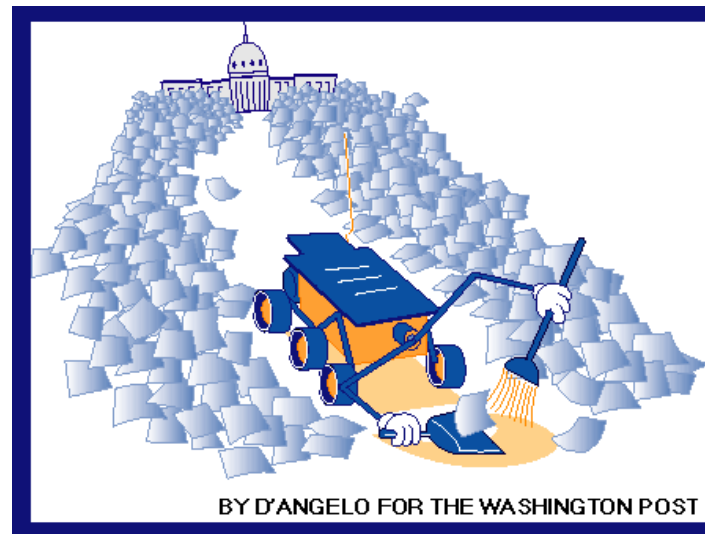


# City University of New York University Degrees Management Using Process Libraries and Electronic Handbooks

(Where Shakespeare Meets Freud)



## Demonstration



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

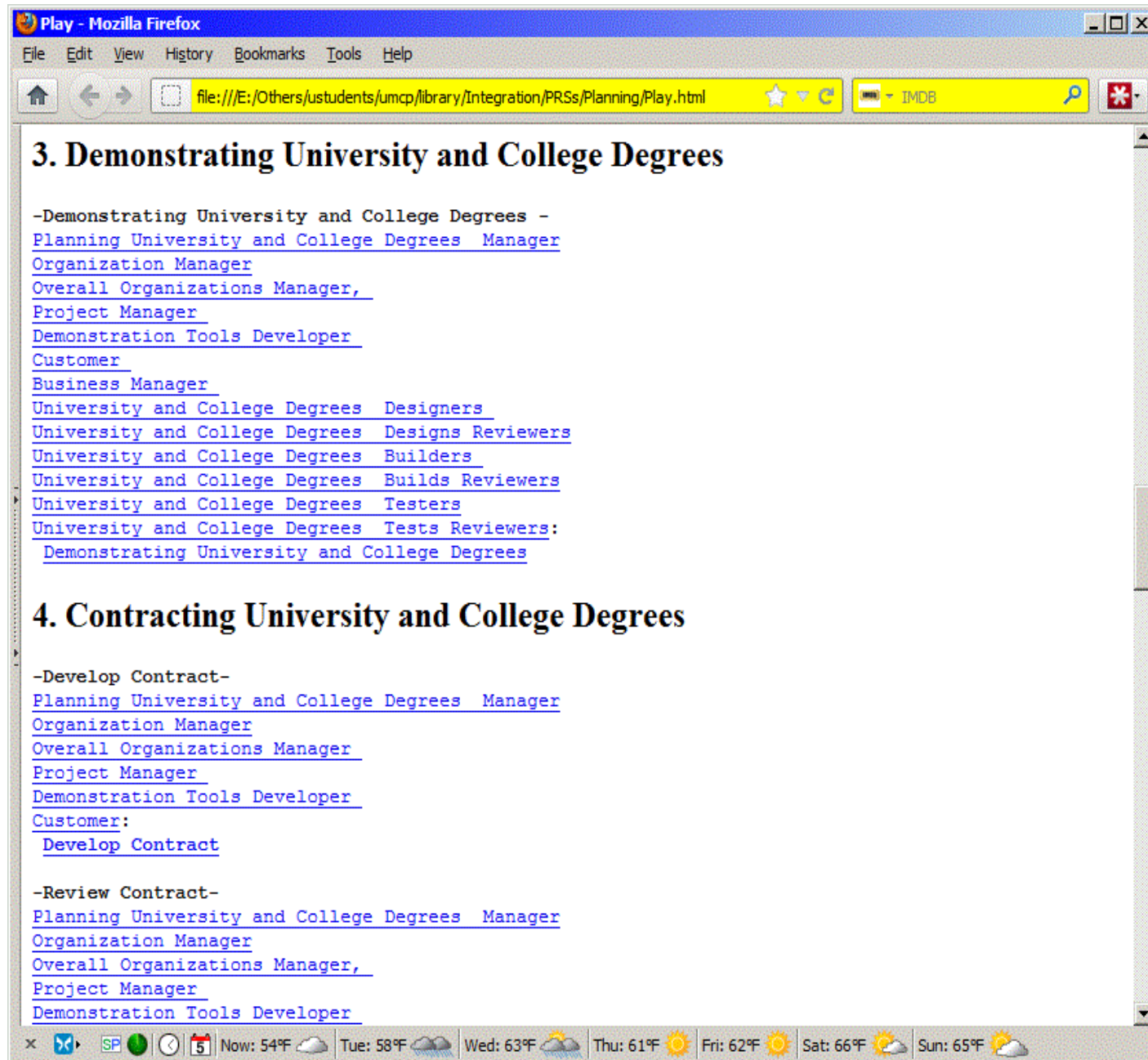
## **The Bottom Line:**

**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.**

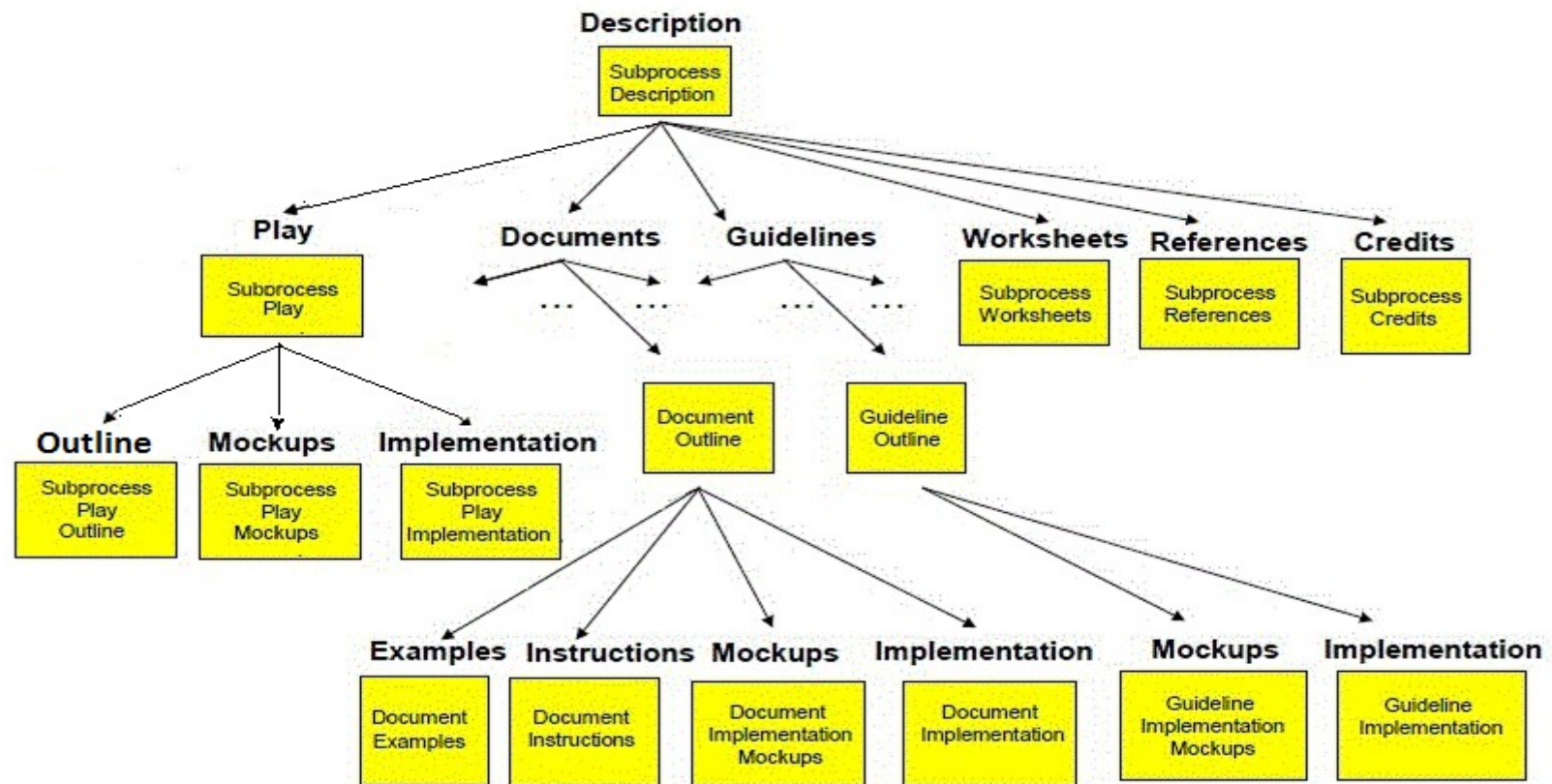
# Plays describe subprocess execution.



## **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.**

**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/nyu/library/Integration/PRSS/Planning/Description.html>. The page title is "Description - Mozilla Firefox". The browser's menu bar includes File, Edit, View, History, Bookmarks, Tools, and Help. The toolbar contains Home, Back, Forward, Reload, Stop, and a search bar. The page content is titled "Planning University and College Degrees" and includes a "Table of Contents" with links to Overview, Play, Documents, Guidelines, and Others. The "1. Overview" section describes the planning subprocess and lists links for All-Files and Benefits. The "2. Play" section is partially visible at the bottom.

