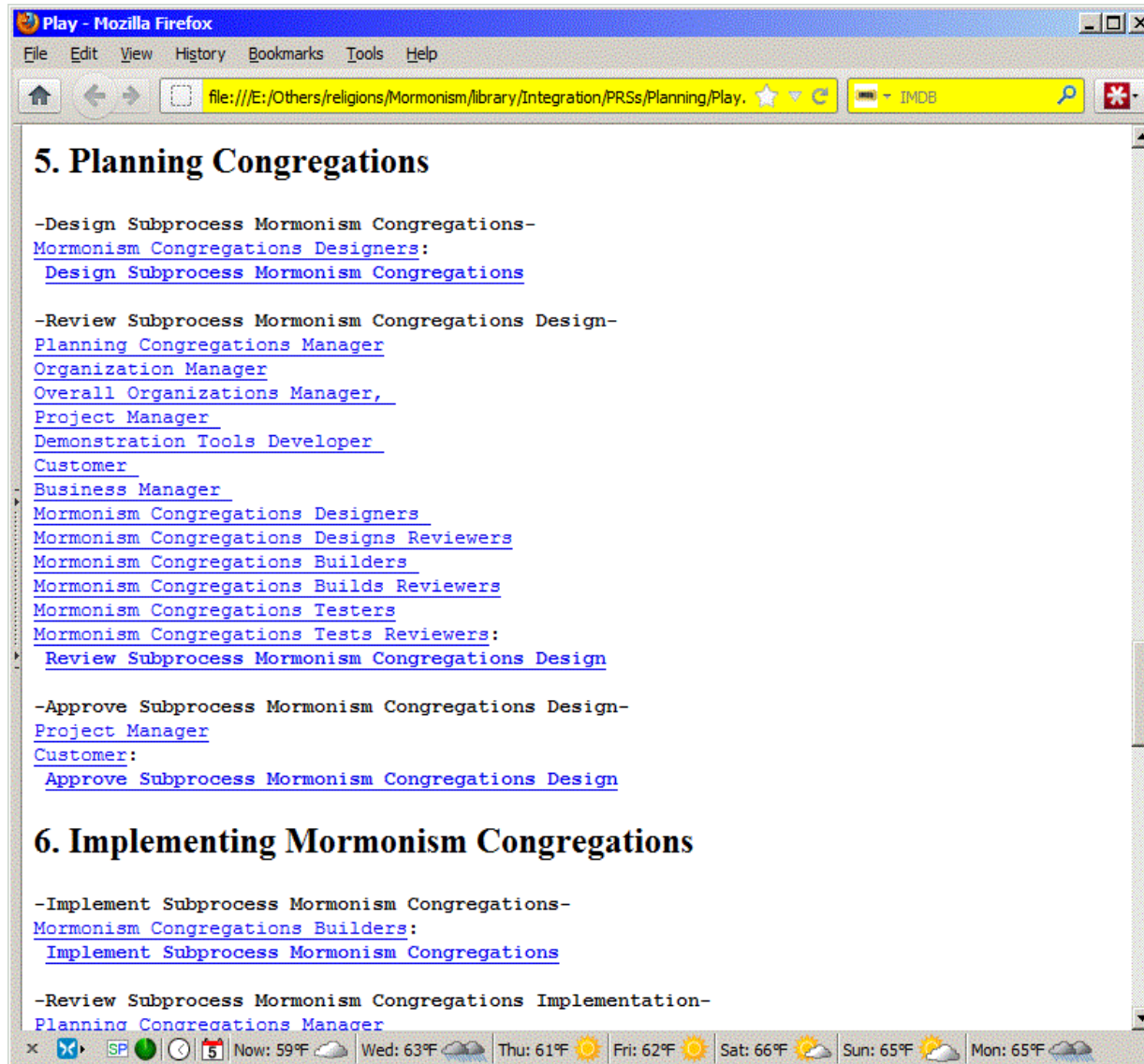
[Benefits](#)

---

**2. Play**

In this subprocess, the play is divided in several parts:

# Plays describe subprocess execution.



# Documents describe subprocess data.

The screenshot shows a Mozilla Firefox browser window with the address bar displaying <http://ehbs.org/Mormonism/library/Integration/PRs/Planning/Description.ht>. The page content includes a section titled "7. Analysis. This is where reports are generated." followed by a section titled "3. Documents".

