Session 8693

Shaping the Future of IBM Documentation Delivery and Management

SHARE Session 8693: Monday, February 28, 2011: 6:00 PM-7:00 PM

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Abstract

8693: Shaping the Future of IBM Documentation Delivery and Management

Monday, February 28, 2011: 6:00 PM-7:00 PM

Room 201B (Anaheim Convention Center)

Speakers: Geoff Smith (IBM Corporation) , Iris Rivera (IBM Corporation) and Bob Pfeiffer (IBM Corporation)

As most of you know, IBM's corporate direction is to deliver all content in Information Centers. What do you like about our current internet library? How can we change it to make your job easier? This session is designed to gather your requirements as we roll out this new direction. After a short introduction to our strategy and tentative plans, we will look to the audience for direction on electronic delivery, information currency, and customized information. What are your needs and requirements? Come help us decide the future of IBM product documentation.

z/OS Documentation Strategy Tools and Technologies

Recap Documentation Strategy

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

Recap: Information Strategy

- **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/Information Centers/zos/v1r9/index.jsp)
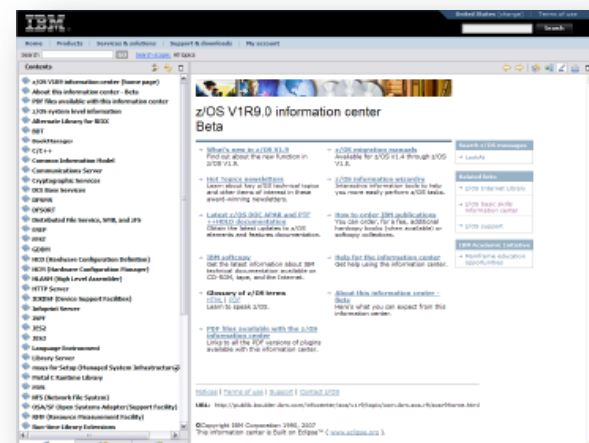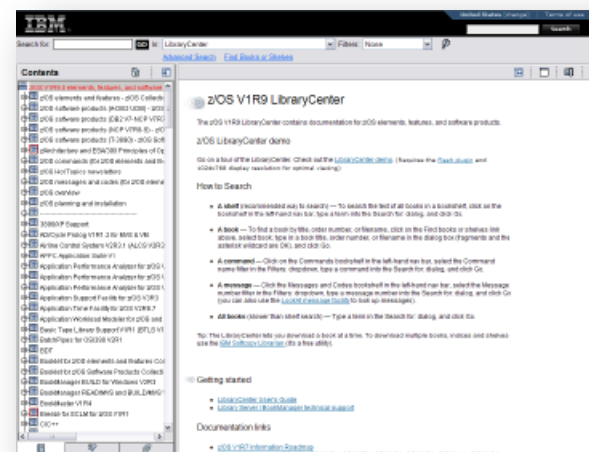
# Library Center and Information Centers Compared

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
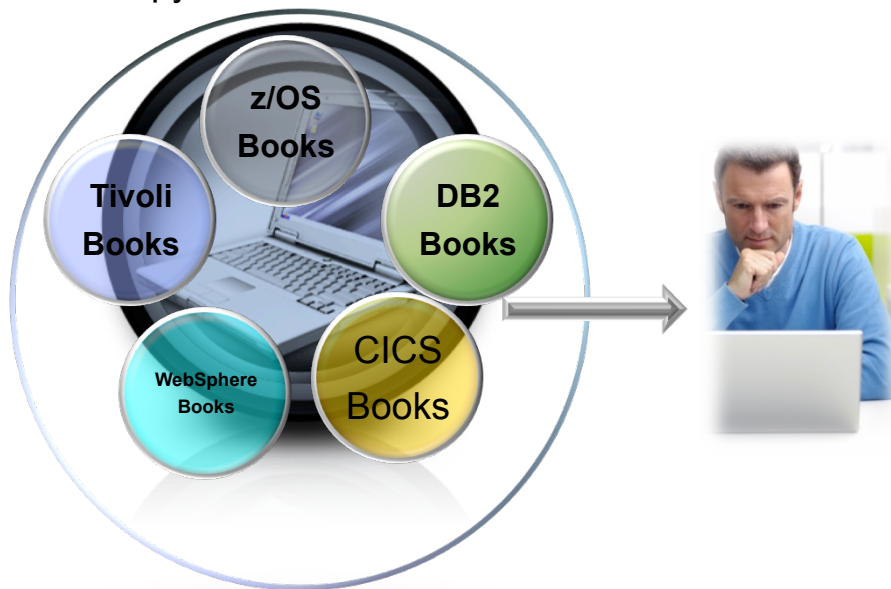
IBM Information Centers (Eclipse-based)

