14242: z/OS Documentation Search Strategies

Tuesday, August 13, 2013: 3:00 PM-4:00 PM

Room 313 (Hynes Convention Center)

Speaker: Geoff Smith(IBM Corporation)

14242: z/OS Documentation Search Strategies Abstract

- *Addendum:*

- *After a short introduction that includes an update on our 2.1 library and it's deliverables we will provide an overview of Knowledge Center*

- There is a new way to get your z/OS documentation. It's called Knowledge Center.   BookManager is gone and Information Centers are leaving soon. This session will also introduce you to IBM's new strategic information deliverable, Knowledge Center which will provide all IBM documentation in one repository. Learn how to effectively filter and search to get the information you need fast. Future releases of our library will be electronic only. There will be no more physical DVD collection kits.   Learn tips on how to leverage this new delivery and make sure you and your colleagues have the latest information.

Authoring - Our source is now in DITA

– IBMIDDOC was IBM proprietary. DITA though invented at IBM was adopted by OASIS and is open.

– IBMIDDOC's book structure makes information reuse difficult and makes it hard to create solutions documentation

– IBMIDDOC had no inherit structures or information types to ensure completeness

– DITA uses information types or templates that help ensure that all the information needed to do a complete a task is present. For example, the message specialization requires that authors and development provide enough information to make diagnosis and error resolution easier.

▪ DITA is an industry standard that ISVs and business partners can use so we have information coded in a common format

▪ For more information on DITA and the DITA open toolkit see: http://dita.xml.org

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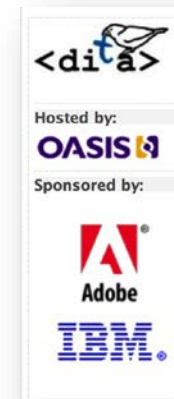
IBM z/OS Statement of Direction - April 11th, 2012

Statement of direction: IBM z/OS
IBM United States Software Announcement 212-086
April 11, 2012

ENUS212-086.PDF

Table of contents
+ Overview   + Description

Overview

Since its initial release in 2001, IBM® z/OS® Version 1 has delivered over 11 years of value,
IBM System z® and providing our customers with the foundation to run their most critical busin
The z/OS journey continues with new efforts to drive value while reducing complexity. In supp
efforts, IBM plans to introduce a new version of the z/OS operating system, z/OS Version 2, wi
released in the second half of 2013 as part of a new two-year release cycle. As the System z p
to deliver value for smarter computing, IBM intends that z/OS Version 2 serve as the foundatic
capabilities. This is an exciting time for IBM and for you, our customers, as we prepare new ve
and z/OS Management Facility (z/OSMF) to be delivered through a release schedule that is in
well with your business requirements.

Going forward, IBM intends to make new z/OS and z/OSMF releases available approximately
Such a schedule would be intended to provide you with sufficient time to plan for new release
them for the most business value. In addition, beginning with z/OS Version 2, IBM plans to pro
z/OS support, with three years of optional, fee-based extended service (5+3) as part of the nev
cadence. Beginning with z/OSMF Version 2, IBM also plans to provide five years of z/OSMF si
similar to z/OSMF Version 1, optional extended service is not planned to be available for z/OS

In addition, in z/OS V2.1, IBM plans to further leverage enhancements in the current IBM main
and storage control units. z/OS V2.1 is planned to IPL only on System z9® and later servers. A
2 is planned to require 3990 Model 3 (3990-3), 3990 Model 6 (3990-6), and later storage cont

- With z/OS V2.1, our product documentation is planned to "go green" with electronic delivery of documentation over the Internet, replacing delivery of documentation using physical DVDs. This change is intended to result in higher quality documentation and better information currency. To meet customer requirements for easier search and access of information and to modernize our documentation delivery processes, we will focus on Information Center delivery of the z/OS product documentation and discontinue the use of BookManager® format.

- Among the many advantages of information centers are that their content can be found using search engines such as Google and often represent the most current content. For customers requiring offline access to documentation, IBM plans to provide a downloadable version of the documentation in the Information Center. For users who do not need the entire product library, IBM plans to continue to provide PDFs for individual documentation download. The local Information Center provides built-in functions to keep content up-to-date and is also planned to contain a predefined search scope for z/OS Elements and Features message information.