**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.

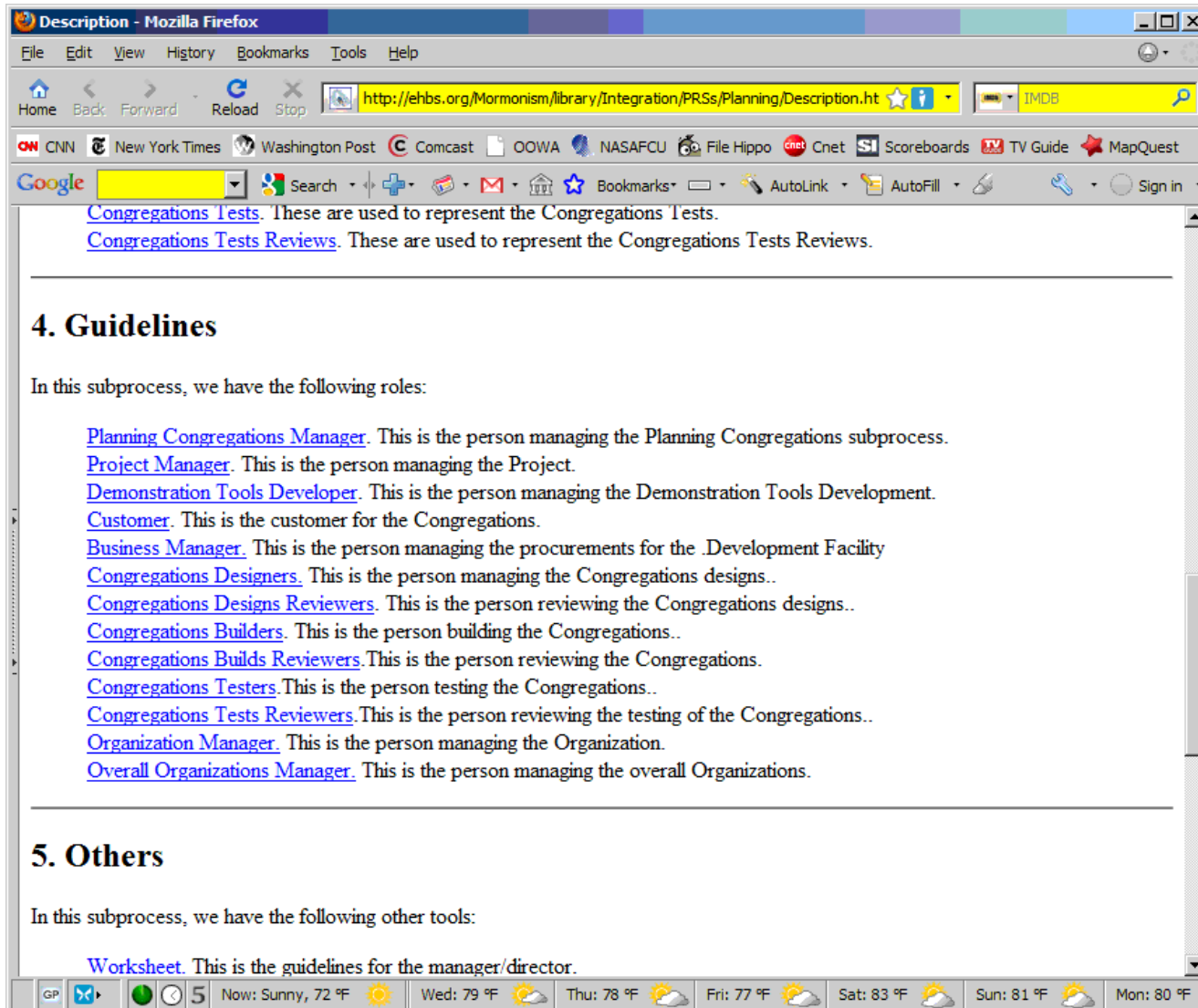
**4. Guidelines**

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 browser's status bar at the bottom shows the current time as 5:00 and the weather for the current day (Sunny, 72 °F) and the following days (Wed: 79 °F, Thu: 78 °F, Fri: 77 °F, Sat: 83 °F, Sun: 81 °F, Mon: 80 °F).

# 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.ht>. The page content includes links to [Congregations Tests](#) and [Congregations Tests Reviews](#), followed by a section titled **4. Guidelines**. This section states: "In this subprocess, we have the following roles:" and lists ten roles with their descriptions, each preceded by a blue underlined link. Below this is a section titled **5. Others**, which states: "In this subprocess, we have the following other tools:" and lists one tool, [Worksheet](#), with its description. The browser's status bar at the bottom shows the date and time as 5:00 PM on Wednesday, July 26, 2006, and a weather forecast for the following days.

[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.