**Planning University and College Degrees**

---

**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 University and College Degrees.

**Organization:** ORG

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

---

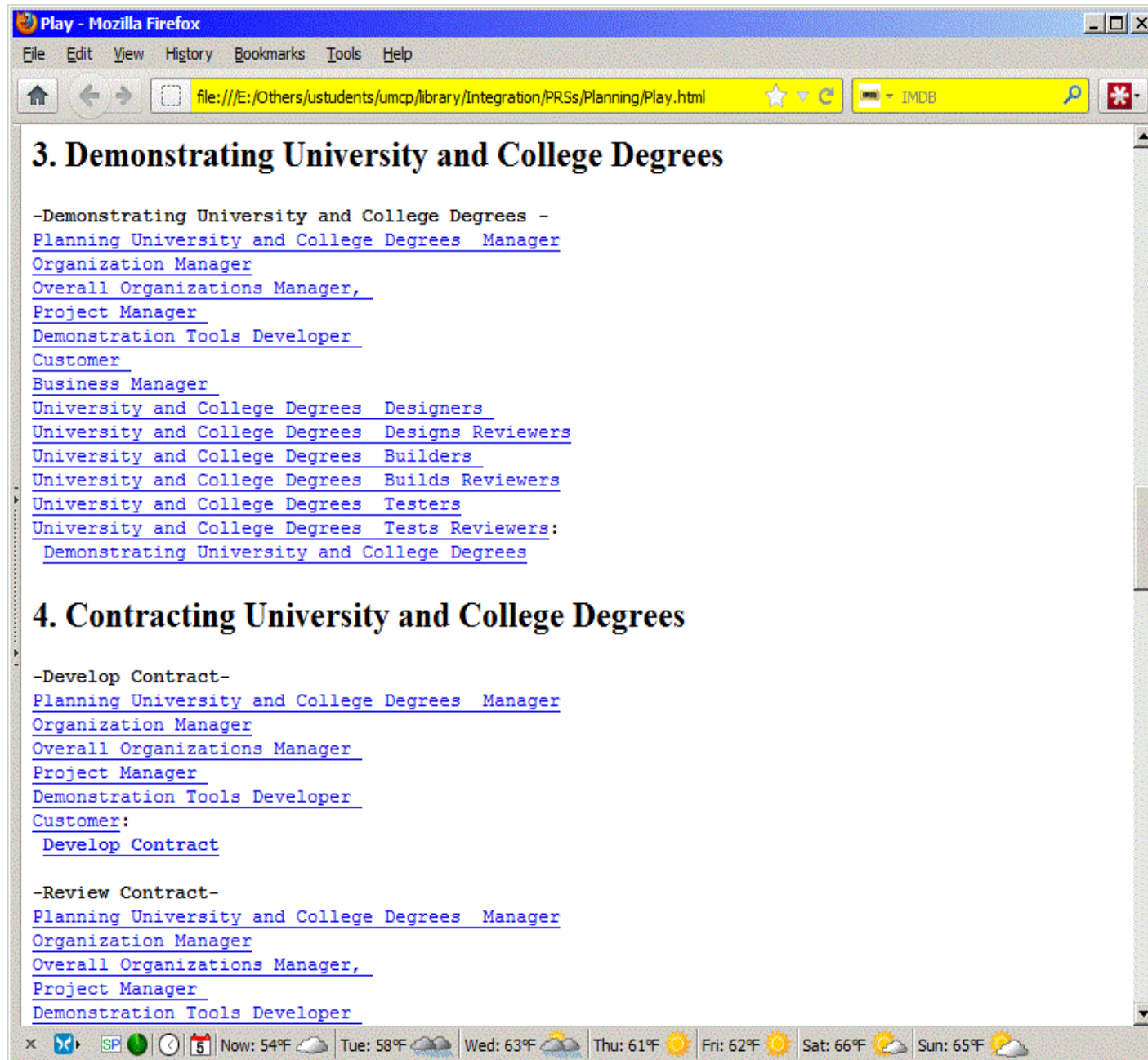
**2. Play**

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

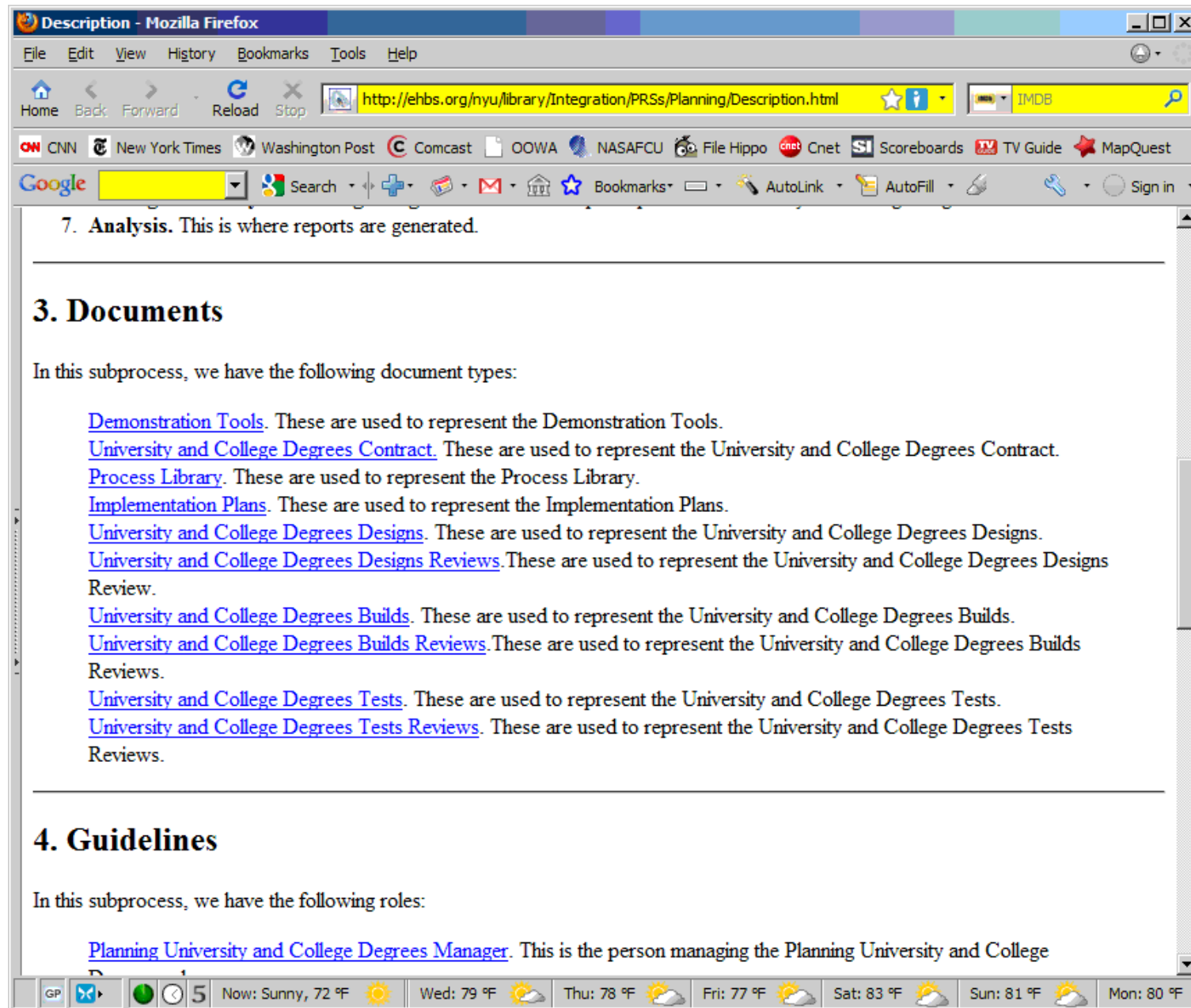
GP [Icons] Now: Sunny, 72 °F Wed: 79 °F Thu: 78 °F Fri: 77 °F Sat: 83 °F Sun: 81 °F Mon: 80 °F



# Plays describe subprocess execution.



# 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.
- [University and College Degrees Contract](#). These are used to represent the University and College Degrees Contract.
- [Process Library](#). These are used to represent the Process Library.
- [Implementation Plans](#). These are used to represent the Implementation Plans.
- [University and College Degrees Designs](#). These are used to represent the University and College Degrees Designs.
- [University and College Degrees Designs Reviews](#). These are used to represent the University and College Degrees Designs Review.
- [University and College Degrees Builds](#). These are used to represent the University and College Degrees Builds.
- [University and College Degrees Builds Reviews](#). These are used to represent the University and College Degrees Builds Reviews.
- [University and College Degrees Tests](#). These are used to represent the University and College Degrees Tests.
- [University and College Degrees Tests Reviews](#). These are used to represent the University and College Degrees Tests Reviews.

---

## 4. Guidelines

In this subprocess, we have the following roles:

- [Planning University and College Degrees Manager](#). This is the person managing the Planning University and College

GP 5 Now: Sunny, 72 °F Wed: 79 °F Thu: 78 °F Fri: 77 °F Sat: 83 °F Sun: 81 °F Mon: 80 °F



# Guidelines describe user subprocesses.

**Description - Mozilla Firefox**

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Stop <http://ehbs.org/nyu/library/Integration/PRSs/Planning/Description.html> IMDB

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

Google Search AutoLink AutoFill Sign in

[University and College Degrees Tests Reviews](#). These are used to represent the University and College Degrees Tests Reviews.

---

## 4. Guidelines

In this subprocess, we have the following roles:

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

---

## 5. Others

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

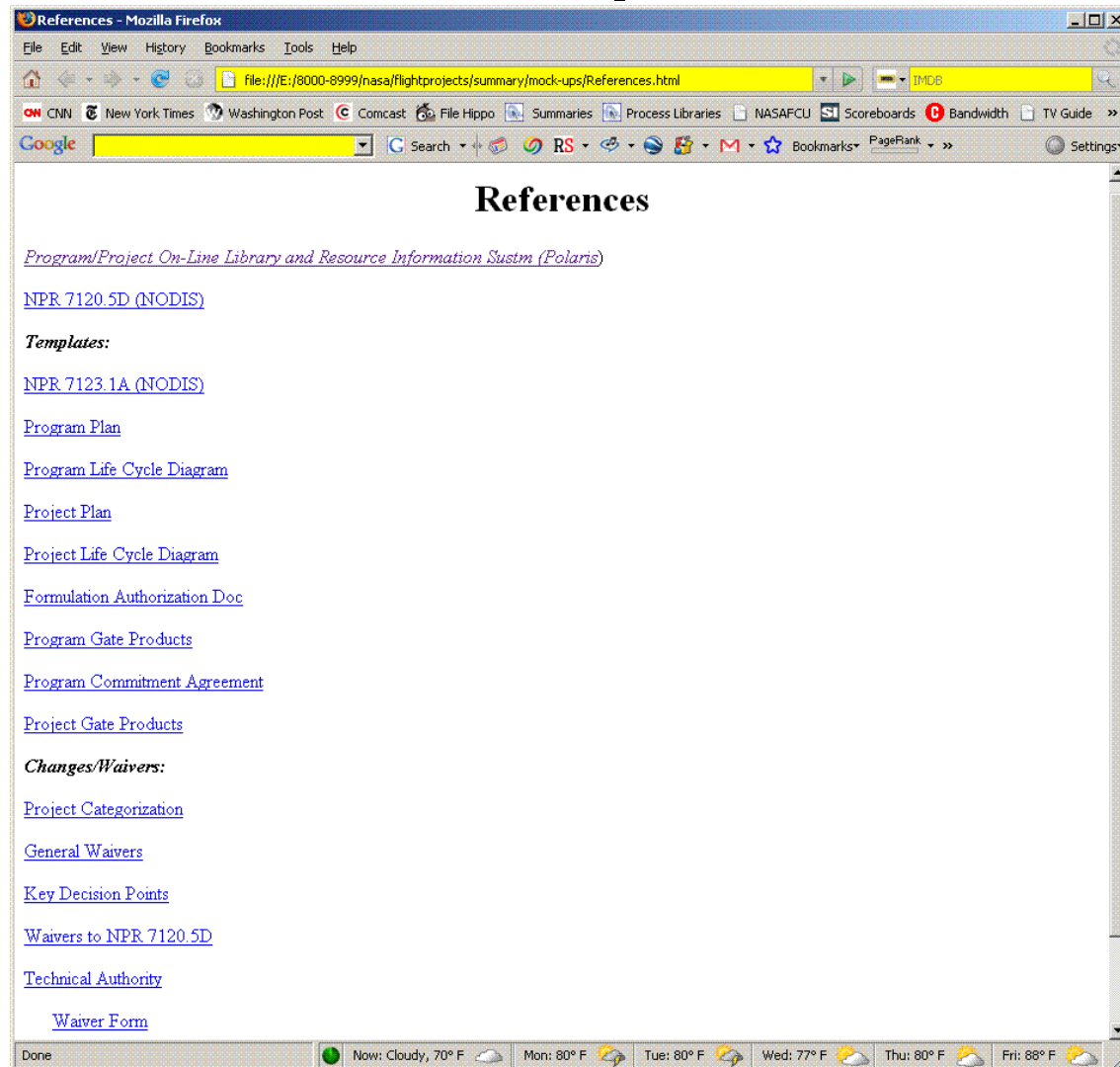
Subprocess: Planning University and College Degrees