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New in the z/OS Library for z/OS V2R1

New publications (information units):

- *IBM System z Advanced Workload Analysis Reporter Guide***:** Describes IBM zAware, which is firmware that consists of an integrated set of analytic applications that monitor software running on z/OS and model normal system behavior. Pattern recognition techniques identify unexpected messages and can IT personnel correct problems before they affect system processing.
- *IBM z/OS Management Facility: Programming***:** This new book is intended for customer programmers who use the application programming interfaces provided with z/OSMF. In V2R1, these services are:
  - z/OS Jobs REST interface services
  - In addition, new z/OSMF enhancements are designed to help you achieve more standardized management processes, automate repeatable tasks, and improve process quality. Look for a host of enhancements in z/OSMF in V2R1
- *z/OS Font Collection:* This book contains an overview, basic concepts, and describes the fonts in the z/OS Font Collection. This book replaces *IBM AFP Fonts: Font Summary for AFP Font Collection*, S544-5633.
- *IBM Infoprint XT for z/OS:* Transforms line-conditioned data streams (LCDS) or meta code data streams to AFP format.
- *Communications Server Glossary:* Location details are still TBD. The Communications Server glossary contains all the terms necessary for a deeper understanding of TCP/IP, SNA, and networking.

Changes to the z/OS z/OS Library in V2R1

Changed information units:
- *z/OS Migration:* This publication has been redesigned for usability purposes. Find N-1 and N-2 in one information unit instead of multiple volumes.
- *z/OS Information Roadmap: has* been completely rewritten to describe how IBM delivers information in 2013.

Consolidated information units:
- *z/OS MVS Product Management* includes *z/OS Product Registration* as an appendix.

Removed from the library:
- *DFSMS/MVS Support for the Magstar 3590 E1x Tape Drive*, SC26-7316
- *FFST/MVS FFST/VM Operations Guide,* SC31-8604-01
- *MVS Batch Local Shared Resources, GC32-0934*
- *z/OS HCD Reference Summary, SX33-9032*
- *IBM Encryption Facility for z/OS Client: Licensed Program Specifications*,GA76-0405. Find it now on this website: http://www-03.ibm.com/systems/z/os/zos/encryption_facility/

Replaced in the library:
- *IBM AFP Fonts: Font Summary for AFP Font Collection* (Replaced: *z/OS Font Collection*)
- *IBM WebSphere Application Server OEM Edition* (Moved to *z/OSMF Configuration Guide*)
- *IBM z/OS Management Facility Messages*, SA38-0656 (Shipped with z/OSMF User Interface and the z/PSMF information center)

New element-specific problem determination in *z/OS Problem Management*

New problem determination information

- – *z/OS Problem Management* now contains new and improved component-specific problem determination information in addition to Predictive Failure Analysis and Runtime Diagnostics.
    - Check out the new RRS-specific material in the September 2012 version.
    - Look for more component-specific information in V2R1 such as XCF-XES, JES3, z/OS UNIX System Services (as much as we can get into the book before GA).
- – To find *z/OS Problem Management* easier, look for it on the system level and MVS book shelves and information center categories:
    - http://www-03.ibm.com/systems/z/os/zos/bkserv/r13pdf/#IEA
    - http://www-03.ibm.com/systems/z/os/zos/bkserv/r13pdf/#E0Z
    - http://publib.boulder.ibm.com/infocenter/zos/v1r13/index.jsp
- – Please send Jodi Everdon your feedback about these improvements or any topics you wan to see covered: mhvrcfs@us.ibm.com or jeverdon@us.ibm.com

V2R1 Schedule

Checkpoint	Date
ESP	May 2013
Announce*	July 2013
General Availability (GA)	September 2013

*Only critical planning publications will be available at announce. This ensures ESP changes and important test information and fixes are available in the GA publications. *See next slide.*

z/OS Hot Topics Newsletter

http://www.ibm.com/systems/z/os/zos/bkserv/hot_topics.html

- **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 once a year to coincide with the SHARE user conference.**

- **Latest issue: GA22-7501-23, issue 27 Learn about how z/OS is making a smarter planet.**

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)

Information Timeline

Large volumes of information demand electronic search

Internet connected Desktops & Laptops Become pervasive

Mobile computing changes everything.

Business needs to adapt instantly to constant change.

