9708: Shaping the Future of IBM Documentation Delivery and Management

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Oceanic 2 (Walt Disney World Dolphin)
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IBM System z

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Abstract

 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

IBM System z
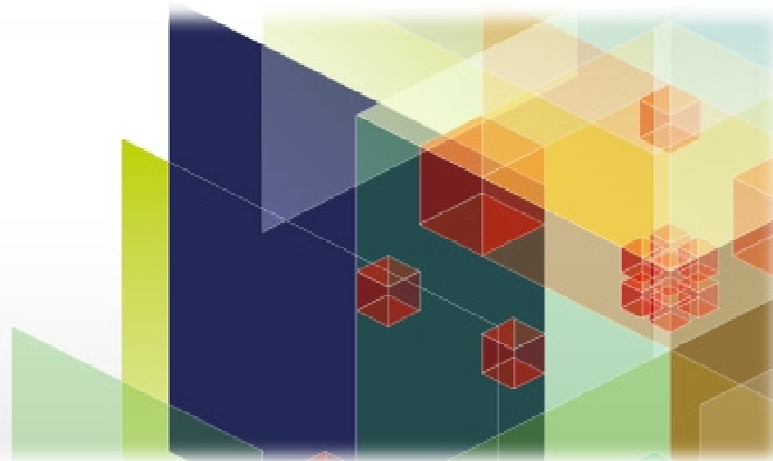
Recap Documentation Strategy

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/)
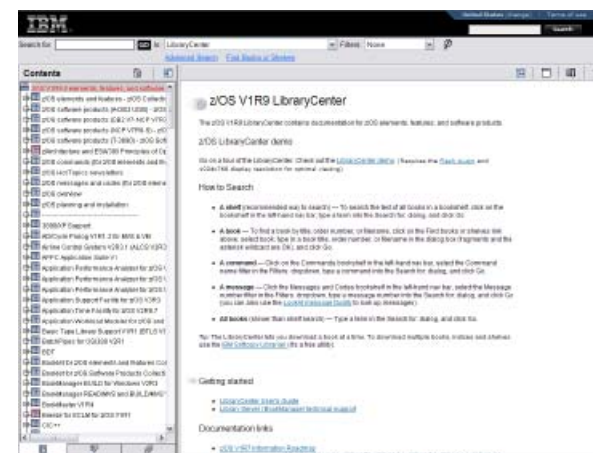
- **IBM Eclipse Help System** (IEHS), is the new strategic framework for delivering online help, and Information Centers. The content is typically already in HTML format, so you can think of IEHS as a mini website.
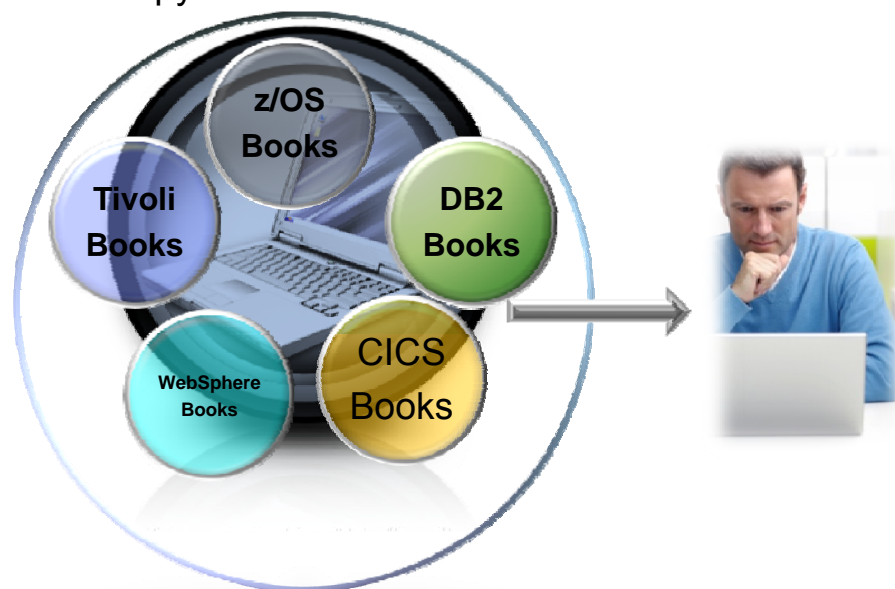
    - **Information Centers:** are repositories created using IEHS.
    - **Example:** z/OS V1R9 Information Center Beta
    - (http://publib.boulder.ibm.com/Information Centers/zos/v1r9/index.jsp)
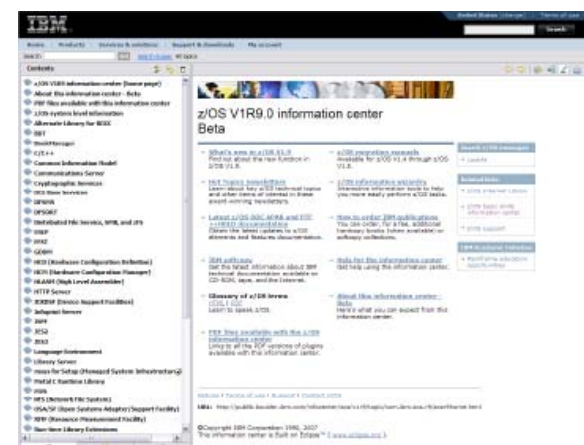
# Library Center and Information Centers Compared

