
10868: z/OS Internet Library Makeover

Monday, March 12, 2012: 1:30 PM-2:30 PM

International Ballroom C (Omni Hotel CNN Center)

Speaker: [Geoff Smith \(IBM Corporation\)](#)





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developerWorks*	IMS	S/390*	z9
DFSMS	Infoprint*	SYSREXX*	z/Architecture*
DFSMSdfp	Language Environment*	System i*	z/OS*
DFSMSHsm	Lotus*	System p*	z/VM*
DFSMSrmm	MQSeries*	SystemPac*	z/VSE
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Abstract

The current z/OS Internet Library is very rich in function. We are in the process of redesigning our internet library and we need your help. What features of the existing library do you routinely use? What are the search strategies you use today? You may not know it, but BookManager is behind much of the function you use on the z/OS Internet Library site today.

The future Internet Library will be based on information center technology. What features do you want and or need? How often do you expect updates? What search scopes do you use? What new features would you like to see? This session will begin with an introduction to our existing library and it will preview a proposed new library. Please join us to help ensure that the redesigned site meets your needs and the needs of others. For your participation, you will receive a free collection of the latest z/OS documentation.

What's New in z/OS Product Documentation



Changes for z/OS V1R13 Product Documentation

Deleted/Changed Books

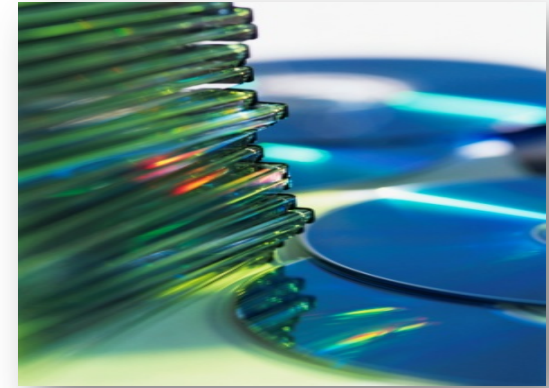
- *z/OS Connection Scaling Reference*

Starting in R13, Distributed Computing Environment (DCE) and Distributed Computing Environment Security Server (DCE Security Server) will no longer be shipped with z/OS; therefore, the following books have been deleted:

- *z/OS DCE Administration Guide, SC24-5904*
- *z/OS DCE Application Development Guide: Core Components, SC24-5905*
- *z/OS DCE Application Development Guide: Directory Services, SC24-5906*
- *z/OS DCE Application Development Guide: Introduction and Style, SC24-5907*
- *z/OS DCE Application Development Reference, SC24-5908*
- *z/OS DCE Command Reference, SC24-5909*
- *z/OS DCE Configuring and Getting Started, SC24-5910*
- *z/OS DCE Introduction, SC24-5911*
- *z/OS DCE Messages and Codes, SC24-5912*
- *z/OS DCE Planning, SC24-5913*
- *z/OS DCE User's Guide, SC24-5914*

z/OS Distributed File Service Customization, SC24-5916, and *z/OS Distributed FileService Administration, SC24-5915*, are being deleted from the DFS library. They contained a high proportion of information about DCE, which is a product no longer supported by IBM. The remaining information from these books will be moved to *z/OS Distributed File Service SMB Administration* and *z/OS Distributed File Service zFS Administration*.

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 13

CD, DVD and Internet Library

September 25, 2011

Refresh April 2, 2012

z/OS Release 12

CD, DVD and Internet Library

September 26, 2010

Refresh April 3, 2011

z/OS Release 11

CD, DVD and Internet Library

September 28, 2009

Refresh April 4, 2010

**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.**
- **Latest issue: GA22-7501-21, issue 25**
Learn about how z/OS is making a smarter planet.
- **Announcement: Starting this year, Hot Topics will produce one issue annually**





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 (PDF 10.6MB, 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, #16, #15, and #14, each with a featured topic and a thumbnail image. On the right side of the page, there is a vertical list of newsletter issues from February 2008 back to February 2006, each with a thumbnail and a 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)

FYI - Building zSkills



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

IBM Academic Initiative System z Program

- The IBM Academic Initiative System z program seeks to ensure that the next generation of mainframe experts will be available to help more companies and organizations leverage the superior security, availability, scalability, and efficiency of the mainframe. The demand for IT skills is growing, especially for students who have mainframe or enterprise computing skills.
- <https://www.ibm.com/developerworks/university/systemz/>

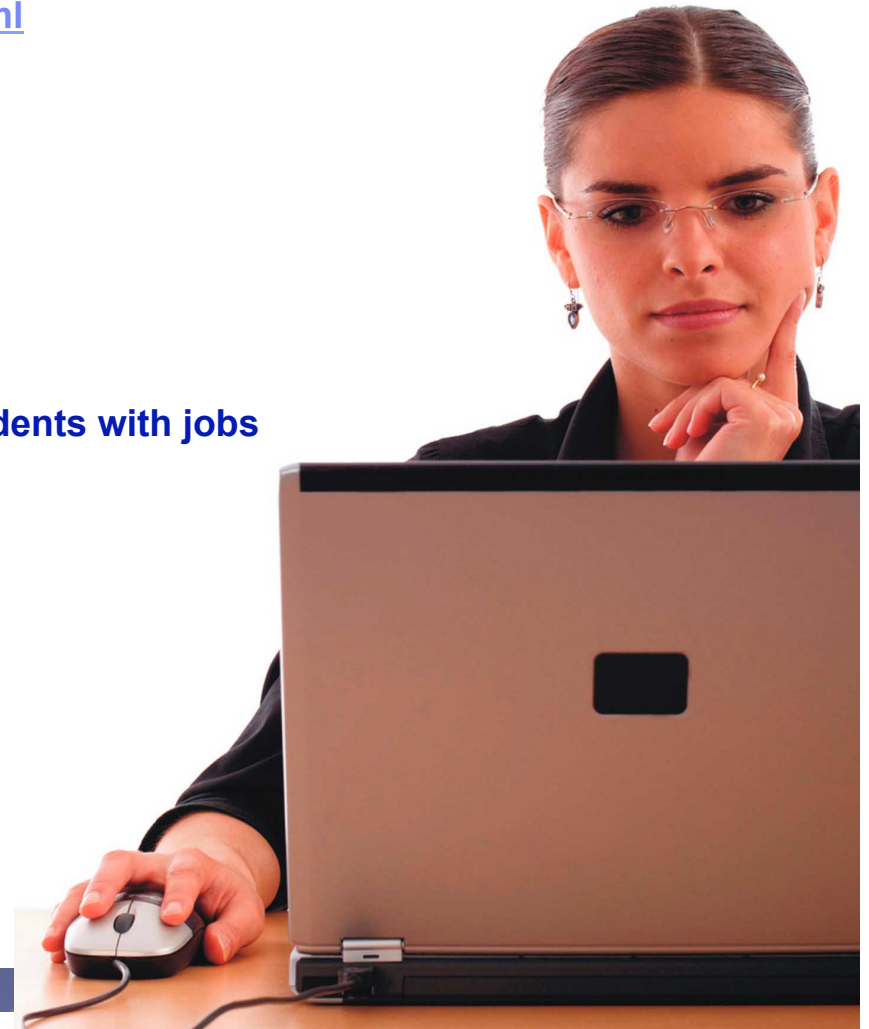
The screenshot shows the IBM Academic Initiative System z program website. The page is titled "System z Academic Initiative program" and includes a navigation menu with options like Home, Solutions, Services, Products, Support & downloads, and My IBM. The main content area is divided into several sections:

- Membership:** Includes links for Overview, Join now, and Renew.
- Software & hardware:** Lists various software products such as Business analytics and optimization, Information Management, Lotus software, Power: AIX, Power: IBM i, Power: Linux, Rational software, System z, Tivoli software, and WebSphere software.
- Courseware:** Provides links to download courseware and get full-version software.
- Training & certification:** Offers a link to build technical skills.
- Community:** Provides a link to the IBM Student Opportunity System resume data base.
- Technical library:** Offers a link to the IBM Student Opportunity System resume data base.
- Support:** Provides a link to the IBM Student Opportunity System resume data base.
- Overview:** Describes the program's goal to ensure the next generation of mainframe experts is available to help more companies and organizations leverage the superior security, availability, scalability, and efficiency of the mainframe. It also mentions that the demand for IT skills is growing, especially for students who have mainframe or enterprise computing skills.
- Program benefits:** Lists several benefits for educators, students, and customers.
- Learn the basics:** Provides a link to the IBM Student Opportunity System resume data base.
- IBM System z Mastery Test:** Available to students and professors at testing centers worldwide.
- IBM System z Job Board:** Connecting the mainframe community with students and experienced professionals seeking System z job opportunities.
- Call for entries:** For European students, GUIDE SHARE EUROPE is accepting entries for its Academic Award for Excellence.

• 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



z/OS Basic Skills Information Center On The Job Education



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



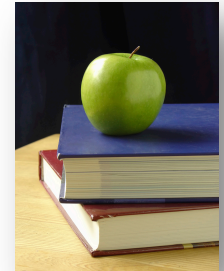
Recent Refresh November 2011:
•New enhanced information on DB2 and IMS