---

## 5. Others

In this subprocess, we have the following other tools:

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

GP 5:00 PM 5 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 Edit View History Bookmarks Tools Help

Home Back Forward Reload Print Stop <file:///E:/Intro/summary/mock-ups/Worksheet.htm> IMDb

## Subprocess Worksheet

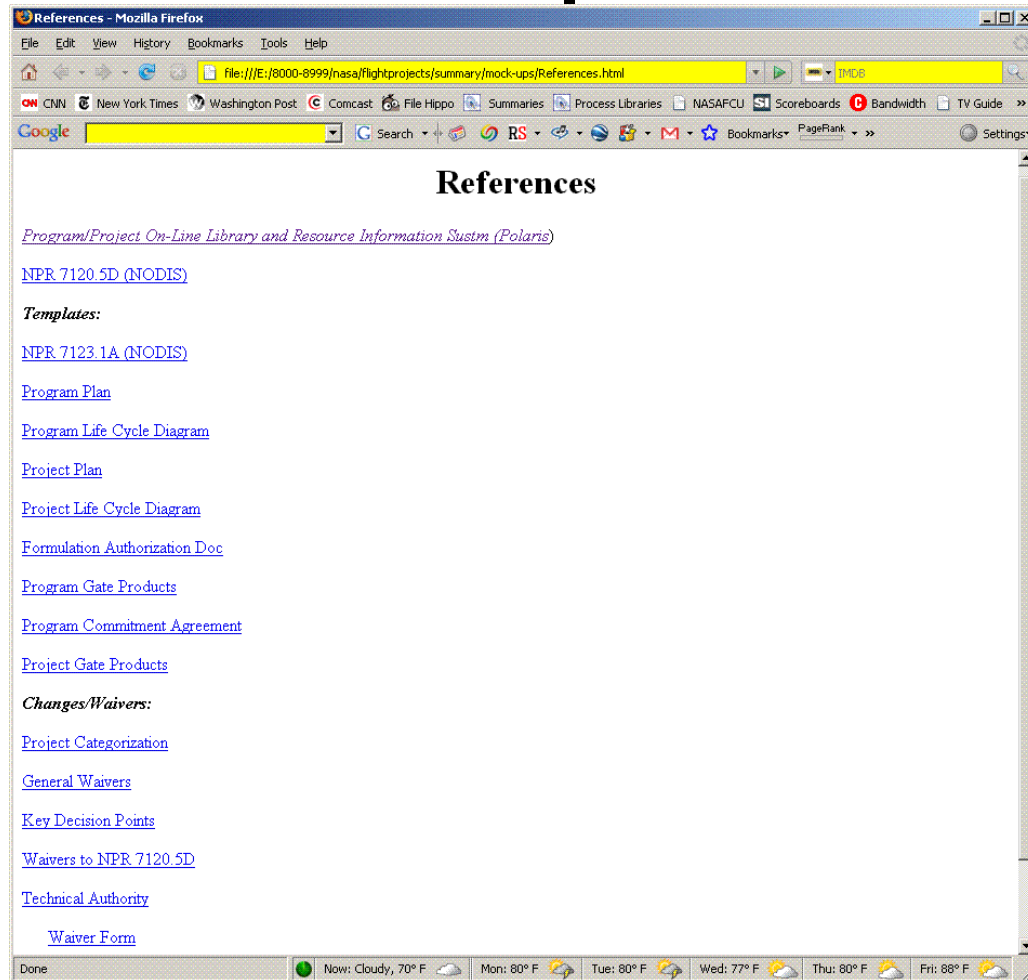
**Subprocess: Planning Mormon Congregations**