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
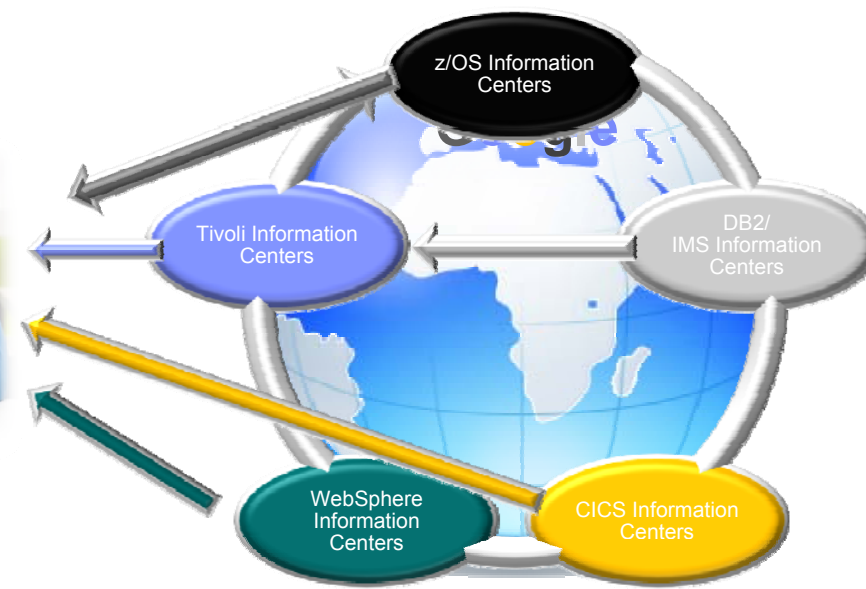
BookManager to Information Center Mapping

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.
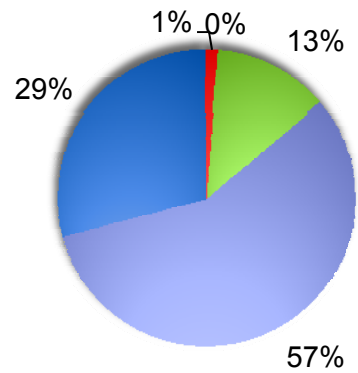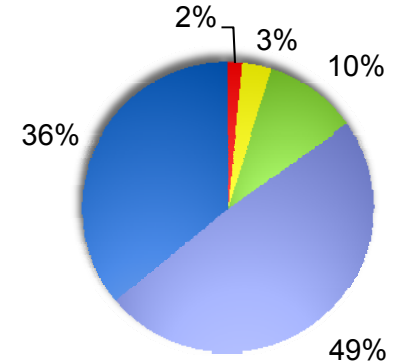
Information Center Acceptance
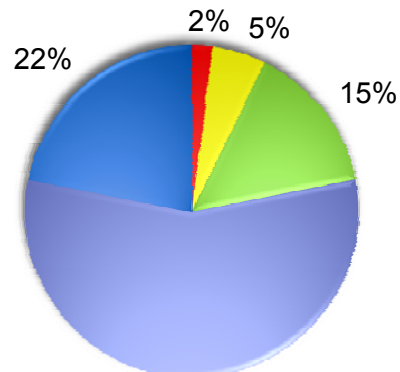
z/OS CICS Information Centers

