

The Future of Integrated Information and z/OS Documentation

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DFSMSdfp	Language Environment*	System i*	z/OS*
DFSMSHsm	Lotus*	System p*	z/VM*
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Abstract

The way that IBM develops, delivers and distributes documentation is changing.

BookManager is no longer strategic and it is gradually being phased out. IBM's corporate strategy of authoring in DITA XML and delivering information via Information Centers is impacting how you receive and integrate documentation.

IBM is investing in new interfaces to improve productivity and modernize the mainframe. This provides us with the opportunity to eliminate thousands of pages of traditional documentation. But what if something goes wrong -- will you have the information you need? Help us decide what can and cannot be eliminated. How will you ensure that you have access to the information you need in a critical situation or for disaster recovery. Brainstorm with your colleagues so you can have the information you need when you need it. This interactive session will be especially helpful to people who manage intranet repositories of documentation. What are your information management needs? With social networking on the rise, are there new ways that you would like to communicate with IBM and others in the z/OS community? The session will be a great opportunity to hear, share and be heard.

In exchange for completing a survey, attendees will receive a copy of IBM's latest softcopy collection kit.



Agenda

- **z/OS® V1R12 Product Documentation Library Update**
 - Changes for V1R12 and R11
 - Softcopy Collection Update
 - Hot Topics Update
 - z/OS Product Documentation Surveys Results

- **z/OS Documentation tools and technology update**
 - Recap: Information Strategy
 - Using z/OS V1R12 Information Center
 - Managing the transition to Information centers with IBM Library Server

- **Tools for simplification**
 - z/OSMF
 - **Management Simplification Strategy**

- **Tools and resources System z Education**
 - Update on the IBM Academic Initiative
 - z/OS basic skills information center
 - Tools for new application developers
 - zNextGen

- **Fun Stuff – Mainframes in Second life**

- **Misc Tips and tools for finding Information**

- **Appendix**

What's New in z/OS Product Documentation



z/OS V1R12 Product Documentation Changes



New books

- A new book has been added to support the new product, IBM z/OS Management Facility: *IBM z/OS Management Facility Configuration Guide* (SA38-0652).
- Another book is recommended in conjunction with support for IBM z/OSMF: *IBM WebSphere Application Server OEM Edition for z/OS Configuration Guide*, GA38-0631).
- A new book has been added to the IBM Tivoli Directory Server library: *IBM Tivoli Directory Server Messages and Codes for z/OS* (SA23-2262).

Changed Information

- *z/OS Support for Unicode: Using Unicode Services* has been re-titled to *z/OS Unicode Services User's Guide and Reference*.



Recap: z/OS V1R11 Product Documentation Changes

New books

- A new book has been added to the Communications Server library: z/OS V1R11 Communications Server: SNA ACF/TAP Trace Analysis Handbook (GC23-8588)
- A new book has been added to the Open Systems Adapter library: System z9 and eServer zSeries Open Systems Adapter-Express Integrated Controller 3215 Support (SA23-2247)

Changed information

- DFSMSdss Storage Administration Guide has been re-titled to DFSMSdss Storage Administration
- DFSMSHsm Storage Administration Guide has been re-titled to DFSMSHsm Storage Administration
- DFSMS Storage Administration Reference has been re-titled to DFSMSdfp Storage Administration

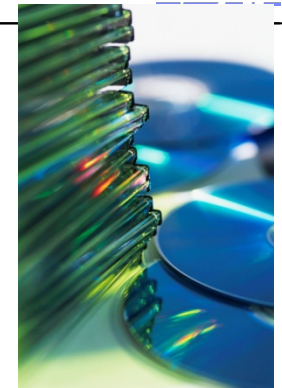
Additionally, some information from this book has been moved:

- DFSMSdss section (Part 2) is moved into DFSMSdss Storage Administration
- DFSMSHsm section (Part 3) is moved into DFSMSHsm Storage Administration
- DFSMSdfp section (Part 1) remains in the current book, DFSMSdfp Storage Administration

Removals

- C/C++ Legacy Class Libraries Reference (SC09-7652)
- IBM Open Class Library Transition Guide (SC09-4948)
- z/OS Integrated Security Services LDAP Client Programming (SC24-5924)
- z/OS Integrated Security Services LDAP Server Administration and Use (SC24-5923)

IBM z/OS Softcopy Collections



- Used:
 - As the basis for our Internet Library
 - To populate local repositories
 - For standalone access, and **emergencies**

- Distributed with
 - IBM Softcopy Reader
 - IBM Softcopy Librarian

- The DVD simplifies softcopy management — as users switch levels of the system, they simply switch DVDs (i.e. z/OS V1R11)

- SoftCopy Librarian is used to update local repositories directly from Boulder

- Now contain Indexed PDFs (PDFs with the power of BookManager search)

Softcopy Collection Update

Availability and refresh schedule



z/OS Release	Latest update available
z/OS Release 11 CD, DVD and Internet Library	September 25, 2009 Refresh April 2, 2010
z/OS Release 10 CD, DVD and Internet Library	September 26, 2008 Refresh April 3, 2009
z/OS Release 9 CD, DVD and Internet Library	September 28, 2007 Refresh April 4, 2008

**Starting with z/OS Release 6, annual product release cycle -
at least one softcopy refresh, typically 6 months after GA.**

Softcopy Update: Priced z/OS documentation features

The following priced features are *subscriptions* and include automatic shipment of collection updates while z/OS V1 is orderable.

Order feature by collection title

z/OS V1Rx & Software Products DVD Collection (SK3T-4271)

- Includes a single release of z/OS plus related z/OS software product libraries.
- Includes both PDF and BookManager formats, when available.
- BookManager and PDF formats ship on separate DVDs in the collection.
- Includes selected IBM Redbooks, in PDF format, related to z/OS and other System z products.
- Includes the contents of the zFavorites for zSeries..
- **Requires a DVD drive that can read disks in DVD-9 (single-sided, dual layer format).**

IBM eServer Redbooks (SK3T-7876)



z/OS Hot Topics Newsletter

- **Easy-to-use, hands-on, technical information not often found in standard z/OS product references.**
- **Articles by z/OS designers, testers, developers and service.**
- **Emphasis on presenting technical information in a lively, informal manner.**
- **Published semi-annually to coincide with the SHARE user conference.**





Hundreds of articles online at the Hot Topics website

The screenshot displays the IBM z/OS Hot Topics website interface. On the left is a navigation menu with categories like 'z/OS', 'About z/OS', 'Software', 'How to Buy', 'Migration & Installation', 'News', 'Support', 'Downloads', 'Education', 'Library', and 'Contact z/OS'. Below the menu are 'Related links' for business partners and developers. The main content area features a 'z/OS Hot Topics issue 23 is now available!' announcement, a 'Latest issue' section for issue #23 (August 2010) with a featured topic on business resiliency, and a 'Hot Spotlight' section with a web article on TPC-R on z/OS. A 'Previous z/OS Hot Topics and Hot Spotlight articles' section lists issues #22, #15, #16, #17, and #18, each with a featured topic and a thumbnail image. On the right side of the page, there is a vertical list of newsletters from February 2006 to February 2008, each with a thumbnail, issue number, date, and featured topic.

http://www.ibm.com/systems/z/os/zos/bkserv/hot_topics.html



Your feedback is important to us

- **Do you have a favorite z/OS function or product that you want to learn more about?**
- **Have you found any recent articles to be especially helpful?**
- **Would you like to see more articles about System z hardware, such as specialty engines and storage devices?**
- **Are there other themes that you'd like us to devote an issue to?**

Drop us a line and let us know at newsletr@us.ibm.com

(the e-mail address is posted inside the front cover of every issue)

z/OS Basic Skills Information Center Update



Resources for people on the job

- Customers told us they needed help with people they have in their enterprise today
 - Lack of introductory material on z/OS and the mainframe
 - New hires do not have z/OS or mainframe skills
 - Retraining people for retiring main framers is difficult because there is little self-study material available.
- Your Requirements
 - Provide basic foundations for z/OS and Mainframe
 - Provide materials that allow people to learn on the job
 - Must be free!
- **Our Solution:**
 - **z/OS basic skills information center**



z/OS basic skills information center

- Provides introductory information:
 - z/OS Basics
 - Application Development Basics
 - Systems Programmer Basics
 - Networking Basics
 - Security Basics
 - Reusable JCL Samples (New)
 - Currently working on
 - Software maintenance
 - Expanding Security Basics

- Interactive tutorials for JCL and ISPF



Now Available in 2010

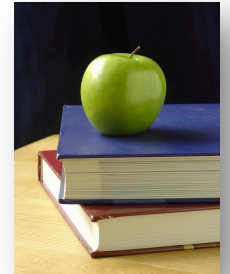


- New enhanced information on DB2 and IMS
- New revised section on z/OS Networking

<http://publib.boulder.ibm.com/infocenter/zos/basics/index.jsp>

Other Self Study Resources

Reusable JCL samples with instructions for modifying each for reuse



Starter set of samples in the information center includes:

- Creating a data set
- Copying a data set to tape
- Copying a partitioned data set
- Copying a load module
- Deleting a data set

The “New Mainframe” Textbooks

1. [Introduction to the New Mainframe: Large-Scale Commercial Computing](#), SG24-7175-00
2. [Introduction to the New Mainframe: Networking](#), SG24-6772-00
3. [Introduction to the New Mainframe: z/VSE Basics](#), SG24-7436-00
4. [Introduction to the New Mainframe: z/OS Basics](#), SG24-6366-0
5. [Introduction to the New Mainframe: Security](#), SG24-6776-00
6. [Introduction to the New Mainframe: z/VM Basics](#), SG24-7316-00

z/OS Documentation tools and technology update



z/OS Product Documentation Strategy Summary

Today

- **Authoring**
 - SGML (IBMIDDOC)
 - Books and book metaphor
- **Information Formats**
 - BookManager, PDF, Indexed PDFs, HTML via Library Server
- **Distribution**
 - Internet
 - CD Collections
 - DVD Collections

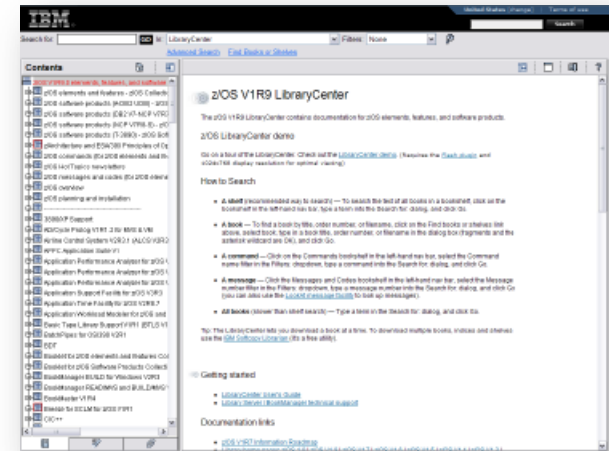
Tomorrow

- **Authoring**
 - XML (DITA - Open)
 - Articles and web metaphor
- **Information Formats**
 - Eclipse-based Information Centers, RSS, PDFs, Indexed PDFs
- **Distribution**
 - Internet
 - DVD

Review of Terminology

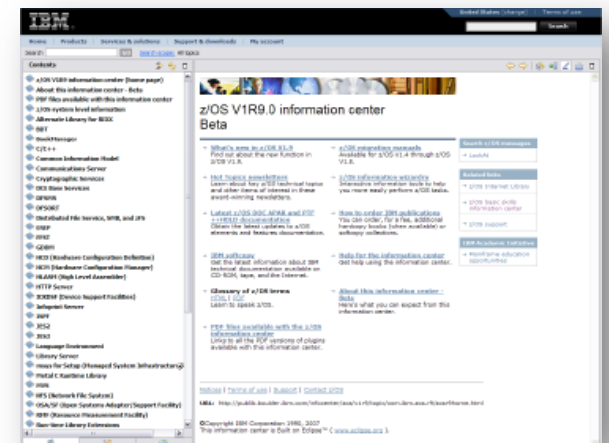
- **IBM Library Server**, formerly known as IBM BookServer ships with z/OS and is used to convert BookManager books on the fly to HTML to serve on the internet. It also serves PDF.

- **Library Centers:** are repositories created using Library Server.
- **Example:** z/OS V1R9 Library Center (http://publibz.boulder.ibm.com/bookmgr_OS390/libraryserver/zosv1r9/)



- **IBM Eclipse Help System (IEHS)**, is the new strategic framework for delivering online help, and Information Centers. The content is typically already in HTML format, so you can think of IEHS as a mini website.

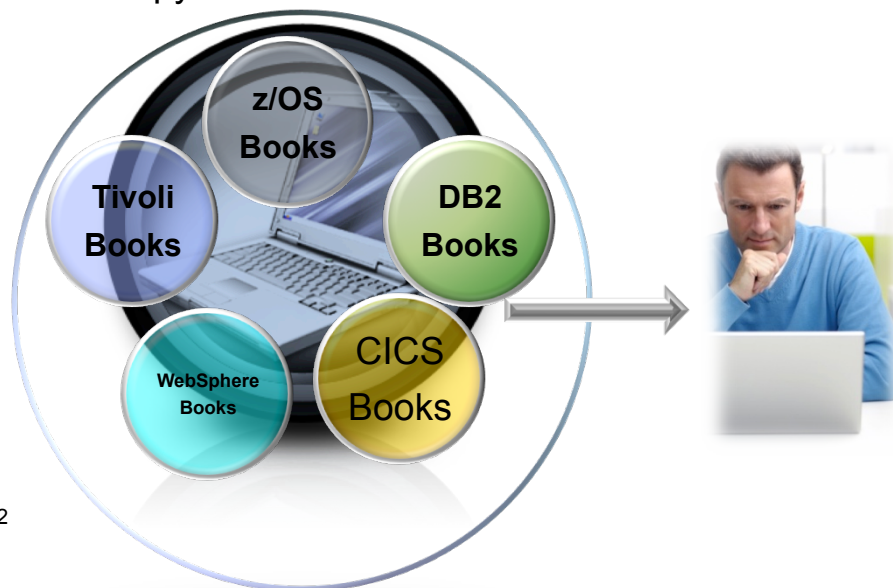
- **Information Centers:** are repositories created using IEHS.
- **Example:** z/OS V1R9 Information Center Beta (<http://publib.boulder.ibm.com/InformationCenters/zos/v1r9/index.jsp>)



Library Center and Information Centers Compared

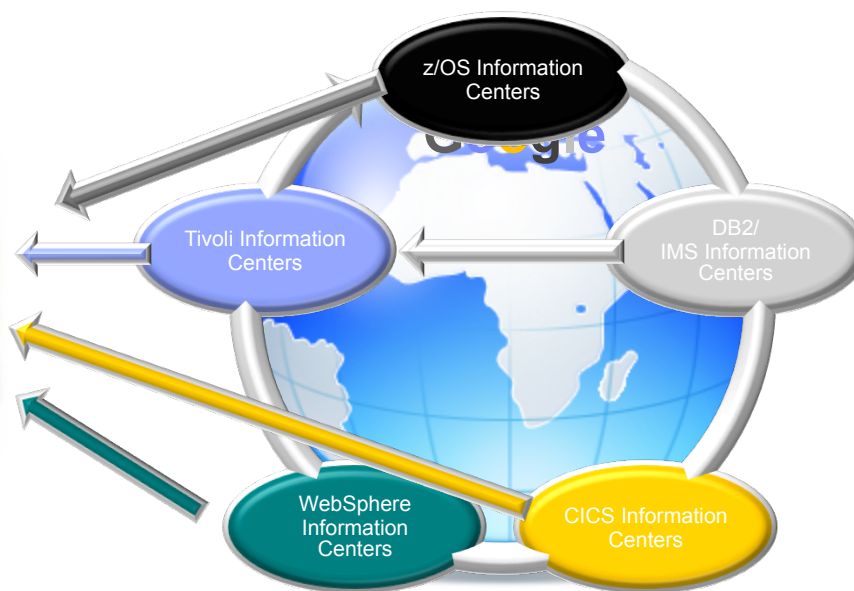
IBM Library Centers (BookManager-based)

- One repository has multiple products
- Not indexed by Google and others
- Within the repository, BookManager search is used.
- Library Center repositories can be updated using IBM's softcopy librarian



IBM Information Centers (Eclipse-based)

- Usually one repository per product
- Can be indexed by Google and others
- Within the repository, Lucene search is used
- Eclipse based repositories have a built in update function



The z/OS Documentation Team's Transition

- We plan to maintain traditional deliverables until the new strategy is adopted
 - Continue to produce BookManager and PDF during the transition
 - Deliver via new Eclipse-based help system framework on the web and DVD
 - Leverage Library Server to help in the transition
- In 2009, we will provide a production level information center
- In 2010, we will provide new update function for our information centers
 - **Authoring:**
 - Gradual migration of active from books to topic-based information to DITA
 - **Distribution:**
 - Publish content in Information Centers
 - Distribute DVDs of Information Centers for local install
 - Continue to distribute DVD and CDs (if need) for standalone access



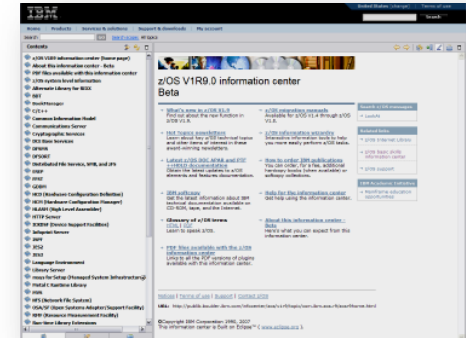
Tools to Make Your Own Documentation

- IBM authors content in DITA and uses a variation of the Eclipse help system for publishing on the web and for stand-alone installation
- Both DITA and Eclipse are open and freely available
- To get started you'll need:
 - The DITA Open Toolkit which is a set of Java-based, open source tools that provide processing for DITA maps and topic content. You can download the OT and install it for free on your computer to get started with topic-based writing and publishing.
 - A XML editor that supports DITA (it is possible to create DITA documents with a flat text editor, but not recommended.)
 - The Eclipse Help System framework available on z/OS DVDs

Information Centers are IBM's Strategy to Provide Product Documentation

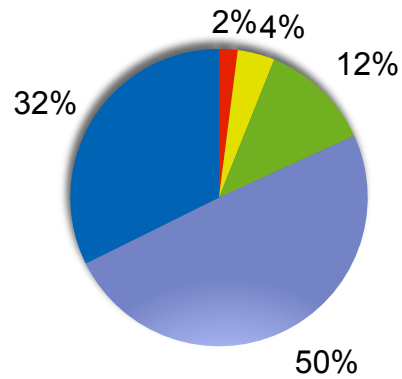
Key Advantages - Information Centers are:

- ✓ Are Internet friendly (easily indexed by Google and other search engines)
- ✓ Are non-proprietary (HTML and XML) makes it easier for ISV integration
- ✓ Have extensible function due to plug-in architecture
- ✓ Can take advantage of ever evolving internet technologies:
 - ✓ The Semantic Web
 - ✓ Collaboration
 - ✓ Web 2.0 and so on
- ✓ Can easily incorporate interactive elements such as, wizards, calculators, dynamic tables, and multimedia
- ✓ Modular, article-based information rather than books will make it easier to create solution-oriented information
- ✓ Easier and faster updates to improve content quality and correct errors
 - ✓ Higher customer sat
 - ✓ Lower incidence of outages due to doc APARs
 - ✓ Might lead to lower service costs
- ✓ Internally, they are useful for Agile development projects, because they can provide be rebuild weekly or in some cases, even daily to provide all teams with the most current information.