<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

Our Documentation Surveys – We listen to you



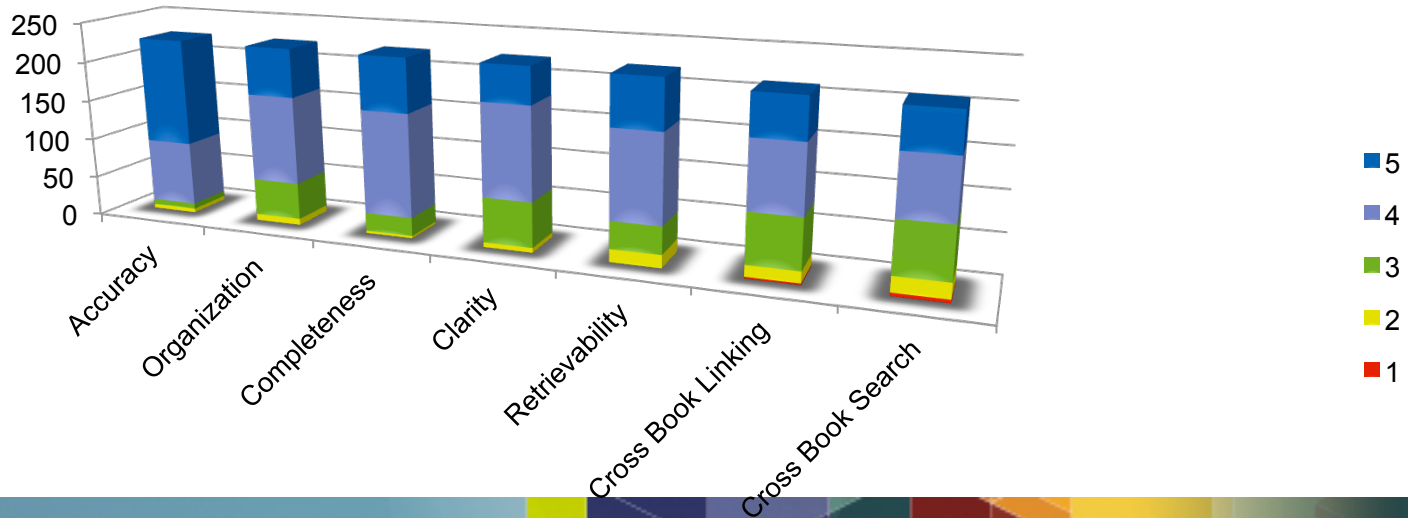
About our z/OS Documentation Surveys

- 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

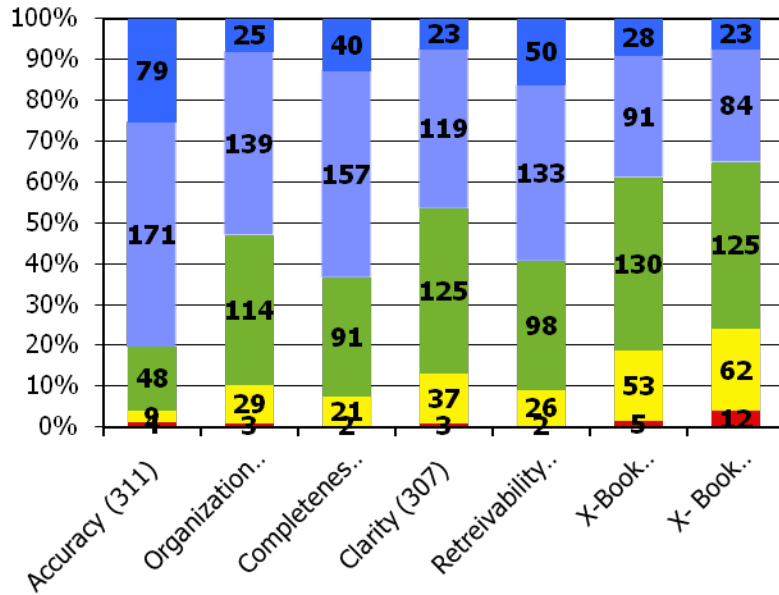


Our Scorecard

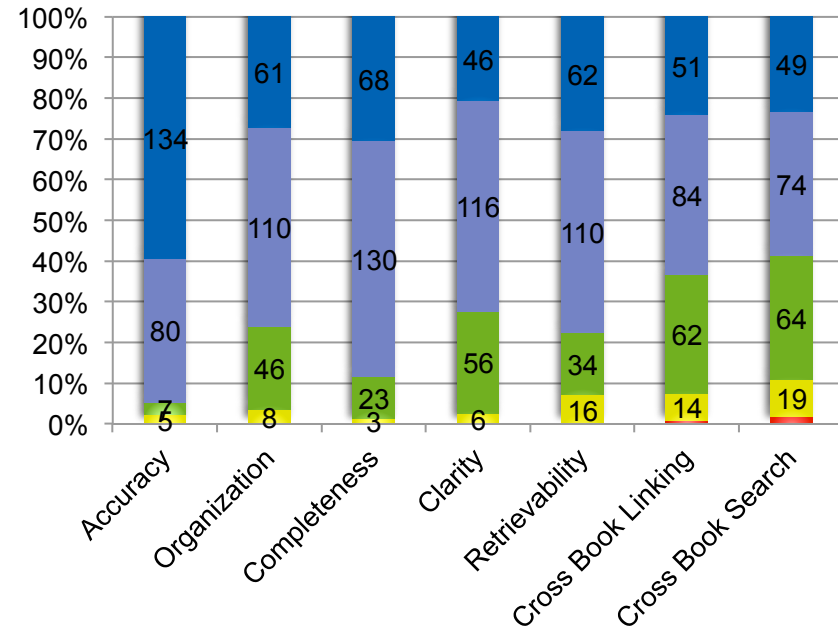
- An example of how we track our quality.
- These charts show how our customer satisfaction has improved over time.

On a scale of 1-5 where:

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



2003 Survey Data

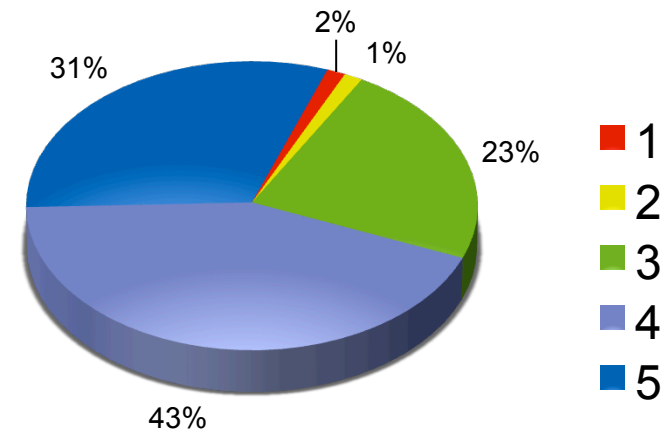


2010 Survey Data



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

Examples of Improvements in plan for 2012

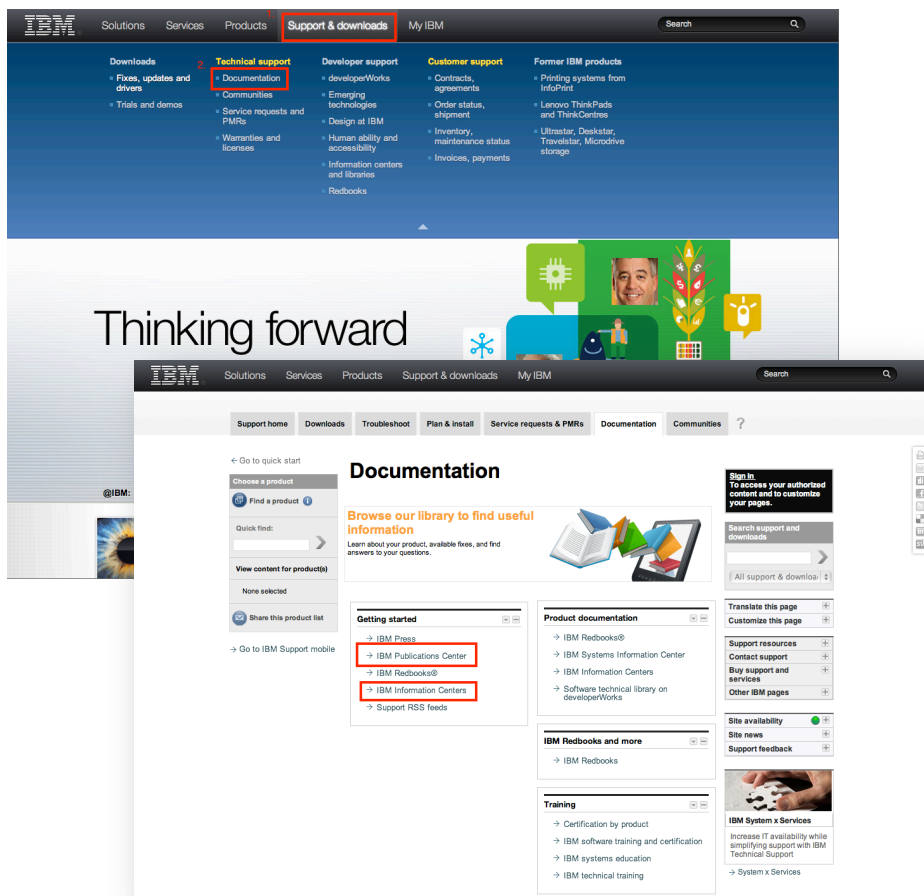
Requirement

- 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 z/OS Basic Skills. Most recently we updated DB2 information in 11/2011
- Continuing investment in the Academic Skills Initiative
- Enhance Library Server with Personal Shelf search.

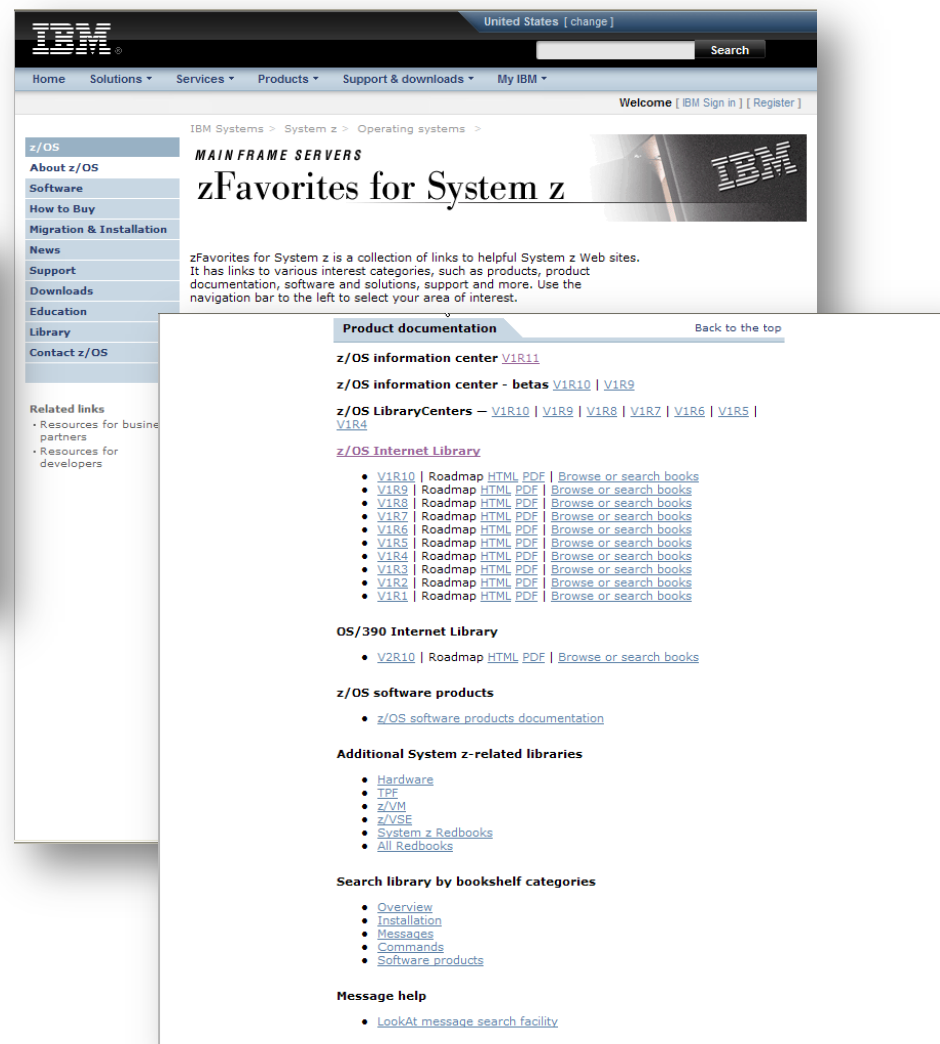
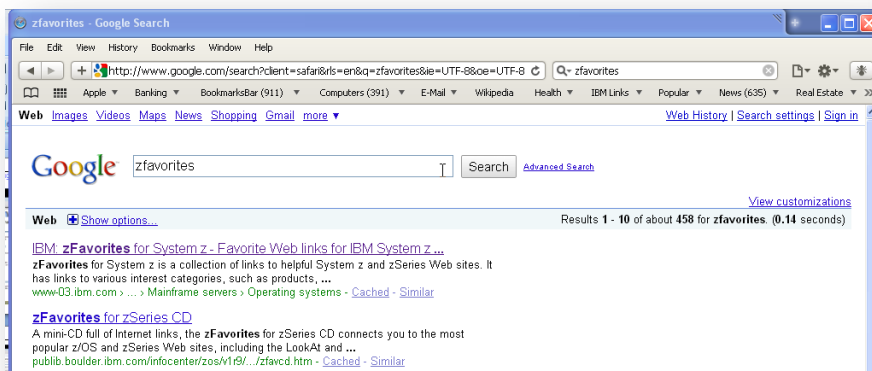
Finding IBM Documentation



- To find all IBM information centers:
- **For online access**, go to www.ibm.com, pick support and downloads, click on **continue** to get to the main documentation page
- Once on the “Documentation” page click on information centers and scroll to find the IC of interest.
- **For local access** you can obtain information center DVDs. Go to the IBM Publication Center (you can Google it). Select your language, then search on “Information Center” (not plural) then refine the search by looking for the product name (z/OS, WebSphere and so on)

First, How to Find All Things Z, Including the z/OS Internet Library

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



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

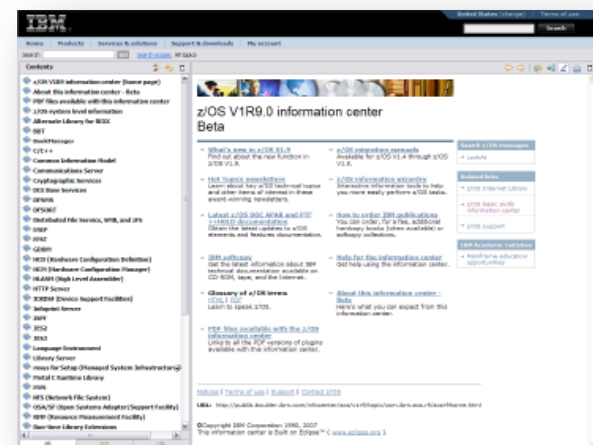
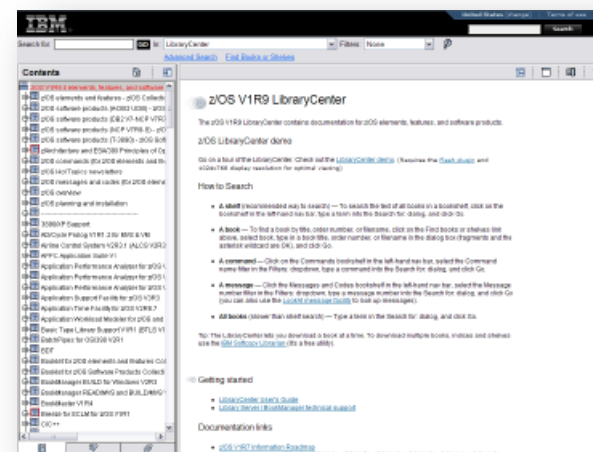
Recap: Information Strategy