In this subprocess, we deal with the planning of University and College Degrees

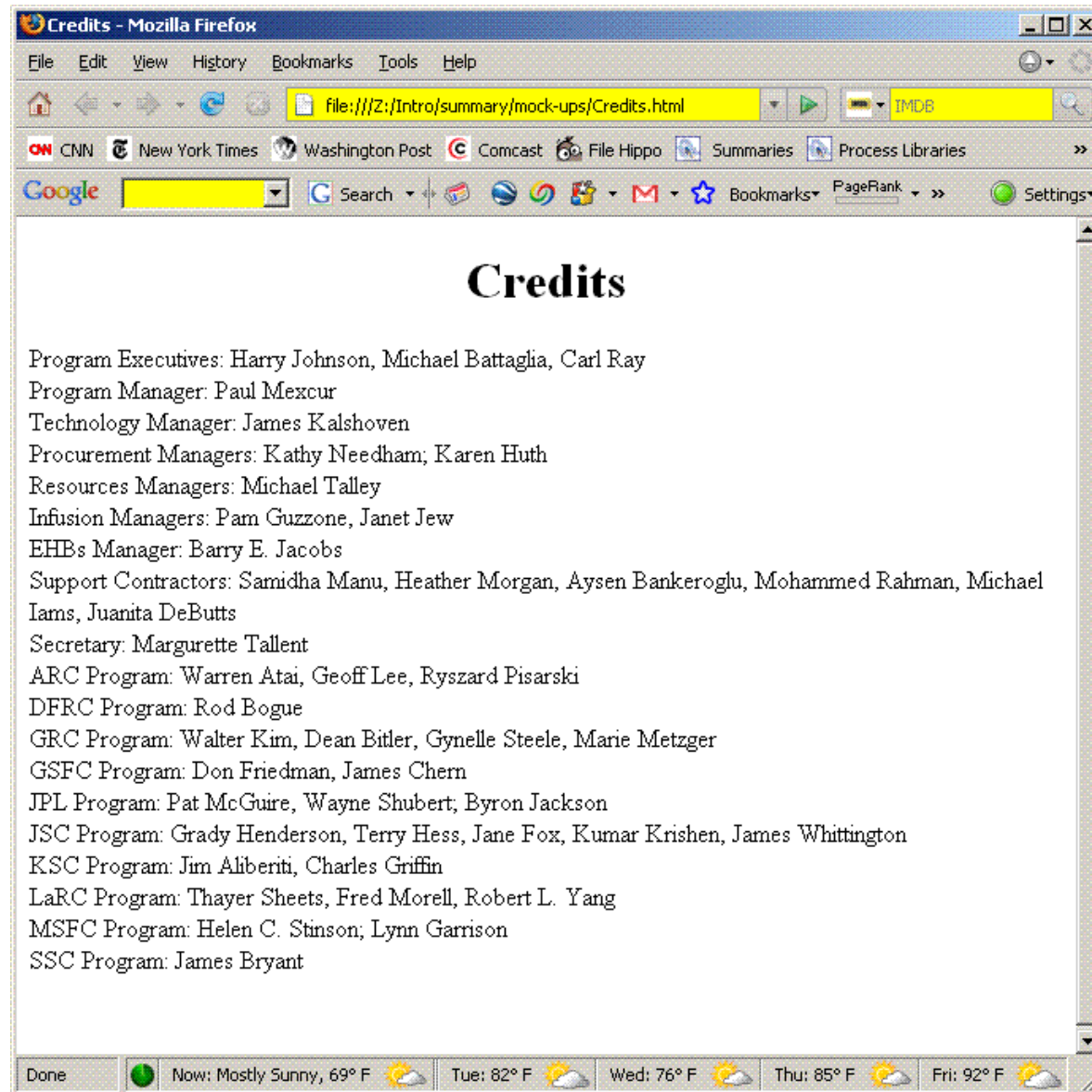
Task	Purpose	Suggested Roles	Task Lead(s)	Estimated Completion Date	Actual Completion Date	Documents					
						Document	Instructions and Samples	Document Lead(s)	Estimated Completion Date	Actual Completion Date	Document Location(s)
Administration	The purpose of this task is to administer Project Development .	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
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 City University of New York University Degrees Process Library - Mozilla Firefox

File Edit View History Bookmarks Tools Help

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

## Overview of City University of New York University Degrees Process Library

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

- We focus on the documents that City University of New York University Degrees 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 City University of New York University Degrees 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 City University of New York University Degrees Process Library - Mozilla Firefox

File Edit View History Bookmarks Tools Help

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

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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/cuny/whatare/process.htm> Webster

## University and College Degrees

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

(Potential Customers: University 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: University 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.**

City University of New York University Degrees Organizations - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Print Stop file:///E:/Others/ustudents/cuny/plib/Organizations.htm

## City University of New York University Degrees Organizations

Product Realization Subprocesses Organizations
Associate Degree Programs Office
Undergraduate Degree Programs Office
Graduate Degree Programs Office
Post-Graduate Programs Office
Continuing Education Programs Office
Special Programs Office
Other Programs Office

Product Distribution Subprocesses Organizations
Associate Degree Programs Office
Undergraduate Degree Programs Office
Graduate Degree Programs Office
Post-Graduate Programs Office
Continuing Education Programs Office
Special Programs Office
Other Programs Office

Support Subprocesses Organizations
Support Contractor A
Support Contractor B
Support Contractor C

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

Common Subprocesses Organizations
Support Contractor A

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"

Diagram illustrating the "Game of Telephone" Syndrome, showing a group of people (business professionals) standing in a line. Each person is connected to a speech bubble labeled "View". The bubbles are arranged in a chain, representing the transmission of information from one person to the next, where only parts of the original message are passed on.

Two rotary telephones are shown on the floor, one on the left and one on the right, symbolizing the communication tool used in the game.

Windows taskbar: x [Icons] [Clock] Silver Spring, MD 20902, USA: 54°F [Weather] Tue: 61°F [Weather] Wed: 58°F [Weather] Thu: 51°F [Weather] Fri: 47°F [Weather]

## 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 City University of New York University Degrees Process Library - Mozilla Firefox

File Edit View History Bookmarks Tools Help

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

## Overview of City University of New York University Degrees Process Library

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For more information on the City University of New York University Degrees 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

City University of New York University Degrees Process Library - Mozilla Firefox

File Edit View History Bookmarks Tools Help

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

## City University of New York University Degrees Process Library

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[Overview \(Demo\)](#)

[Integrated Problems-Solutions Database](#)

[Planning Degrees](#)

[Solicitation Development](#)

[Submission](#)

[Review and Selection](#)

[Counseling](#)

[Enrollment](#)

[Graduation](#)

[Post-Graduation](#)

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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/ustudents/cuny/summary/mock-ups/views.htm GSpace Go

CNN Wash Post NY Times Horoscope SI.com Scoreboards NASAFCU Comcast Bandwidth File Hippo ZDNet >>

Google Search PageRank ABC Check AutoLink Subscribe >>

## Views

Total 11 Entries

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

Subprocess: **Planning University and College Degrees** (T4-3-00-00)

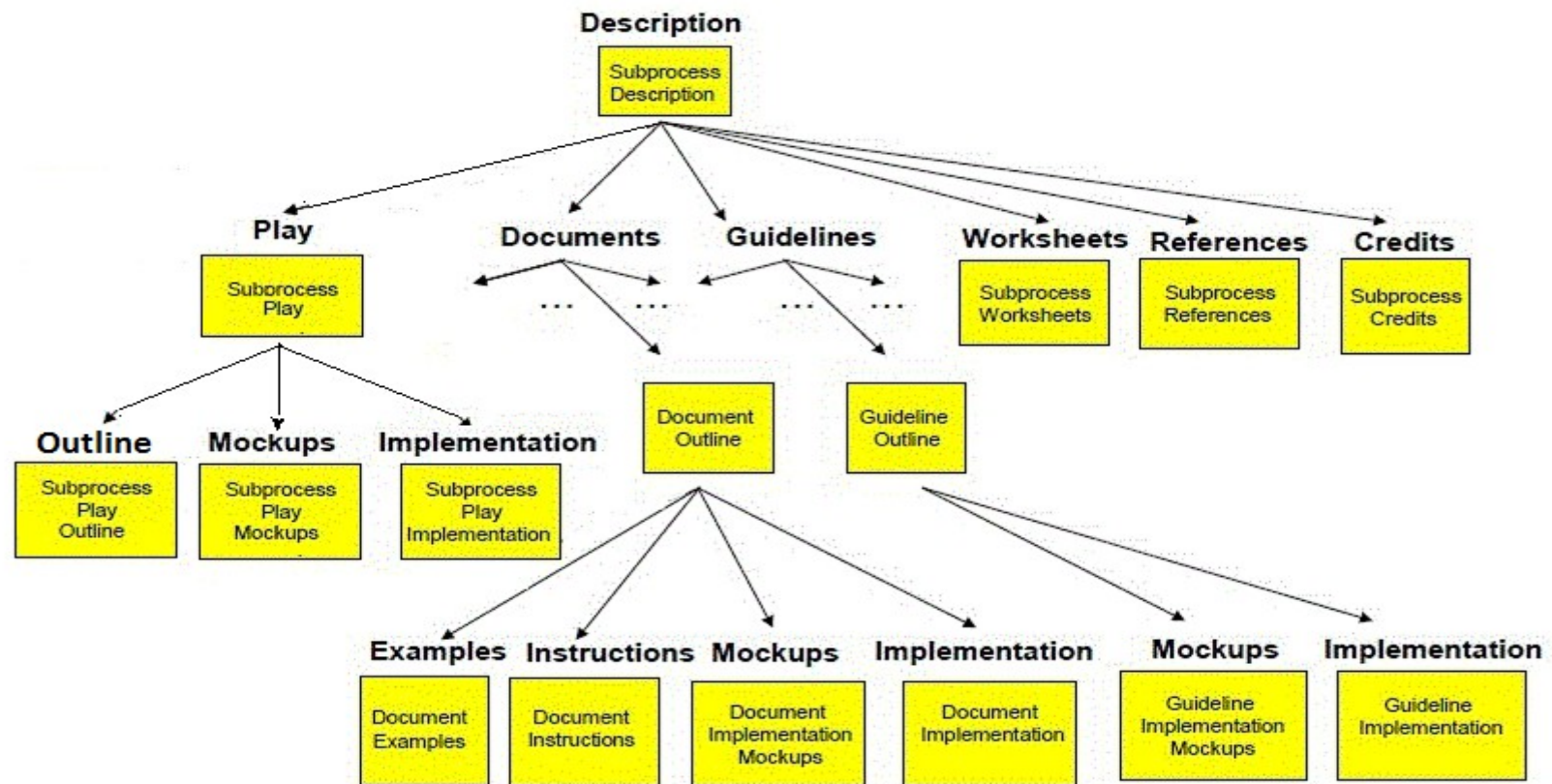
[Create View](#)

View	Steps
<a href="#">Associate Degree Programs Office</a> Lee, Geoff (geoff.lee@cuny.edu) <a href="#">Fetch</a>	<a href="#">Update</a> <a href="#">Copy</a> <a href="#">Delete</a>
<a href="#">Undergraduate Degree Programs Office</a> Bogue, Rodney (rod.bogue@cuny.edu) <a href="#">Fetch</a>	<a href="#">Update</a> <a href="#">Copy</a> <a href="#">Delete</a>
<a href="#">Graduate Degree Programs Office</a> Kim, Walter S. (walter.s.kim@cuny.edu) <a href="#">Fetch</a>	<a href="#">Update</a> <a href="#">Copy</a> <a href="#">Delete</a>
<a href="#">Post-Graduate Programs Office</a> Chern, Dr. E. James (Engmin.J.Chern@cuny.edu) <a href="#">Fetch</a>	<a href="#">Update</a> <a href="#">Copy</a> <a href="#">Delete</a>
<a href="#">Continuing Education Programs Office</a> Ray, Carl G. (carl.g.ray@cuny.edu) <a href="#">Fetch</a>	<a href="#">Update</a> <a href="#">Copy</a> <a href="#">Delete</a>
<a href="#">Special Programs Office</a> Schober, Wayne R. (Wayne.R.Schober@jpl.cuny.edu) <a href="#">Fetch</a>	<a href="#">Update</a> <a href="#">Copy</a> <a href="#">Delete</a>
<a href="#">Other Programs Office</a> Krishen, Dr. Kumar (kumar.krishen-1@cuny.edu) <a href="#">Fetch</a>	<a href="#">Update</a> <a href="#">Copy</a> <a href="#">Delete</a>

Done 0.172s 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/cuny/library/Integration/PRSS/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

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# Planning University and College Degrees

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## 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 University and College Degrees.