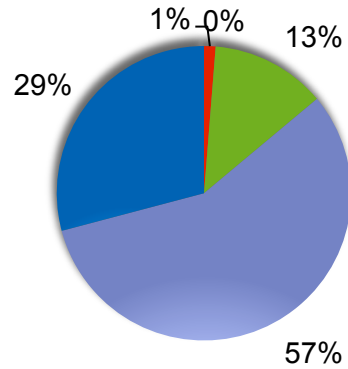


Information Center Acceptance

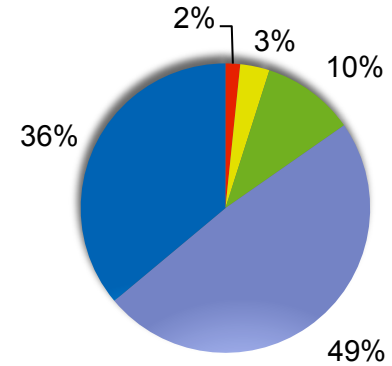
z/OS CICS Information Centers



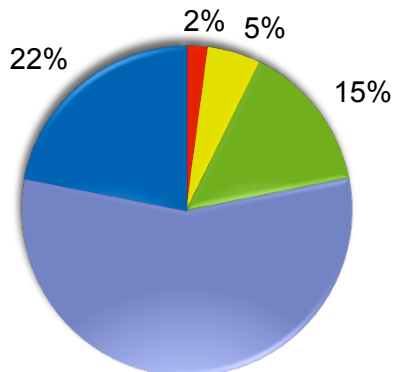
z/OS DB2 Information Centers



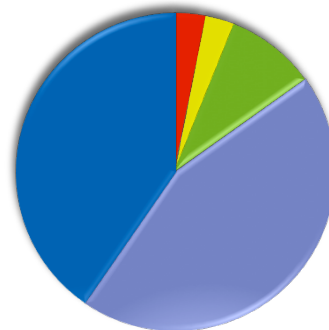
z/OS Basic Skills IC



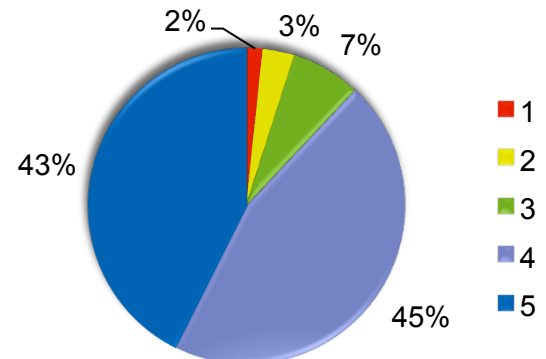
z/OS WebSphere Application Server IC



z/OS R9 Information Centers Beta

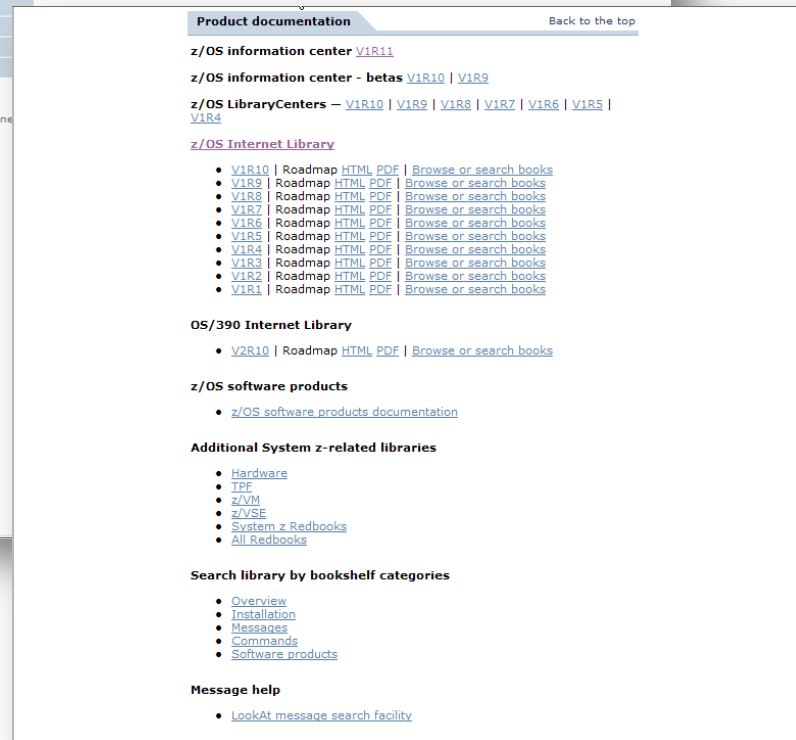
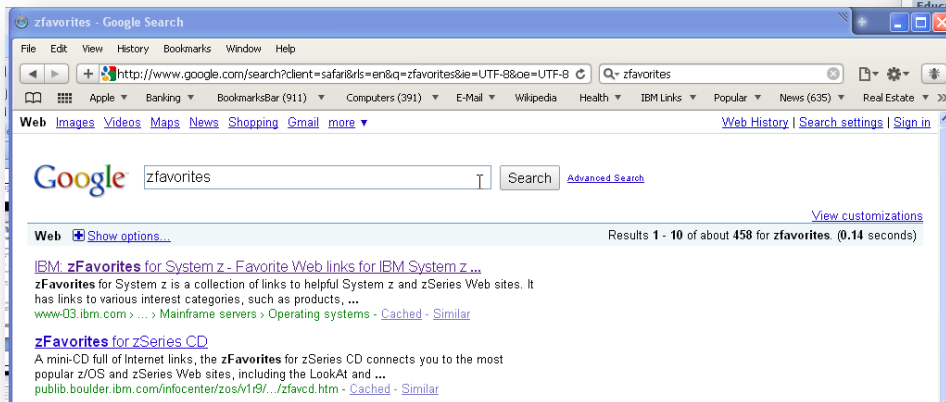


IBM Systems Information Centers



Finding z/OS Information Online Start with zFavorites

- Google “zFavorites” and pick the top hit
- Scroll or click Product Documentation
- Pick z/OS Internet Library



Searching the z/OS Internet Library

- The z/OS Internet Library features both Information Centers and Library Centers. The Information centers are eclipse based, the Library Centers are driven by IBM's Library Server
- Currently, Information Centers have content on just the base or typically a single product.
- Library Centers have both the base and software products
- Google does a great job pulling the content together today, but we are working on ways to broaden and customize the content for our customers.

The screenshot shows the IBM System z website's z/OS Internet Library page. The page has a dark blue header with the IBM logo and navigation links like Home, Solutions, Services, Products, Support & downloads, and My IBM. A search bar is located in the top right. Below the header, there's a breadcrumb trail: IBM Systems > System z > Operating systems > z/OS Internet Library. The main content area is divided into several sections: 'z/OS Internet Library terms and conditions', 'z/OS LibraryCenters' (with links for various versions like V1.10, V1.9, etc.), 'Search' (with links for LookAt, publication titles, and text by z/OS release), 'z/OS elements and features publications' (with links for books and PDFs), 'z/OS platform publications' (with links for Parallel Sysplex and software products), 'Other available publications' (with links for OS/390, Hardware, TPF, System z, z/VM, and z/VSE), 'z/OS Hot Topics newsletters', 'LookAt Internet message search', and 'Latest z/OS DOC APARs and PTF ++HOLD DOC data'. On the right side, there are several sidebars: 'Related links' (with links to information centers and publications), 'New to z/OS?' (with links to basic skills, introduction, basics, networking, and security), 'Latest Hot Topics newsletter' (with a link to the August 2009 issue), and 'z/OS migration manuals' (with a link to manuals for z/OS V1.4 through V1.11).

BookManager Shelves

- The internet library is based on our collection kits. There are 45 + bookshelves to help you narrow your search. There are task oriented shelves such as installation and migration.
- The library is also filtered by z/OS release, so you can pick the release or releases you're running.
- There are specialized searches for messages using our LookAT message lookup facility.
- There is a special shelf for APARS or both z/OS and OS/390
- If you know the title or form number of your book, you can use it to go directly to the book.

The screenshot shows the IBM BookManager website interface. At the top, there is a navigation bar with the IBM logo, a search bar, and links for Home, Solutions, Services, Products, Support & downloads, and My IBM. Below the navigation bar, the page title is "z/OS V1R11.0 elements and features publications". The main content area features several sections:

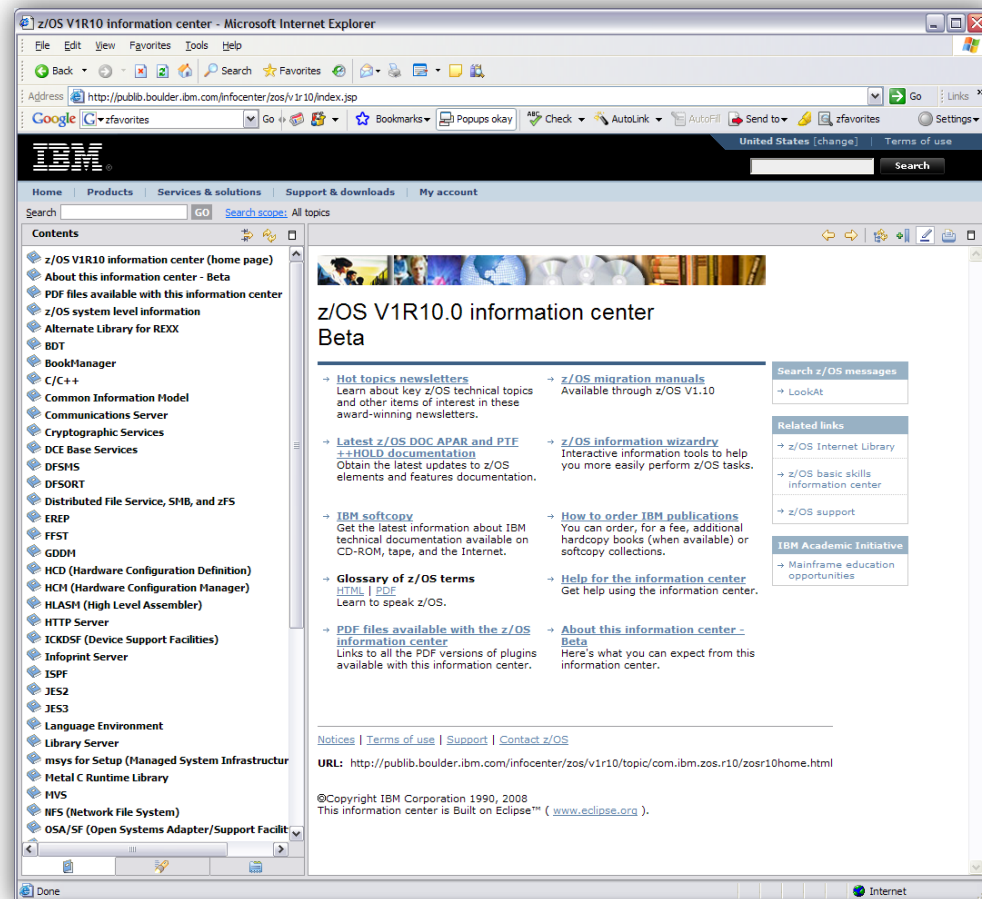
- z/OS V1R11.0 Information Roadmap**: Includes a "Search text" and "Browse" link.
- z/OS V1R11.0 elements and features bookshelf**: Contains a "List books" link, a "Download shelf" link, and a "Download shelf index" link. Below these are two search boxes, one for "Search titles" and one for "Search text".
- List all z/OS V1R11.0 elements and features bookshelves**: A link to view all bookshelves.
- Adobe® Acrobat® PDFs**: Includes links for "z/OS V1R11.0 elements and features publications" and "z/OS software products publications".
- z/OS V1R11.0 overview bookshelf**: Contains a "List books" link, a "Download shelf" link, and a "Download shelf index" link. Below these are two search boxes, one for "Search titles" and one for "Search text".
- z/OS V1R11.0 planning and installation bookshelf**: Contains a "List books" link, a "Download shelf" link, and a "Download shelf index" link. Below these are two search boxes, one for "Search titles" and one for "Search text".

At the bottom of the page, there is a "Contact z/OS" section with a link to "Send us your questions and comments." and a footer with trademark information for Adobe.

Using Information Centers for Search

- Much like the BookManager based Library Centers, all content is arranged by element or feature
 - Done to help users who are familiar with the z/OS library
 - Also helps chunk the library for faster search and retrieval.

- Each “plug-in” includes all the information for that element arranged by their corresponding book titles.



Discussion Question: Are scoped searches needed?

BookManager

- Shelves are used to provide filtered searches
- There are shelves by
 - Element and feature
 - Tasks
 - Planning
 - Installation
 - Diagnosis
 - Reference
 - What shelves are used?

Information Centers

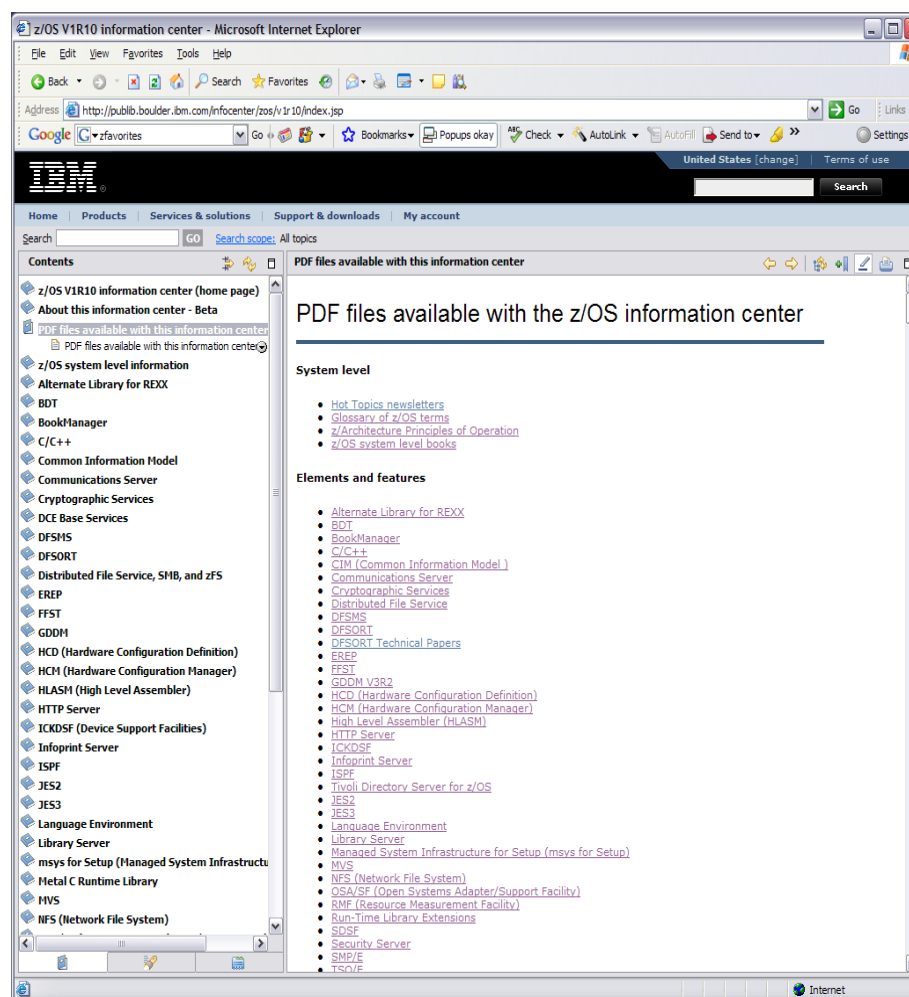
- Search scopes help narrow search
- Inherent by architecture are the elements and feature scopes
- Currently there are no other specialized scopes
- Are search scopes needed?
- If so what ones are critical?