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

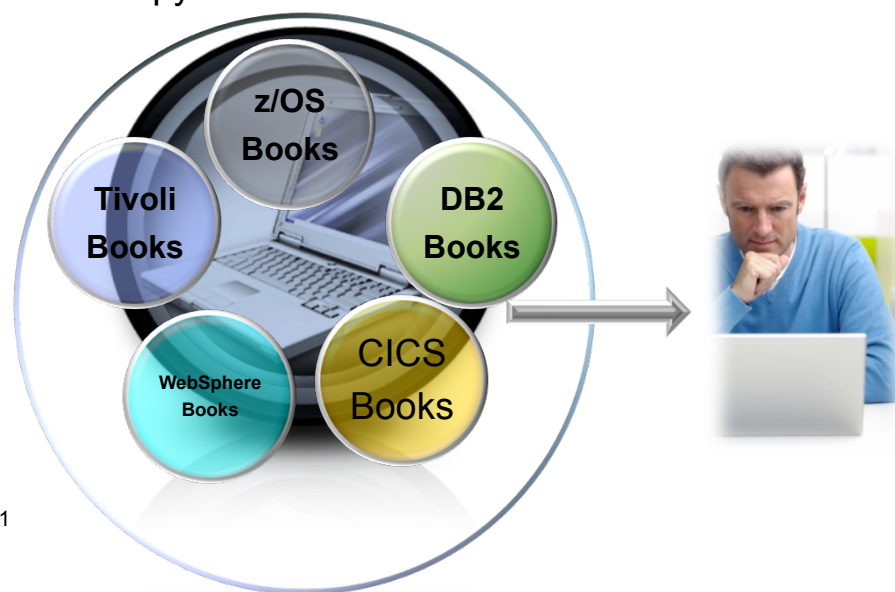
- **Information Centers:** are repositories created using IEHS.
- **Example:** z/OS V1R9 Information Center Beta (<http://publib.boulder.ibm.com/InformationCenters/zos/v1r9/index.jsp>)



Library Center and Information Centers Compared

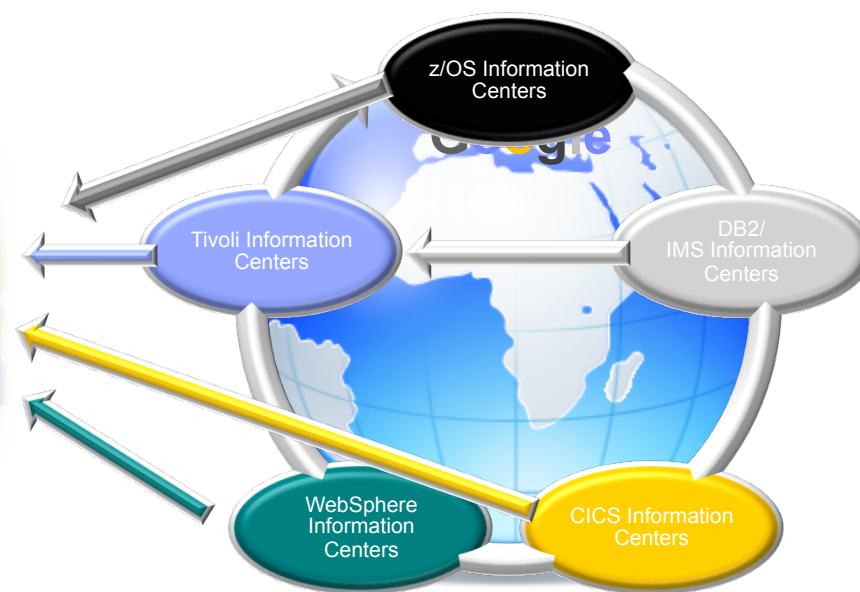
IBM Library Centers (BookManager-based)

- 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



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

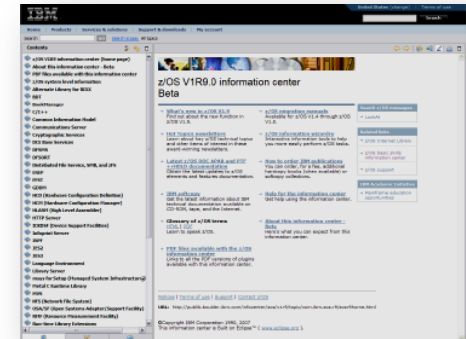
Information Centers

- Search **scopes** help narrow search
- Inherent by architecture are the elements and feature scopes
- Currently there are no other specialized scopes

Information Centers are IBM's Strategy to Provide Product Documentation

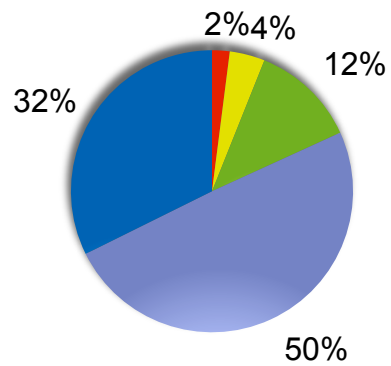
Key Advantages - Information Centers are:

- ✓ 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.

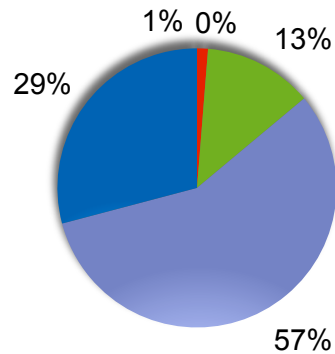


Information Center Acceptance

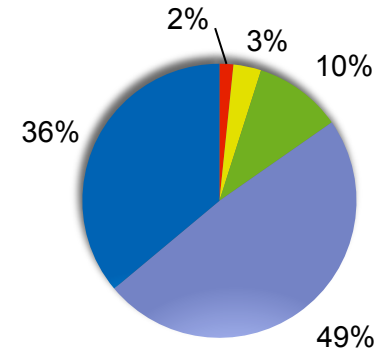
z/OS CICS Information Centers



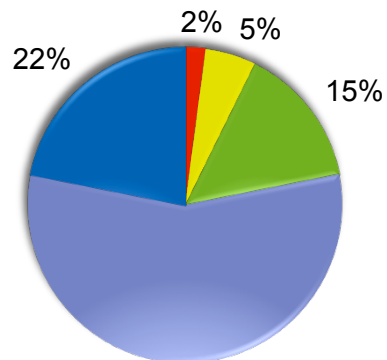
z/OS DB2 Information Centers



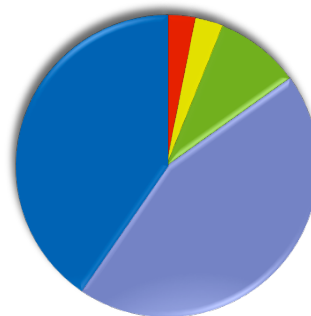
z/OS Basic Skills IC



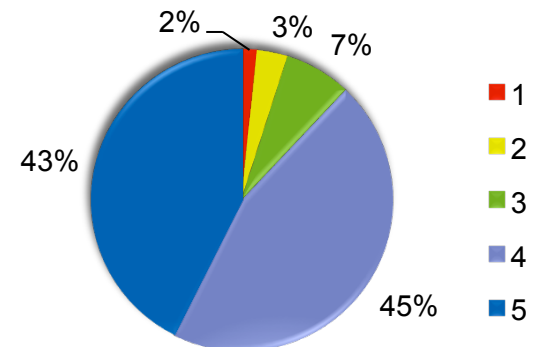
z/OS WebSphere Application Server IC



z/OS R9 Information Centers Beta



IBM Systems Information Centers



Today's IBM z/OS Internet Library

IBM Library Server with BookManager
Information Centers



z/OS Internet Library Landing Page

- The Internet library mirrors the z/OS collection kits using IBM Library Server
- We offer both Information Centers (our strategic format) and BookManager via Library Server

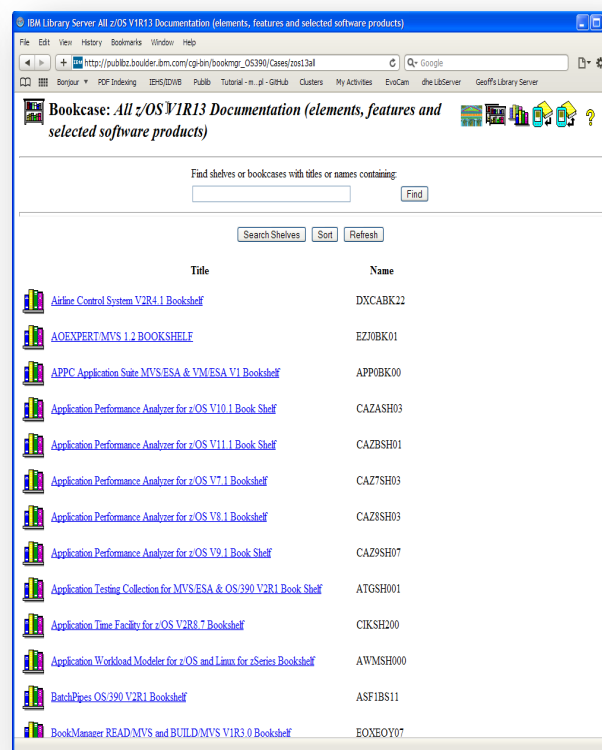
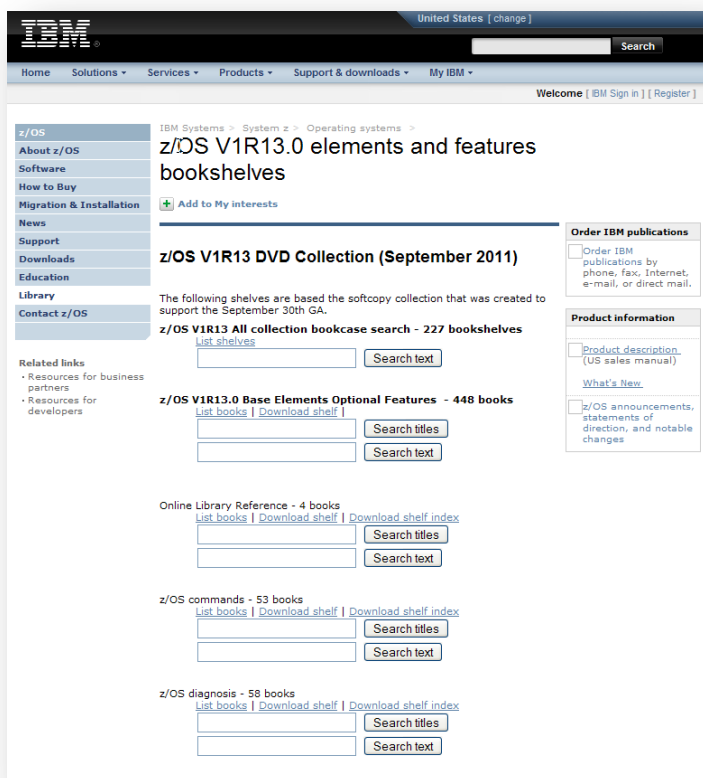
The image displays two screenshots of the IBM z/OS Internet Library website. The left screenshot shows the main landing page with a navigation menu on the left, a search bar at the top, and sections for 'z/OS Internet Library terms and conditions', 'What's New', 'z/OS Information Centers', and 'Search'. The right screenshot shows a specific page for 'z/OS V1R13.0 elements and features bookshelves' with a list of bookshelves, search boxes, and related links.

Rich Search Functions – Perhaps Too Much

- 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 top search boxes highlighted in turquoise use Information Center search to locate information
- The bottom section shown in green, uses BookManager technology

Shelves provide faceted search function with Bookmanager

- Bookshelves provide a way to filter and search our large library
- We produce many of these and expose them all which complicates the current library interface



BookManager Shelves

- The internet library is based on our collection kits. There are 50 + 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" field and a "Browse" link.
- z/OS V1R11.0 elements and features bookshelf**: Includes a "List books" link, a "Download shelf" link, a "Download shelf index" link, and a search form with "Search titles" and "Search text" buttons.
- 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**: Includes a "List books" link, a "Download shelf" link, a "Download shelf index" link, and a search form with "Search titles" and "Search text" buttons.
- z/OS V1R11.0 planning and installation bookshelf**: Includes a "List books" link, a "Download shelf" link, a "Download shelf index" link, and a search form with "Search titles" and "Search text" buttons.