- 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

7
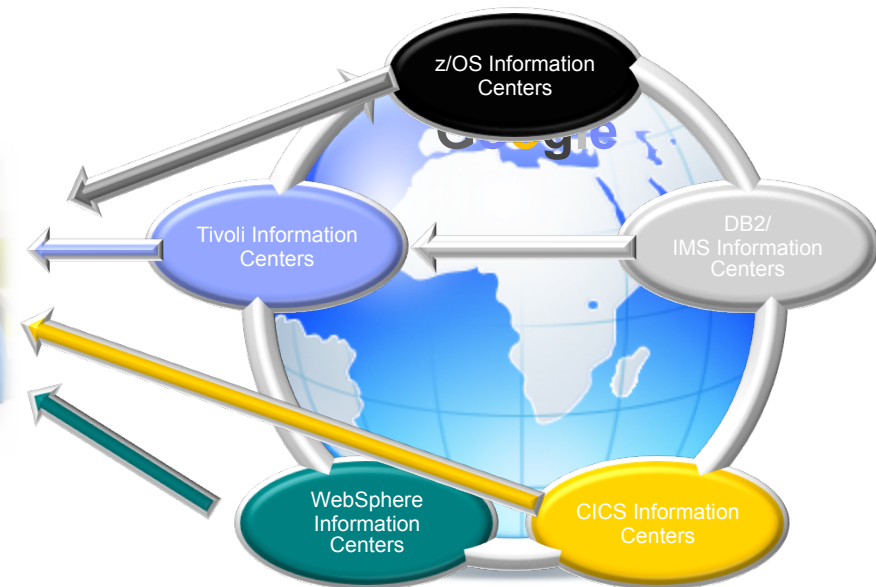
BookManager to Information Center Mapping

BookManager

- Search 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?

The z/OS Base Documentation Team's Transition

- We plan to maintain traditional deliverables during the transition.

  - Short term we will continue to produce BookManager and PDF
  - We are optimizing for information center delivery
  - If you are unable to move to information centers now, we've added function to Library Server to help

- In 2009, we provided our first production level information center (z/OS R11)