Information Roadmap to Documentation and Information Centers for System z

Product	URL
All Products	http://www.ibm.com/support/publications/us/library/
CICS Server	http://publib.boulder.ibm.com/infocenter/cicsts/v4r1/index.jsp
CICS Gateway	http://publib.boulder.ibm.com/infocenter/cicstgzo/v7r2/index.jsp
DB2 / IMS	http://publib.boulder.ibm.com/infocenter/dzichelp/v2r2/index.jsp
Lotus	http://www-01.ibm.com/software/lotus/support/information-centers/
Rational Developer	http://www-01.ibm.com/software/awdtools/rdz/library/index.html
Tivoli (Index)	http://www.ibm.com/developerworks/wikis/display/tivolidoccentral/Home
Lotus Notes	http://www.ibm.com/developerworks/lotus/documentation/notes/?S_TACT=105AGX13&S_CMP=LP
WebSphere	http://www-01.ibm.com/software/webservers/appserv/was/library/v70/was-zos/
z/OS V1R11	http://publib.boulder.ibm.com/infocenter/zos/v1r11/index.jsp
z/OS Internet Library	http://www-03.ibm.com/systems/z/os/zos/bkserv/
z/VM	http://publib.boulder.ibm.com/infocenter/zvm/v5r4/index.jsp

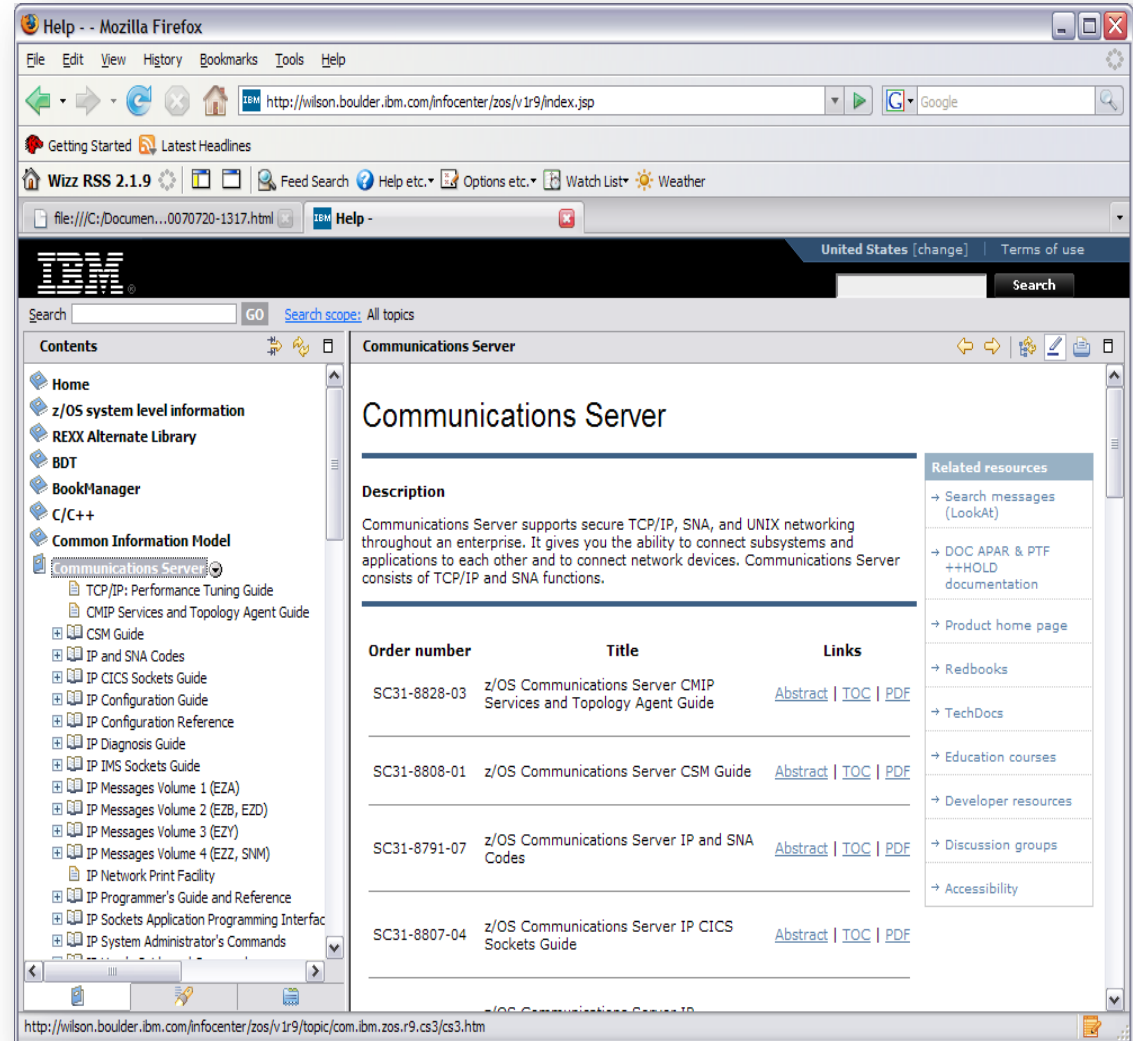
All z/OS Information Centers include indexed PDFs

- All information centers have a listing of all PDFs for all the books
- All PDFs are indexed and searchable using the IBM Advance Linguistic Search
- See the BookManager site for more information on this



Element/Shelf Level View

- Each “information plug-in” is architected to be like the BookManager bookshelf and it contains all the documentation for that element.
- Each element page has a welcome page listing:
 - A description
 - A list of all the publications and each publication has a link to
 - An Abstract
 - Book table of contents
 - A link to the corresponding PDF to make it easy to download.



The screenshot shows the IBM Help website for the Communications Server. The page is titled "Communications Server" and includes a description, a table of publications, and a sidebar with a contents menu.

Communications Server

Description

Communications Server supports secure TCP/IP, SNA, and UNIX networking throughout an enterprise. It gives you the ability to connect subsystems and applications to each other and to connect network devices. Communications Server consists of TCP/IP and SNA functions.

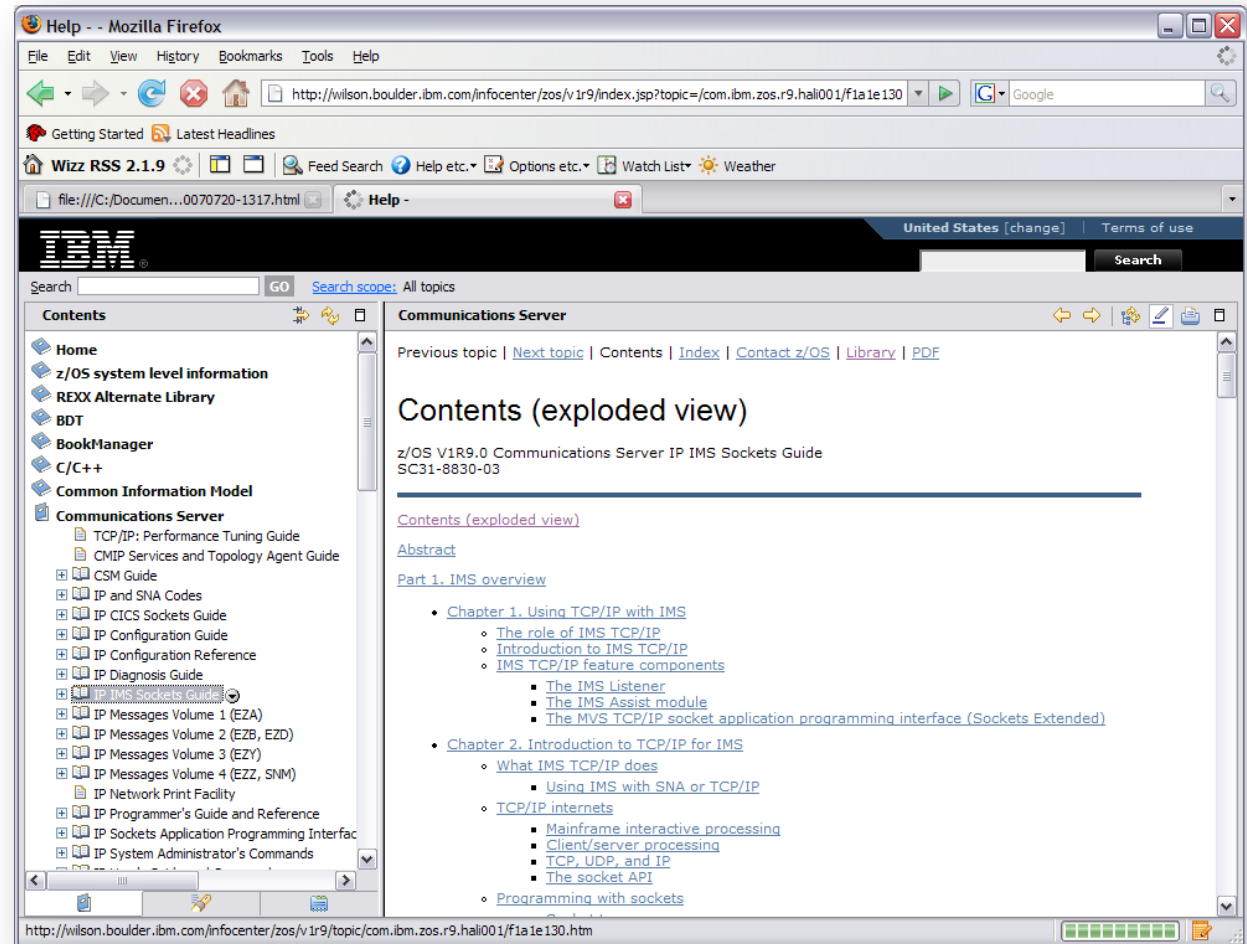
Order number	Title	Links
SC31-8828-03	z/OS Communications Server CMIP Services and Topology Agent Guide	Abstract TOC PDF
SC31-8808-01	z/OS Communications Server CSM Guide	Abstract TOC PDF
SC31-8791-07	z/OS Communications Server IP and SNA Codes	Abstract TOC PDF
SC31-8807-04	z/OS Communications Server IP CICS Sockets Guide	Abstract TOC PDF

Contents

- Home
- z/OS system level information
- REXX Alternate Library
- BDT
- BookManager
- C/C++
- Common Information Model
 - Communications Server
 - TCP/IP: Performance Tuning Guide
 - CMIP Services and Topology Agent Guide
 - CSM Guide
 - IP and SNA Codes
 - IP CICS Sockets Guide
 - IP Configuration Guide
 - IP Configuration Reference
 - IP Diagnosis Guide
 - IP IMS Sockets Guide
 - IP Messages Volume 1 (EZA)
 - IP Messages Volume 2 (EZB, EZD)
 - IP Messages Volume 3 (EZY)
 - IP Messages Volume 4 (EZZ, SNM)
 - IP Network Print Facility
 - IP Programmer's Guide and Reference
 - IP Sockets Application Programming Interface
 - IP System Administrator's Commands

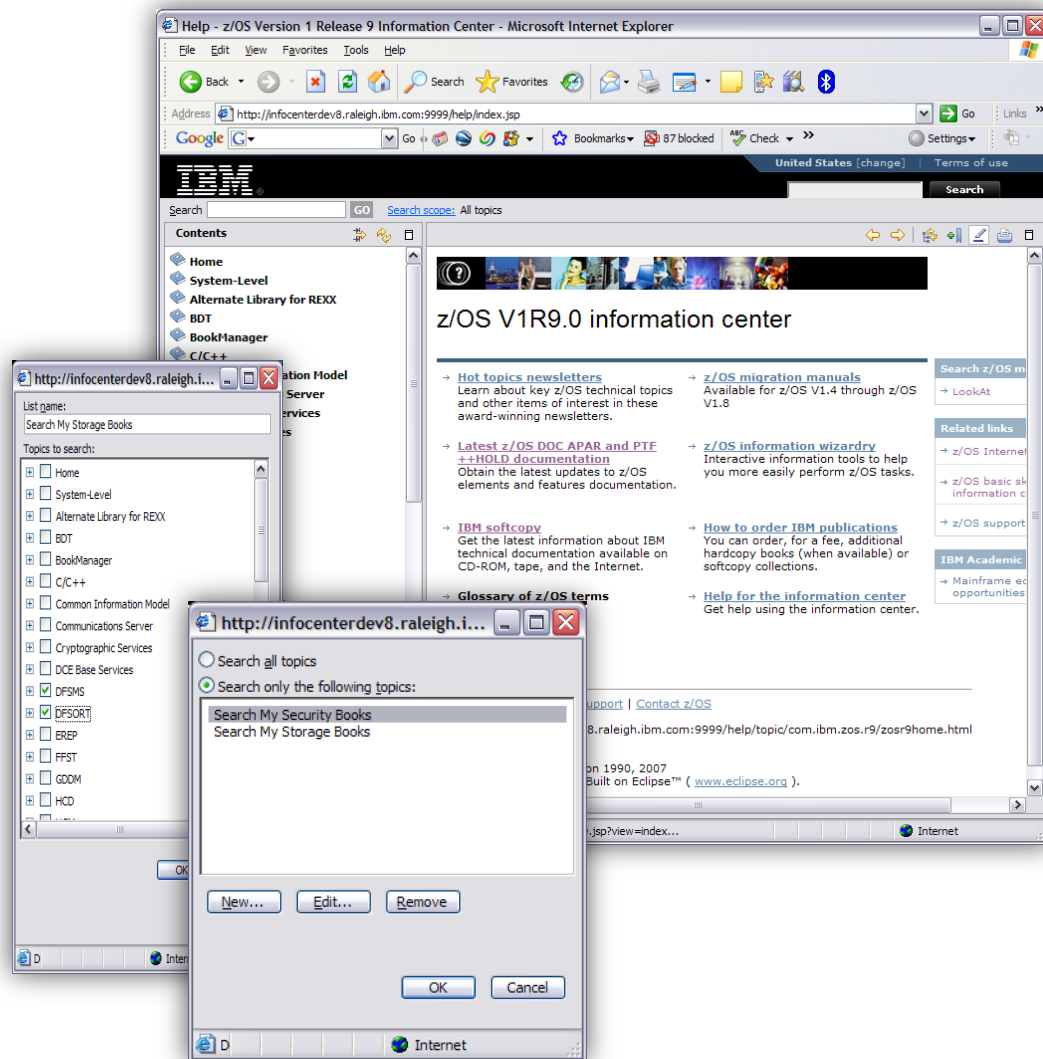
Navigating the Plug-ins

- Navigation provided along the top
- The contents pane is automatic synchronized with the table of contents pane so you always know where you are.
- Ability to download corresponding PDF from the top of each page
- Page URL clearly displayed at the bottom of each page makes it easy to book mark or e-mail the exact location in the Information Center



Re-usable search scopes to help you find things faster

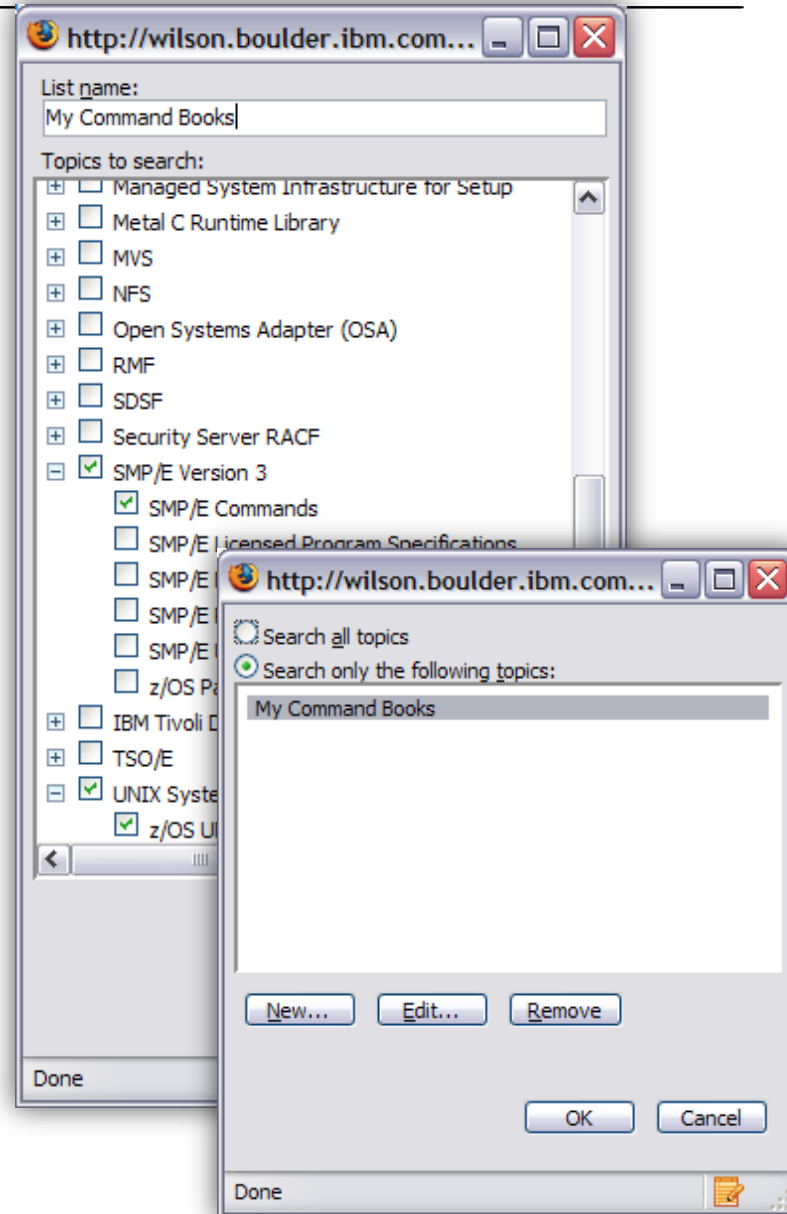
- You can think of search scopes as your own personal bookshelves. They are collections of plug-ins that can be composed of individual books or whole libraries of books.
- Search scopes are easily created and you can easily modify them.



Create re-usable search scopes

These can be created on the fly and saved for future use. They are similar to BookManager bookshelf searches.

1. Click on search scope
2. Click on “new”
3. Name your search to make it easy to remember “My Command Books”
4. Use the check boxes to select the plug-ins/shelves. Or click on the plus signs to drill down to individual books.
5. Click OK when to close the selection box.
6. Click OK again to return to the Information center and notice that beside search scope it now the name of the search scope you defined (My Commands)
7. Enter your search term in the search dialog and click go.



You can create as many search scopes as you wish. Delete them when you don't need them anymore.