**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 Wed: 79 °F Thu: 78 °F Fri: 77 °F Sat: 83 °F Sun: 81 °F Mon: 80 °F

Play - Mozilla Firefox

File Edit View History Bookmarks Tools Help

file:///E:/Others/ustudents/umcp/library/Integration/PRSS/Planning/Play.html

IMDB

### 3. Demonstrating University and College Degrees

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

### 4. Contracting University and College Degrees

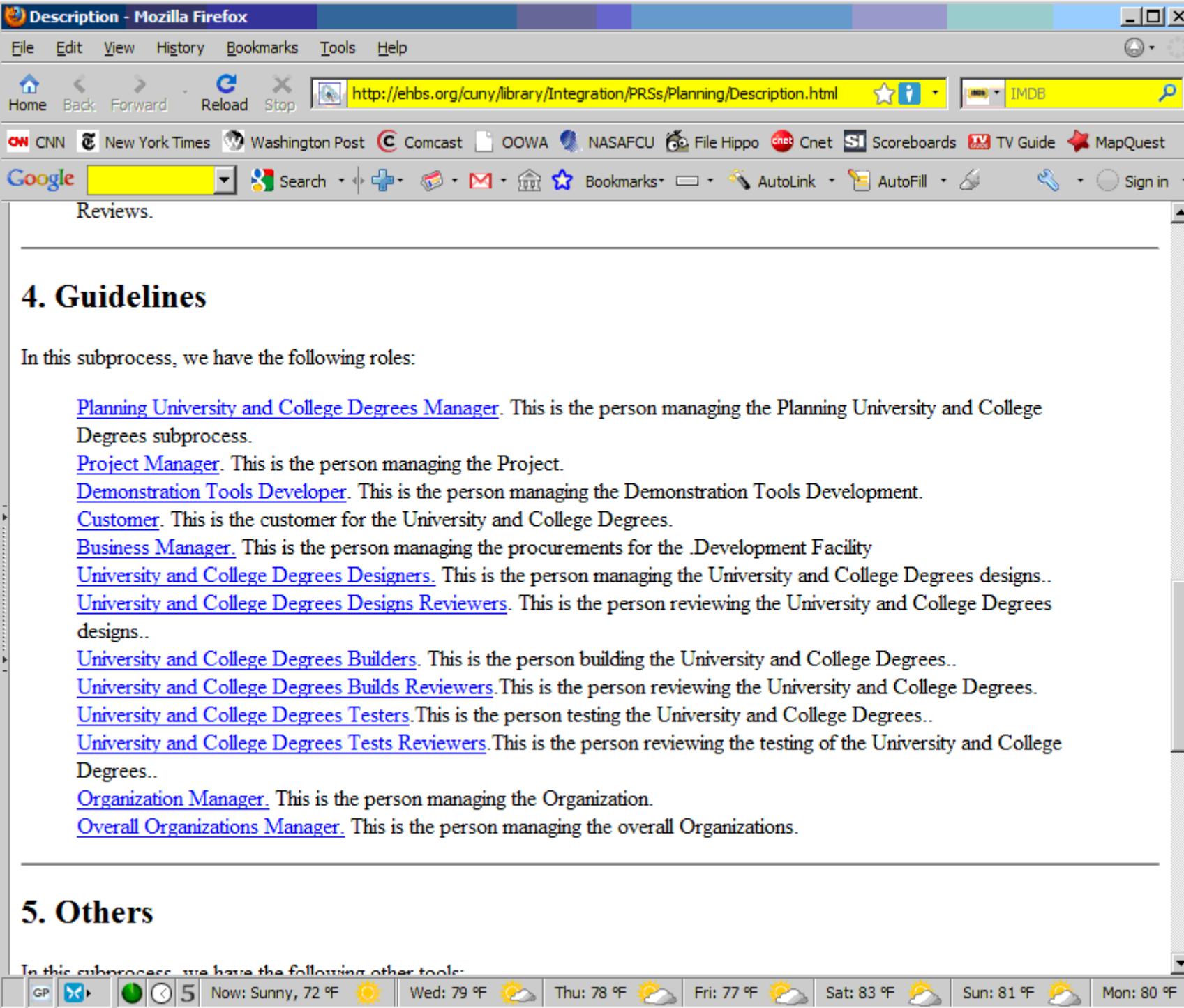
-Develop Contract-  
[Planning University and College Degrees Manager](#)  
[Organization Manager](#)  
[Overall Organizations Manager](#)  
[Project Manager](#)  
[Demonstration Tools Developer](#)  
[Customer:](#)  
[Develop Contract](#)

-Review Contract-  
[Planning University and College Degrees 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







# 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 University and College Degrees

In this subprocess, we deal with the planning of University and College Degrees

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



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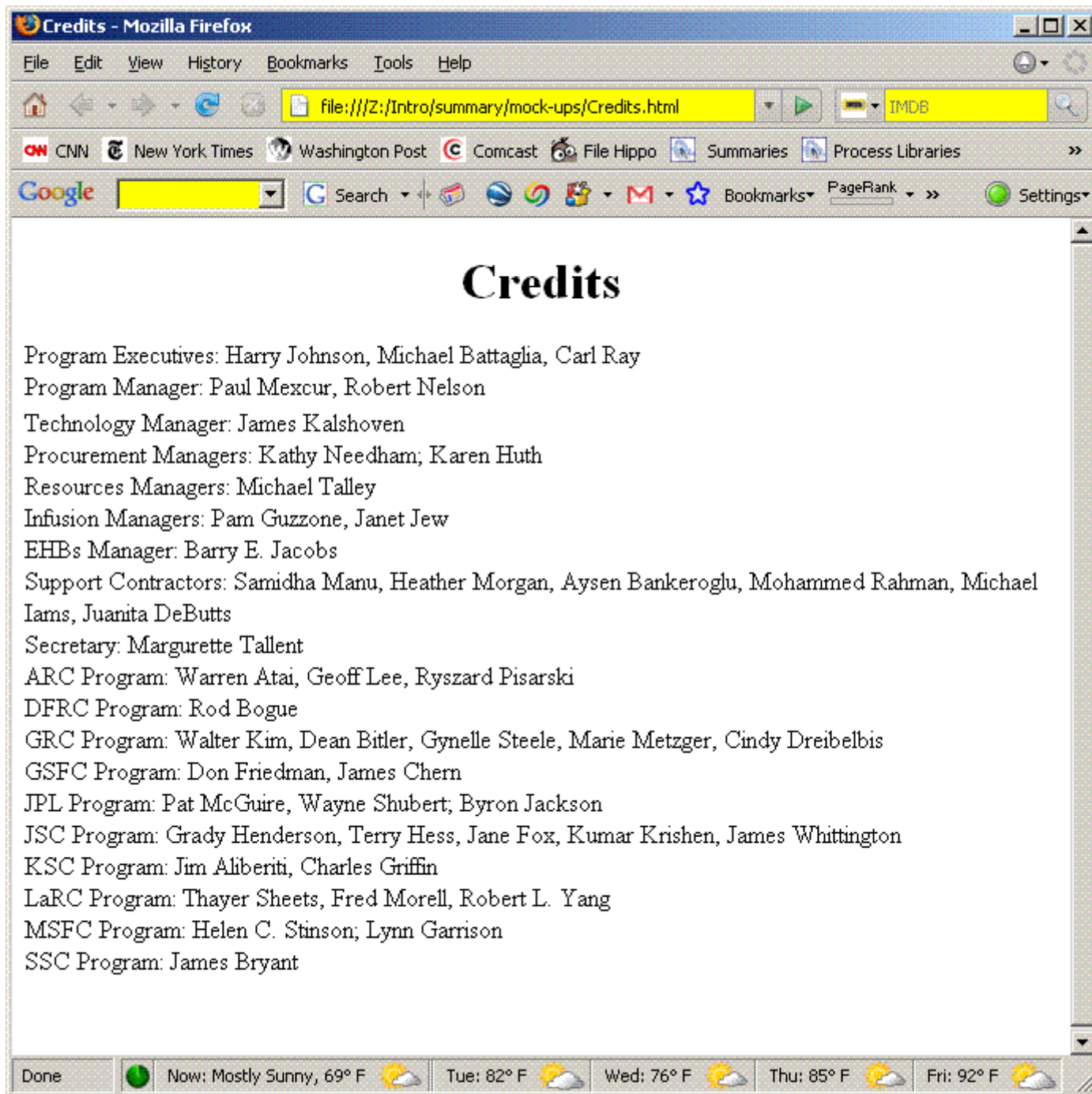
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# Credits

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GSFC Program: Don Friedman, James Chern

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JSC Program: Grady Henderson, Terry Hess, Jane Fox, Kumar Krishen, James Whittington

KSC Program: Jim Aliberiti, Charles Griffin

LaRC Program: Thayer Sheets, Fred Morell, Robert L. Yang

MSFC Program: Helen C. Stinson, Lynn Garrison

SSC Program: James Bryant

Done



Now: Mostly Sunny, 69° F



Tue: 82° F



Wed: 76° F



Thu: 85° F



Fri: 92° F



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

Tools To Focus On During Stages. - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ehbs.org/intro/summary/stages1.html

