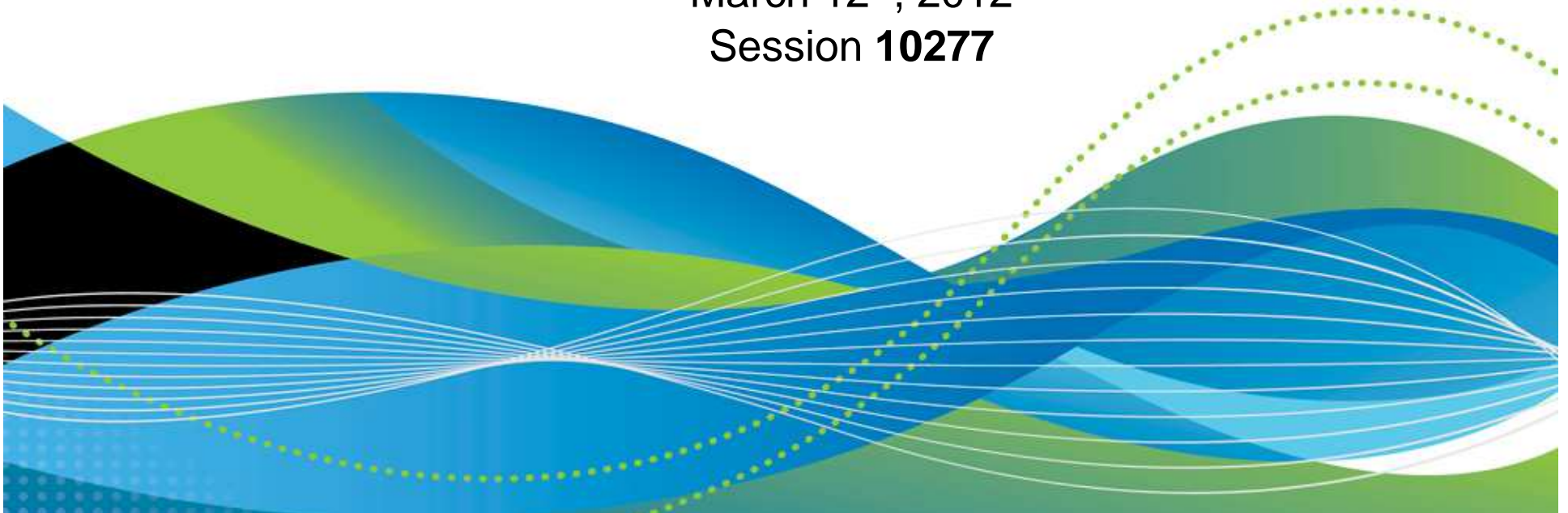


CICS TS V4.2 User Experience

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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

CICS Beta Programs – 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, status, solutions
 - Publications feedback

CICS Beta Programs – Support (Continued)

- Teleconference and Web-based education sessions with each customer code drop
- Beta Download website
 - Code
 - Documentation
 - Education presentations (including 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 information for an exit report at the end of the program
 - Beta team 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 of Participation

- Early access to latest features
 - Documentation and Code (or “Info Only”)
- Utilize close ties to Hursley Labs (Architecture, Development, 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 into 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.”
- **“Participation in the Beta Program gives you the opportunity to be proactive** 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.”

CICS TS V4.2 User Experience



Any Questions?

References

- CICS on YouTube (CICSfluff's Channel)
http://www.youtube.com/user/CICSfluff?ob=0&feature=results_main
 - Developer Trial Shop z download tutorial
 - CICS Business Event Processing
 - CICS TS V4.2 Business Value...and many more
- CICS TS V4.2 Announcement Letter
 - <http://www.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 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>
- The Master Terminal blog (“All about CICS TS from those who produce and use it”)
<http://themasterterminal.com/>