- In 2011, we plan to 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

## 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.
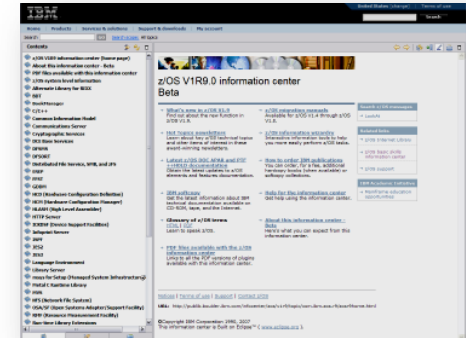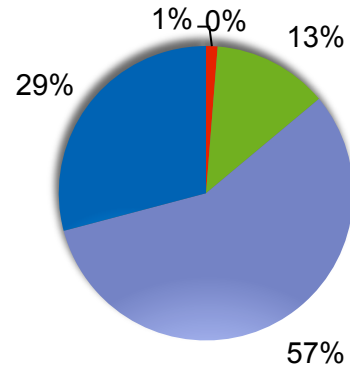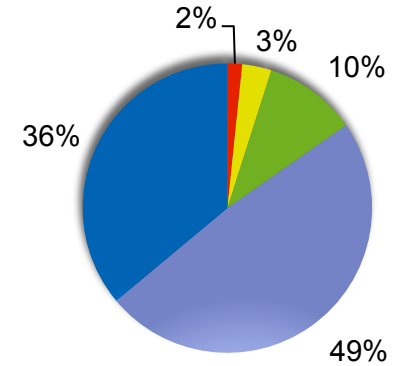
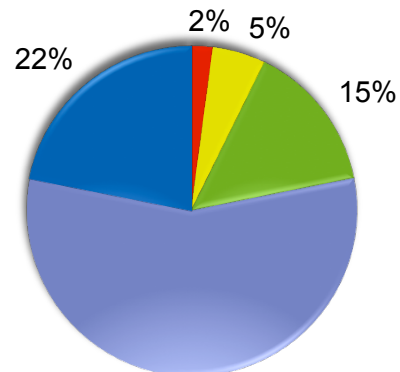# Information Center Acceptance

z/OS CICS Information Centers

2% 4%
12%
32%
50%
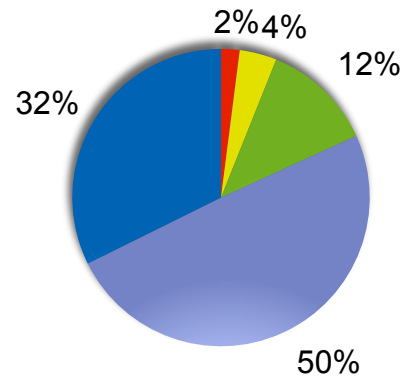
z/OS DB2 Information Centers

1% 0% 13%
29%
57%

z/OS Basic Skills IC

2% 3%
10%
36%
49%

z/OS WebSphere Application Server IC

2% 5%
22%
15%
56%

z/OS R9 Information Centers Beta
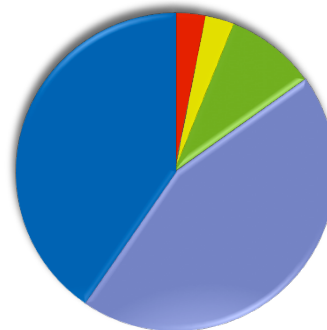
IBM Systems Information Centers

2% 3% 7%
43%
45%

- 1
- 2
- 3
- 4
- 5
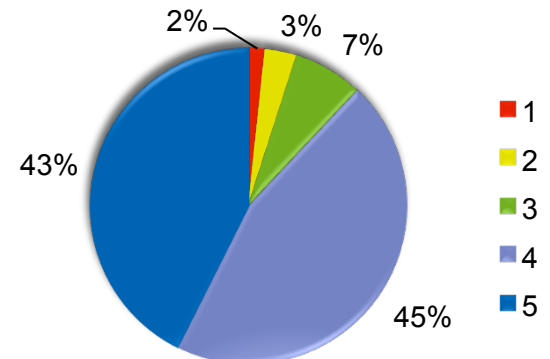
Proposed Future of z/OS Documentation

- We plan to phase out use of BookManager because support and the ability to build BookManager format have become increasingly difficult.
  - What problems will this cause?
  - Suggestions to mitigate potential problems

- Adopt information centers as our delivery mechanism
  - Is it required or desirable to have a framework that runs native on z/OS?
  - If so, eclipse has a update mechanism will this cause problems?

- Information Currency
  - Are quarterly updates coordinated with service boundaries enough?
  - If not, how frequently would you like updates

- Various Topics
  - What are your needs for mobile access to information with information centers?
  - What are your needs for standalone information
  - Are there any special considerations for disaster/backup

- General Concerns Complaints Questions