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

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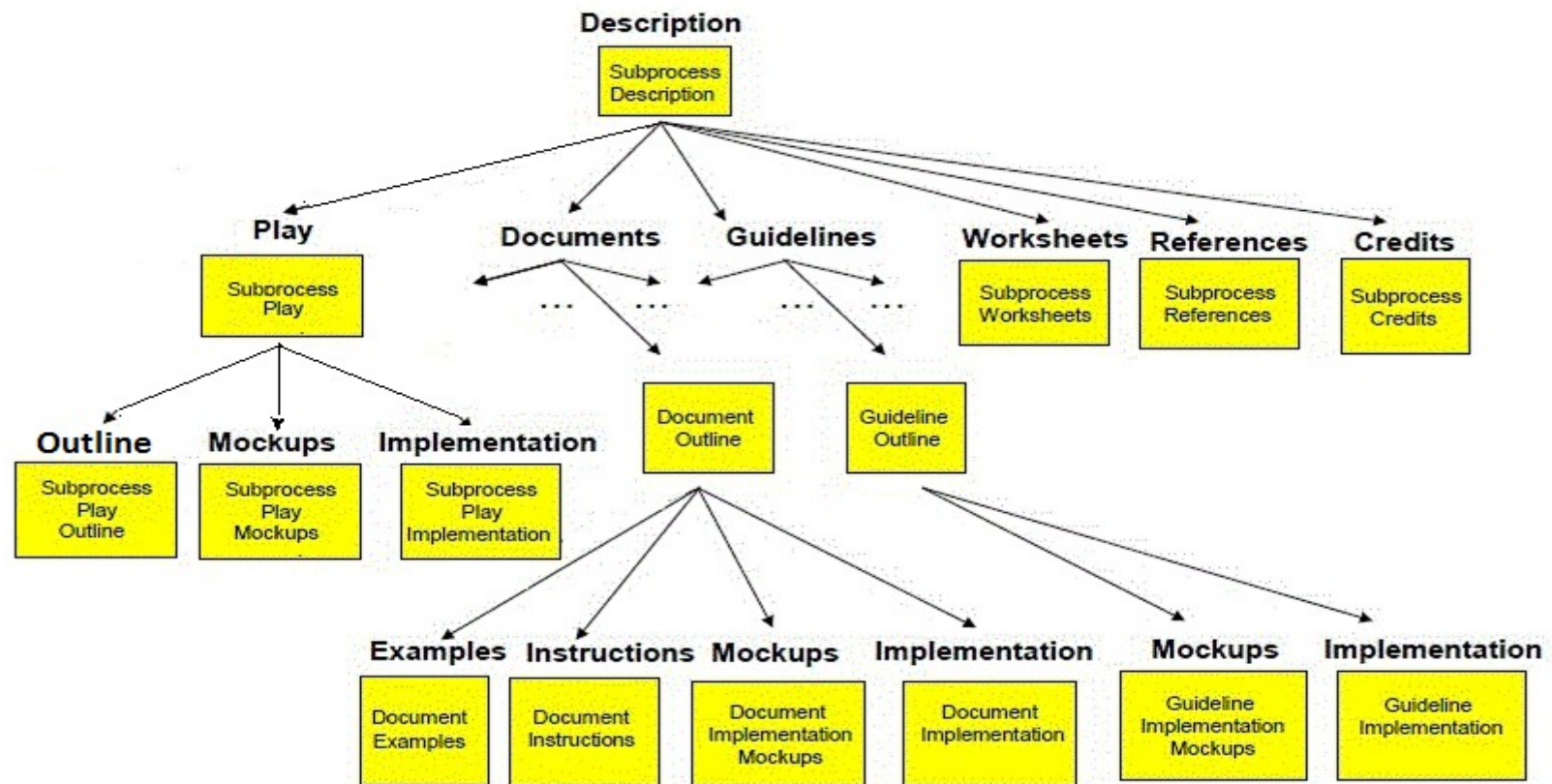
ehbs.org/intro/summary/stages2.html

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



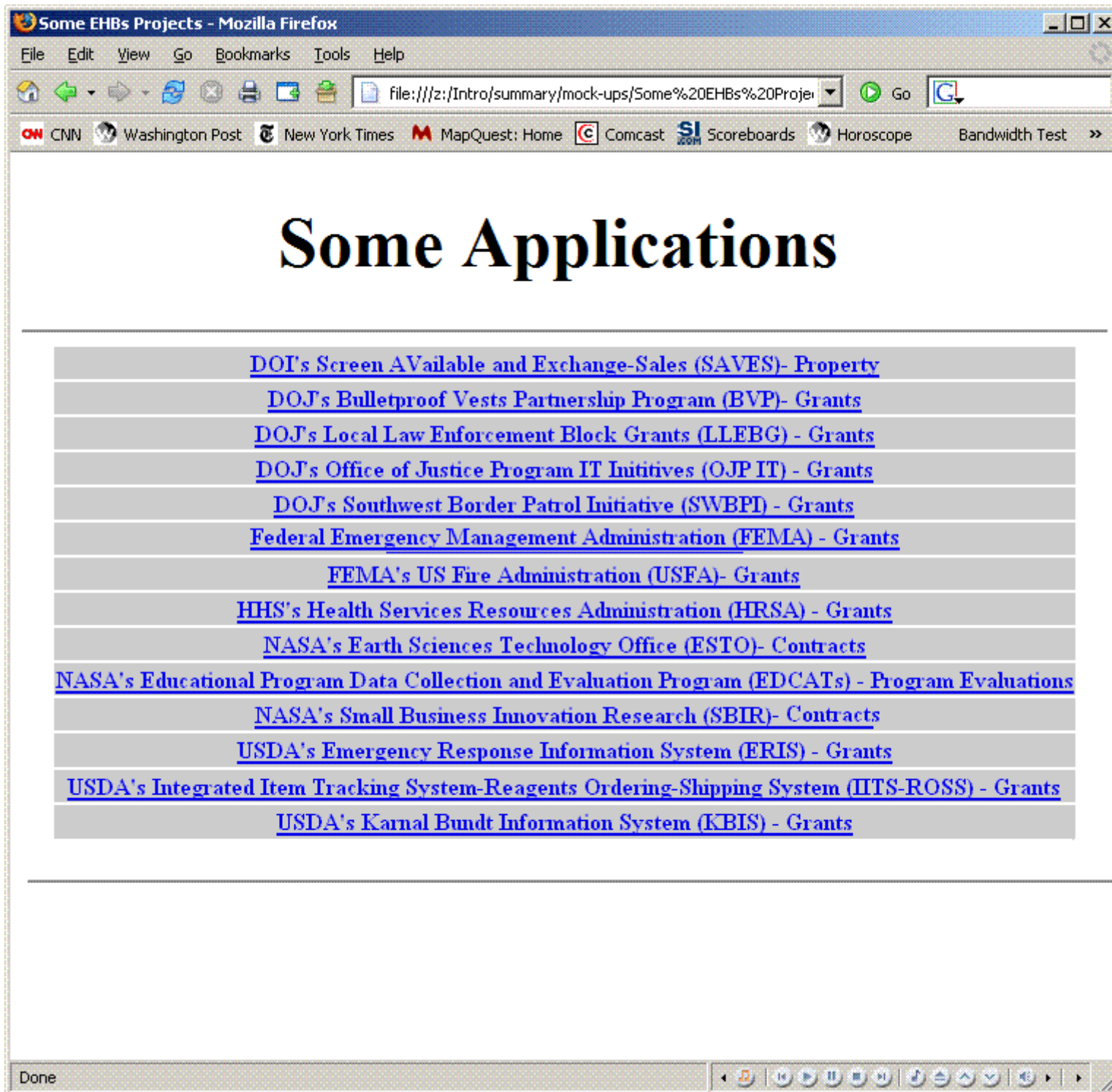
- **In Process Libraries (PLs), subprocesses are represented as "plays" where "actors" communicate thru the Internet. Each organization puts on its own "productions". For each role, Electronic Handbooks (EHBs) (also called Guidelines) guide "actors" thru their parts. Managers are "directors" using Worksheets 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**







## 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.

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- **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.

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- **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.

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Overview of City University of New York University Degrees Process Library - Mozilla Firefox

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

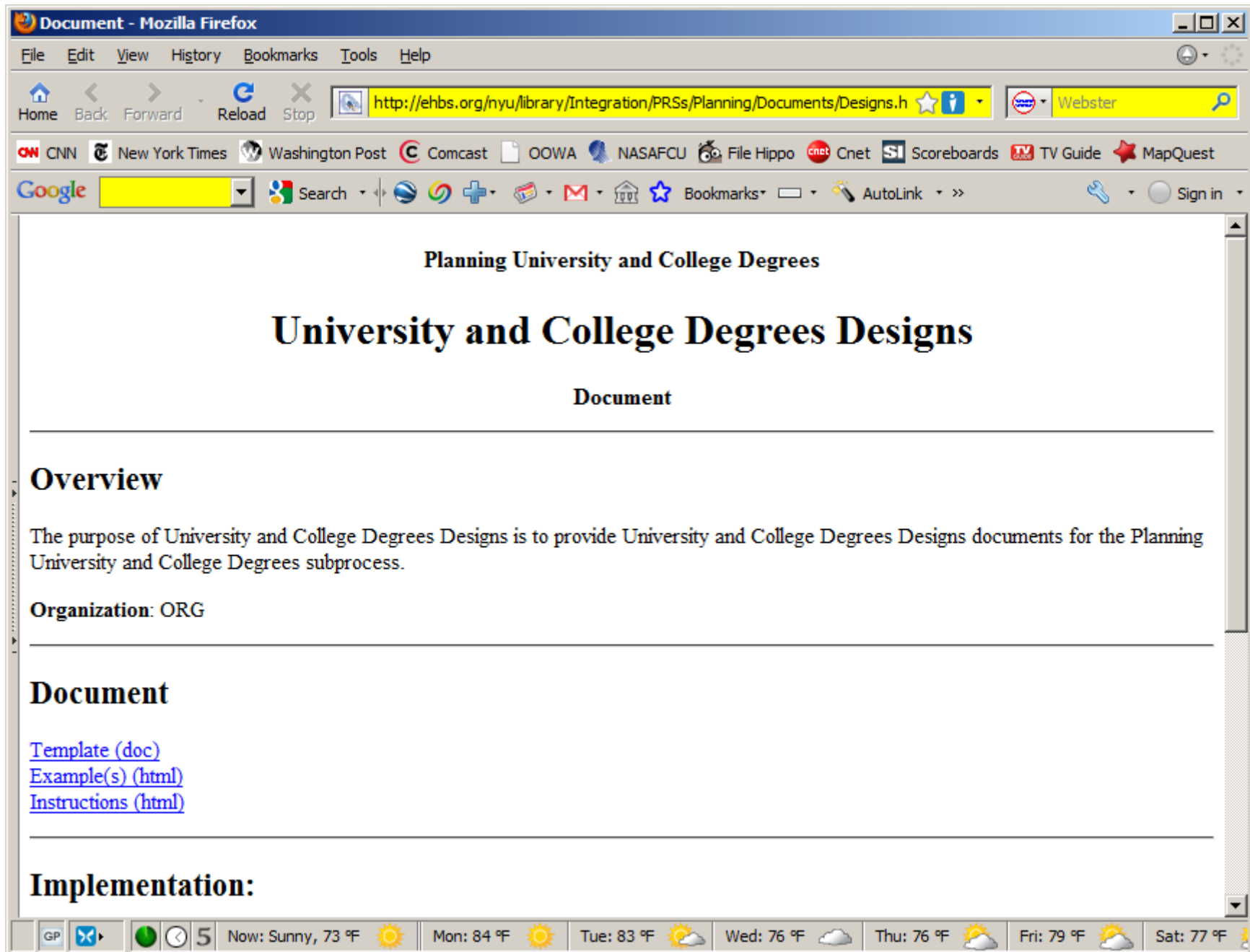
## Overview of City University of New York University Degrees Process Library