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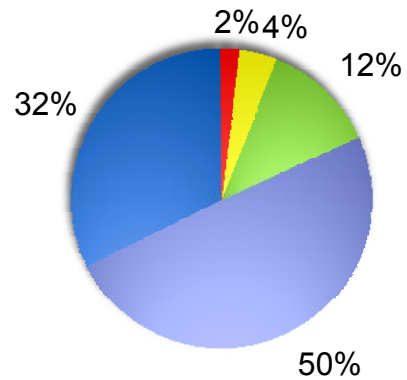
z/OS DB2 Information Centers

1% 0%
13%
29%
57%

z/OS Basic Skills IC

2%
3%
10%
36%
49%

z/OS WebSphere Application Server IC

2% 5%
15%
22%
56%

z/OS R9 Information Centers Beta
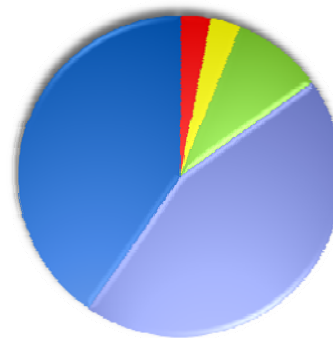
IBM Systems Information Centers

2%
3%
7%
43%
45%

Legend:
- 1
- 2
- 3
- 4
- 5
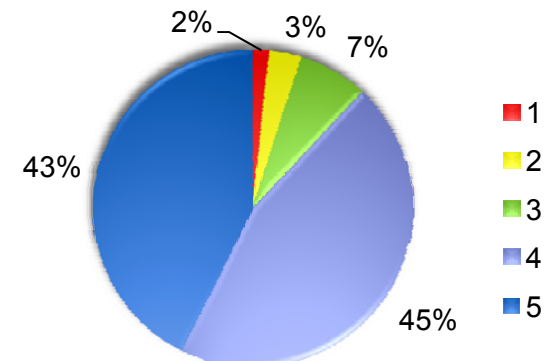
Background – Driving Forces

- Today, z/OS documentation is delivered in BookManager, PDF and most recently, Eclipse plug-in format.

- Corporate strategy for information delivery is eclipse information plug-ins via the IBM Eclipse Help System (IEHS). All investment is in DITA and IEHS.

- The ability to produce BookManager format is waning. Most all software products have stopped producing BookManager format in favor of the corporate standard.

SHARE Feedback on BookManager over time

Since the advent of PDF and the internet, the requirement for BookManager format has been in decline. With the advent and awareness of PDF Advanced Linguistic Search (PDF search like BookManager), customers have adopted PDF and HTML.

State your agreement with the following:

We are considering delivering content in PDF and HTMl format and eliminating BookManager how do you think this will impact you?

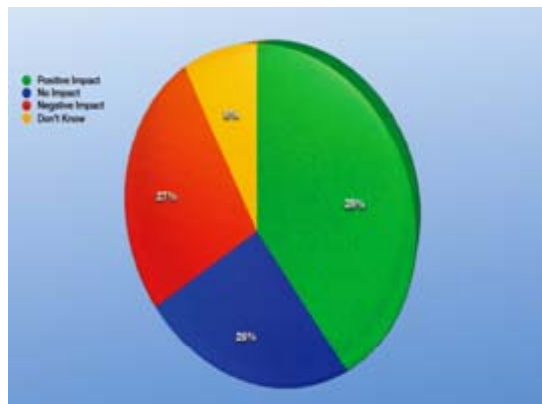*It would be okay to eliminate BookManager as long as I had PDF for print and HTML Information Centers for search.*
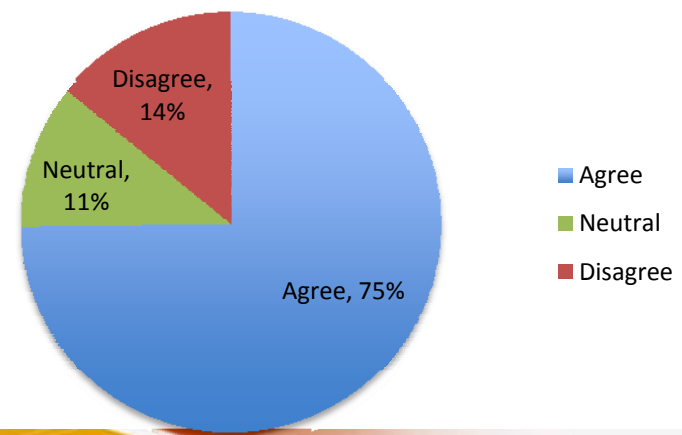
Conclusion: Over time, people are accepting our move to information Centers

2008 Share Survey

## 2011 SHARE Survey

What formats do you need on the green screen?