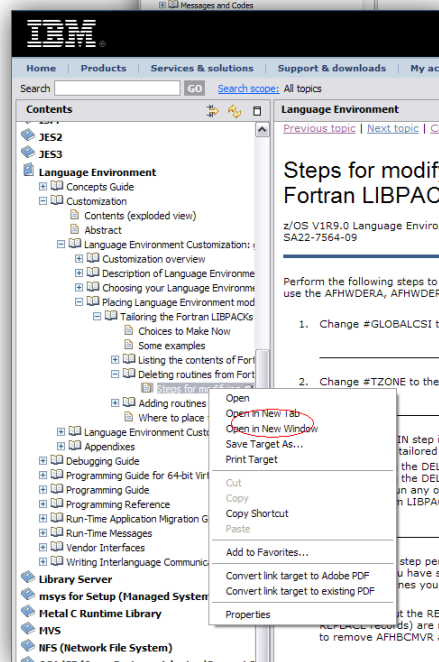
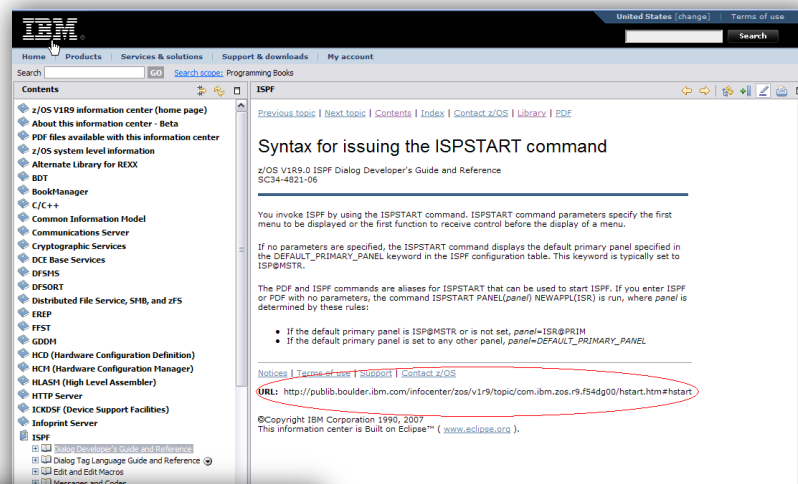
Use the quick menus to search or review and print just one plug-in

The screenshot displays the IBM System z V1R9.0 information center website. The page layout includes a top navigation bar with links for Home, Products, Services & solutions, Support & downloads, and My account. A search bar is located below the navigation bar. The main content area is divided into three columns:

- Left Column (Contents):** A vertical list of product categories such as Common Information Model, Communications Server, Cryptographic Services, DCE Base Services, DFSMS, DFSORT, Distributed File Service, SMB, and zFS, EREP, FFST, GDDM, HCD (Hardware Configuration Definition), HCM (Hardware Configuration Manager), HLASM (High Level Assembler), HTTP Server, ICKDSF (Device Support Facilities), Infoprint Server, ISPF, JES2, JES3, Language Environment, Library Server, msys for Setup (Managed), Metal C Runtime Library, MVS, NFS (Network File System), OSA/SF (Open Systems Adapter/Support Facility), and RME (Resource Measurement Facility). A red circle highlights the 'Language Environment' category, with a tooltip that says 'Open Quick Menu'.
- Middle Column (z/OS V1R9.0 information center (home page)):** This column features a header image and the title 'z/OS V1R9.0 information center (home page)'. Below the header, there are several links for 'Hot topics newsletters', 'Latest z/OS DOC APAR and ++HOLD documentation', 'IBM softcopy', and 'Glossary of z/OS terms'. A 'Print this topic' quick menu is overlaid on this column, containing options: 'Print this topic', 'Print this topic and subtopics', 'Search this topic', and 'Search this topic and subtopics'.
- Right Column (z/OS V1R9.0 information center Beta):** This column has a header image and the title 'z/OS V1R9.0 information center Beta'. It contains links for 'Hot topics newsletters', 'Latest z/OS DOC APAR and PTF ++HOLD documentation', 'IBM softcopy', 'Glossary of z/OS terms', and 'PDF files available with the z/OS information center'.

Send a colleague a bookmark

- In the z/OS V1R9 Information Center, all pages have the URL listed at the bottom of the page so you can easily cut and paste it to send it to a colleague
- Not all Information Centers have this feature, so in general you can use the quick menu to open the topic in another browser window and then capture the URL from the browser dialog.



Setting Up Your Own Information Center based Repository

- Many z/OS Products offer Information Centers on DVD or CD for local installation
- As we transition from BookManager to Information Centers, you can use library server

Our Documentation Surveys



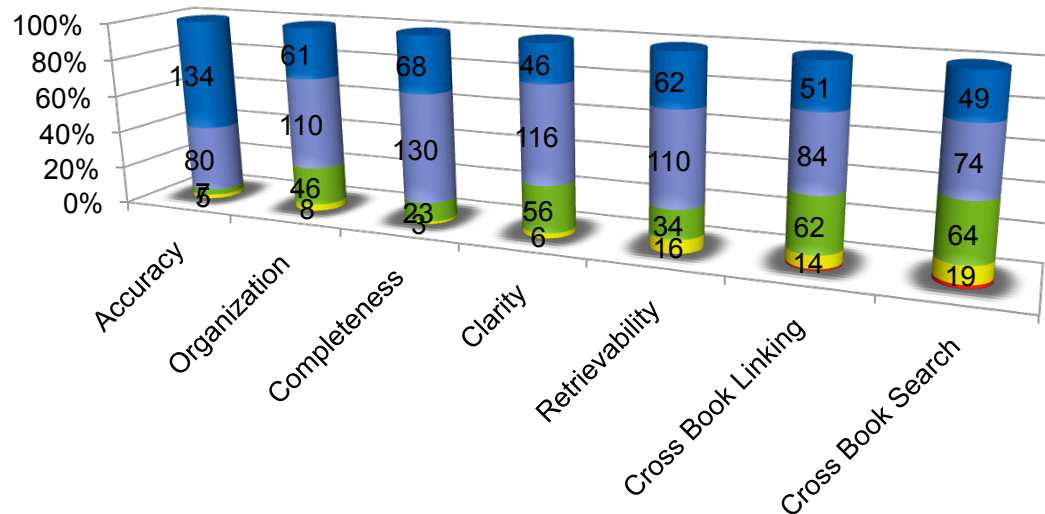
About our z/OS Documentation Surveys

- The surveys are distributed twice a year at SHARE. Typically we collect 250 to 300 surveys
- We use them to:
 - Track the quality and get feedback on our current information deliverables
 - Help us direct our documentation strategy to serve you best
 - Gather requirements for future deliverables

On a scale of 1-5 where:

- 1 = Very Dissatisfied
- 2
- 3
- 4
- 5 = Very Satisfied

Rate z/OS Documentation on the following qualities

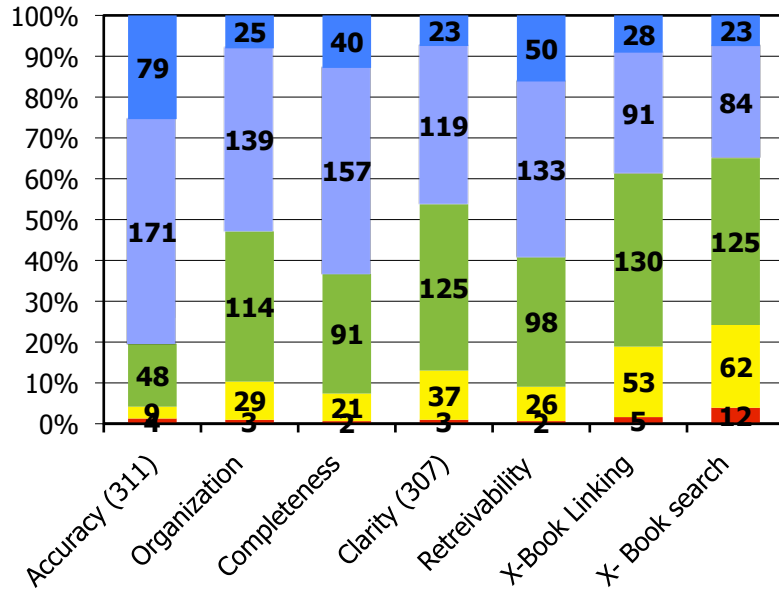


Our Scorecard

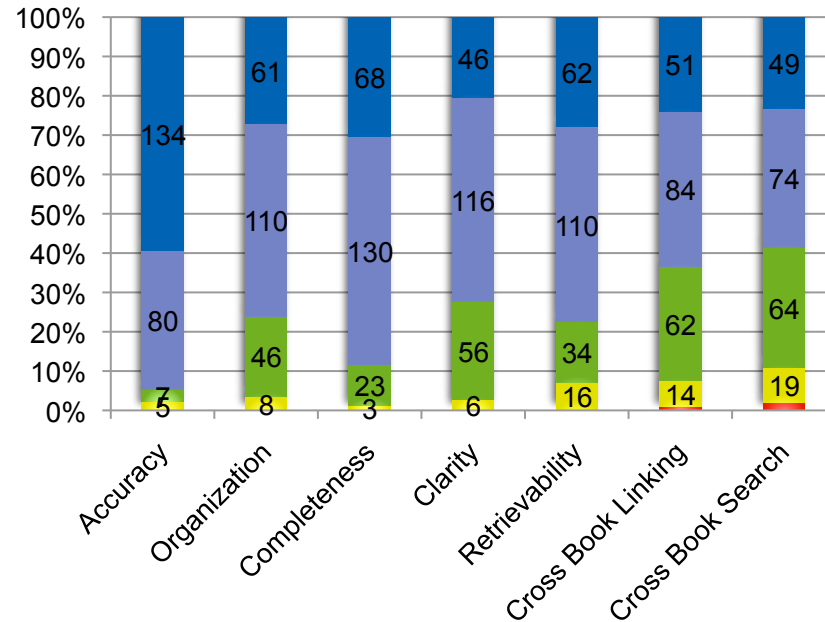
- An example of how we track our quality.
- These charts show how our customer satisfaction has improved over time.

On a scale of 1-5 where:

- 1 = Very Dissatisfied
- 2
- 3
- 4
- 5 = Very Satisfied



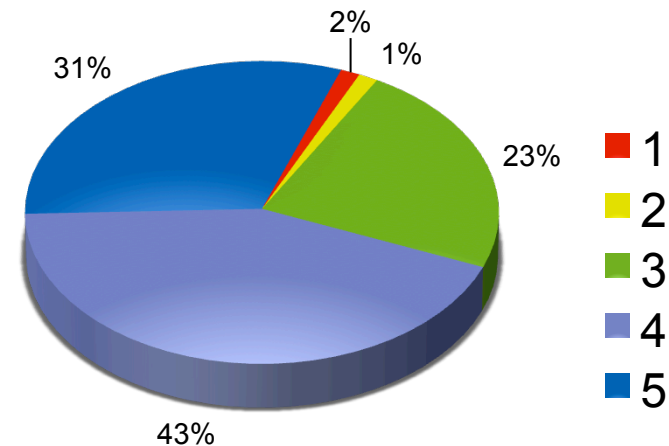
2003 Survey Data



2009 Survey Data

Rate your satisfaction with BookManager's PDF search

- For a long time, customers requested a PDF search that was as robust as BookManager, so two years ago, we introduced IBM Advanced Linguistic Search for PDF, which uses BookManager indexing to improve PDF search.
- It takes time for customers to discover new offerings. (It was 5 years before LookAt was well known).
- PDF search is extra effort for ID shops and we wanted to know if it was worth the effort in continuing to produce indexed PDFs.
- This chart shows that PDF search is an overwhelming success and so we will continue to deliver it.



Listening to the customer

A sample of the improvements made over time as a result of SHARE feedback

z/OS Customer Requirements	Deliverables
Help me manage softcopy documentation	Softcopy librarian and DVD collections XKS support to manage PDFs
Give me access to information on the go.	Hand-held support for Library Server
Make it easy to find message information	LookAt and LookAt mobile
Faster access to command information	Command filtering in library centers
Provide a BookManager like search for PDF	The IBM Advanced Linguistic Search for PDF and z/OS base indexed PDFs
Provide a central repository for all z/OS information	z/OS Library Centers contain base, plus software products information
I want to Google z/OS information	We delivered the z/OS Information Centers indexable by Google
Free education materials for the newbie	z/OS Basic Skills Information Centers

Improvements in plan for 2010

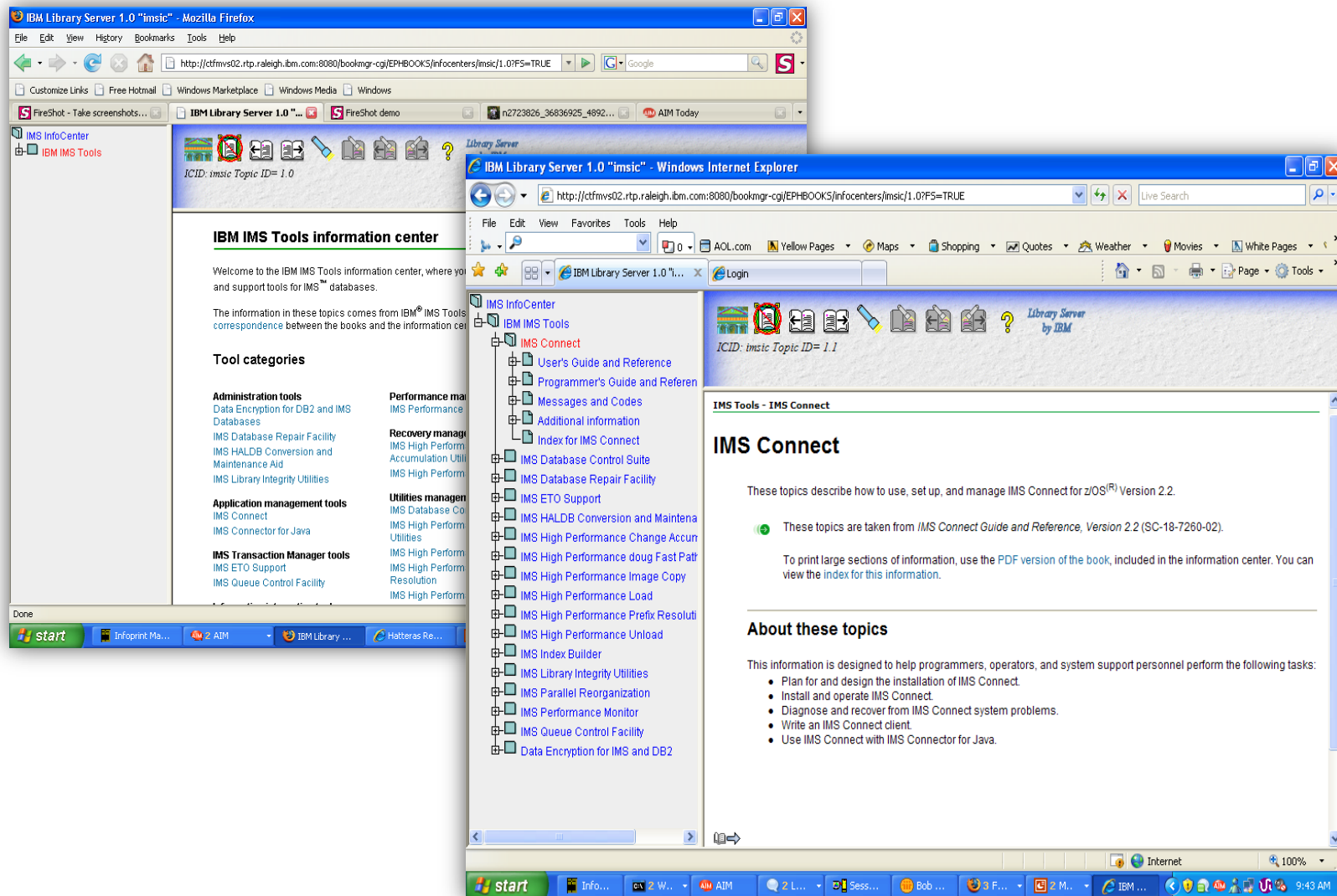
Requirement

- Improve information currency
- Provide free education materials for people new to z/OS
- Enable large systems thinking at universities
- Improve search

Deliverables

- Optimize for Information Center delivery to improve information currency
- Continuing investment and growing z/OS Basic Skills IC
- Continuing investment in the Academic Skills Initiative
- Provide personal shelf function and standard search scopes

Displaying the IMS Information Center in the Library Center



z/OS and System z Platform simplification



February 2010 update

Today's Mainframe *a New Dimension in Computing*

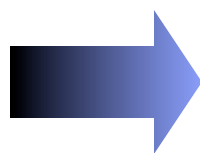
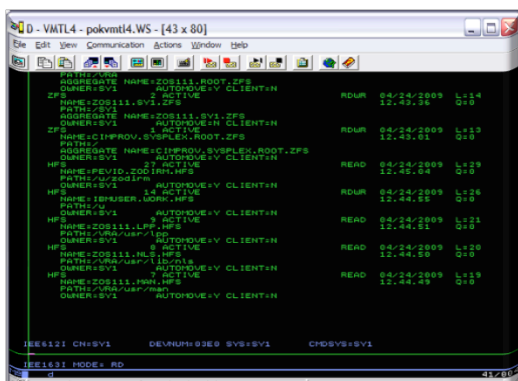
- **The mainframe is designed to deliver**
 - A highly available and security-rich base for integrating applications
 - Resources optimized to meet business priorities
 - Scalability for data and transaction growth
 - Robust and resilient networking
 - Business resiliency

- **With new directions**
 - Enhancing and extending capabilities to
 - Simplifying z/OS® management
 - Expanding the ecosystem

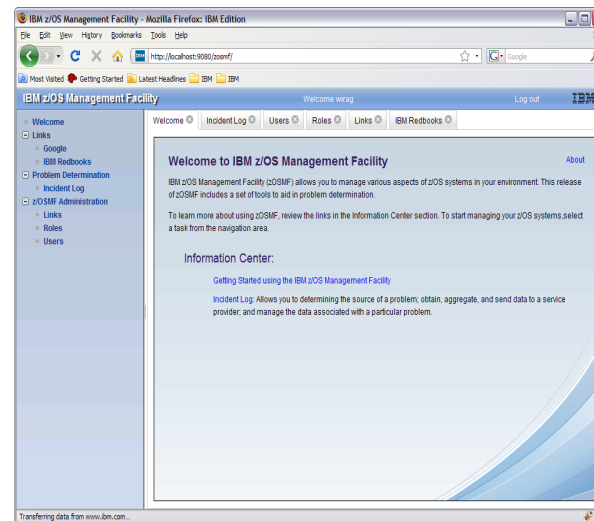


Simplification makes it easier

Today



Tomorrow



Expert-friendly, long learning curve for people new to platform

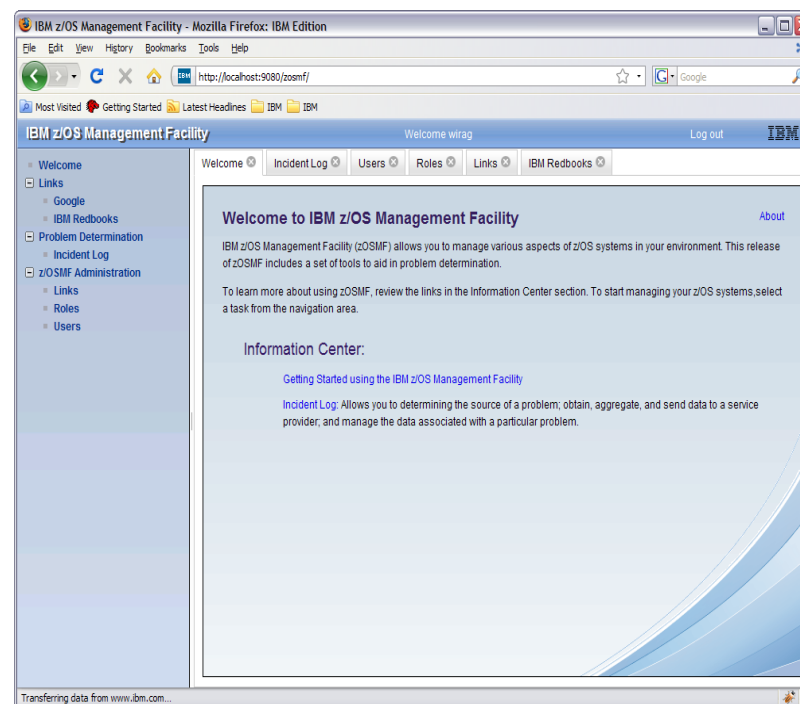
- Multiple, inconsistent UIs – no central system management portal
- Many interfaces foreign to those new to platform
- Manual tasks requiring extensive documentation
- Years of z/OS experience