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

Side Note: Library Server, Indexed PDFs and Eclipse Plug-ins

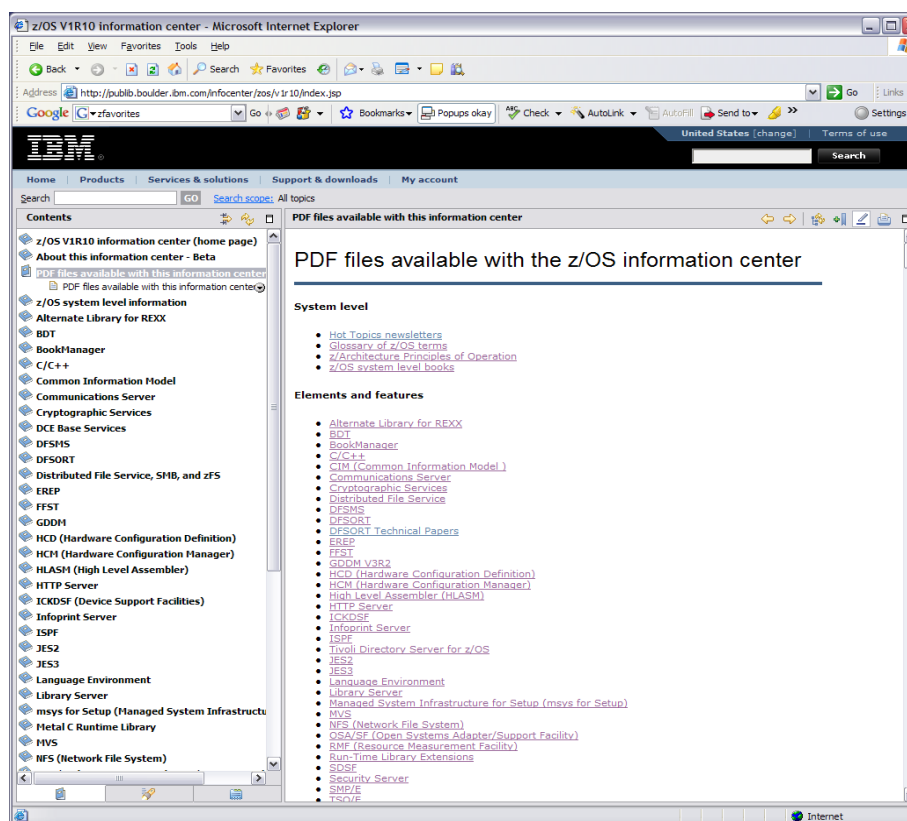
- The latest version of BookManager Library Server has been enhanced to index well structured PDFs with the IBM Advanced Linguistic Search
- This search was developed by BookManager and was requested on many surveys. Customers liked the visual presentation that PDFs offered, but wanted the robust search that BookManager format offered.
- Index Eclipse HTML-based plugins
- Naturally Library Server continues to handle BookManager Books
- Library Server is a good way to create a central corporate repository of information on z/OS. It's easily configured and can be an easy way to make all forms of documentation available across the enterprise.

Various Search Scopes Offered Today Using BookManager

- **Search by Element/Feature:** provides a shelf for every element. Lets you search just the books in an element library such as all the books in JES2, or MVS, or Comm Server
- **Search by reference category:** Lets you search by *command* or *message*
- **Search by task:** Lets you search against all the installation/migration books, or problem diagnosis and so on
- **Search by form number:** If you are familiar enough with the library, some people do a search by form number (minus the suffix lets you see what level is most current.
- **Search publication titles:** Lets you search by words in titles provides a list of all the books with “install” in the title
- **Search by bookshelf title:** Lets you search for specific bookshelves
- **Search by filename:** If you happen to know the filename of the book, this search might be handy
- *We have come to SHARE to get your opinion. What search scopes do you use? What search scopes do you want us to preserve?*

z/OS Information Center Search

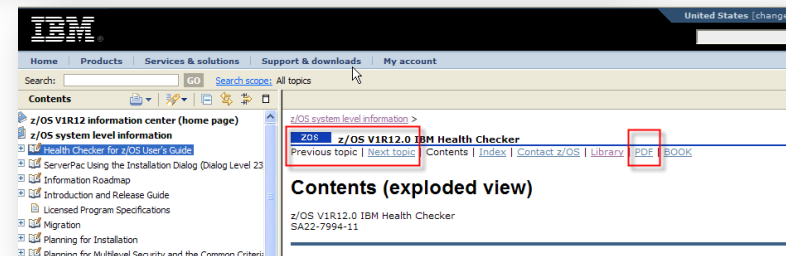
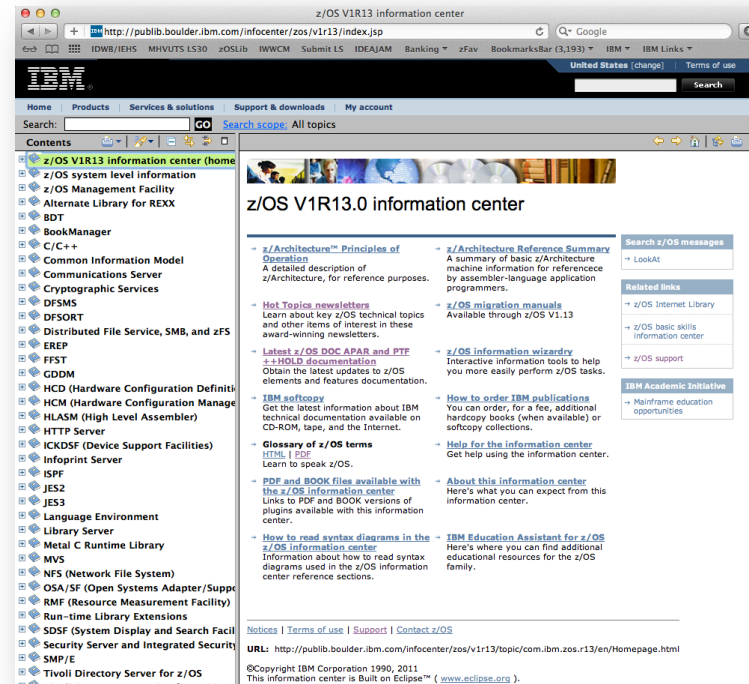
- The z/OS Information Centers are indexed by GOOGLE
- All information centers have a listing of all PDFs for all the books
- All of the PDFs in the z/OS Base Library are indexed and searchable using the IBM Advance Linguistic Search
- This search was developed by BookManager and was requested on many surveys. Customers liked the visual presentation that PDFs offered, but wanted the robust search that BookManager format offered.
- Note: z/OS Library Server can be used to index well structured PDFs that have a table of contents.
- Library Server also has the ability to index eclipse information plug-ins.



<http://www-01.ibm.com/support/docview.wss?uid=swg24024554>

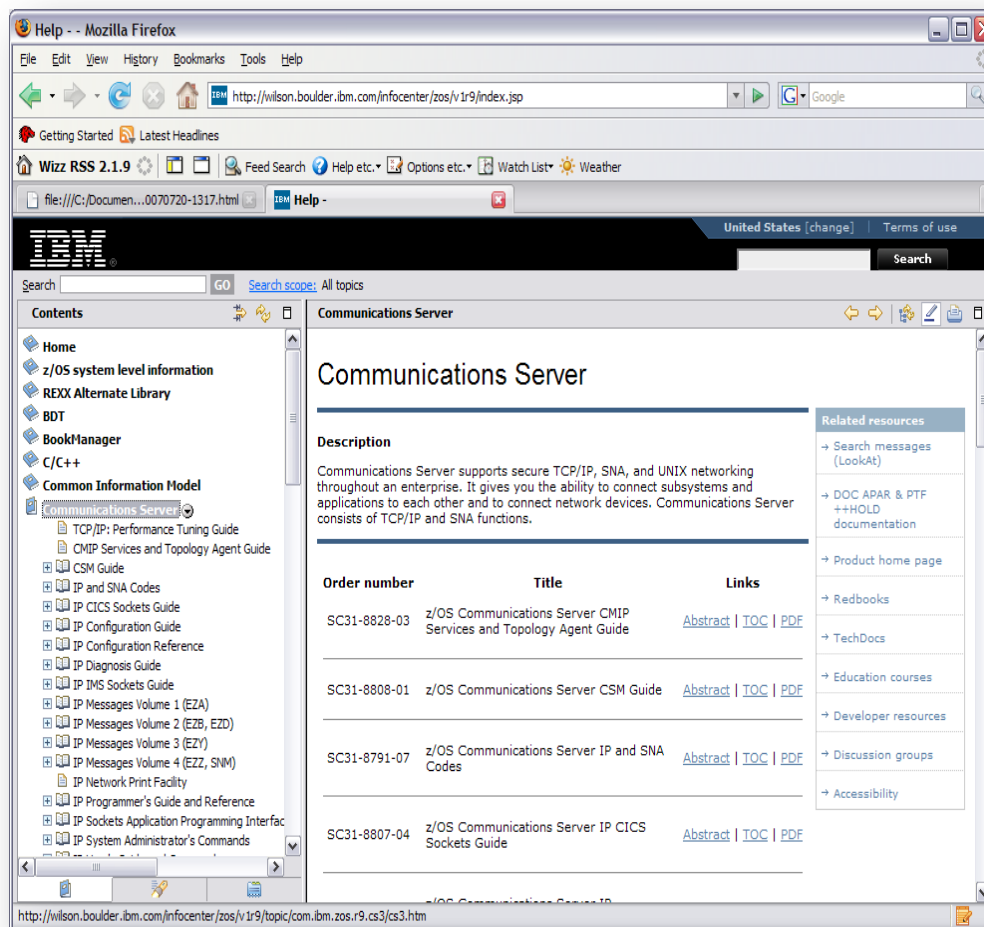
Navigating the z/OS Information Center

- Much like the BookManager based Library Centers, we architected our Information Center to be structured by element or feature.
 - This helps users who are familiar with the z/OS library.
 - The arrangement by element and feature makes it easy to do scoped searches that correspond to BookManager shelf search by element.
 - Each “plug-in” includes all the information for that element arranged by their corresponding book titles for familiar navigation.
 - Familiar and popular BookManager Library Server functions such as page forward and backward, PDF download from the menu bar have been added to the z/OS information center to make the transition to Information centers easier



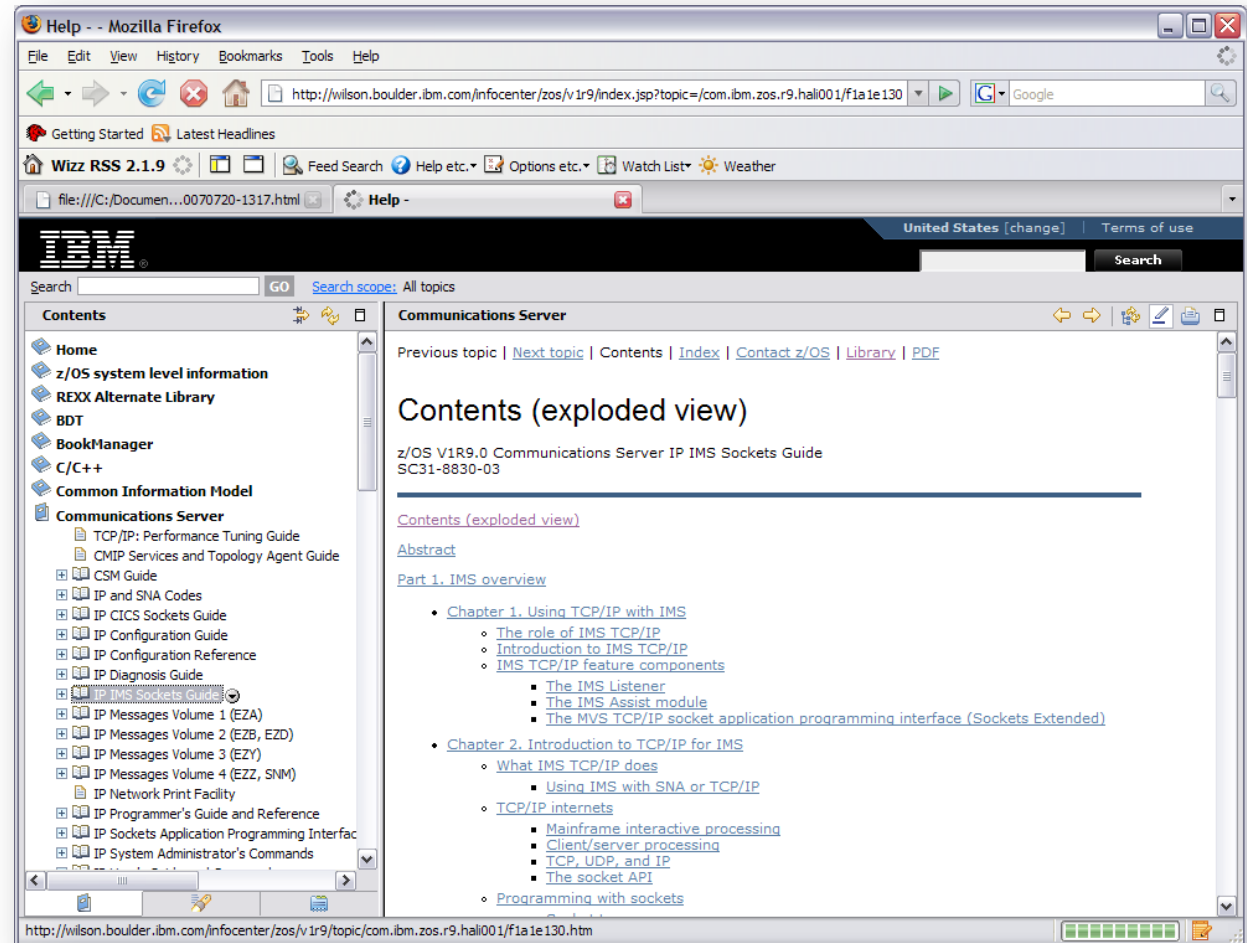
Element/Shelf Level View

- 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.