In this subprocess, we deal with the planning of Mormon Congregations

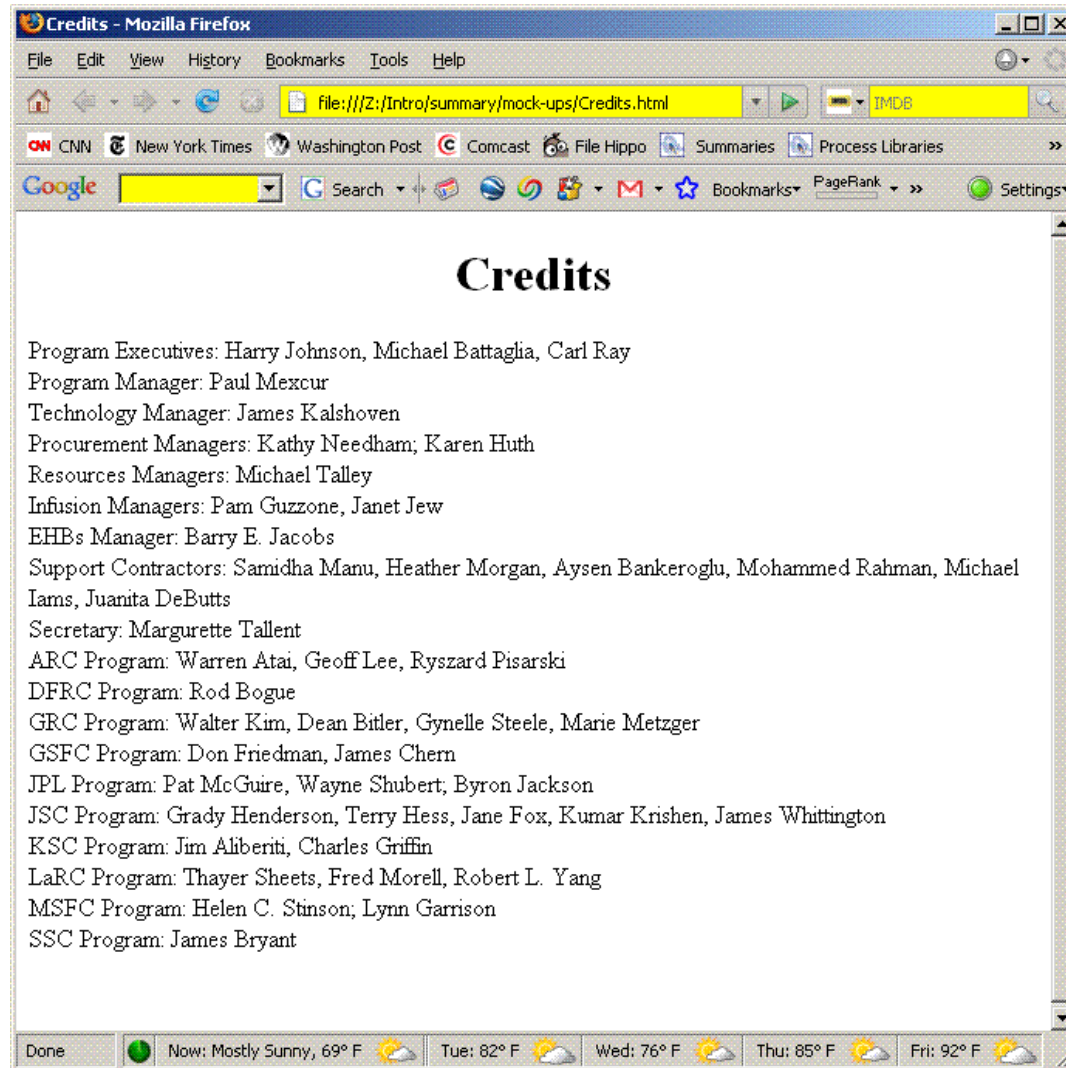
Task	Purpose	Suggested Roles	Task Lead(s)	Estimated Completion Date	Actual Completion Date	Documents					
						Document	Instructions and Samples	Document Lead(s)	Estimated Completion Date	Actual Completion Date	Document Location(s)
<b>Administration</b>	The purpose of this task is to administer Project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

Tools To Focus On During Stages. - Mozilla Firefox

File Edit View History Bookmarks Tools Help

## Tools To Focus On During Stages- By Tool.

Tool	Process Developer	Process Participant
Descriptions	Get a quick overview of the subprocess.	Get a quick overview of the subprocess.
Plays	Get an understanding of all of the roles in the subprocess and what they all have to do. Use this to test out your ideas.	Get an understanding of yours and related roles in the subprocess and what they all have to do. Use this to test out your ideas.
Documents	Get an understanding of all of the documents (templates, examples, descriptions) in the subprocess and what they all have to do. Use this to test out your ideas.	Get an understanding of yours and related documents (templates, examples, descriptions) in the subprocess and what they all have to do. Use this to test out your ideas.
Role Guidelines/EHBs	Get an understanding of all of the roles in the subprocess and what they all have to do. Use this to test out your ideas.	Get an understanding of yours and related roles in the subprocess and what they all have to do. Use this to test out your ideas.
Worksheets	Get an understanding of all of the manager roles in the subprocess and what they all have to do. Use this to test out your ideas.	Get an understanding of all of the manager roles in the subprocess and what they all have to do. Use this to test out your ideas.
References	Get an understanding of all of the alternative views of the subprocess and what they contributed. Use this to enhance your ideas.	Get an understanding of all of the alternative views of the subprocess and what they contributed. Use this to enhance your ideas.
Credits	Get an understanding of all of the processes developers and participants of the subprocess and what they contributed. Use this to work together.	Get an understanding of all of the processes developers and participants of the subprocess and what they contributed. Use this to work together.