- ✓ **Central** z/OS management portal
- ✓ **Simplified, automated** task-oriented mgmt interface, with integrated user assistance
- ✓ **Modern** look & feel; more familiar to those new to platform
- ✓ Focus on **customer goals**
- ✓ **Optional** for those who prefer traditional interfaces
- ✓ Months of training

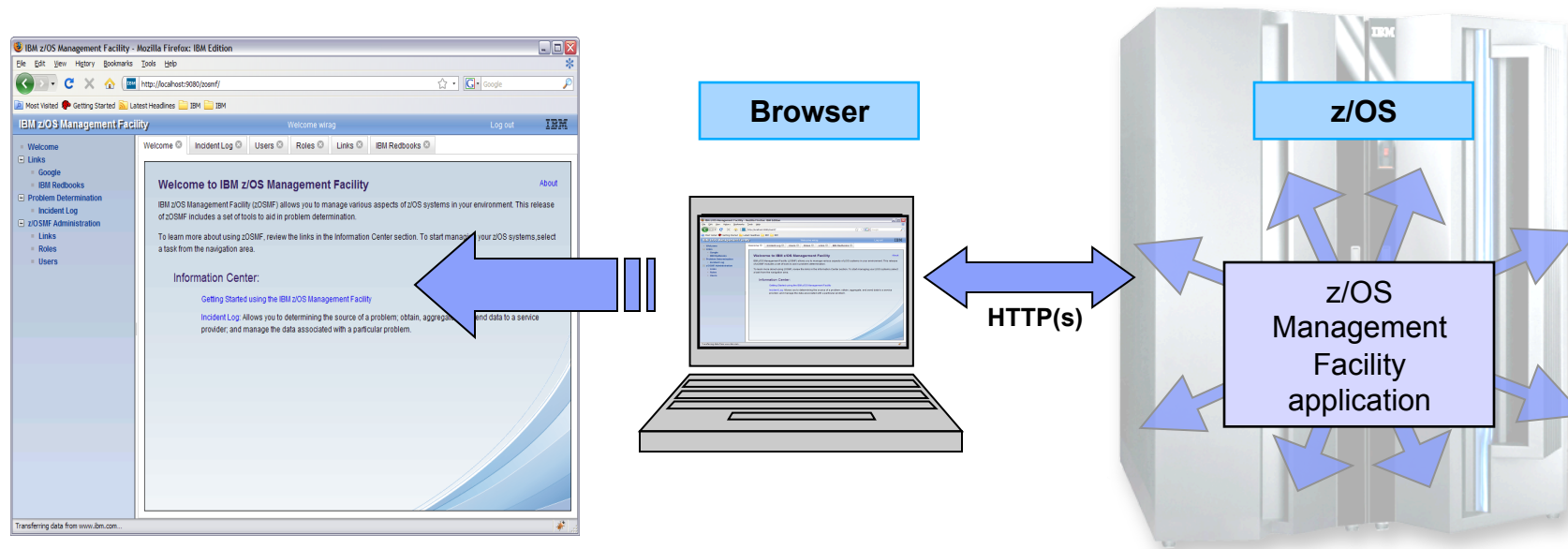
IBM z/OS Management Facility

- **The IBM z/OS Management Facility helps system programmers to more easily manage and administer a mainframe system.**

- **More than a graphical user interface or an ‘installation shield’, the z/OS Management Facility is more:**
 - Automated tasks can help reduce the learning curve and improve productivity.
 - Embedded active user assistance (such as wizards) guides you through tasks and helps provide simplified operations.



IBM z/OS Management Facility *Manages z/OS from z/OS*



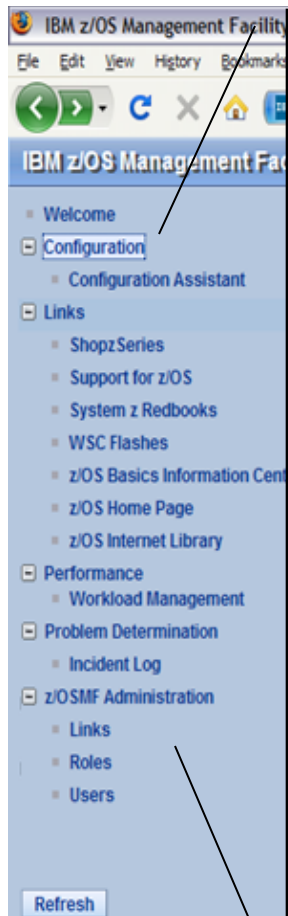
- **z/OS Management Facility is an application on z/OS**

- Browser communicates with z/OSMF via secure connection, anywhere, anytime
- Uses industry standards, such as Java, DOJO, and CIM
- Parts of z/OS Management Facility, such as the Incident log capability (R11) and WLM Policy Editor (R12), use Java and CIM (eligible for zAAP and zIIP)

* Statements regarding IBM future direction and intent are subject to change or withdrawal, and represents goals and objectives only.

IBM z/OS Management Facility

Welcome page



• Configuration category

- **Configuration Assistant for z/OS Communication Server** application
- Simplified configuration and setup of TCP/IP policy-based networking functions

• Links category

- Links to resources - provides common launch point for accessing resources beyond z/OSMF
- Planned for R12* - the ability to add links anywhere on the nav bar.

• Performance category (R12)*

- **Workload Manager Policy Editor** application
- Facilitate the creation and editing of WLM service definitions, installation of WLM service definitions, and activation of WLM service policies

• Problem Determination category

- **Incident Log** application_
- The Incident Log provides a consolidated list of SVC Dump related problems, along with details and diagnostic data captured with each incident. It also facilitates sending the data for further diagnostics.

• z/OSMF Administration category_

- z/OSMF authorization services for administrator: add users, define roles, dynamically add links to non-z/OSMF resources.

Simplifying mainframe management – today!

- **System health and monitoring:**
 - Modern monitoring console
 - Automatic health checking

- **Installation, configuration, and maintenance:**
 - On-line ordering and inventory management
 - Automated on-line service acquisition
 - Shortened release to release migrations
 - Single view of enterprise devices
 - Consistent user experience with hardware configuration

- **Other simplification management:**
 - Workload management
 - Network management
 - Security management



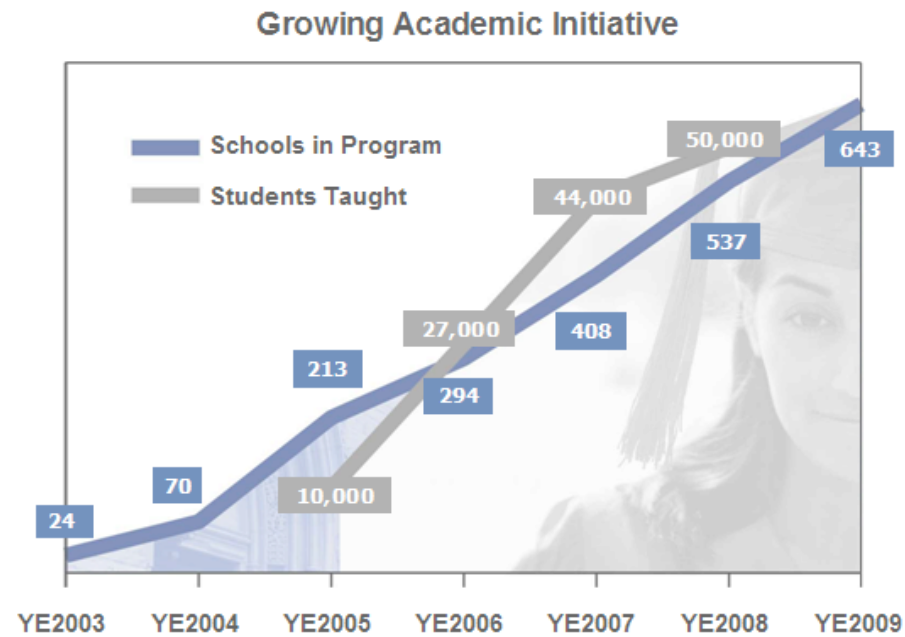
Discussion :

- IBM is working to simplify not only z/OS, but IT itself as evidenced by the new zEnterprise. In this new age what information will you need?
- What information or type of information do need at hand?
- Do you envision this ever going away?

IBM Academic Initiative, System z update



Building mainframe skills for the community



- IBM Academic Initiative, IBM System z - ibm.com/university/systemz

– 643 Participating Schools – >50,000 students attended mainframe education

IBM Academic Initiative at a Glance

- ✓ **Course materials and textbooks**
 - ✓ **Remote Mainframe access**
 - ✓ **Curriculum assistance (Examples of majors, concentrations, and certificate programs)**
 - ✓ **Faculty Seminars and Workshops**
 - ✓ **Roundtable events**
 - ✓ **Entry level for z/OS System Programmer Mastery Test**
 - ✓ **Student Opportunity System**
 - ✓ **Student mainframe contests**
- Membership in the IBM Academic Initiative is free and open to individual faculty members.

Apply at ibm.com/university/academicinitiative

- Worldwide program
- Supports many IBM Brands and technologies
- Encourages open standards, open source
- Provides easy access to hardware, software, courses, textbooks, and resources

IBM Academic Initiative

Open standards, open source and IBM resources for academia

I am interested in a wide range of resources for the topics I am teaching.

→ What does IBM offer?

- Get leading-edge technologies
- Get resources to help you teach
- Get professionally developed courseware

Fundamental to the program is...

... Flexibility

- **Participation continues to increase**
- **WW demographics**
 - 45% North America
 - 24% Europe, Middle East, and Africa
 - 16% Latin America
 - 15% Asia/Pacific
- **Wide variety of schools in the program**
 - Different level of participation
- **All programs are unique**
 - Designed to provide flexibility to the school to meet their requirements and capabilities



IBM System z courses

Mainframe courses available:

Foundational principles

- Intro to the Mainframe: z/OS Basics*
- Intro to the Mainframe: Networking*
- Intro to the Mainframe: Security*
- Intro to the Mainframe: Large Scale Commercial Computing

Operating systems

- Linux on System z
- Introduction to z/VM®
- Introduction to z/VSE Basics
- UNIX® System Services (Module)

User interfaces

- ISPF: z/OS Basic Interfaces

Storage management

- VSAM

Programming languages

- Assembler
- COBOL
- JCL
- Other
 - z/OS Advanced Topics*
 - z/OS Emerging Technologies*
 - z/OS Installation

Tivoli security, systems, network, and storage management courses

- IBM Tivoli License Compliance Manager for z/OS 4.2 Implementation
- IBM Tivoli System Automation for z/OS 3.1 Introduction and Operations
- IBM Tivoli System Automation for z/OS 3.1 Implementation and Administration
- IBM Tivoli Workload Scheduler 8.2 for zOS Scheduler's Workshop

Information, data and transaction management

- Enterprise Server Data Management
- DB2 for z/OS Fundamentals
- DB2 Family Fundamentals (Cross product)
- DB2 SQL Workshop (Cross product)
- DB2 for z/OS Database Admin Workshop, Part 1
- DB2 for z/OS Database Admin Workshop, Part 2
- DB2 Programming Workshop for z/OS
- DB2 for z/OS Application Development
- DB2 for z/OS Query Optimization and Performance Tuning
- Intro to IMS*
- An Introduction to IMS (Textbook reference)
- Transaction Management

Application development

- WebSphere Application Server for z/OS
- Intro to IBM WebSphere Developer for z (Web based)
- WebSphere MQ for z/OS System Administration
- Developing COBOL with IBM Rational Developer for System z

Diagnosis

- z/OS RAS and Diagnostics*

eLearning resources:

- Interactive e-Learning Module: z/OS Basics
- Flash Demo: Introduction to Rational Developer for System z
- Develop a batch DB2 for z/OS COBOL application using RDz
- Developing and debugging a COBOL DB2 application
- Editing record-oriented programs with the System z LPEX editor
- Learn about your future in Large Systems*
- Careers in Mainframes*

*available in audio version

Student Mainframe Contests: Generating student interest

- Five years, 15 countries and spreading worldwide
 - No experience necessary
 - Three levels of challenges
Prizes: T- shirts, iPods, Laptops, Xbox360, Wii, Sony PSP, Nintendo DS, HDTVs, trips
- 2009 U.S./Canada contest
 - 3,000 students from 425 schools
 - 300% increase in registration since 2005
- Contests in 2009
 - Australia
 - Russia
 - US and Canada
 - United Kingdom
 - Taiwan
 - Brazil



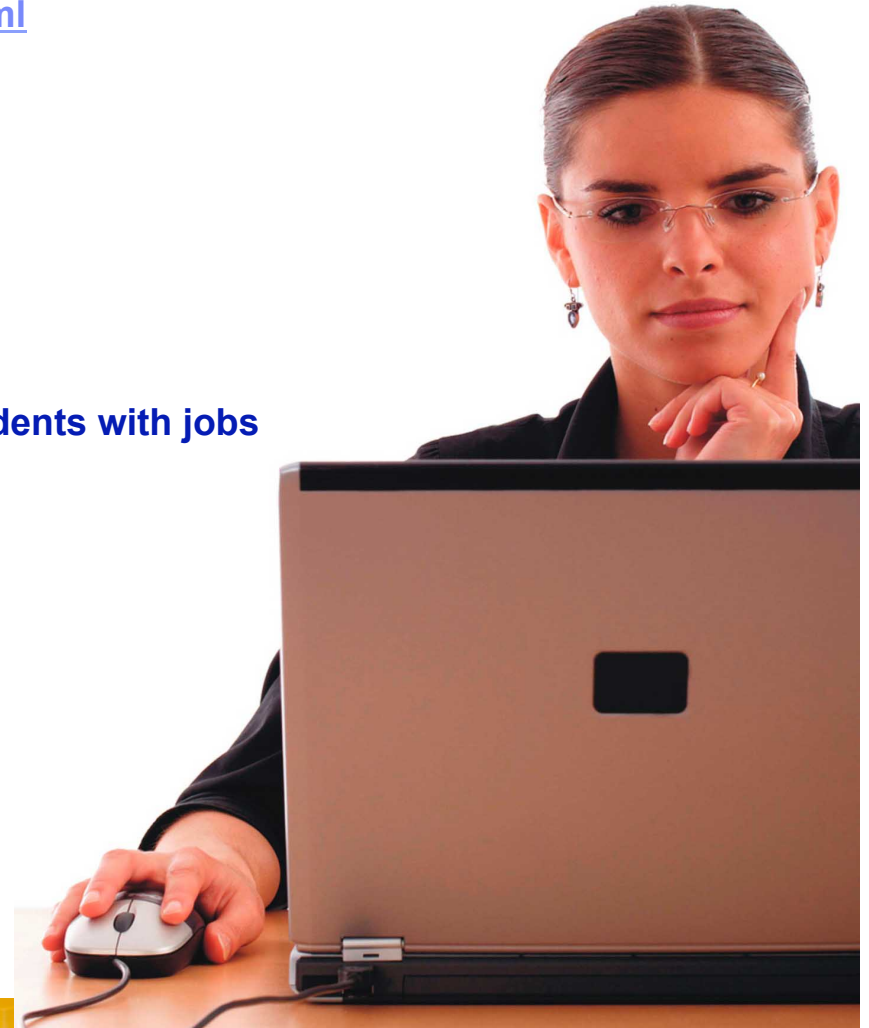
ibm.com/university/contest

Location	Contests	Students	Schools
Brazil	2007 2008 2009	2011 3287 2008	390 400 390
BeNeLux	2007	76	9
Nordics	2007	147	11
Thailand	2007	960	40
UK	2006 2007 2008 2009	725 676 876 1132	40 59 64 70
North America	2005 2006 2007 2008 2009	750 1085 1750 1879 3000	85 177 325 325 425
Australia	2008 2009	450 315	31 29
Taiwan	2009	560	44
Russia	2009	269	41
Totals	15	21,956	2,955

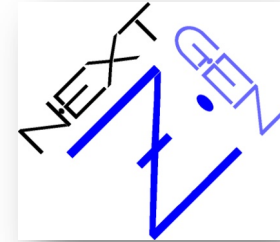
• Important Web sites and contacts

- **System z Community**
 - ▶ ibm.com/systems/z/about/charter/community.html
- **Academic Initiative for the Mainframe**
 - ▶ ibm.com/university/systemz
- **z/OS Entry Level Mastery Exam & DB**
 - ▶ ibm.com/certify/mastery_tests/ovrZ01.shtml
- **zNextGen**
 - ▶ znextgen.org
- **IBM Student Opportunity System – Connecting Students with jobs**
 - ▶ www.ibm.com/university/sos

Program Manager,
Academic Initiative for the Mainframe:
Kathy Pfeiffer, pfeiff@us.ibm.com
Jennifer Ash, jrash@us.ibm.com



zNextGen

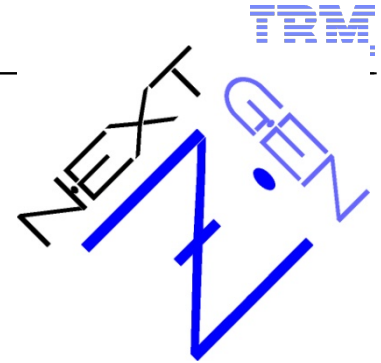


- SHARE's community for new mainframe professionals.
- **Mission:**
 - *To serve as the gateway for newcomers, to leverage the experience of mainframe veterans and to expedite their professional development in this crucial segment of the IT workforce.*

- zNextGen is geared especially around the needs of two professional segments:
 - Students just embarking on their careers in enterprise technology
 - Established IT professionals expanding their responsibilities to include support and administration of mainframe systems

- Why zNextGen?
 - **To give new mainframers a forum for networking**
 - **To enhance the experience of newer SHARE attendees**
 - **To provide feedback to SHARE about existing and potential technical sessions**
 - **To attract new users to SHARE**

zNextGen Activities



- What's happening in Boston?
- <http://www.share.org/Volunteers/ProgramsandProjects/MVSProgram/zNextGenProject/tabid/486/Default.aspx>
- Contacts
 - Kristine Harper, Project Manager - Kristine.Harper@neonesoft.com
 - Iris Rivera, Lead IBM Representative – irivera@us.ibm.com
- Where can I find more information?
- <http://www.share.org/VolunteerCenter/programs/zNextGen.cfm>