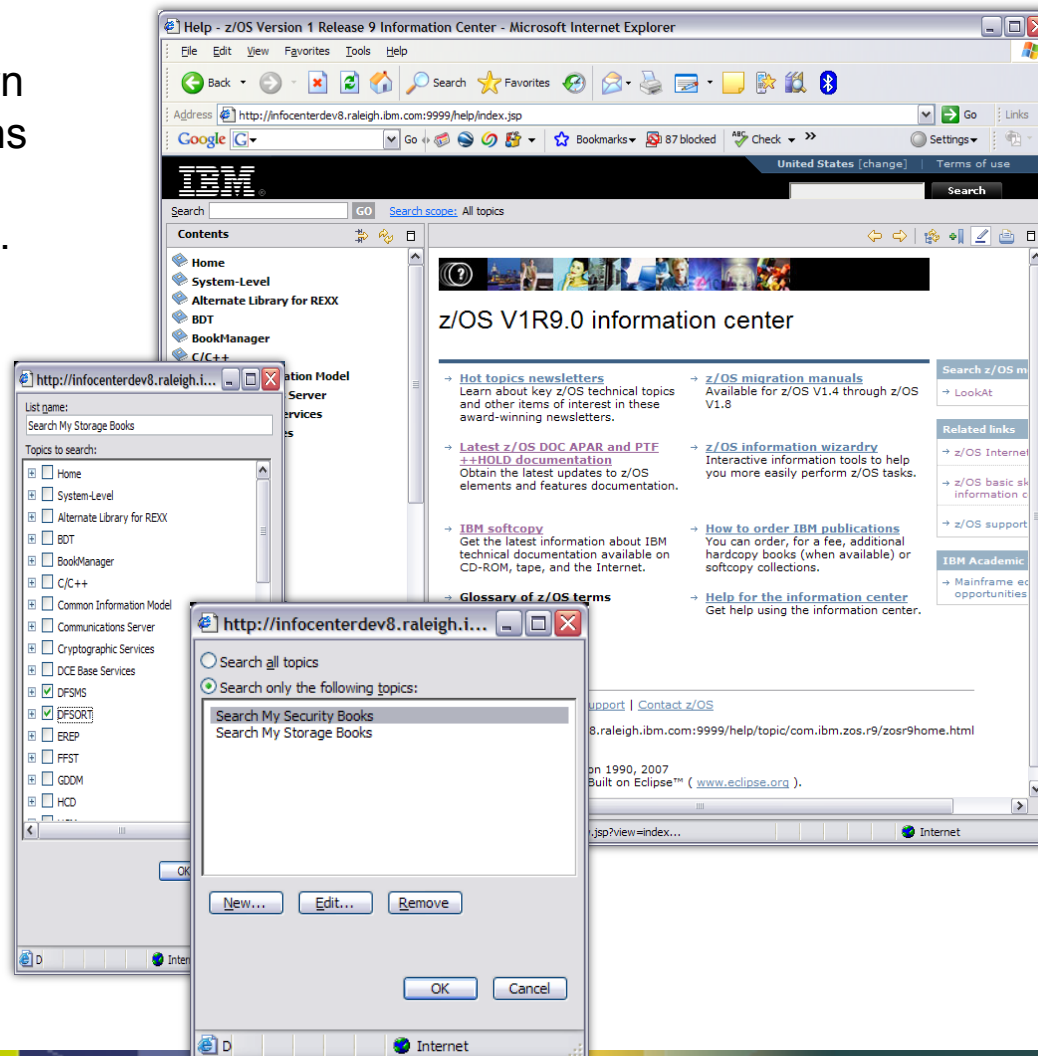
Navigating the Plug-ins

- Navigation provided along the top
- The contents pane is automatic synchronized with the table of contents pane so you always know where you are.
- 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.

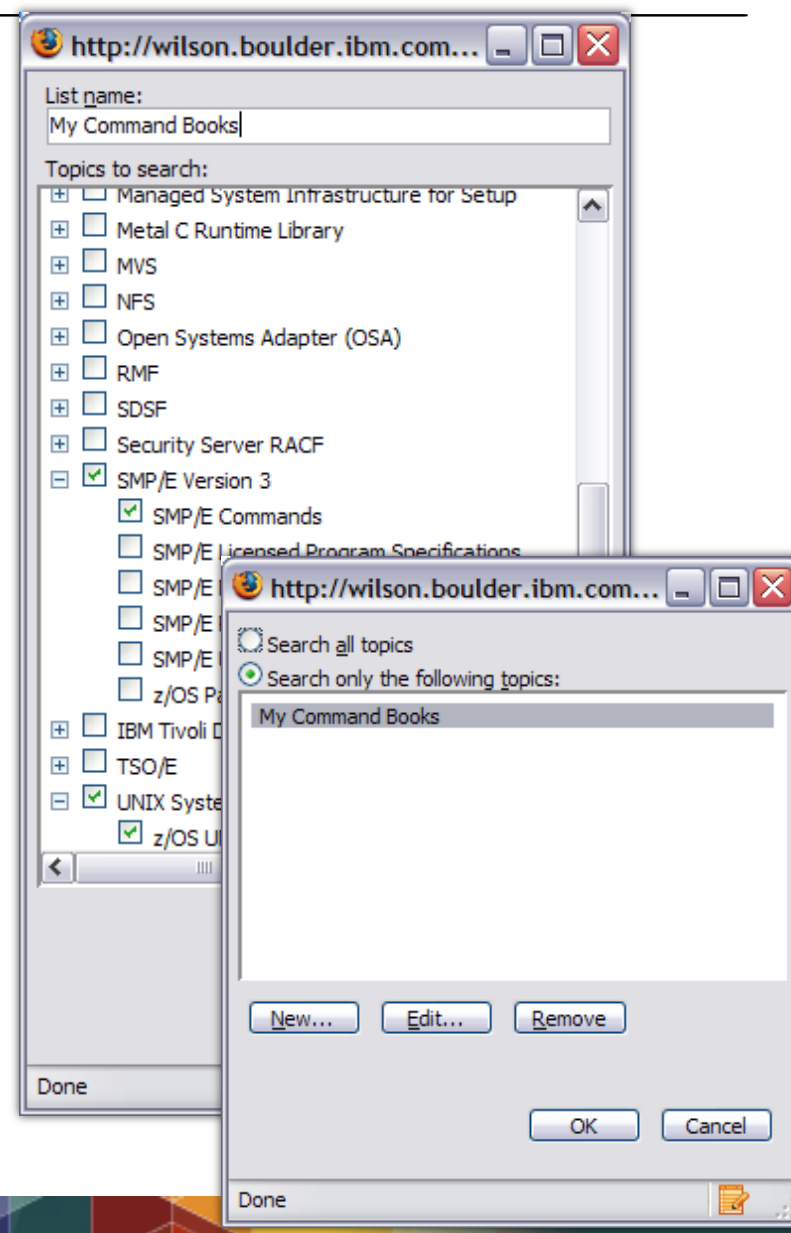


Create re-usable search scopes

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. On the left, a navigation menu lists various topics, with 'Language Environment' circled in red. A red circle highlights the 'Open Quick Menu' button next to it. The main content area shows the 'z/OS V1R9.0 information center (home page)' with a title 'z/OS V1R9.0 information center Beta' and several links for newsletters, documentation, and softcopy. A 'Print this topic' quick menu is overlaid on the bottom right of the page, showing options to print the topic or search for it.

Information Roadmap to Documentation and Information Centers for System z

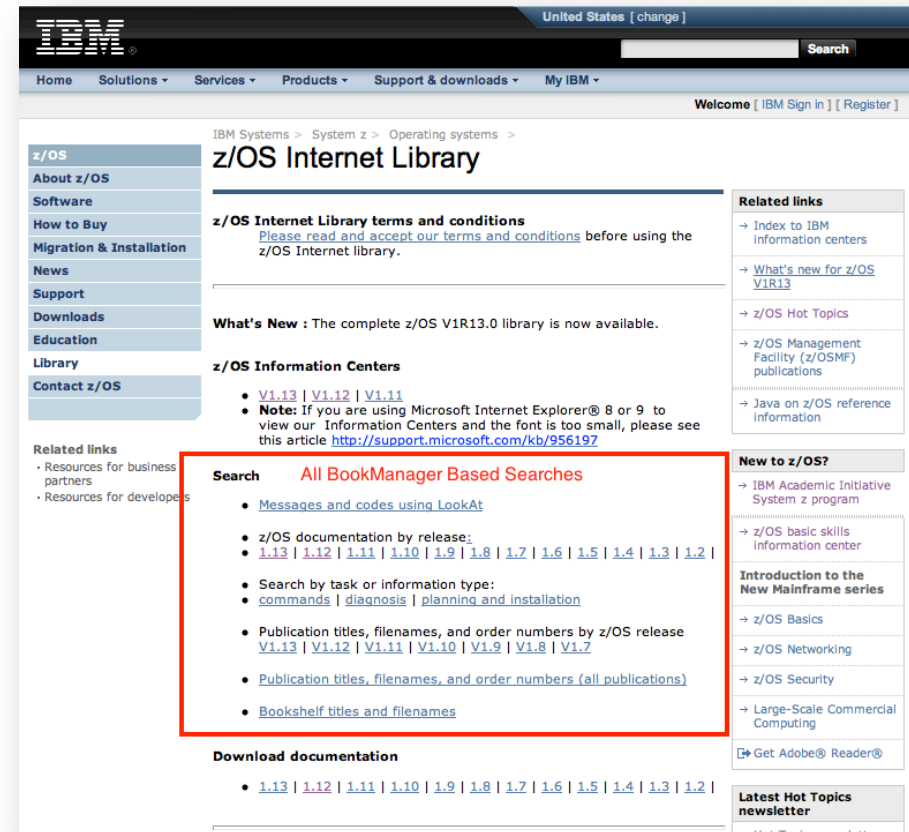
Product	URL
All Products	http://www.ibm.com/support/publications/us/library/
CICS Server	http://publib.boulder.ibm.com/infocenter/cicsts/v4r1/index.jsp
CICS Gateway	http://publib.boulder.ibm.com/infocenter/cicstgzo/v7r2/index.jsp
DB2 / IMS	http://publib.boulder.ibm.com/infocenter/dzichelp/v2r2/index.jsp
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

Proposed Changes



Our Plans Beyond z/OS V1R13

- Stop producing BookManager format
 - The corporate direction has long been HTML based Information Centers
 - Almost all software products have already stopped producing BookManager format.
 - It's becoming increasingly difficult to produce BookManager format
 - Corporate investment has been in DITA XML authoring and Information Center delivery.
 - Information centers have many advantages – the best example is they are indexed by Google and other Internet search engines making it easier to find information
 - Dropping BookManager will naturally change the face of our internet library.