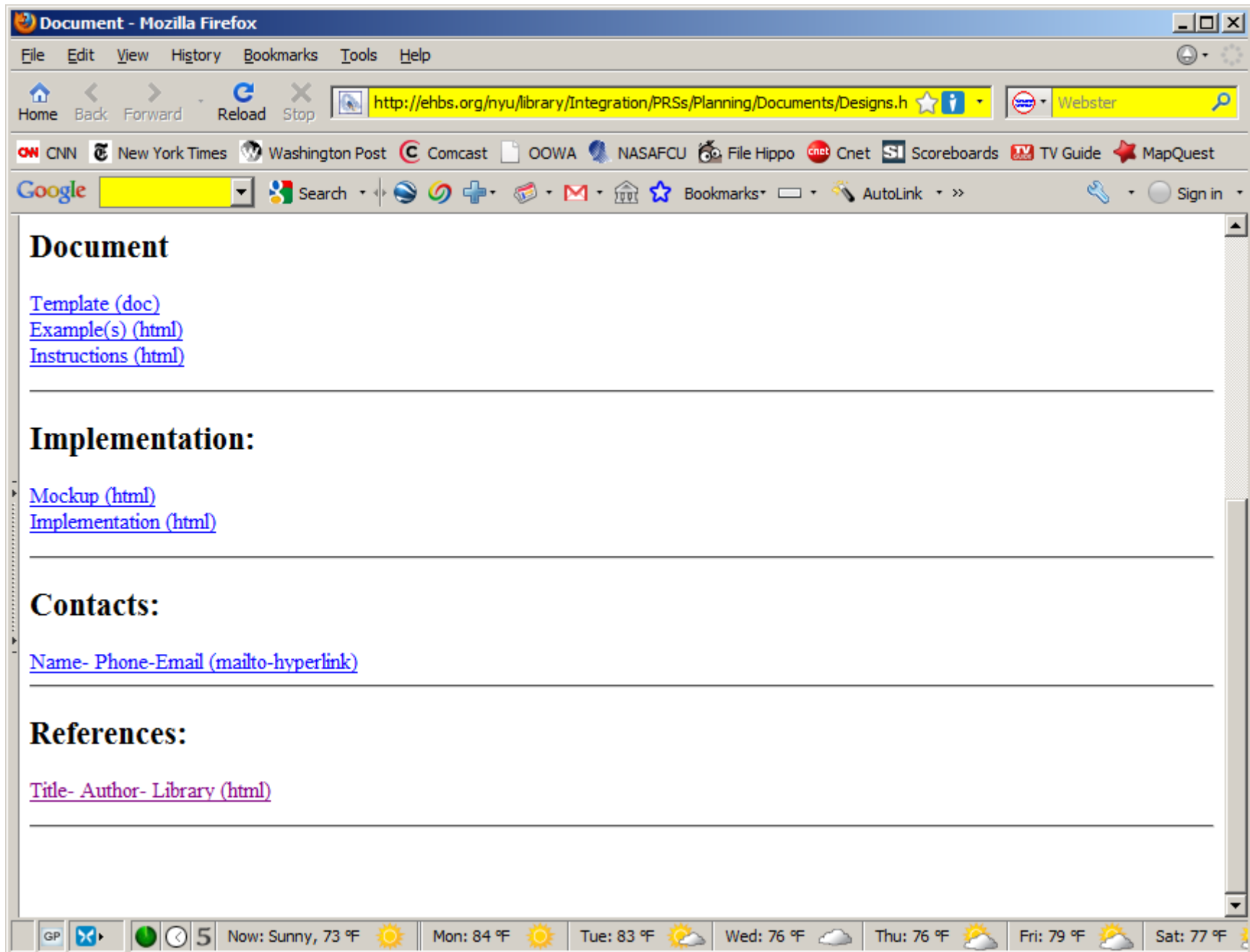
The objective of this tool is to help City University of New York University Degrees Managers (and Staff) to *quickly learn* to build and manage Degrees. We present our approach in five bullets.

- We focus on the documents that City University of New York University Degrees 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 City University of New York University Degrees 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/ustudents/cuny/summary/mock-ups/Integrations.l GSpace Go

## Fetch Integration

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

Samples From Views	
<a href="#">Associate Degree Programs Office</a> <a href="#">Fetch</a>	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
<a href="#">Undergraduate Degree Programs Office</a> <a href="#">Fetch</a>	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
<a href="#">Graduate Degree Programs Office</a> <a href="#">Fetch</a>	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
<a href="#">Post-Graduate Programs Office</a> <a href="#">Fetch</a>	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
<a href="#">Continuing Education Programs Office</a> <a href="#">Fetch</a>	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
<a href="#">Special Programs Office</a> <a href="#">Fetch</a>	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005

Dr... Integrations - ...

Overview of City University of New York University Degrees Process Library - Mozilla Firefox

File Edit View History Bookmarks Tools Help

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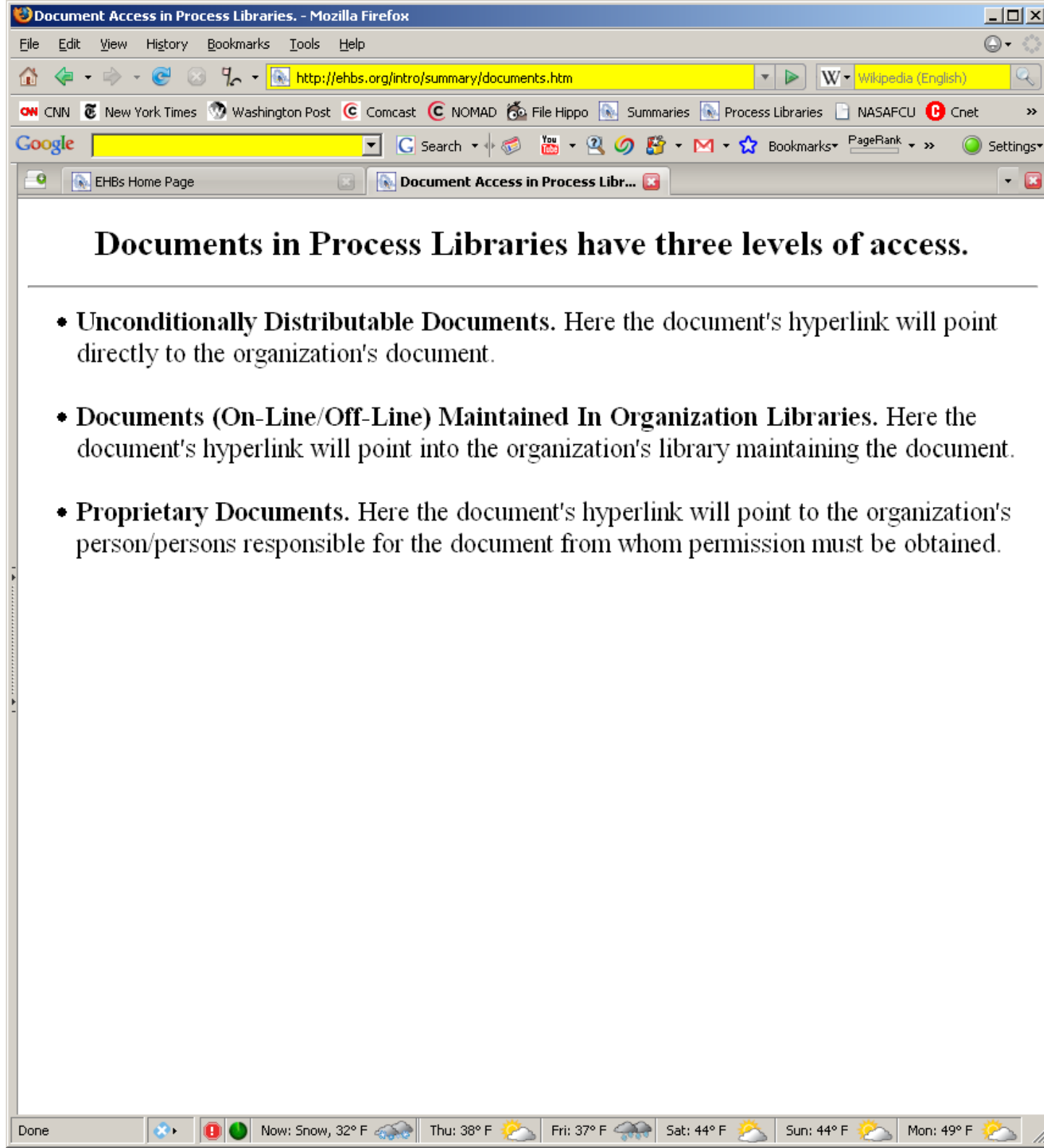
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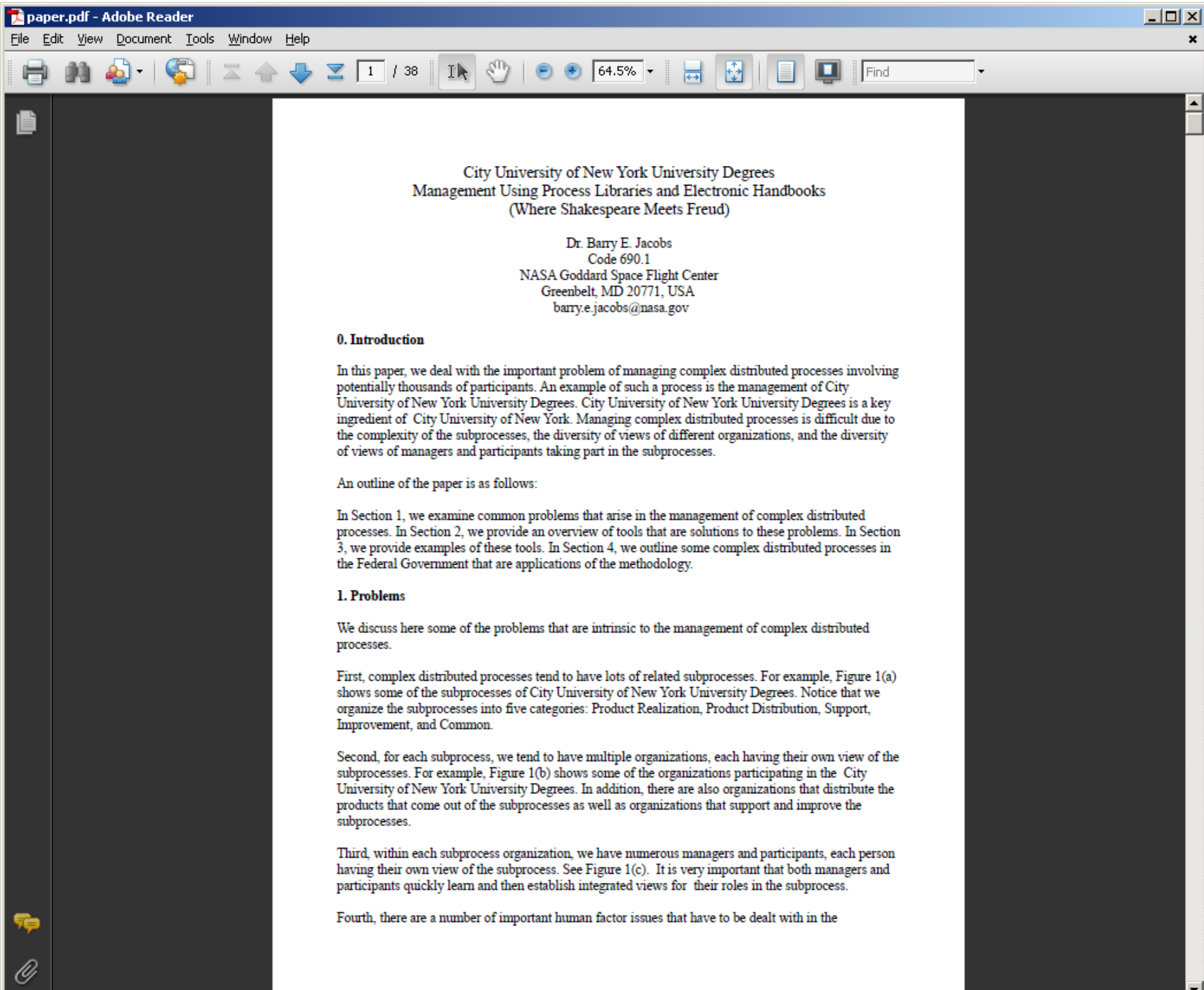
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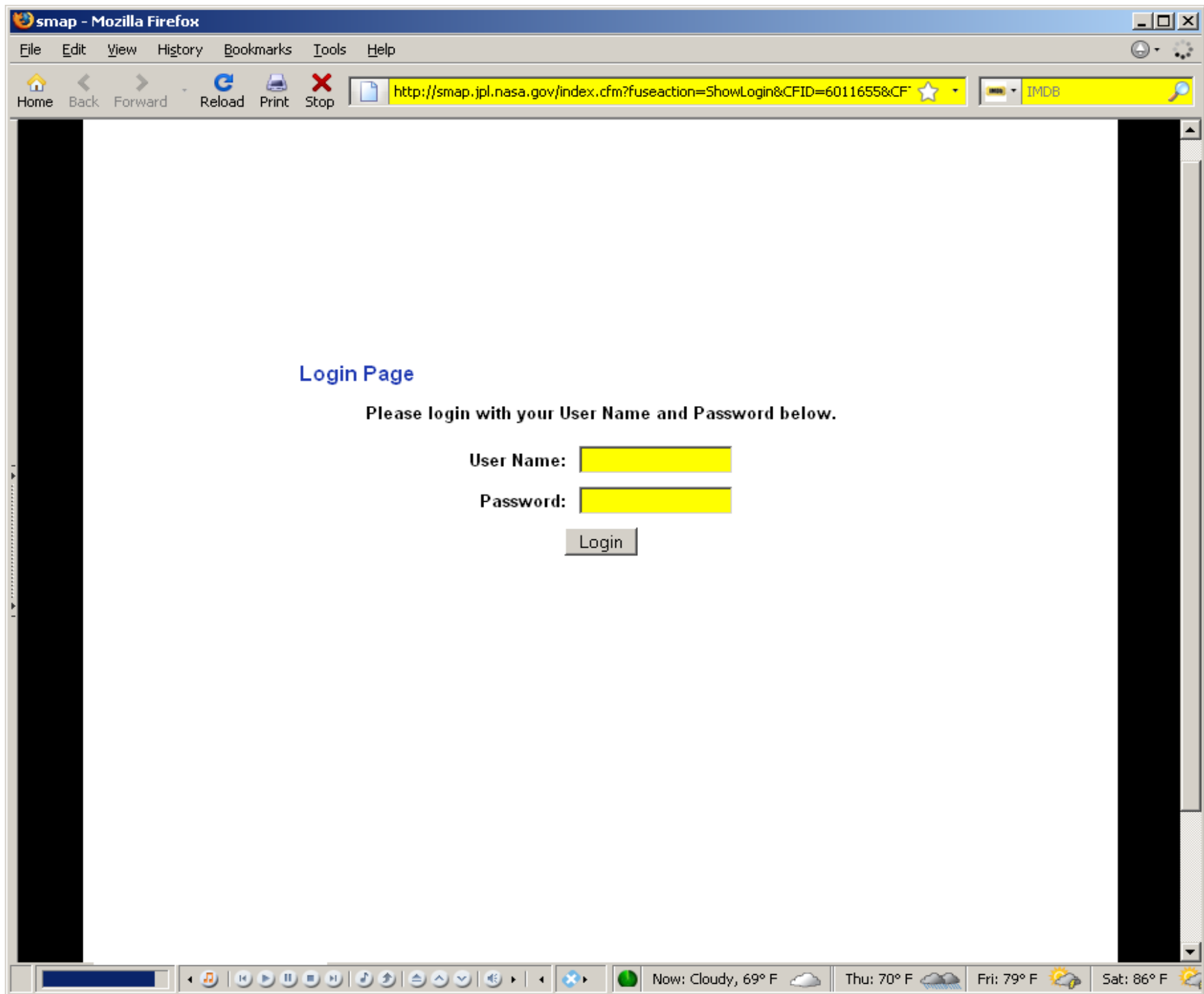
For more information on the City University of New York University Degrees Process Library see: [paper](#), [summary](#), and [other process libraries](#).