Silver Spring, MD 20902, USA: 50°F Thu: 51°F Fri: 54°F Sat: 54°F Sun: 52°F Mon: 56°F

# Tools that can be focused on during stages.

Tools To Focus On During Stages. - Mozilla Firefox

File Edit View History Bookmarks Tools Help

**Tools To Focus On During Stages- By Stage.**

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

Silver Spring, MD 20902, USA: 50°F Thu: 51°F Fri: 54°F Sat: 54°F Sun: 52°F Mon: 56°F Tue: 57°F

# Integration Tools facilitate subprocess integration.

Fetch Integration - Mozilla Firefox

File Edit View History Bookmarks Tools Help

file:///E:/Others/religions/Mormonism/summary/Mock-ups/Integrations

CNN New York Times Washington Post Comcast NOMAD File Hippo Summaries Papers

Google Search

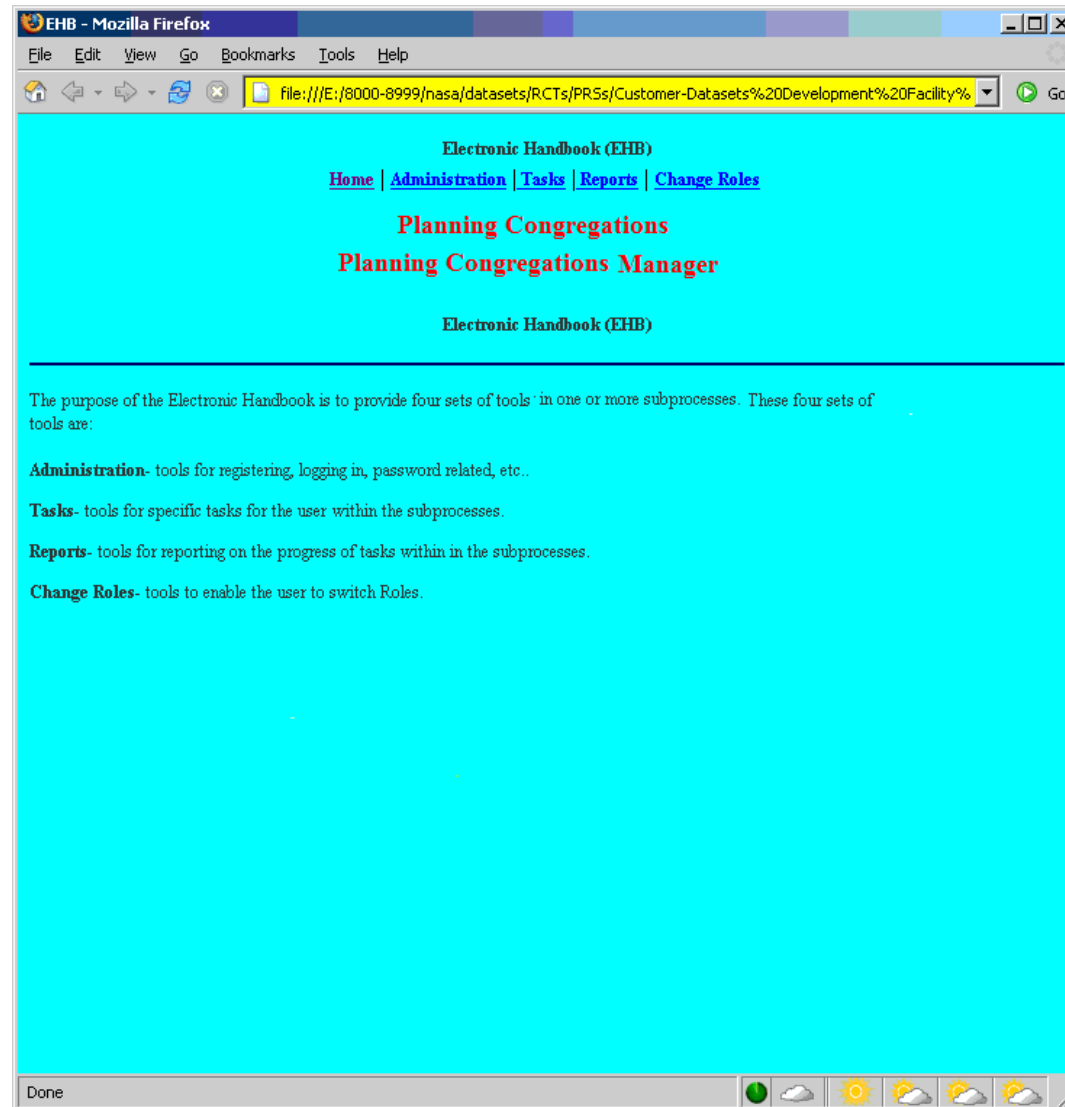
### Fetch Integration

Read Integration	
Classification	Product Realization Subprocesses
Subprocess	Planning Congregations
Type	<a href="#">Guidelines</a>
Title	Subprocess Manager
Id	T4-4-3-00
Integration Uri	<a href="#">Fetch</a>
Ordinal	33
Date Created	03-MAY-2005
Date Updated	18-MAY-2005