Proposed Plans Continued

- Information centers provide a way to search the HTML content , and links to the corresponding PDF will let you download the corresponding PDF
- We will also provide links to download the information centers and softcopy collections by release and we will eliminate physical DVDs
- We will replace shelf search with equivalent information center scoped search
- We will consider refreshing the entire library four times a year at service boundaries
- We will keep the current interface for V1R13 and below for people who are accustomed to that interface and function

Questions for You



What Search Scopes Do You Use/ Need From BookManager?



Type of Search or search by	1=Not Important, 5=Very important ?=Do not know					
z/OS Release (V1R12)	1	2	3	4	5	?
Book Filename	1	2	3	4	5	?
Form Number	1	2	3	4	5	?
Book Title	1	2	3	4	5	?
Bookshelf title	1	2	3	4	5	?
By Element or Feature (MVS)	1	2	3	4	5	?
By Message	1	2	3	4	5	?
By Command	1	2	3	4	5	?
By Tasks (ex. Installation)	1	2	3	4	5	?
By Date	1	2	3	4	5	?
By APAR	1	2	3	4	5	?
Other: _____	1	2	3	4	5	?
Other: _____	1	2	3	4	5	?
Other: _____	1	2	3	4	5	?
Other: _____	1	2	3	4	5	?

What are your Mobile Requirements?

Mobile computing has become pervasive, almost everyone has some mobile device that they use to access content on the go.

- Smartphone
- Tablet
- Laptop
- e-Readers(Kindle, Nook)

Do you use them to access z/OS documentation?

- Quick search with WiFi/Cellular?
- Do you download for offline reading?



What Downloads do you need?

- Collection Kits Will Go **Green**
- In future releases of z/OS, we plan to eliminate the manufacture of physical collection kits.
- Instead we will provide downloadable zip files of z/OS documentation.
- This is designed to reduce cost, but more importantly, improve information quality (with out the time required to manufacture physical DVDs, we have more time to enter late technical changes) and improve information currency.
- What chunks do you need or want?
 - Book level downloads are a given
 - Do you also want libraries by element (JES2, MVS)
 - Do you want one big zip of the entire release?
 - Do you want a zip of our information centers?
 - How long should It take?.




Information Currency

- Today we do two editions of our documentation. One when the books are new, and a spring refresh.
- We are looking into doing refreshes 4 times a year. They would coordinate with service boundaries.
- Is this a good approach?



Appendix A. Creating Your Own Library



February 2010 update

Overview

- Most people have their own private “stash” of documentation for various reasons.
 - There are company or department local area libraries or LALs
 - Many people have their own personal area library or PALs
 - They help:
 - Filter the content to information you need so you can access it faster
 - Local hard drive or flash drive copies are handy for occasions when there is no network or internet access.
 - We will discuss tips for three types of local custom repositories
 - File system based using simple PDF repositories (LAN, intranet or local)
 - Library Server based
 - Easily installed and maintained native on z/OS
 - However, BookManager format is no longer a strategic format
 - Updates are done via softcopy librarian
 - Information Center based
 - Typically installed on a windows workstation
 - It is the current strategic means for information delivery
 - Updates capability is built into the IC framework

PDF repositories

- A set of PDF files in a subdirectory (probably the most popular actually) Two tips here:
 - The z/OS base library has indexed all the PDFs on our collection kits to use the IBM Advanced Linguistic search. Included in each PDF is it's own search index. To use it you will need to add the IBM ALS plug-in to your acrobat reader. For more information see <http://www-01.ibm.com/support/docview.wss?uid=swg24024554>
 - The z/OS PDF files on our collection kits have metadata for book titles included. Change your view options for directories to turn on titles and you will be able to see the title of the PDF rather than just the filename.

Steps to Setting Your Own Repository

▪ Library Server

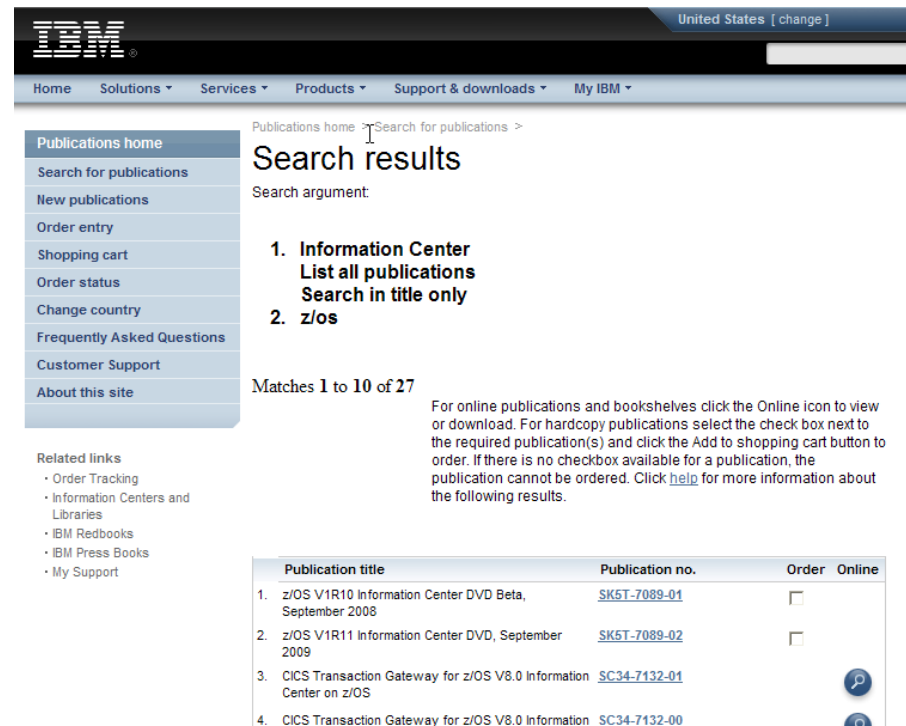
- Note: It's highly recommended that you start to use Information Centers when you create a repository because they are the strategic direction.
- 1. Get a copy of the appropriate level of [the z/OS softcopy collection](#). The softcopy collection includes all the base plus software products.
- 2. Install IBM Library Server on z/OS according to instructions in the program directory.
- 3. How you set up your file system is up to you. Typically, you'd have these directories
 1. Books
 2. PDFs
 3. Shelves
 4. Cases
- 4. Copy the files from the DVD to your file system
- 5. Run Catalog to re-catalog the add the new BookManager and PDF files. See LS Demo 1.
- 6. If you want to add IC plug-ins to your repository see the IBM Library Server User's Guide (on your DVD for this session)

▪ Information Centers



- Note: Nearly all software products publish only PDF and Information Center format, so it's best to begin to use Information Centers to become familiar with them.
- 1. If you are going to be working with z/OS, get a copy of the [z/OS IC DVD](#) for the level of z/OS you are running. See "How to get content for Information Centers"
- 2. Install the base per instructions on either your own workstation or a department server. The DVDs all use the Windows version of the IC code.
- 3. If you want to add other software products to this instance, use "How to get content for Information Centers"
- 4. See the Appendix article on editing topic maps
- 5. There is no catalog or indexing step, The first search will invoke an indexing of the materials.

Getting CD/DVDs to populate your local repository

- No matter what technology you use to set up a local repository, you order CD and DVDs from the IBM Publication Center
- Once there, you pick a language, then:
 - For BookManager and PDF do a search on “Softcopy Collection”
 - For Information Centers, do a search on “Information Center” (notice no “s”)
 - In both situations you can continue to narrow down your choices by picking search within results and choosing terms like z/OS,
 - Place an order for the CD/DVDs you need.
 - Once they arrive install them according to instruction.



The screenshot shows the IBM Publication Center search results page. The page has a navigation bar with links for Home, Solutions, Services, Products, Support & downloads, and My IBM. A search bar is visible at the top right. The main content area displays the search results for the query 'Information Center'. The results are listed as follows:

Publication title	Publication no.	Order	Online
1. z/OS V1R10 Information Center DVD Beta, September 2008	SK5T-7089-01	<input type="checkbox"/>	
2. z/OS V1R11 Information Center DVD, September 2009	SK5T-7089-02	<input type="checkbox"/>	
3. CICS Transaction Gateway for z/OS V8.0 Information Center on z/OS	SC34-7132-01		
4. CICS Transaction Gateway for z/OS V8.0 Information	SC34-7132-00		

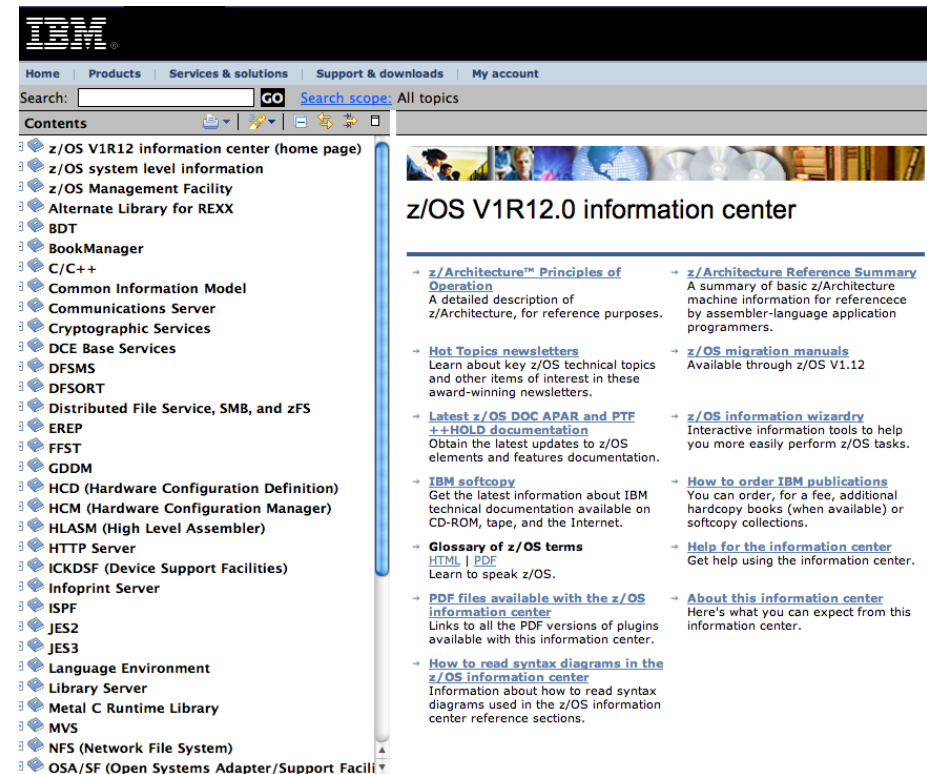
Additional details from the screenshot include a sidebar with navigation links like 'Search for publications', 'New publications', and 'Order entry'. A 'Related links' section is also present at the bottom left. A note on the right explains that for online publications, users should click the 'Online' icon to view or download, while for hardcopy publications, they should select a checkbox and click 'Add to shopping cart'.

Customizing Your Local Repository

- Library Server
 - With a Library Server instance adding new content to a repository is as easy as copying the files and re-cataloging it.
 - If you are using IBM Library Server, refer to the IBM Library Server getting started guide to customize your content. Library Server lets you incorporate Information Center plug-ins too.
 - [IBM Library Server Getting Started](#)
- Note:
 - Most people use the internet to look up information, but there are still many z/OS shops rely on a central corporate repository of documentation as backup
 - Library Server runs on z/OS and many systems programmers want whatever they depend on to be on the z/OS platform.
- Information Centers
 - If you decide to use Information Center technology for your repository. You may decide to create one master repository of just the content you need. Information plug-ins can be take from any information center and using topic maps, arranged in any order you desire.
 - Once in place, you don't have to create search indexes. The first time you invoke a search it gets built for you. For information on incorporating other plug-ins see the appendix: Editing Information Centers.

Information on Running Information Centers from z/OS

- Tip for the z/OS Centric
- The CICS information center DVD SK4T-2578 contains a distribution of Information Center framework that runs on z/OS. It's not the most current version, but it can probably be used to seed a z/OS based Information Center.
- You can then add z/OS Information Center plug-ins from other information center distributions. To create a consolidated Information Center that is running on z/OS.
- Question: Would you like to see a standard distribution of the Information Center framework that runs native on z/OS?