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









**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  
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Greenbelt, MD 20771  
barry.e.jacobs@nasa.gov

Overview of City University of New York University Degrees Process Library - Mozilla Firefox

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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 University and College Degrees**

In this subprocess, we deal with the planning of University and College Degrees

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>

Overview of City University of New York University Degrees Process Library - Mozilla Firefox

File Edit View History Bookmarks Tools Help

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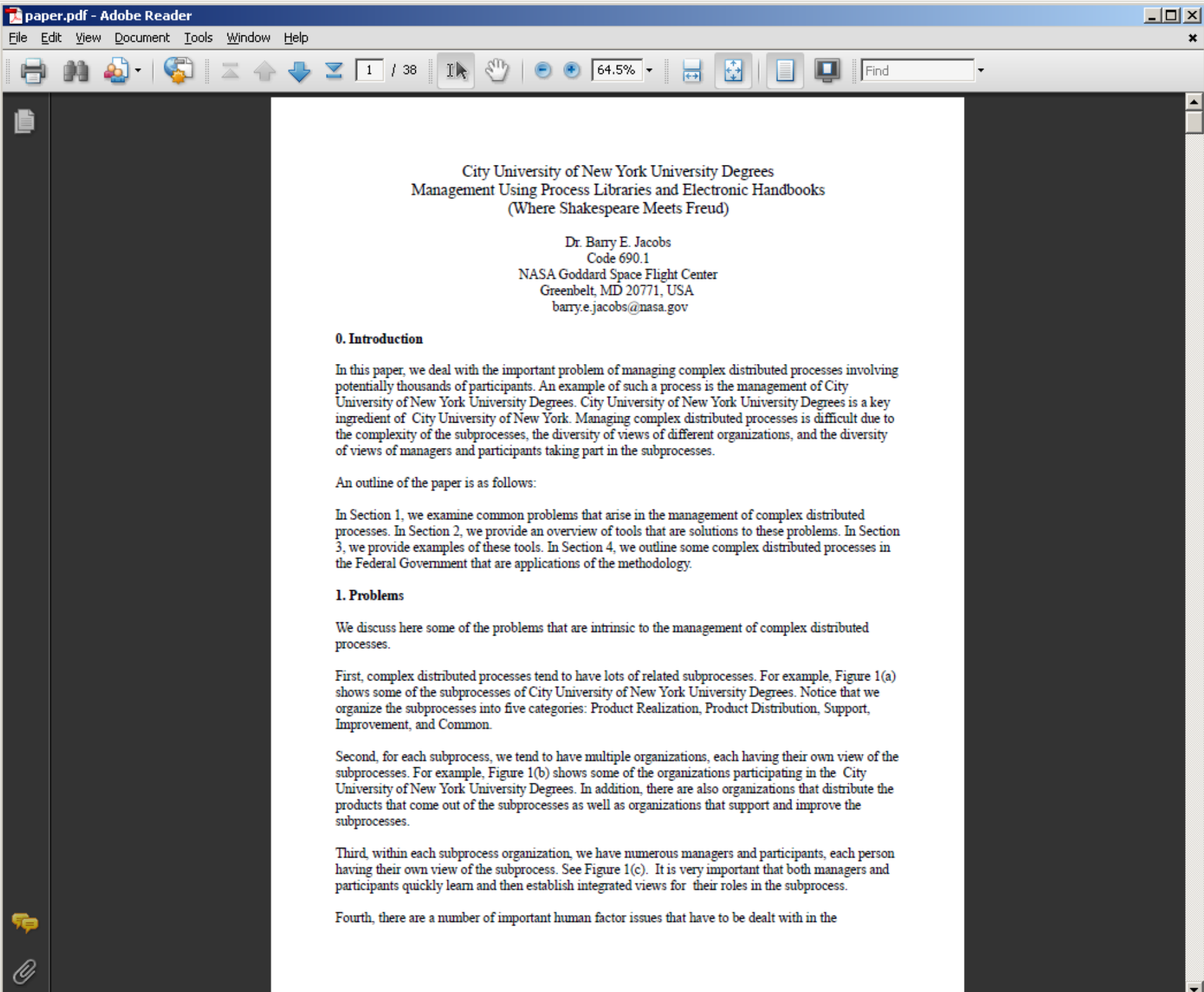
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City University of New York University Degrees Management - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ehbs.org/cuny/summary/index.html

Yahoo

# City University of New York University Degrees Management Using Process Libraries and Electronic Handbooks

## (Where Shakespeare Meets Freud)

### Summary

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[\(Quick Summary\)](#)

[\(Paper\)](#)

[\(Demonstration\)](#)

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

[\(Demonstration Tool\)](#)

[\(Home Page\)](#)

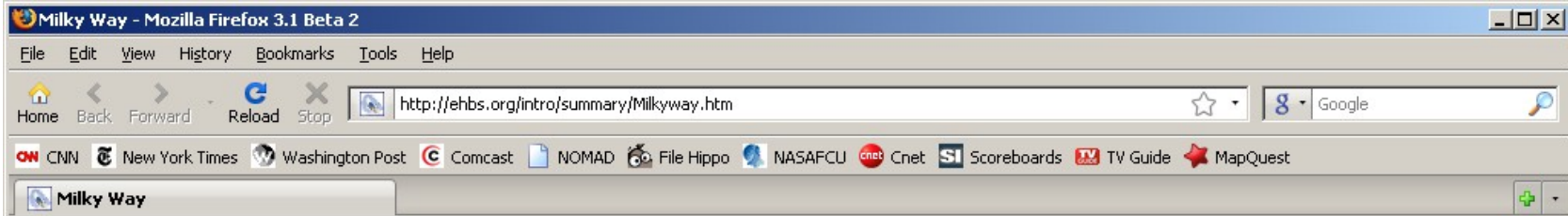
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- [Cover](#)
- [The Bottom Line: Provide editable and cost-saving process documentation tools for process developers and participants to help them quickly and effectively learn, adapt, test, teach, and work together. These tools may be added to new 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.](#)