Samples From Views	
<a href="#">Antietam Ward</a> <a href="#">Fetch</a> - ( Size: 10 KB )	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
<a href="#">Hagerstown Ward</a> <a href="#">Fetch</a> - ( Size: 10 KB )	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
<a href="#">Catonsville Ward</a> <a href="#">Fetch</a> - ( Size: 10 KB )	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
<a href="#">Columbia 1st Ward</a> <a href="#">Fetch</a> - ( Size: 10 KB )	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
<a href="#">Columbia 2nd Ward</a> <a href="#">Fetch</a> - ( Size: 10 KB )	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
<a href="#">Columbia 3rd (Spanish) Ward</a> <a href="#">Fetch</a> - ( Size: 10 KB )	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
<a href="#">College Park Stake</a> <a href="#">Fetch</a> - ( Size: 10 KB )	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
<a href="#">Washington DC (Deaf) Branch</a> <a href="#">Fetch</a> - ( Size: 10 KB )	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
<a href="#">Beltsville Ward</a> <a href="#">Fetch</a> - ( Size: 10 KB )	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
<a href="#">Mount Airy Stake</a>	Date Created: 23-Jun-2005

Now: Partly Sunny, 46° F Mon: 51° F Tue: 56° F Wed: 63° F Thu: 58° F Fri: 64° F

# Electronic Handbooks (EHBs) facilitate the execution of subprocesses.



# Demonstration Tools introduce the concepts to a community in their terms.

Mormonism - Mozilla Firefox



File Edit View History Bookmarks Tools Help

ehbs.org/Mormonism/

Google

## Mormonism


Process Libraries (PLs) and Electronic Handbooks (EHBs)  
[Where Shakespeare Meets Freud]



1. [What Are PLs and EHBs?](#)
2. [Summary](#)
3. [Some Applications](#)
4. [In The Press](#)
5. [Experiences](#)
6. [Some Demonstration Tools](#)
7. [Some Subprocesses and Their Documentations](#)
8. [Assembly Line Processes](#)
9. [Benefits](#)

[White Paper](#)  
[Book](#)

**U.S. GOVERNMENT COMPUTER**  
If not authorized to access this system, disconnect now.



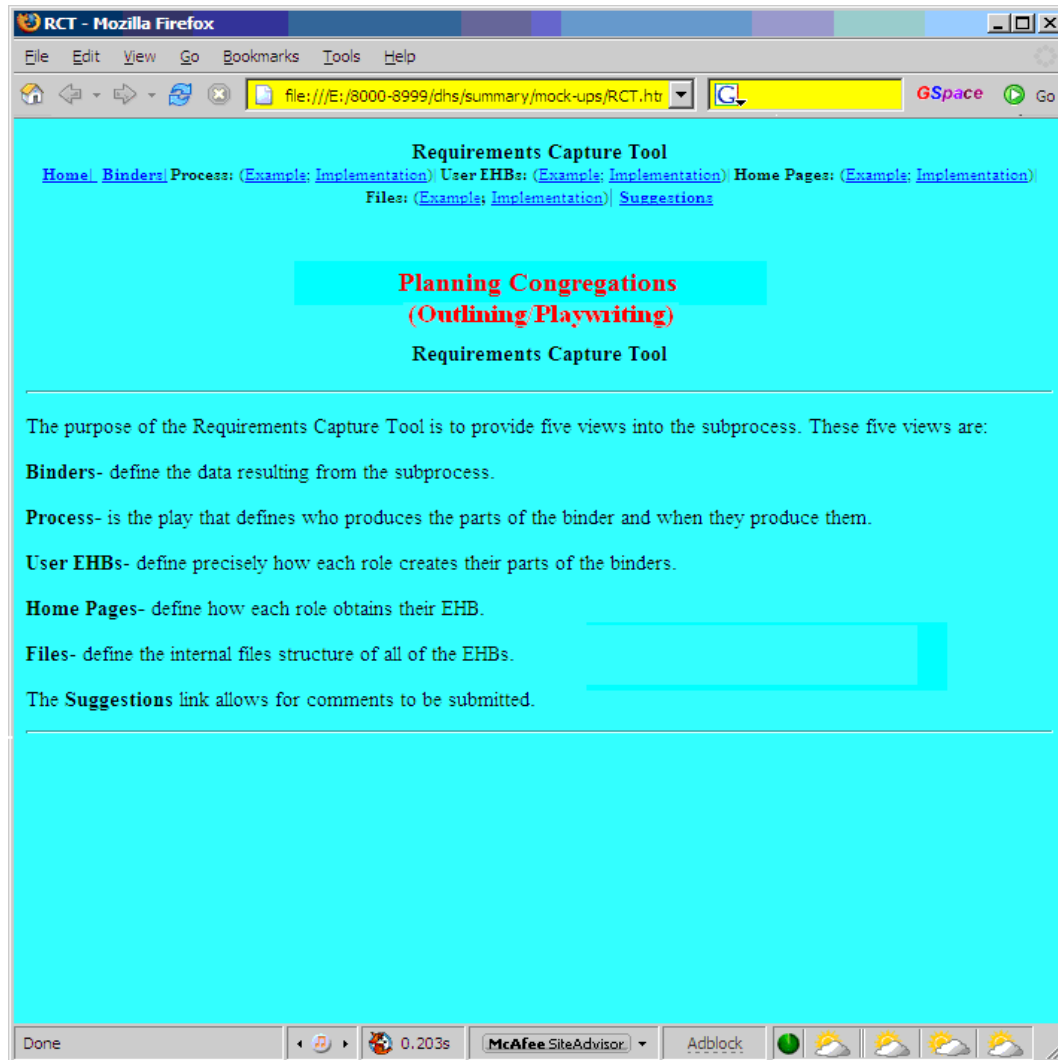
**YOU SHOULD HAVE NO EXPECTATION OF PRIVACY**  
By continuing, you consent to your keystrokes and data content being monitored.