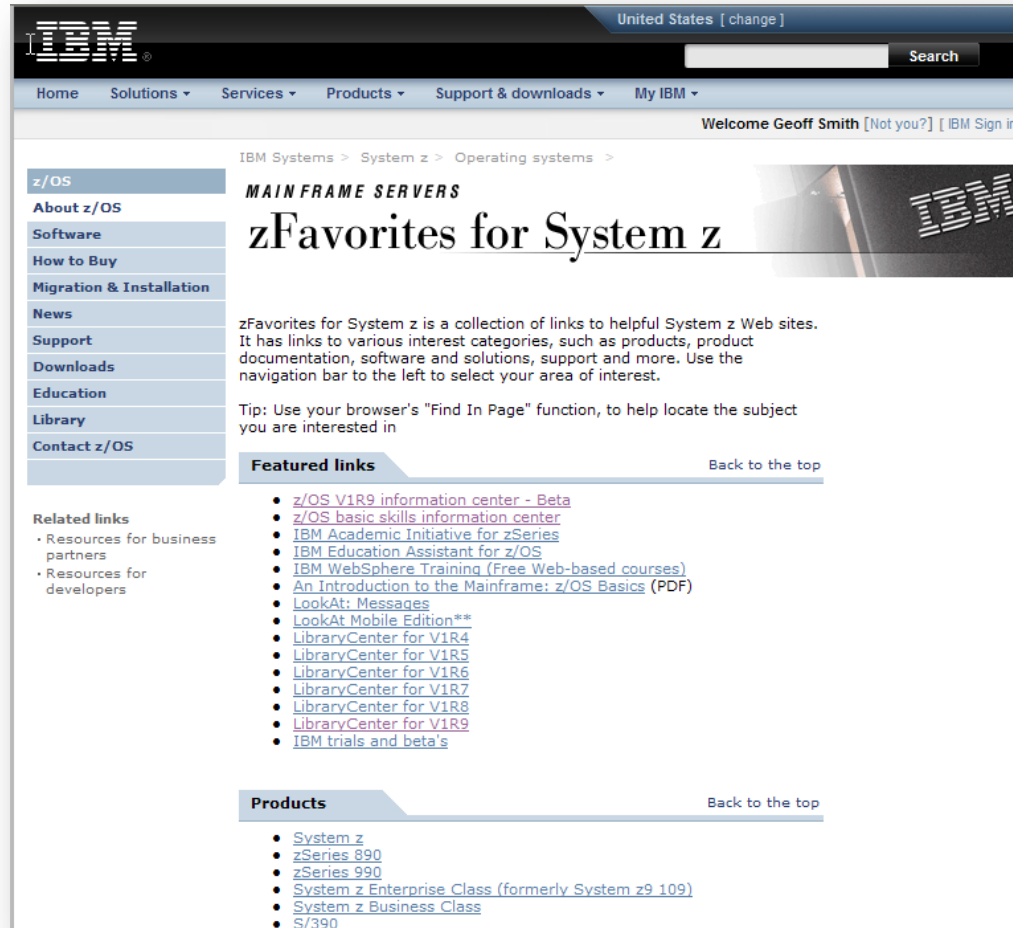
18 Information Tools and Tips for z/OS Systems Programmers





Tip 1. Wherever you are, GOOGLE “zFavorites” to take you to all things Z

- zFavorites isn't just available as a mini CD.
- It's available on the web too.
- zFavorites was designed to be a consolidated index of all things “z”
- There are links to documentation, product information, education, service and many more...
- Just enter “zfavorites” on GOOGLE and take the first hit to bring you to the online version of zFavorites for System z



United States [change]

Home Solutions Services Products Support & downloads My IBM

Welcome Geoff Smith [Not you?] [IBM Sign in]

IBM Systems > System z > Operating systems >

z/OS

MAINFRAME SERVERS

zFavorites for System z

zFavorites for System z is a collection of links to helpful System z Web sites. It has links to various interest categories, such as products, product documentation, software and solutions, support and more. Use the navigation bar to the left to select your area of interest.

Tip: Use your browser's "Find In Page" function, to help locate the subject you are interested in

Featured links [Back to the top](#)

- [z/OS V1R9 information center - Beta](#)
- [z/OS basic skills information center](#)
- [IBM Academic Initiative for zSeries](#)
- [IBM Education Assistant for z/OS](#)
- [IBM WebSphere Training \(Free Web-based courses\)](#)
- [An Introduction to the Mainframe: z/OS Basics \(PDF\)](#)
- [LookAt: Messages](#)
- [LookAt Mobile Edition**](#)
- [LibraryCenter for V1R4](#)
- [LibraryCenter for V1R5](#)
- [LibraryCenter for V1R6](#)
- [LibraryCenter for V1R7](#)
- [LibraryCenter for V1R8](#)
- [LibraryCenter for V1R9](#)
- [IBM trials and beta's](#)

Related links

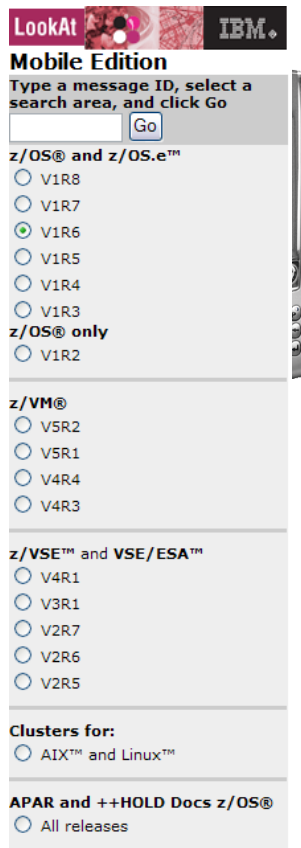
- Resources for business partners
- Resources for developers

Products [Back to the top](#)

- [System z](#)
- [zSeries 890](#)
- [zSeries 990](#)
- [System z Enterprise Class \(formerly System z9 109\)](#)
- [System z Business Class](#)
- [S/390](#)



Tip 2. Use LookAt Mobile Edition to look up z/OS message explanations on your PDA



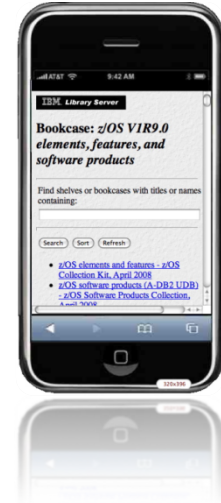
- <http://www-03.ibm.com/servers/eserver/zseries/zos/bkserv/lookat>



Tip 3. Use Library Server's handheld support to search and view all z/OS information on your iPhone or PDA with browser.

1. **Simply pick the releases of z/OS you're interested in.**
2. **Cut and paste the link into an e-mail to yourself**
3. **Open the e-mail and the link on your PDA and bookmark it**

Once you have them, bookmark them for easy access to z/OS documentation on the go!



z/OS V1R11

http://publibz.boulder.ibm.com/cgi-bin/bookmgr_OS390/handheld/Connected/CASES/zosv1r11

z/OS V1R10

http://publibz.boulder.ibm.com/cgi-bin/bookmgr_OS390/handheld/Connected/CASES/zosv1r10

z/OS V1R9

http://publibz.boulder.ibm.com/cgi-bin/bookmgr_OS390/handheld/Connected/CASES/zosv1r90



Tip 5. RSS for z/OS keeps you up-to-date

XML

RSS

ATOM

RSS or Really Simple Syndication, can help keep current on what's new.

- Choose your tool:
 - Browsers: Firefox and Safari have built in RSS capabilities
 - Mail clients: Outlook 2007, Notes 8 have built in RSS capabilities
 - Dedicated RSS clients:
 - FeedDemon 2.7 For Windows
 - NetNewsWire 3.1 for Mac OS X
 - Many others
- Search for RSS feeds that interest you.

Some suggested feeds for System z:

IBM Redbooks

<http://www.redbooks.ibm.com/rss.html>

IBM Software Support

<http://www.ibm.com/software/support/rss/other/852.xml?rss=s852&ca=rssother>

WebSphere for z/OS

<http://www.ibm.com/software/support/rss/websphere/404.xml?rss=s404&ca=rsswebsphere>

DB2 for Z/OS Forum

<http://www.ibm.com/developerworks/forums/rss/rssmessages.jspa?forumID=293>

Rational Application Developer for z

<http://www.ibm.com/developerworks/forums/rss/rssmessages.jspa?forumID=1131>

DeveloperWorks for z

<http://www.ibm.com/developerworks/blogs/rss/systemzblogger?flavor=atomdw>

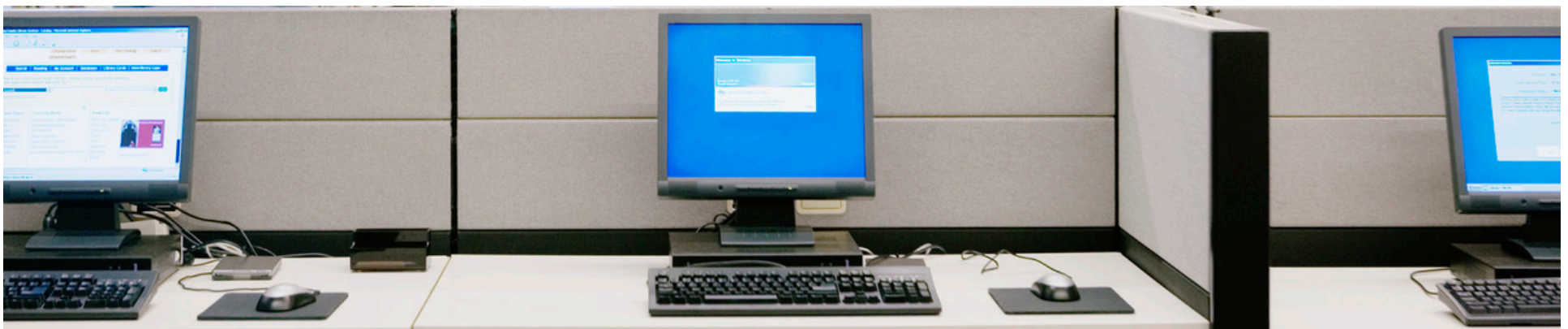
Find more here:

http://www.rssmountain.com/directory_search.php?q=z/os&select_source=title&offset=20



Tip 6: Getting the Latest Product Documentation Information

- **z/OS and z/OS.e DOC APAR and PTF ++HOLD Documentation**
- http://publibz.boulder.ibm.com/cgi-bin/bookmgr_OS390/Shelves/ZDOCAPAR
 - Updated **weekly** (with closures from prior week)
 - Incorporates DOC APARs and ++HOLD for documentation changes
 - You can searching for changes using IBM BookManager search



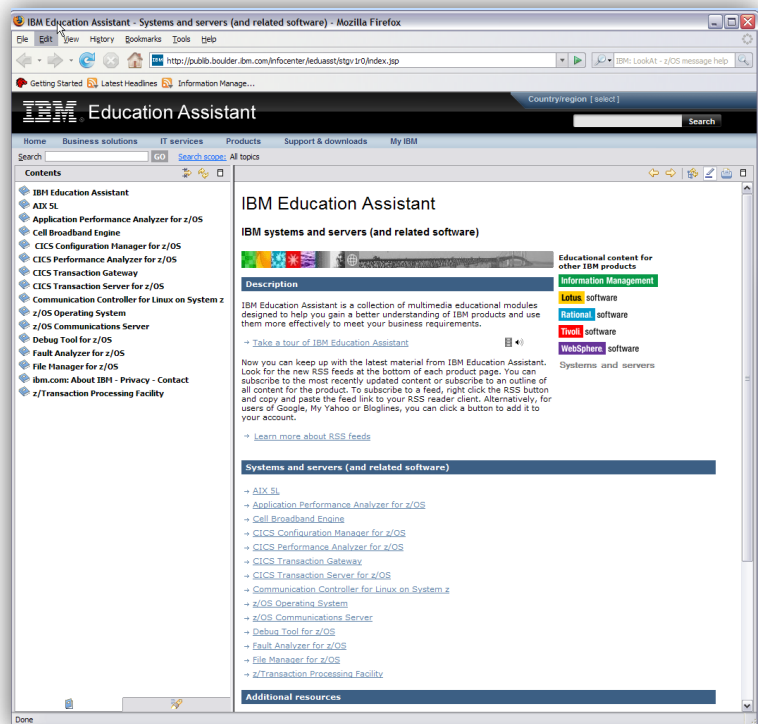


Tip 7: Get FREE education designed for the *experienced systems programmer* - direct from z/OS development via the *z/OS Education Assistant* Website

- <http://publib.boulder.ibm.com/InformationCenters/ieduasst/stgv1r0/index.jsp>

Get technical information quickly as little as 5 minutes of your time.

Many presentations in multimedia format to make it easy to get up to date on technical topics



z/OS UNIX		
Hints for a successful HFS to zFS migration	21 min	1.2M
z/OS V1R7 NFS - Exciting new functions	20 min	244K
z/OS V1R7 NFS version 4 protocol support		166K
V1R8 z/OS UNIX system programmer topics	15 min	194K
V1R8 z/OS UNIX operations management	15 min	240K
V1R8 z/OS UNIX file system management	23 min	210K
z/OS V1R8 How to set up the z/OS zSeries file system and create and access a zFS file system	5 min	151K
z/OS V1R8 How to set up the z/OS system message block (SMB) server and access z/OS data from Windows	7 min	152K

Tip 8. Add LookAt search to Firefox bar

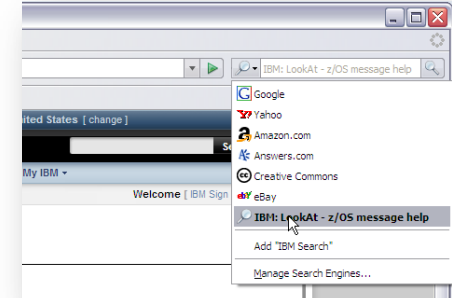


First, install the Add to Search Bar plug-in for Firefox:

1. Open your Mozilla Firefox Web browser.
2. Copy the following Web address into your Firefox location bar: <https://addons.mozilla.org/en-US/firefox/addon/3682>.
3. Install the Add to Search Bar plugin by clicking Add to Firefox. In the confirmation window, click Install Now.
4. After the plug-in is installed, restart Firefox to make the plug-in available.

Next, add the LookAt Web site to your Firefox search bar:

1. Go to the LookAt Web page: ibm.com/systems/z/os/zos/bkserv/lookat/.
2. Right-click in the Message ID input box.
3. From the list of options, select Add to Search Bar.
4. In the confirmation window, click OK to make LookAt active on your Firefox search bar
5. Give it a try.





Tip 9. Subscribe and receive FREE notifications of Red Alerts

<https://www14.software.ibm.com/webapp/set2/sas/f/redAlerts/>

The screenshot shows the IBM Red Alerts subscription service page. The browser window title is "IBM - Red Alerts subscription service - Mozilla Firefox". The address bar shows the URL: <https://www14.software.ibm.com/webapp/set2/sas/f/redAlerts/>. The page content includes:

- IBM Systems Support** navigation menu on the left.
- Red Alerts subscription service for zSeries** heading.
- Text: "This service provides technical information for IT professionals who maintain zSeries servers. As these support bulletins are released, subscribers receive email containing links to the bulletins. Red Alerts for the past year are listed below."
 - This service is a companion to the **Alert services for zSeries** offering, which provides PE and HIPER notifications.
 - You can also use the **Enhanced HOLDDATA** for simplified identification and management of PEs and HIPERS.
- Subscribe today!** box with options:
 - Sign up**: Receive free notification of Red Alerts.
 - Unsubscribe**: Discontinue Red Alert notification.
- Red Alerts** table listing recent alerts:

Date	Alert Description
2008.06.17	DB2 for z/OS V8 and V9 potential loss of data during update of fixed length rows.
2008.04.11	Sysplex-wide outage when using CFRM MSGBASED processing and PTF UA38900 or UA38901 for APAR OA21917 is installed.
2008.05.09	Sysplex-wide impact due to loop in GRS on z/OS 1.9 and higher
2008.04.11	Sysplex-wide outage when using CFRM MSGBASED processing and PTF UA38900 or UA38901 for APAR OA21917 is installed.
2008.02.01	All users of z/OS 1.9 (HBB7740) and JES2 1.9 (HJE7740).
2007.09.20	All IMS Version 9.1 using a PHIDAM database with APAR PK39785 / PTF UK25149 or PTF UK26128 or PTF UK26164 or PTF UK27311 or PTF UK27490 applied. Updated 11/09/2007
2007.12.06	Potential Data Loss using QSAM PUT processing for Extended Format Data sets with PTF's for OA16854 applied.
2007.09.20	All IMS Version 9.1 using a PHIDAM database with APAR PK39785 / PTF UK25149 or PTF UK26128 or PTF UK26164 or PTF UK27311 or PTF UK27490 applied. Updated 11/09/2007
2007.06.29	All users of z/OS 1.8 (HBB7730) and JES2 1.8 (HJE7730)



Tip 10. Get FREE education for people new to System z at the z/OS basic skills information center

- <http://publib.boulder.ibm.com/infocenter/zoslnctr/v1r7/index.jsp>

The screenshot shows the 'z/OS basic skills information center' website. The browser window title is 'z/OS basic skills information center - Mozilla Firefox'. The address bar shows the URL: <http://publib.boulder.ibm.com/infocenter/zoslnctr/v1r7/index.jsp>. The page features a navigation menu on the left with categories like 'z/OS concepts', 'Application programming on z/OS', and 'Networking on z/OS'. The main content area is titled 'z/OS basic skills information center' and lists various topics with links to HTML and PDF documents, such as 'z/OS concepts', 'Online workloads for z/OS', and 'Application programming on z/OS'. There are also sidebars for 'What's new', 'Related links', and 'Podcast'.