The screenshot shows the IBM z/OS V1R12.0 information center website. The navigation menu on the left includes the following items:

- z/OS V1R12 information center (home page)
- z/OS system level information
- z/OS Management Facility
- Alternate Library for REXX
- BDT
- BookManager
- C/C++
- 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
- Metal C Runtime Library
- MVS
- NFS (Network File System)
- OSA/SF (Open Systems Adapter/Support Facili

The main content area displays the following links:

- [z/Architecture™ Principles of Operation](#): A detailed description of z/Architecture, for reference purposes.
- [z/Architecture Reference Summary](#): A summary of basic z/Architecture machine information for reference by assembler-language application programmers.
- [Hot Topics newsletters](#): Learn about key z/OS technical topics and other items of interest in these award-winning newsletters.
- [z/OS migration manuals](#): Available through z/OS V1.12.
- [Latest z/OS DOC APAR and PTF +-HOLD documentation](#): Obtain the latest updates to z/OS elements and features documentation.
- [z/OS information wizardry](#): Interactive information tools to help you more easily perform z/OS tasks.
- [IBM softcopy](#): Get the latest information about IBM technical documentation available on CD-ROM, tape, and the Internet.
- [How to order IBM publications](#): You can order, for a fee, additional hardcopy books (when available) or softcopy collections.
- [Glossary of z/OS terms](#): Learn to speak z/OS.
- [Help for the information center](#): Get help using the information center.
- [PDF files available with the z/OS information center](#): Links to all the PDF versions of plugins available with this information center.
- [About this information center](#): Here's what you can expect from this information center.
- [How to read syntax diagrams in the z/OS information center](#): Information about how to read syntax diagrams used in the z/OS information center reference sections.

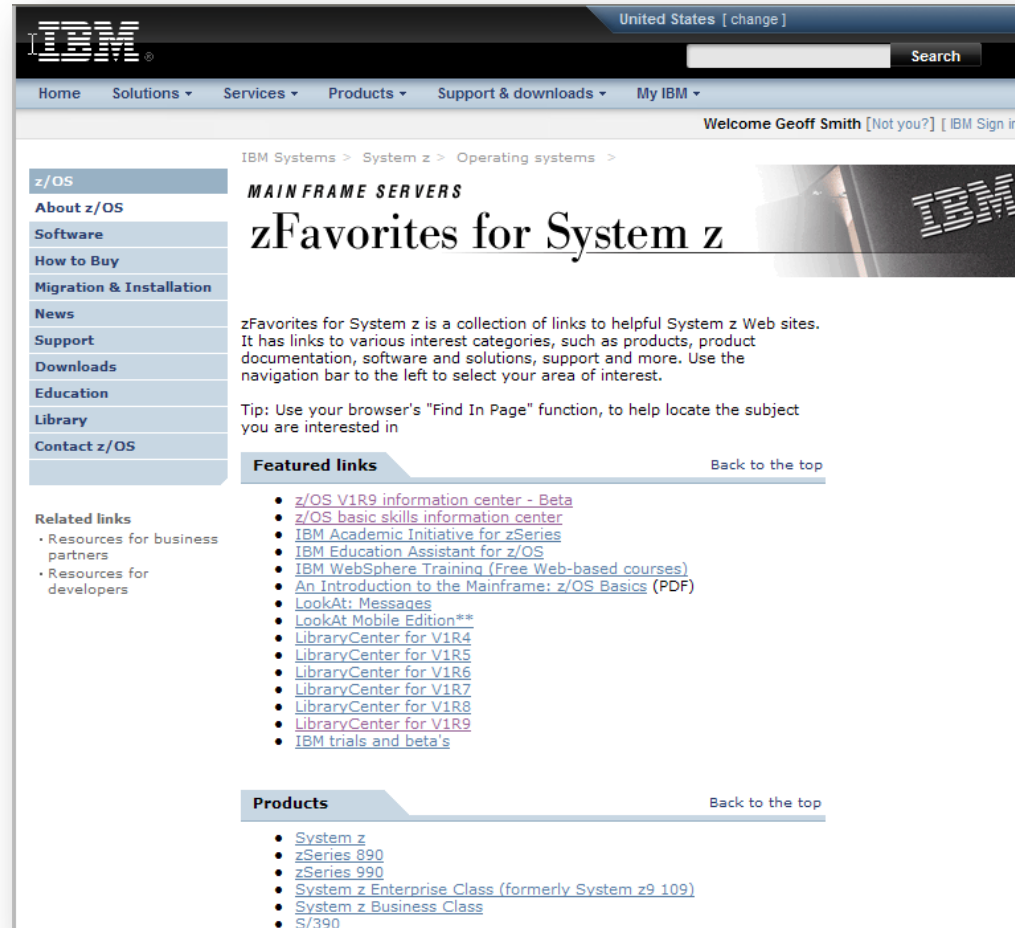
Appendix B: Tips and tools for Finding Information





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

About z/OS

Software

How to Buy

Migration & Installation

News

Support

Downloads

Education

Library

Contact 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

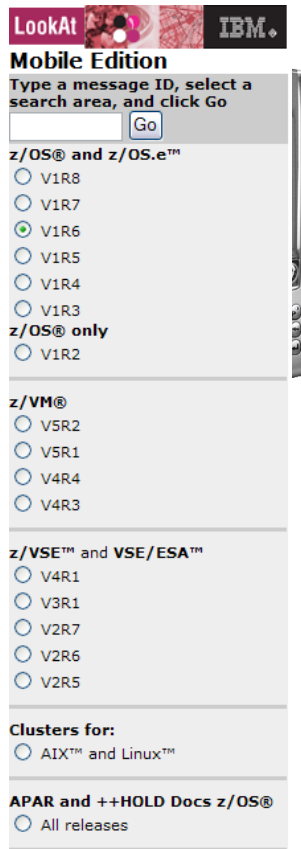
- Resources for business partners
- Resources for developers

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/loc>

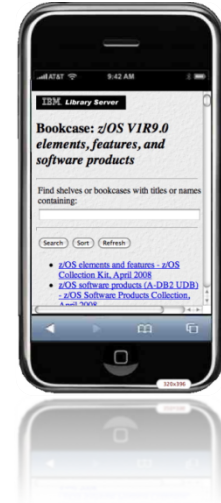


Tip 3. Use Library Server's handheld support to search and view all z/OS information on your iPhone or PDA with browser.

.. **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.

1. 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

2. 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/systemzlogger?flavor=atomdw>

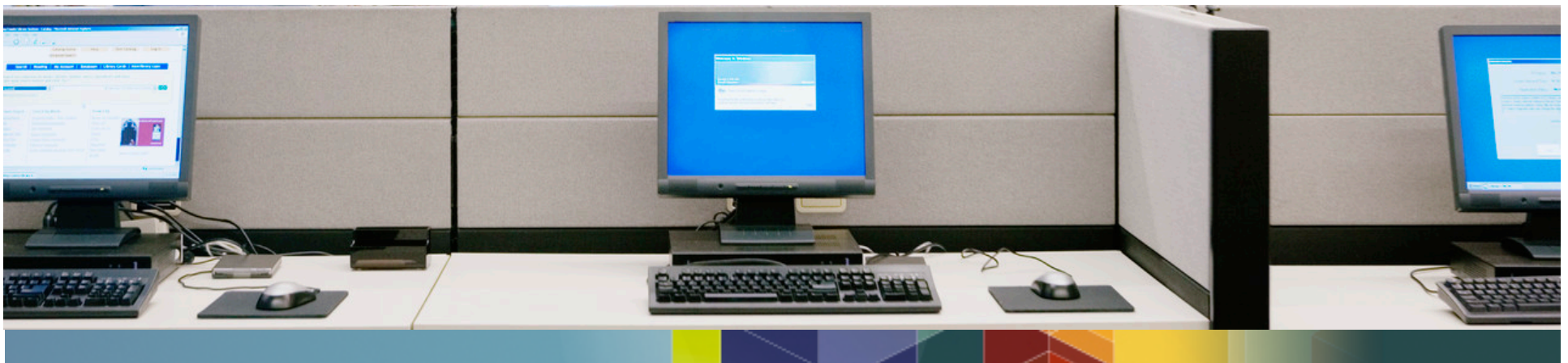
Find more here:

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



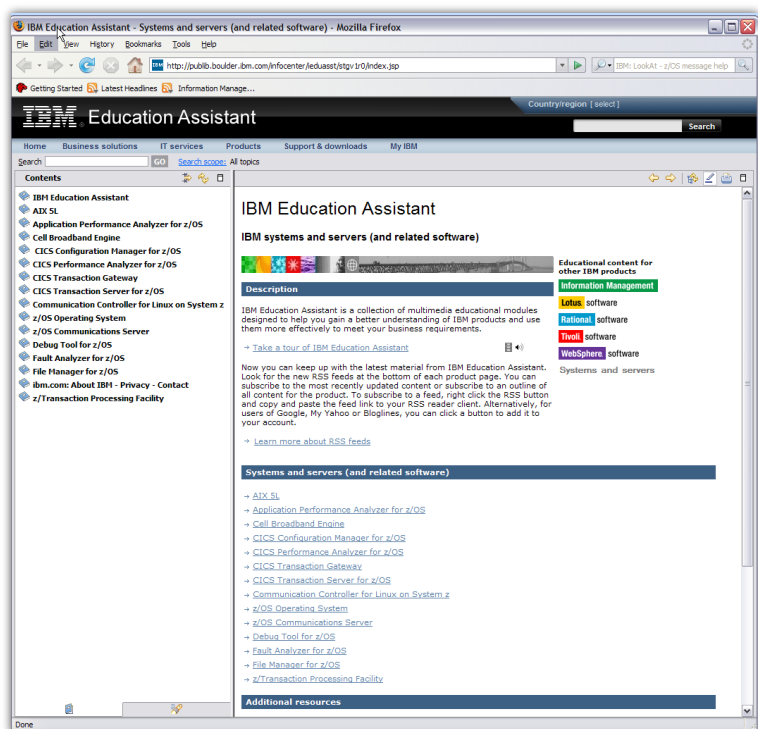


Tip 7: Get FREE education designed for the *experienced systems programmer* - direct from z/OS development via the *z/OS Education Assistant* Website

- [http://publib.boulder.ibm.com/Information Centers/ieduasst/stgv1r0/index.jsp](http://publib.boulder.ibm.com/Information%20Centers/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

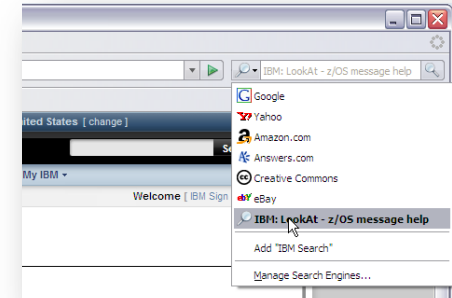


First, install the Add to Search Bar plug-in for Firefox:

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:

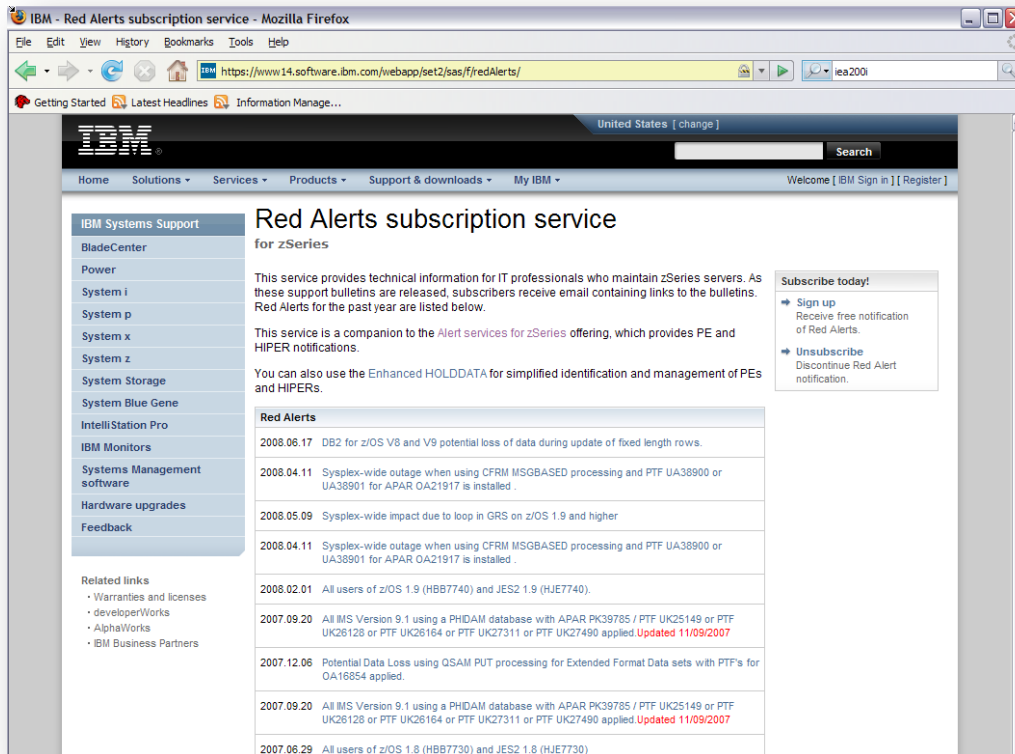
1. Go to the LookAt Web page: ibm.com/systems/z/os/zos/bkserv/lookat/.
2. Right-click in the Message ID input box.
3. From the list of options, select Add to Search Bar.
4. In the confirmation window, click OK to make LookAt active on your Firefox search bar
5. Give it a try.