[NASA Privacy, Security Notices](#)

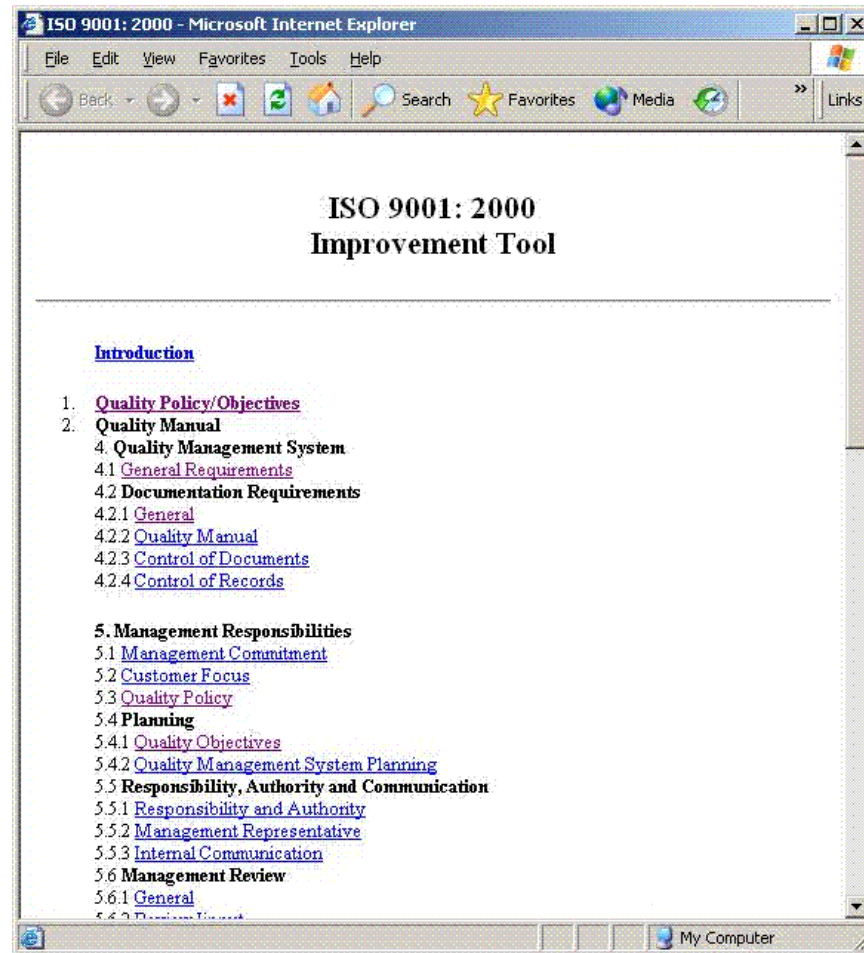
Last Modified: June 23, 2005  
Curator: [Dr. Barry E. Jacobs](#)  
NASA Official: [Dr. Barry E. Jacobs](#)