Tip 11. Connect with others in the mainframe community at Destination z

- <http://www-03.ibm.com/systems/z/destinationz/index.html>

United States [change]

Home Solutions Services Products Support & downloads My IBM

Welcome [IBM Sign in] [Register]

Welcome to
IBM DESTINATION Z

A vibrant community to help you make the most of your mainframe
→ [Learn more](#)

Welcome to IBM Destination z
The IBM home for the mainframe community. Your entry point to:

- Learn about System z and what it can do for you
- Gain skills to help you deploy mainframe solutions
- Reach out to others in the mainframe community
- Find key IBM Business Partners and their mainframe solutions
- Contact schools around the world to take advantage of their mainframe programs and augment your team with recent graduates

What's new

- Sign up now for System z Expo, October 13-17, Las Vegas Nevada
- IBM Enterprise Modernization Sandbox for System z
- New software from Rational, Cognos, and Tivoli to help exploit the power of System z10 EC
- View the System z10 Enterprise Class 3D interactive model
- zSkills Connection
- Destination z welcomes Guide Share Europe
- Article: The resurgence of the mainframe
- Five Mainframe Myths Busted
- New to System z: Mainframe New Realities (100KB)
- Green mainframe space: Gathering point for the z energy efficiency movement
- IBM System z on Campus group on Facebook
- [Check out all the IBM Destination z Business Partner members](#)

Participate and learn

- New to System z: Mainframe basics
- Destination z Discussion forum
- Blog—Enterprise Class Innovation: System z Perspectives
- Green Mainframe blog
- User communities
- Mainframe Central
- System z in the News

The Future Runs on System z





Tip 12. Follow twitter for the latest news and activities

- https://twitter.com/signup?follow=IBM_System_z&commit=Join+today%21

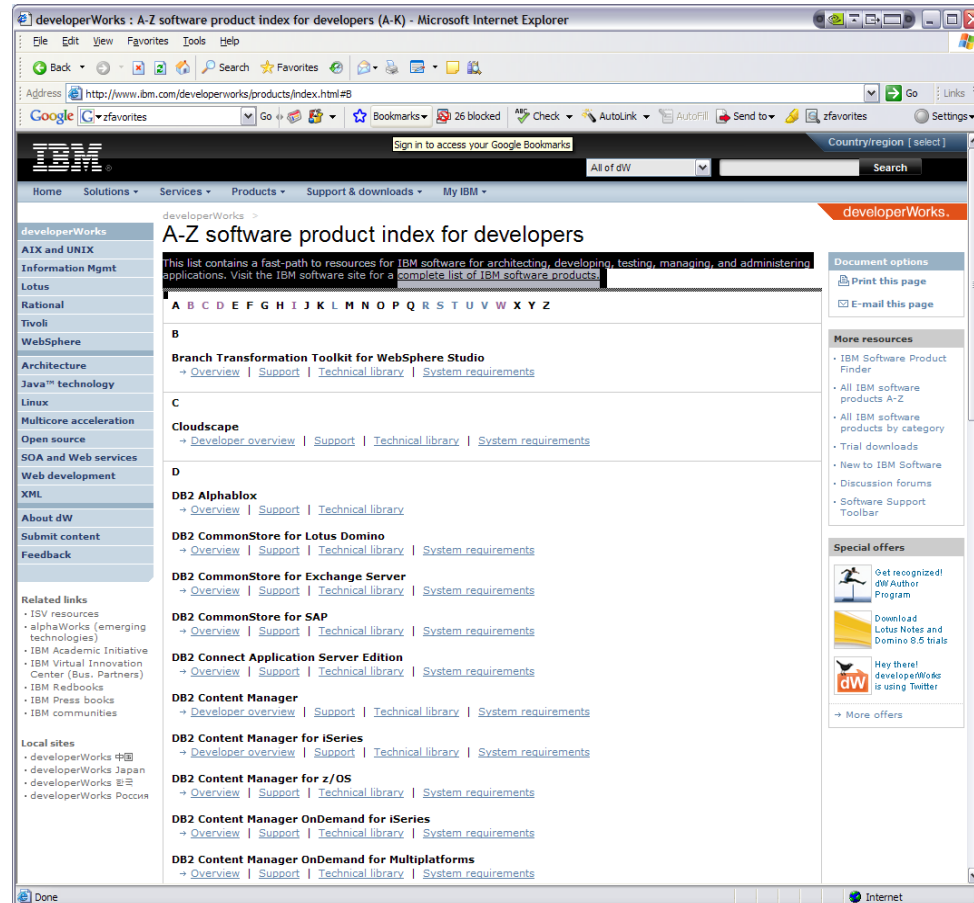
The image displays two overlapping screenshots of the Twitter website in a Microsoft Internet Explorer browser window. The left screenshot shows the 'What is Twitter?' page, which includes a search bar, a 'Watch a video!' button, and a 'Join the conversation!' button. The right screenshot shows the 'Create an Account' page, which includes a 'Join the Conversation' heading, a 'Finish signup now' link, and a 'Create my account' button. The account creation form is partially filled out with 'Bill Gates' as the full name, 'keepaneyeonz' as the username, and a password field. The email field is empty. A CAPTCHA challenge is visible at the bottom of the form, with the words 'RicaDs The' to be typed. The browser's address bar in both screenshots shows the URL: https://twitter.com/signup?follow=IBM_System_z&commit=Join+today%21.



Tip 13. An A-Z software product index for developers

<http://www.ibm.com/developerworks/products/index.html#B>

- This list contains a fast-path to resources for IBM software for architecting, developing, testing, managing, and administering applications. Visit the IBM software site for a [complete list of IBM software products](http://www.ibm.com/developerworks/products/index.html#B).



The screenshot shows the IBM developerWorks website in Microsoft Internet Explorer. The page title is "A-Z software product index for developers (A-K)". The main content area displays a list of products under the letter 'B', including:

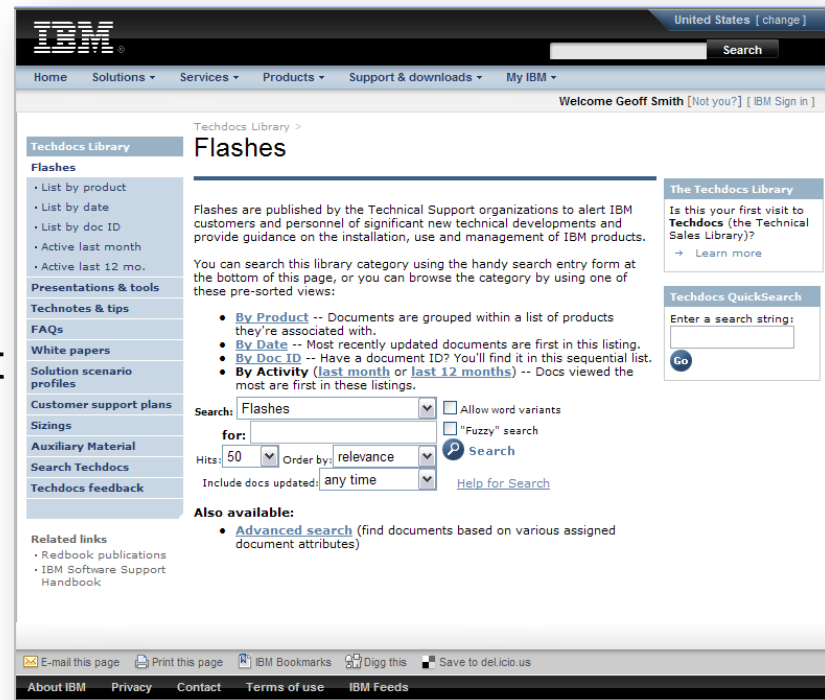
- Branch Transformation Toolkit for WebSphere Studio**
 - [Overview](#) | [Support](#) | [Technical library](#) | [System requirements](#)
- Cloudscape**
 - [Developer overview](#) | [Support](#) | [Technical library](#) | [System requirements](#)
- D**
 - DB2 Alphablox**
 - [Overview](#) | [Support](#) | [Technical library](#)
 - DB2 CommonStore for Lotus Domino**
 - [Overview](#) | [Support](#) | [Technical library](#) | [System requirements](#)
 - DB2 CommonStore for Exchange Server**
 - [Overview](#) | [Support](#) | [Technical library](#) | [System requirements](#)
 - DB2 CommonStore for SAP**
 - [Overview](#) | [Support](#) | [Technical library](#) | [System requirements](#)
 - DB2 Connect Application Server Edition**
 - [Overview](#) | [Support](#) | [Technical library](#) | [System requirements](#)
 - DB2 Content Manager**
 - [Developer overview](#) | [Support](#) | [Technical library](#) | [System requirements](#)
 - DB2 Content Manager for iSeries**
 - [Developer overview](#) | [Support](#) | [Technical library](#) | [System requirements](#)
 - DB2 Content Manager for z/OS**
 - [Overview](#) | [Support](#) | [Technical library](#) | [System requirements](#)
 - DB2 Content Manager OnDemand for iSeries**
 - [Overview](#) | [Support](#) | [Technical library](#) | [System requirements](#)
 - DB2 Content Manager OnDemand for Multiplatforms**
 - [Overview](#) | [Support](#) | [Technical library](#) | [System requirements](#)

The page also features a navigation menu on the left, a search bar at the top right, and various utility links like "Print this page" and "E-mail this page".



Tip 14. Get help in a Flash!

- Flashes are published by the Technical Support organizations to alert IBM customers and personnel of significant new technical developments and provide guidance on the installation, use and management of IBM products.



The screenshot shows the IBM Techdocs Library 'Flashes' page. The page title is 'Flashes' and it is part of the 'Techdocs Library'. The page content includes a search bar, a list of search results, and a sidebar with navigation links. The search results are sorted by relevance, and there are 50 hits. The page also includes a sidebar with navigation links and a footer with contact information.

<http://www-03.ibm.com/support/techdocs/atsmastr.nsf/Web/Flashes>



Tip 15. See the titles of your z/OS manuals on your hard drive

- Many people keep a local repository of frequently used z/OS PDF publications manuals on their laptop or workstation. Unfortunately, the default is to view just the 8 character file name for the manual – not very helpful!
- z/OS PDF files have the title encoded as metadata in the file and to change your view all you need do is:
 - Click View, Choose Details, pick title, click OK.
 - You can also drag the title to be right next to the filename to make it easier to read.

The image shows three overlapping screenshots of a Windows Explorer window displaying a folder named 'zOS V1R10'. The address bar shows the path 'C:\Documents and Settings\gksmith\Desktop\zOS V1R10'. The file list contains various PDF files with 8-character names like 'antgr160', 'bpxza490', etc.

The first screenshot shows the 'View' menu open, with 'Details' selected. A 'Choose Details' dialog box is open, with 'Title' checked under the 'Details' section. The 'Width of selected column (in pixels):' is set to 100.

The second screenshot shows the file list with the 'Title' column visible next to the file names. The titles are long strings of text, such as 'z/OSV1R10 DFSMS Advanced Copy Services' and 'z/OS V1R10.0 UNIX System Services User's Guide'.

The third screenshot shows the file list with the titles dragged to be positioned directly next to the file names, making them easier to read.

Name	Title
antgr160	z/OSV1R10 DFSMS Advanced Copy Services
bpxza490	z/OS V1R10.0 UNIX System Services User's Guide
bpxza590	z/OS V1R10.0 UNIX System Services Command Reference
bpxza670	z/OS V1R10.0 UNIX System Services Programming Tool
bpxza890	z/OS V1R10.0 UNIX System Services Messages and Codes
bpxzb190	z/OS V1R10.0 UNIX System Services Programming: Assembler Callable Services Refe
bpxzb290	z/OS V1R10.0 UNIX System Services Planning
bpxzb590	z/OS V1R10.0 UNIX System Services File System Interface Reference
bpxzb680	z/OS V1R10.0 Using REXX and z/OS UNIX System Services
cbccdd20	IBM DWARF/ELF Extensions Library Reference
cbccdd20	z/OS V1R10.0 Common Debug Architecture Library Reference
cbccdu20	z/OS V1R10.0 Common Debug Architecture User (m.js) Guide
cbcdg160	z/OS V1R10.0 XL C/C++ Messages
cbdr180	z/OS V1R10.0 XL C/C++ Language Reference
cbmg170	z/OS V1R10.0 XL C/C++ Compiler and Run-Time Migration Guide for the Application
cbcp190	z/OS V1R10.0 XL C/C++ Programming Guide
cbcl110	Standard C++ Library Reference
cbcu170	z/OS V1R10.0 XL C/C++ User's Guide
cbdzm70	z/OS V1R10.0 and z/VM V5R4.0 HCD Messages
cbdzu60	z/OS V1R10.0 HCD User's Guide
ccrug110	z/OS V1R10.0 Metal C Programming Guide and Reference
ceea1190	z/OS V1R10.0 Language Environment Debugging Guide
ceea2190	z/OS V1R10.0 Language Environment Programming Guide
ceea3190	z/OS V1R10.0 Language Environment Programming Reference
ceea4160	z/OS V1R10.0 Language Environment Writing ILC Applications
ceea5190	z/OS V1R10.0 Language Environment Customization



Tip 16. Got problems? Try the z/OS Problem Management Book

- **z/OS Problem Management** is a system level book that can help you diagnose problems on z/OS, its subsystems, its components, and problems in applications running under the system. Using z/OS Problem Management, you can:
 - Identify the problem type
 - Determine the failing subsystem, component, job, or application
 - Collect the correct data needed to diagnose the problem
 - Develop a search argument for searching problem reporting databases
 - Know what problem data to collect before reporting the problem to IBM or the independent software vendor.
 - Tasks are easier to perform because the required information is in a single book, which eliminates the need to jump from book to book when looking for relevant information.

z/OS V1R11.0 Problem Management

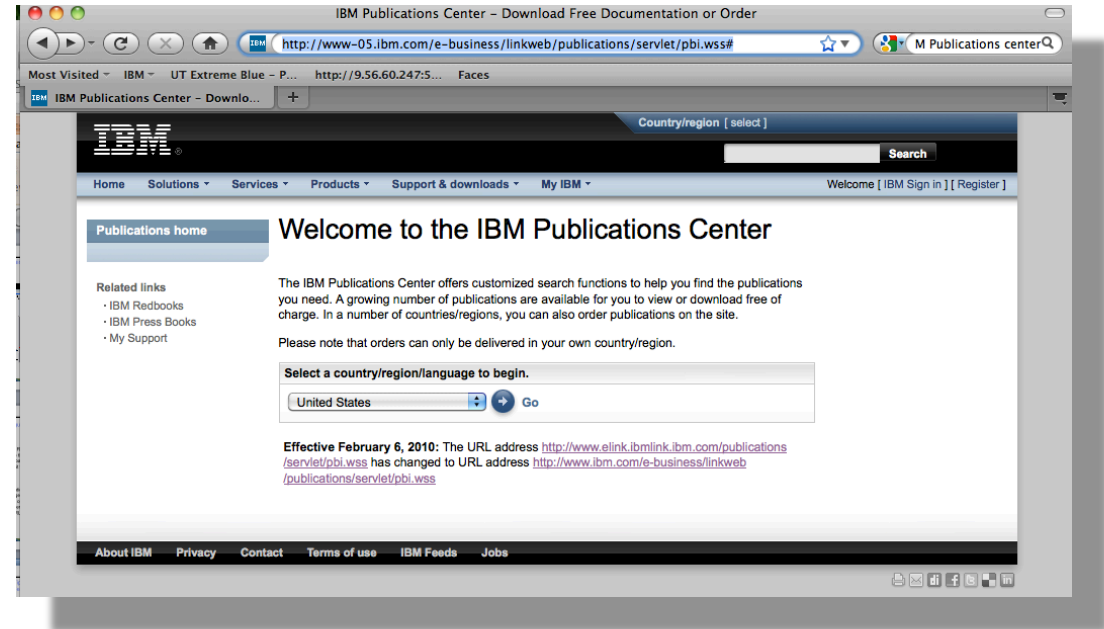
PDF: <http://publibz.boulder.ibm.com/epubs/pdf/e0z1k110>.





Tip 17: Get the Information You Need at the IBM Publication Center

- Google “IBM Publication Center”
- It’s usually the top hit.
- Fill in your country
- Search by titles, order number or filename
- You can download PDF or BOO
- You can often search the book online



<http://www.ibm.com/e-business/linkwebpublications/servlet/pbi.wss#>



Tip: 18. Catch IBM System z on YouTube

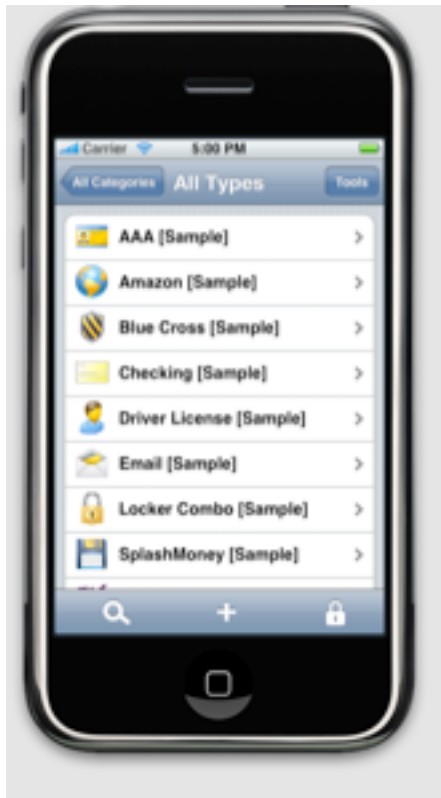
This site provides an entertaining easy way to learn about new function and technologies related to System z



<http://www.youtube.com/user/IBMSystemZ#>



Tip 19: Follow System z on Your iPhone





Tip 20: Keep Current with IBM Podcasts

Podcasts > Technology > Software How-To > IBM



Subscribe Free

Category: Software How-To
Language: English
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Did you say mainframe?!

Podcast Description

Listen to host Richard Szulewskifrom the WebSphere System z Software Marketing Team talk to the experts, as he discovers how IBM, with the help of a great product range, is revitalizing the mainframe as the platform of choice for modern services-based infrastructures, such as Service-Oriented Architecture (SOA).

▲	Name	Time	Released	Description	Popularity	Price
1.	CICS Transaction Gateway V8	9:41	4/30/10	Hear about the recently announced CICS Transac...	i	FREE
2.	Smarter Banking with CICS Transaction Server	8:21	4/12/10	Hear about how you can unlock business data in ...	i	FREE
3.	CICS Configuration Manager	14:00	2/22/10	Hear about how with modern business growth mor...	i	FREE
4.	CICS TS V4.1 WLM Sysplex Optimised Workloads	16:55	2/15/10	Hear about how Sysplex Optimisation addresses ...	i	FREE
5.	CICS Configuration Manager, Part II	12:10	1/28/10	Listen to Joe Winchester, from the CICS Explorer ...	i	FREE
6.	CICS Configuration Manager, Part I	9:11	1/28/10	Listen to Joe Winchester, from the CICS Explorer ...	i	FREE
7.	Achieving Business Resilience with the new capabili...	7:09	1/18/10	Listen to Paul Johnson from CICS Worldwide Dev...	i	FREE
8.	Maintaining Service Level Agreements with dynamic ...	5:53	1/17/10	Listen to Paul Johnson from CICS Worldwide Dev...	i	FREE
9.	Integrated Event Processing with CICS 4.1	12:39	1/11/10	Listen to Catherine Moxey from the CICS Worldwi...	i	FREE
10.	Application Agility with CICS and ILOG BRMS	9:15	12/9/09	Listen to Daniel Donnelly from the WebSphere IL...	i	FREE
11.	CICS Explorer Version 1.0.0.2 - The latest version of ...	8:34	10/23/09	In this podcast, Matthew Webster will talk about th...	i	FREE
12.	Business Value of TXSeries for Multipatforms V7.1	11:29	8/3/09	In this podcast, Sharad Deshpande will talk about ...	i	FREE
13.	Complete, Comply, and Control with CICS Transactio...	10:52	7/7/09	Hear about CICS TS V4.1 and its new capabilities ...	i	FREE
14.	New PHP Support for CICS Transation Server	13:48	5/18/09	Hear about the new SupportPac that has been intr...	i	FREE
15.	IBM Application Foundation on System z	8:19	1/27/09	In this podcast, Rich Szulewski talks about IBM Ap...	i	FREE

Total: 35 Episodes

Listeners also subscribed to

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Linux Technology ...
Chris Arges, Tom G...