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 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 with links like 'Home', 'Products', 'Services & solutions', 'Support & downloads', and 'My account'. A search bar is present. 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', 'Application programming on z/OS', 'Networking on z/OS', 'Problem management on z/OS', 'Security on z/OS', 'System programming on z/OS', 'Online workloads for z/OS', 'Reusable JCL collection', 'Interactive courses', 'Glossary of z/OS terms', and 'Help for the information center'. A sidebar on the left contains a 'Contents' menu with links to 'Home', 'z/OS basic skills information center (home page)', 'What's new', and various topic categories. The footer includes copyright information: '©Copyright IBM Corporation 1990, 2007. This information center is Built on Eclipse™ (www.eclipse.org)'.





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

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

The screenshot shows the IBM Destination z website. 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 is a large banner with the text "Welcome to IBM DESTINATION z" and a sub-headline "A vibrant community to help you make the most of your mainframe". To the right of the banner is a photo of four people sitting around a table, engaged in a discussion. Below the banner, there are three columns of content:

- 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

At the bottom right of the page, there is a section titled "The Future Runs on System z" with a small image of a person standing in a field.





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 screenshots of the Twitter website. The left screenshot shows the Twitter homepage with the 'Join the conversation' button highlighted. The right screenshot shows the Twitter sign-up page with the 'Create my account' button highlighted.

Twitter: What are you doing? - Microsoft Internet Explorer

Address: <https://twitter.com/>

What is Twitter?

What? Why? How?

Twitter is a service for friends, family, and co-workers to communicate and stay connected through the exchange of quick, frequent answers to one simple question: **What are you doing?**

Get Started Now! **Join the conversation!**

Twitter is on its way to becoming the next killer app. It's almost like ESP. Incredibly useful.

© 2009 Twitter About Us Contact Blog Status Apps API Search Help Jobs Terms Privacy

Twitter / Create an Account - Microsoft Internet Explorer

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

Join the Conversation

Already use Twitter on your phone? [Finish signup now.](#) [Already on Twitter? Sign in.](#)

Full name: **Bill Gates** ✓ ok

Username: **keepaneyeonz** ✓ ok
Your URL: <http://twitter.com/keepaneyeonz>

Password: [input field]

Email: [input field]

I want the inside scoop—please send me email updates!

Can't read this?
Get two new words
Listen to the words
Powered by hCAPTCHA
Help

Type the words above

Create my account

By clicking on 'Create my account' above, you confirm that you are over 13 years of age and accept the [Terms of Service](#).



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

[//www.ibm.com/developerworks/products/index.html#B](http://www.ibm.com/developerworks/products/index.html#B)

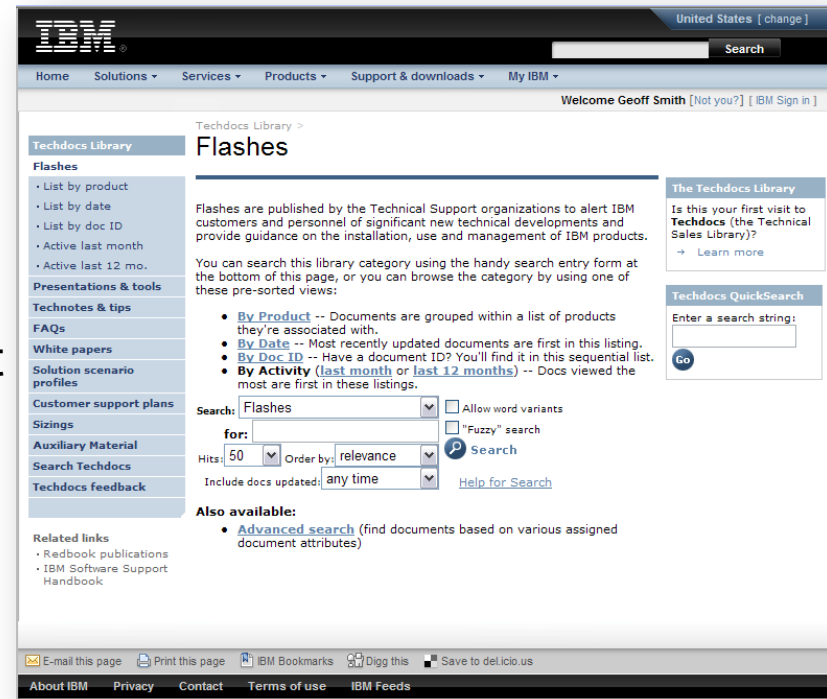
- This list contains a fast-path to resources for IBM software for architecting, developing, testing, managing, and administering applications. Visit the IBM software site for a [complete list of IBM software products](http://www.ibm.com/developerworks/products/index.html#B).

The screenshot shows a Microsoft Internet Explorer browser window displaying the IBM developerWorks website. The page title is "A-Z software product index for developers (A-K)". The main content area lists products under the letter 'B', including "Branch Transformation Toolkit for WebSphere Studio". Each product entry includes links for "Overview", "Support", "Technical library", and "System requirements". The left sidebar contains a navigation menu with categories like "AIX and UNIX", "Information Mgmt", "Lotus", "Rational", "Tivoli", "WebSphere", "Architecture", "Java™ technology", "Linux", "Multicore acceleration", "Open source", "SOA and Web services", "Web development", "XML", "About dW", "Submit content", and "Feedback". The right sidebar features "Document options" (Print, E-mail), "More resources" (IBM Software Product Finder, All IBM software products A-Z, etc.), and "Special offers" (Get recognized! dW Author Program, Download Lotus Notes and Domino 8.5 trials, etc.).



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 website. The main heading is "Flashes". Below the heading, there is a search bar and a "Search" button. The page content includes a list of navigation links on the left (e.g., "List by product", "List by date", "List by doc ID", "Active last month", "Presentations & tools", "Technotes & tips", "FAQs", "White papers", "Solution scenario profiles", "Customer support plans", "Sizings", "Auxiliary Material", "Search Techdocs", "Techdocs feedback"). The main content area explains that Flashes are published by 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. It also provides a search entry form and lists pre-sorted views: "By Product", "By Date", "By Doc ID", and "By Activity (last month or last 12 months)". There are also search filters for "Hits" (set to 50) and "Order by" (set to relevance). A "Search" button is visible. At the bottom, there are links for "E-mail this page", "Print this page", "IBM Bookmarks", "Digg this", and "Save to del.icio.us".

[http://www-03.ibm.com/support/techdocs/atmastr.nsf/](http://www-03.ibm.com/support/techdocs/atmastr.nsf/Web/Flashes)
[Web/Flashes](http://www-03.ibm.com/support/techdocs/atmastr.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 screenshots illustrate the steps to view file titles in Windows Explorer:

- View Menu:** The 'View' menu is open, and 'Choose Details...' is selected.
- Choose Details Dialog:** The 'Choose Details' dialog box is open, and the 'Title' checkbox is checked.
- File List:** The file list is displayed with the 'Title' column visible next to the file names. The file names are 8-character codes (e.g., antgr160, bpxza490), and the titles are descriptive (e.g., z/OSV1R10 DFSMS Advanced Copy Services).



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

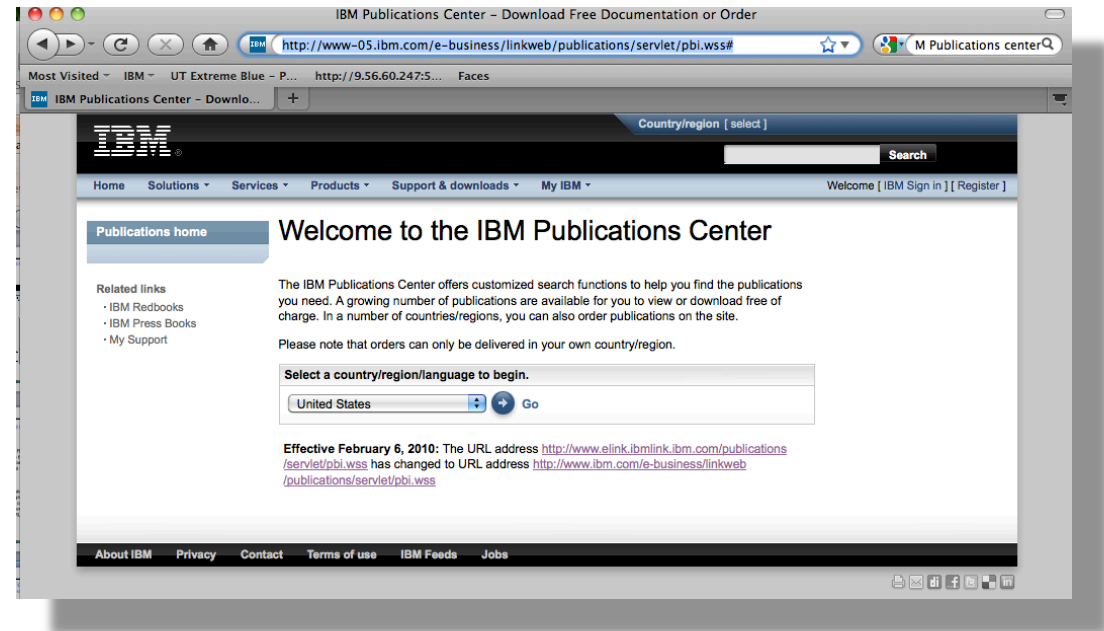
PDF: <http://publibz.boulder.ibm.com/epubs/pdf/e0z1k110>.



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

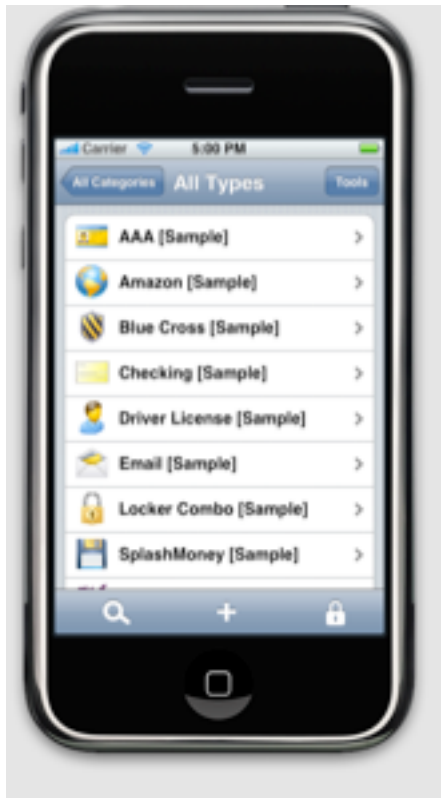
This site provides an entertaining easy way to learn about new function and technologies related to System z

The screenshot displays the YouTube channel page for IBM System z. The channel name is 'IBM System z' with the handle '@IBMSysZ'. The page features a video player showing a video titled 'IBM@ zEnterprise™ ISV Perspectives - Industry Mix' with a duration of 0:03 / 4:02. Below the video player, there are options for 'Info', 'Favorite', 'Share', 'Playlists', and 'Flag'. The video description reads: 'From: IBMSysZ | July 19, 2010 | 161 views. Global ISV partners with multiple applications for different workloads and business process areas in various industries share their insights about how zEnterprise will provide high value to our customers in many different industries for many different workloads.' To the right of the video player, there is a search bar and a list of other videos, including 'Increasing zEnterprise value with System z', 'IBM@ zEnterprise™ ISV Perspectives - 192 views - 2 weeks ago', 'IBM@ zEnterprise™ ISV Perspectives - 232 views - 2 weeks ago', 'IBM@ zEnterprise™ ISV Perspectives - 161 views - 2 weeks ago', 'IBM@PartnerCamp. Im Gespräch mit Birgit', and 'Effizientes Rechenzentrum mit 2,064 views - 1 year ago'.

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



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 Multiplatforms V7.1	11:29	8/3/09	In this podcast, Sharad Deshpande will talk about ...	i	FREE
13.	Compete, 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 Transaction 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

/dev/websphere Billy Newport	Smart SOA Applica... David Hardman	WebSphere eXtrem... Billy Newport	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