Now: 45°F Wed: 46°F Thu: 59°F Fri: 41°F Sat: 38°F Sun: 38°F Mon: 36°F

# Requirements Capture Tools (RCTs) facilitate subprocess development.

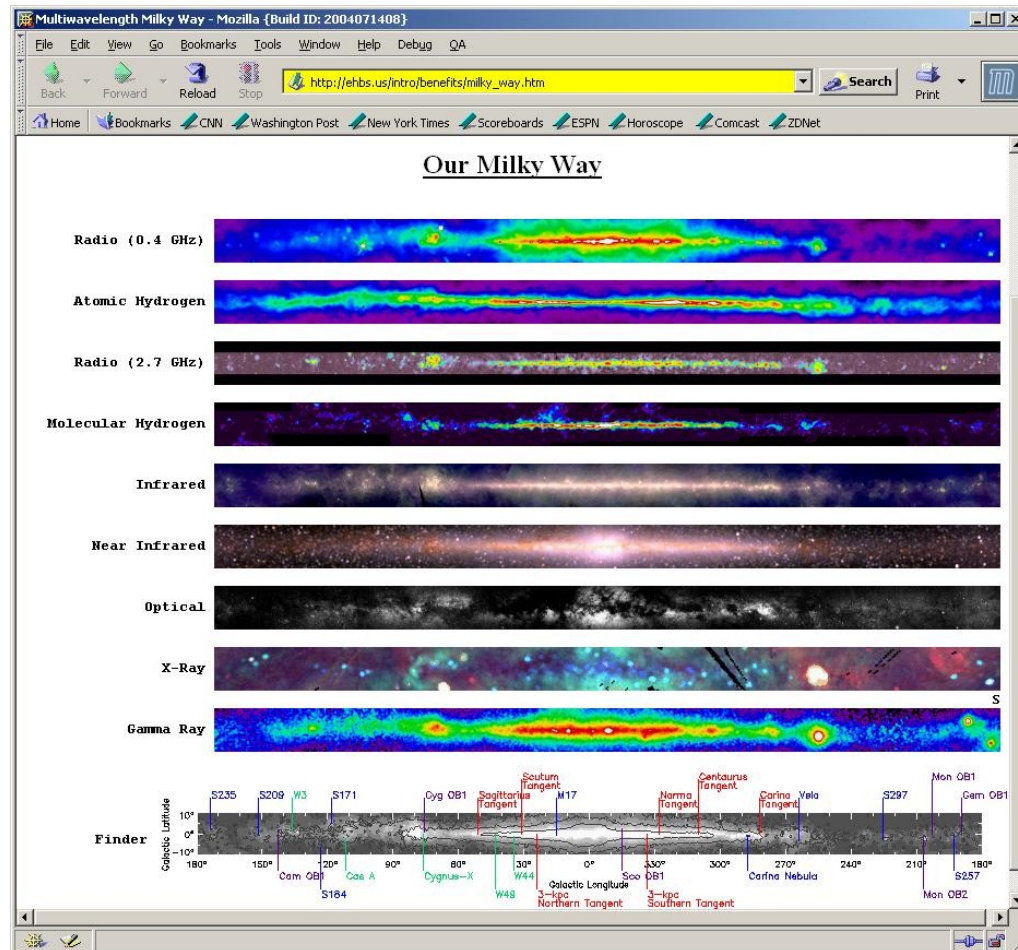


# Improvement Tools facilitate subprocess improvement.



# **Final Thoughts**

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



# **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.**

# **Some Effects of Separation**

**"Men hate each other because they fear each other;  
They fear each other because they don't know each other;  
They don't know each other because they can't communicate with each other;  
They can't communicate with each other because they are separated from each other. "**

**Dr. Martin Luther King Jr.  
September 3, 1957**

# 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 Process Libraries and Electronic Handbooks

[Where Shakespeare Meets Freud]

[Home](#)

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

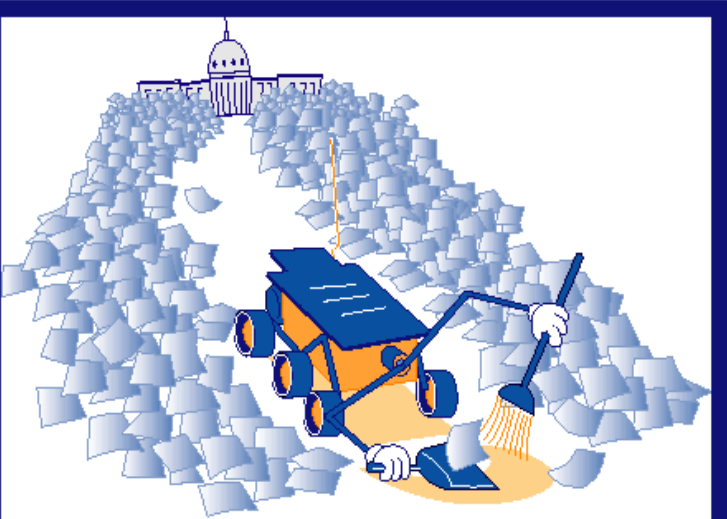
[Tools](#)

- [8. Some Subprocesses and Their Documentations](#)
- [9. Assembly Line Processes](#)
- [10. Benefits](#)

[White Paper](#)

[Book](#)

[How Can I Apply These To My Organization's Processes?](#)



BY D'ANGELO FOR THE WASHINGTON POST

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(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