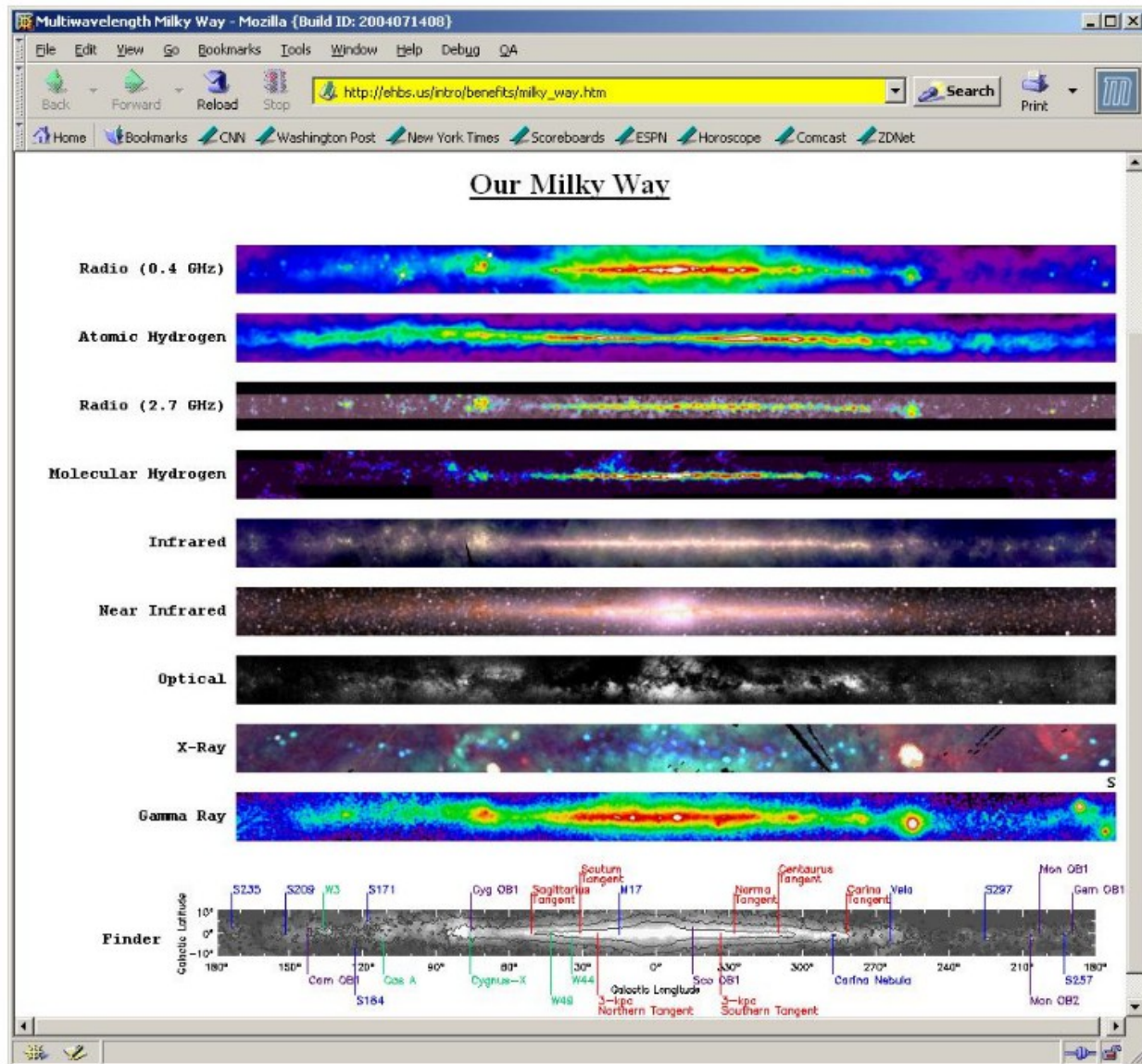
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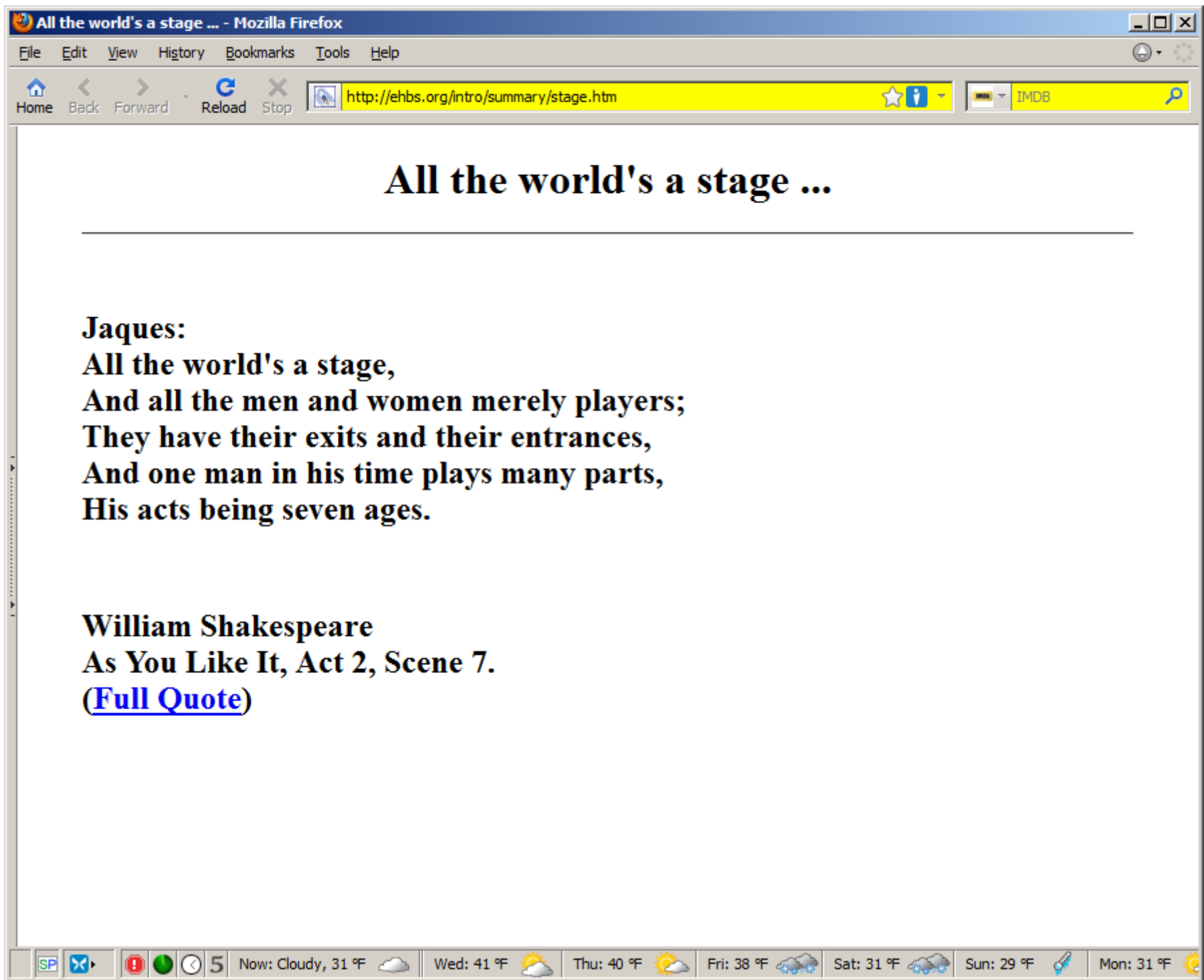
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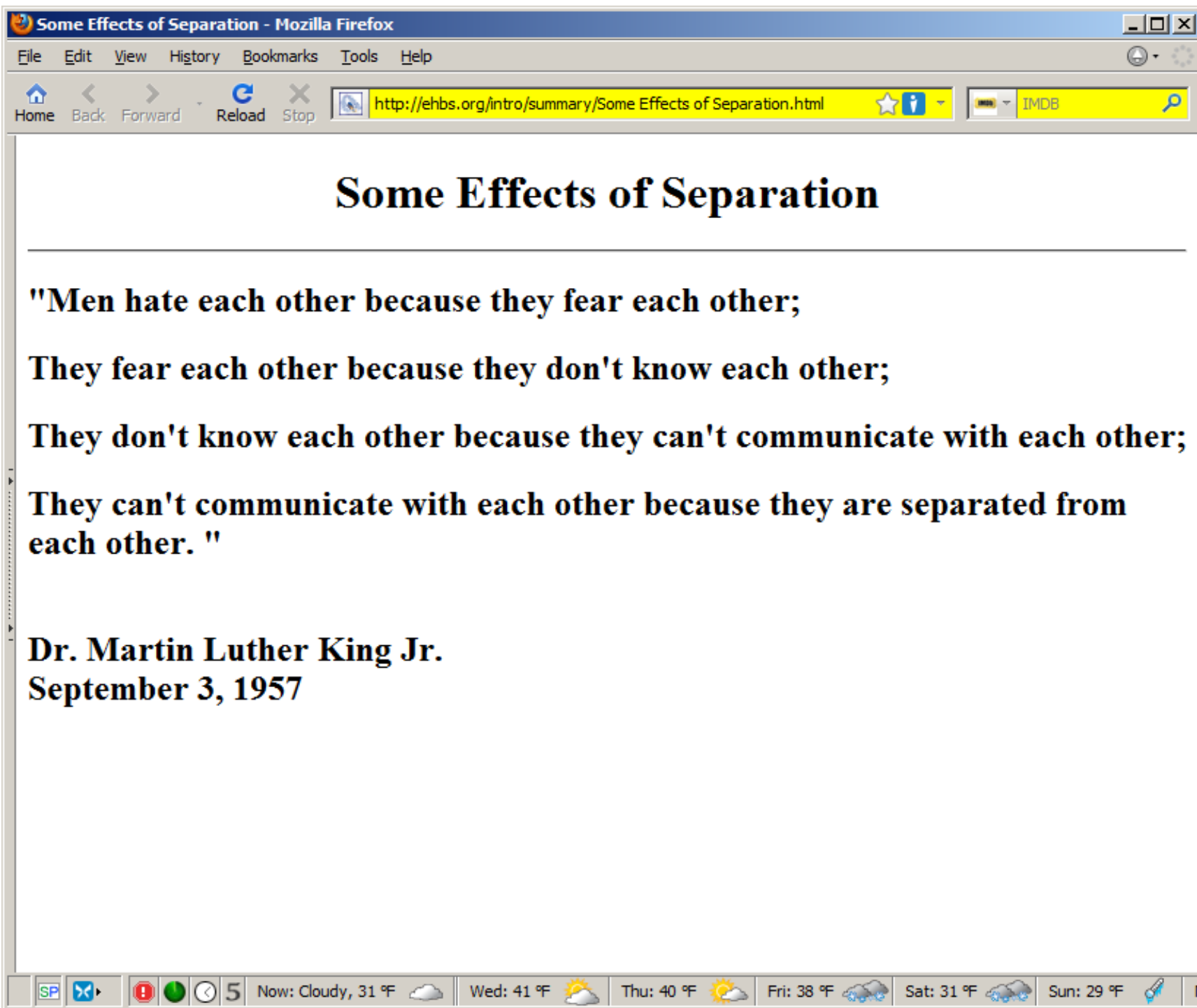
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**We believe that to truly understand one's universe, one must see it thru multiple "eyes" and also have tools to "communicate" these views.**









# Theatre of Dionysus- Athens, Greece



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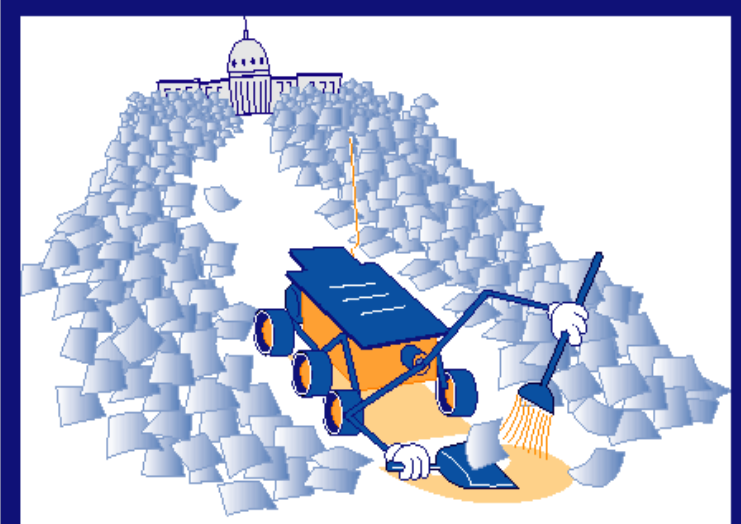
 

[Home](#)

- [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](#)

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



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