The DB2 Cocktail H...
Unknown

Inside SOA from S...
Bianca Botello

This week on devel...
IBM developerWorks

Secrets of SOA
Eric Green

Thank you!



BACKUP



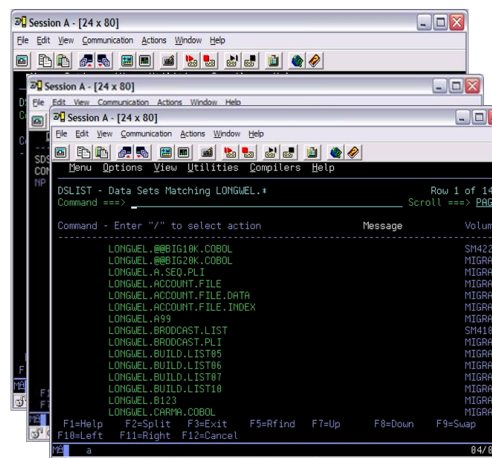
Simplifying Application Development on System z



The New Face of Application Development

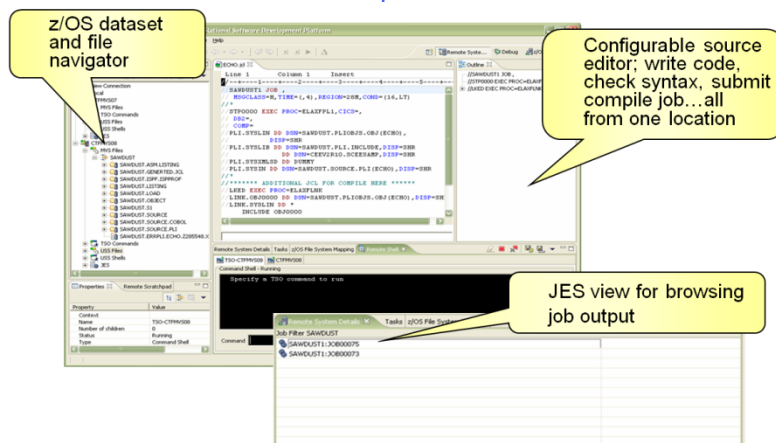
- **Rational Developer for System z**
- **provides a modern, efficient, Eclipse-based environment for developing:**
 - Dynamic Web applications including Java™ and Java 2 Enterprise Edition, JSF, JSP, HTML, and more;
 - Traditional COBOL and PL/I applications;
 - CICS® and IMS™ Web services using integrated SOA tools.
- **Offers advantages over the traditional mainframe development environment:**
 - Single environment for programming tasks: design, code, debug from the same UI
 - Productivity features like syntax-checking, JCL generation, visual debugging
 - Integrated user assistance
- <http://www.ibm.com/software/awdtools/rdz>

Before IBM Rational Developer for z



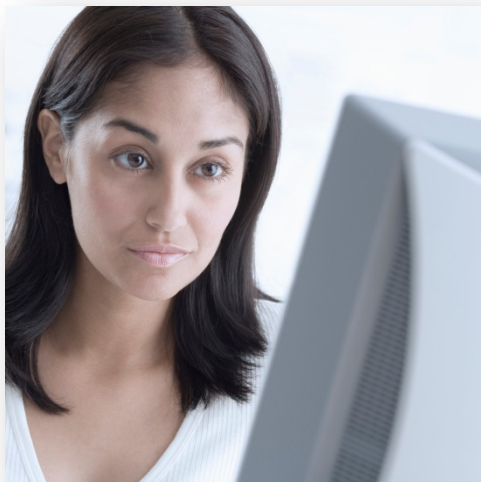
- Correcting an error in COBOL source file
- Start 3270 emulator
 - Logon to the z/OS system
 - Navigate to the dataset and member using ISPF
 - Select the member for editing
 - Locate the line in the source code
 - Change the source code and save the member
 - Switch to the JCL that is used to submit and schedule the compile job
 - Submit the JCL job
 - Switch to SDSF to monitor the job and review the output
 - Repeat 5-9 until program runs correctly

After IBM Rational Developer for z



Resources for developing applications for z

- <http://www.ibm.com/developerworks/systems/systemz.html>



Latest content

- **Writing Java applications for System z**
Learn how to use IBM WebSphere® Developer for System z Version 7 to create and debug Java™ applications that will run on z/OS (System z).
- **IBM WebSphere Service Registry and Repository for z/OS**
Check out the new version of a tool you can use to store, access, and manage information to support a Service-Oriented Architecture (SOA) implementation.
- **Make SOA happen on z/OS**
Learn some options for getting the most out of SOA applications by running them on the z/OS platform.
- **Using Service Flow Modeler V6 to create Web services for CICS screen-based applications**
Host Application Developers: See how to use this component in WebSphere Developer for System z v6 to create Web services on CICS.
- **IBM Rational Business Developer Extension: An executive overview**
Understand the reasons IBM developed Enterprise Generation Language (EGL) and how IT organizations can use it to become more productive in today's Web- and services-based arena.
- **Access z/OS batch jobs from Java**
Explore how to use Java, from any platform, to check on the status of your z/OS batch jobs.
- **z/OS concepts for Java developers**
Explore the z/OS world for Java developers, and learn to deploy a Java application on z/OS.
- **Training path for WebSphere on System z**
Hone your application developer skills for building applications with IBM WebSphere Developer for zSeries Version 6.

→ More content



Simplifying and Modernizing the Mainframe for IT Professionals

Helping to reduce z/OS complexity

- Improve productivity for current users
- Make it easier to develop experts
- Eliminate, automate, and simplify complex tasks
- Modernize the “face” of z/OS
 - ▶ Maintain current “faces” for experienced users
- Leverage mainframe’s centralized management



Fill the pipeline with new talent:

- Academic initiative
- z/OS Basic Skills Information Center for new and experienced users
- IBM Education Assistant (IEA)
 - ▶ Online education on z/OS performance, tuning, and best practices tips.

Other simplification work



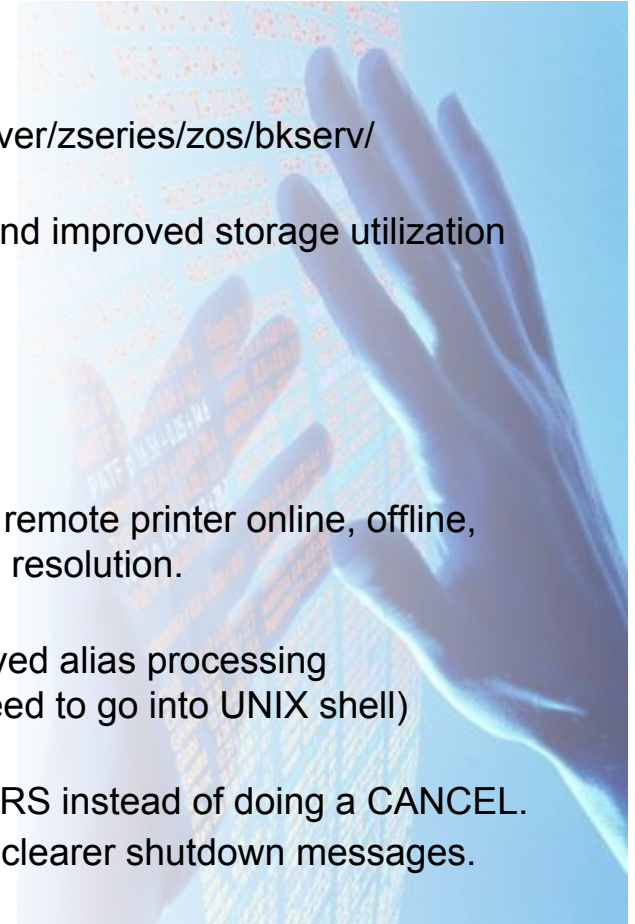
Additional ease of use enhancements

▪ Enhancements with z/OS 1.7

- Library Server
 - Enhanced PDF support and improved search capabilities
 - Excellent integration with Library Center - ibm.com/servers/eserver/zseries/zos/bkserv/
- SMS
 - SMS provides more information to help provide easier analysis and improved storage utilization
- RMF, ISPF, z/OS UNIX System Services, zFS
 - Improved function, more commands

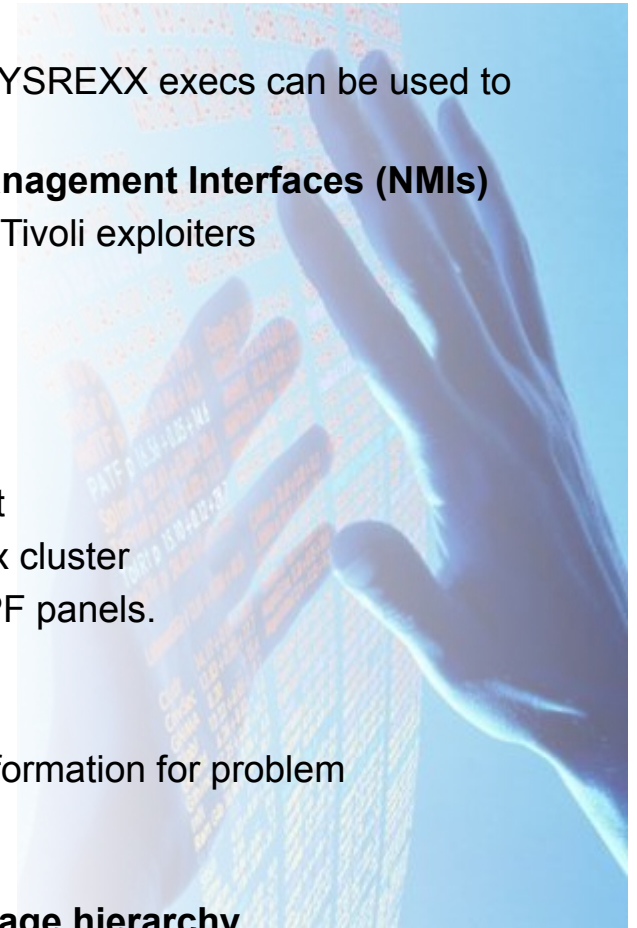
▪ Enhancements with z/OS 1.8

- Infoprint® Central
 - Improved Infoprint Central Web-based print management GUI
 - Improved operations and diagnosis: real time status information, remote printer online, offline, and reset, remote cancel print, and network connectivity problem resolution.
- ISPF
 - Easier search, auto-discover of workstation IP addresses, improved alias processing
 - Display and process z/OS UNIX files and directories (reduced need to go into UNIX shell)
- RRS
 - A new SHUTDOWN command is designed to allow you to end RRS instead of doing a CANCEL. This helps avoid unnecessary abnormal termination and provide clearer shutdown messages.
- RMF



Additional ease of use enhancements

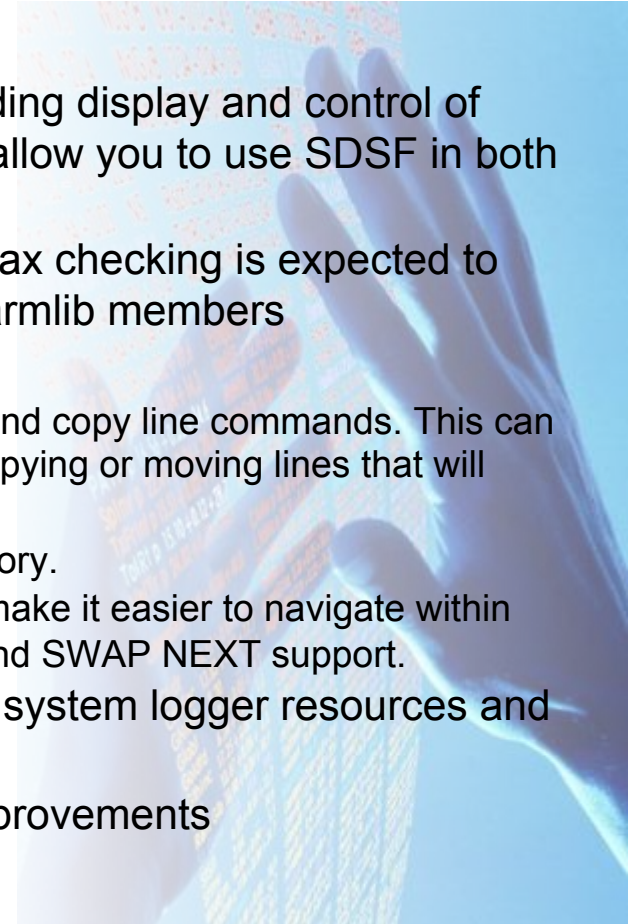
- **Enhancements for z/OS 1.9**
- **NEW System REXX (SYSREXX) component**
 - Allows execution of REXX routines in an authorized environment. SYSREXX execs can be used to automate complex operator commands and other system functions.
- **z/OS Communications Server adds new and improved Network Management Interfaces (NMI)**
 - Collects more information on network security associations faster – Tivoli exploiters
- **CF management improvements**
 - CF maintenance REALLOCATE process shortened
 - Improved reporting for performance and problem determination
- **ISPF improvements**
 - Edit and browse UNIX and ASCII files with ISPF – one editor does it
 - Share profile variables across multiple systems in a Parallel Sysplex cluster
 - Provide support for using system symbols in data set names on ISPF panels.
 - Edit recovery improvements
- **RRS improvements**
 - Allows you to collect RRS information when needed and use this information for problem determination if any failure should occur later
- **DFSMSdsm™ - additional SMF data for management and tuning**
- **DFSMSdfp™ OAM (Object Access Method) - additional level of storage hierarchy**



Additional ease of use enhancements

▪ Enhancements for z/OS V1.10

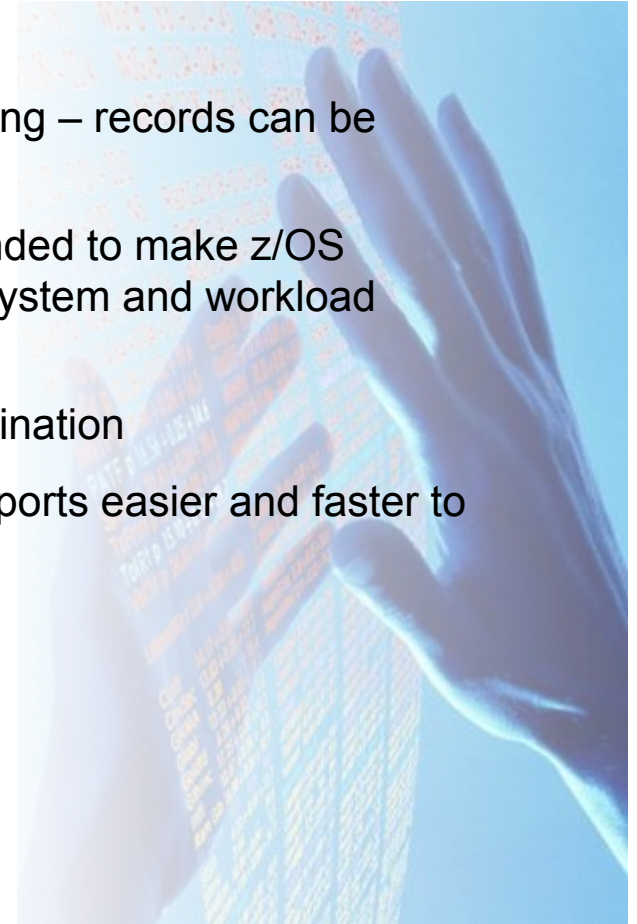
- SDSF now provides job and output management for, including display and control of jobs and spool data sets. This new support is designed to allow you to use SDSF in both JES3 and JES2 environments.
- Language Environment® new parmlib syntax checks - Syntax checking is expected to help you prevent errors from being made in CEEPRMxx parmlib members
- ISPF
 - The ability to specify multiple targets for the ISPF EDIT move and copy line commands. This can help you eliminate repetitious use of these commands when copying or moving lines that will have multiple destinations.
 - New DIRLIST and UDLIST to display and list z/OS UNIX directory.
 - Enhanced Screen Swapping. This new support is intended to make it easier to navigate within an ISPF session and to supplement the existing SWAP LIST and SWAP NEXT support.
- System logger administrative data utility to help you set up system logger resources and in problem determination involving log stream data sets.
- DFSMS, DFSMSHsm, DFSMSrmm, DFSORT™ – many improvements



Additional ease of use enhancements

▪ For z/OS V1.11

- SMF log stream dump utility now has relative date processing – records can be ‘today’, ‘yesterday’, ‘9 days ago’, ‘3 weeks ago’ etc
- Improved messaging for Message Flood Automation - intended to make z/OS systems more available by responding to a wider array of system and workload errors.
- Improved STP messaging – helps improve problem determination
- RMF reports – New report types and XML format makes reports easier and faster to display using a sread sheet.
- Lots of ISPF updates and DFSMSrmm updates
- z/OS Management Facility V1.11!



Additional ease of use enhancements

▪ **Planned for z/OS V1.12***

- New parmlib option to help substantially reduce the probability of this JCL error without the need to change JCL.
- New Language Environment non-overridable options - specify Language Environment options without user modifications, eliminating a repetitive migration task.
- New Interactive Storage Management Facility (ISMF) volume list for pool-type storage groups - This allows you to copy entire storage groups from one configuration to another without having to add their volumes to the destination CDS afterward.
- The IDCAMS DEFINE RECATALOG command is planned to be enhanced for multivolume and striped data sets. This new function will be designed to automatically create catalog entries with correctly ordered volume lists while eliminating any duplicate volumes that might have been specified. This will make it easier to recatalog multivolume and striped VSAM data sets.
- IDCAMS is planned to be enhanced to allow you to delete all members of a partitioned data set in a single operation by specifying a wildcard character (*) as the member name for a data set when using the DELETE command. This new support allows you to remove all members of a PDS or PDSE data set in a single command.
- And more