**Data from March 2011
SHARE Survey**

a,b,e; 2%

a; 3%

a,b; 10%

f; 10%

n; 75%

**Key
n=none
a=commands
b=messages
c=tasks
d=concepts
e=general reference
f=all of the above
g=other**
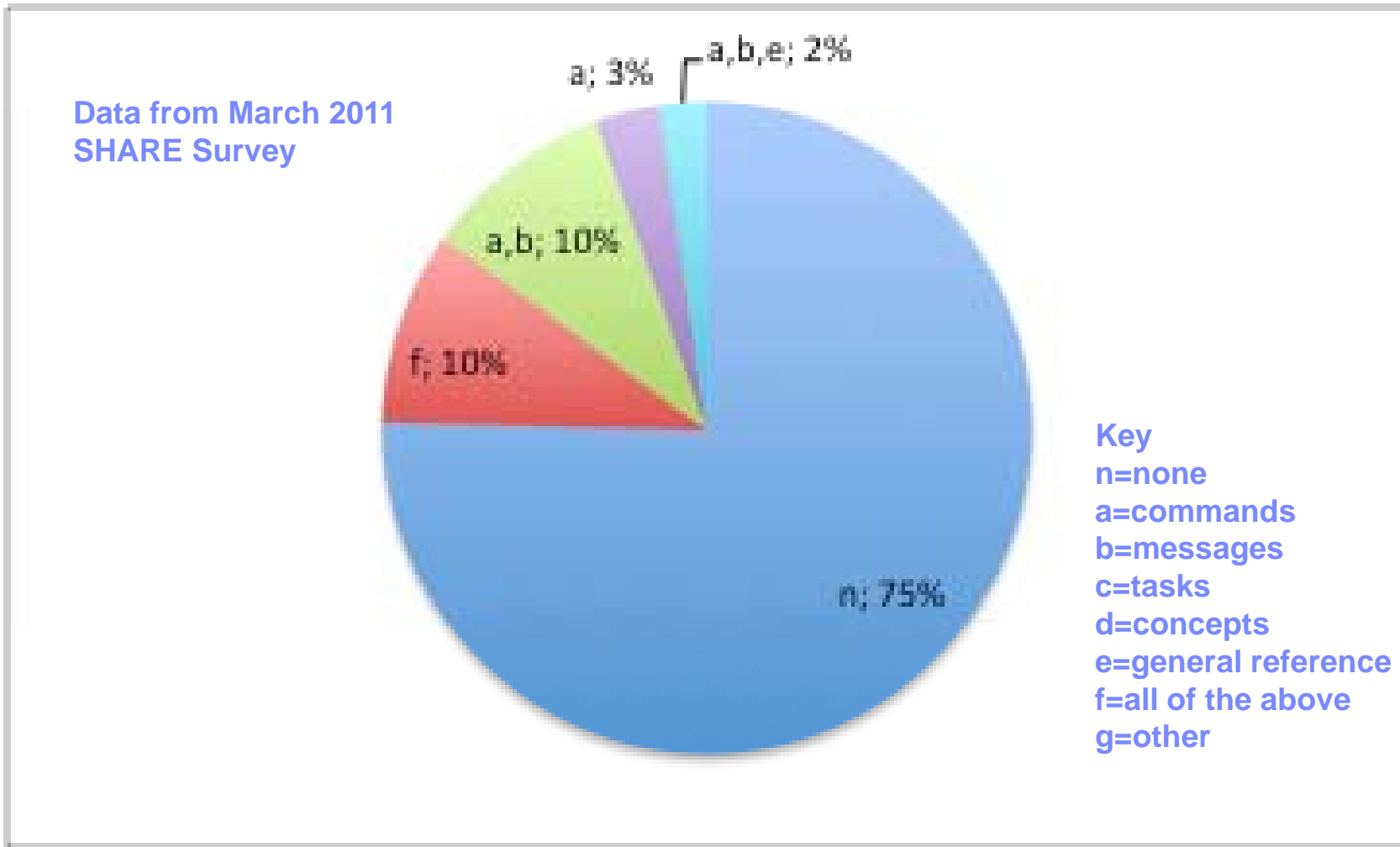
z/OS Native Information Centers and Native Information

