CICS TS V4.2
User Experience

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CICS Beta Programs - Structure

- Agile / Iterative development process

  - Multiple code drops

  - Customer involvement is flexible, depending on business needs

- Bi-weekly meetings

- Beta testing tailored to your interests

Beta Program - Support

- Beta Support Forum
  - Web based, password controlled, confidential
  - Automatic notification of updates via email
  - Used for discussion and Problem reporting:
    - General Q&A
    - Problem reporting, solutions provided
    - Publications feedback

- Regular status calls (typically scheduled bi-weekly)

- Everything is available from the beta download website:

  - Code, documentation
  - Education presentations (including audio)

CICS Beta Programs - Education

- Teleconference and Web-based education sessions with each code drop

- Everything is available from the beta website:
  - Code, documentation
  - Education presentations (written and audio)

CICS Beta - Expectations

- Exercise new functions in CICS
  - Install and test new code drops as they become available
  - Participate in mutually agreed status calls - e.g. every other week

- Provide an exit report at the end of the program
  - We will provide a survey near beta end

- At the conclusion of the Beta, hopefully…
  - Order and install new CICS version at GA
  - Provide some form of public reference

Beta Program - Benefits

- Early access to latest features
  - Documentation and/or Code

- Utilize close ties to Hursley (Architecture, Development, Documentation, and Performance teams)
  - Opportunity to help shape the next release
  - Performance and Functional testing with your specific application set
  - Beta education

Customer Perspectives

- "The CICS beta program allows us to test our applications to ensure we are **always at the leading edge of technology** with the ability to exploit any functions as soon as the CICS beta product becomes generally available."

- *"**Being part of a CICS beta program is important to us** and we are always excited about the new features that IBM are putting in to CICS."*

- "I believe that **being part of the CICS TS beta programs has proven to be the best way** to gain the technology required to lead our department to the successful conversion of over 250 CICS regions."

- *"We often need new techniques and so we are strongly interested in information about that. **We want to have an influence on the implementation of new features and techniques**, so they work in a way we need them".*

- "**Participation in the Beta Program gives you the opportunity to be pro-active** instead of re-active – which is what we were doing before. Plus, we have had new product opportunities arise, which is a big bonus for us."

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Any Questions?

References

- CICS on YouTube (CICSfluff's Channel)
    - CICS TS V4.2 Business Value
      http://www.youtube.com/user/CICSfluff?blend=7&ob=5#p/a/u/0/qmZtTde-c98
    - CICS TS V4.2 Transaction Tracking
      http://www.youtube.com/user/CICSfluff?blend=7&ob=5#p/a/u/1/sxseWlfabOM
- CICS TS V4.2 Announcement Letter
  http://www-01.ibm.com/common/ssi/cgi-bin/ssialias?infotype=an&subtype=ca&supplier=897&appname=IBMLinkRedirect&letternum=ENUS211-080
- CICS TS V4.2 InfoCenter
  https://publib.boulder.ibm.com/infocenter/cicsts/v4r2/index.jsp

Additional Resources

- CICS Transaction Server Support Web page:
  http://www.ibm.com/software/htp/cics/tserver/support/

- CICS Featured documents:
  http://www.ibm.com/support/docview.wss?rs=1083&uid=swg27006900

- Sign up to receive technical support emails:
  http://www.ibm.com/software/support/einfo.html

- Follow IBM_CICS support news on Twitter:
  http://www.ibm.com/support/docview.wss?rs=1083&uid=swg21384915

- Webcasts for CICS, CICS Tools, and OMEGAMON
  http://www.ibm.com/support/docview.wss?rs=1083&uid=swg27007244