If all we offered were PDF and Information Centers, how important is it to have the Information Center run on zOS versus a Windows workstation?
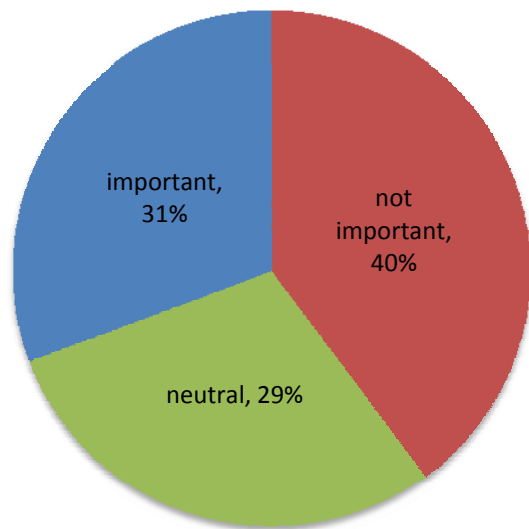
If you use or need BookManager on the green screen, please circle the types of information you need

a=Commands
b=Messages
c=Tasks
d=Concepts
e=General Reference
f=All of the above
n=None
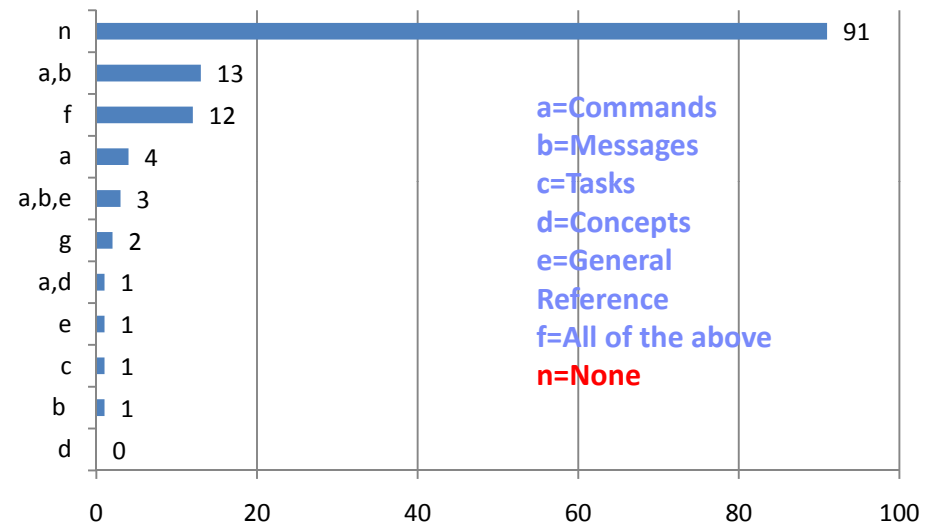
Conclusions:
1. **Overtime, it has become less important to have everything on z/OS. This is probably due to reliable internet access rather than a reliance on access via internal distributed systems.**
2. **Out of all information types, messages and commands remain important to keep available on the green screen. This has the added benefit for LookAt users who will still be able to do point and shoot at message explanations.**

Proposed Strategy for Future Information Delivery

1. Continue to produce BookManager format for :
   - Messages and codes – important for LookAt and green screen access
   - Commands – surveys indicate customers continue to want this
   - The books that are used to generate man pages for USS
   - Stop producing all other books in BookManager format
   - Continue to deliver indexed PDFs for all books
   - Maintain READ/MVS so customers have access to messages and codes on native z/OS
2. Consider making the IBM Information Center framework available for z/OS as free download. So customers have the option of creating their own custom information center

Disclaimer: This is not to be considered a commitment by IBM to provide anything listed in this presentation. The purpose is to get customer input on possible delivery options for our information strategy.

Proposed Strategy for Future Information Delivery

3. Consider delivering a new release of Library Server for z/OS
    1. Add update function to Library Server to replace Softcopy Librarian
    2. Provide a Windows based library server as a replacement for Softcopy Reader. This new client would be able to search legacy BookManager, PDF and HTML based plug-ins in a browser interface.

4. Develop a replacement for the BookManager technology for used today for man pages on USS

5. Develop an information center based replacement for LookAt

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Discussion Topics

- 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