Mainframe

| 1960s | 1970s | 1980s | 1990s | 2000s | Beyond |

Hardcopy books

IBM creates BookManager Softcopy

The IBM Publications Center and all hardcopy books go the way of PDF for print and BookManager for search

IBM develops Internet friendly Information Centers

That depend on Google and other search engines to unite them

IBM develops Knowedge Center

To bring all IBM information together Information Centers

KC makes it easier to document solutions, serve mobile user needs,

Why Did We Stop Producing BookManager?

1. No longer the strategic format
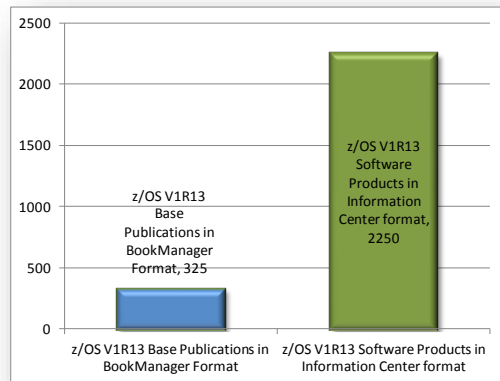
2. Move to article based information

Move to articles

3. Shrinking support

3. Need to optimize for Knowledge Center Delivery

Knowledge Center

z/OS Softcopy Collections for z/OS V2R1

- **Content:** z/OS product documentation collection kits historically have had two major components:

- **z/OS base library** (Elements and optional Features) consists of approximately 325 books

- **z/OS software products** libraries are over 2200 manuals on our softcopy collections. This includes multiple releases of many of the products. (DB2, CICS, and so on).

- **The z/OS V2R1 Softcopy Collection kit** will contain just the documentation for base elements and features

- **Format:** The format will predominately be ALS Indexed PDF As we move to Information Centers and Knowledge Center, we will continue to provide PDF books.

- **Electronic Delivery – no physical media: The softcopy kits will be all the files and shelves you are accustomed to zipped up for download from the IBM Publications Center**

z/OS V1R13 Base Publications in BookManager Format, 325

z/OS V1R13 Software Products in Information Center format, 2250

z/OS V1R13 Base Publications in BookManager Format

z/OS V1R13 Software Products in Information Center format
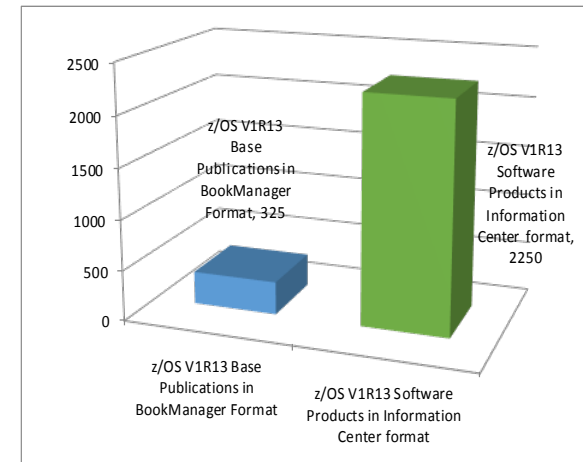
Customer satisfaction with ALS indexed PDF

31% 2% 1% 23% 43%

Very low
Very high

© 2013 IBM Corporation
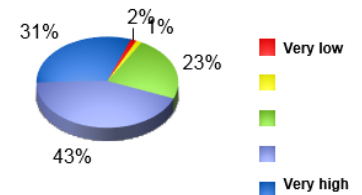
Electronic Delivery – No more physical media

Electronic delivery makes it easier to provide information currency and provides more time for late changes and improved information quality. You can download:

- Individual PDFS from our z/OS V2R1 Information Center or our Internet Library

- Download all at once from the IBM Publications Center.

> Zip files of our IBM z/OS V2R1 Softcopy Collection Kit (PDFs)**

> Zip of our z/OS V2R1 Information Center

Where to Get Our Documentation

1. **z/OS Internet Library:** http://www-03.ibm.com/systems/z/os/zos/bkserv/

2. **IBM Publications Center**: http://www-05.ibm.com/e-business/linkweb/publications/servlet/pbi.wss

3. **Information Center:** http://publib.boulder.ibm.com/infocenter/zos/v2r1/index.jsp

4. **Softcopy Librarian** can still be used download entire PDF collection kits. You can still download entire collections and keep them current using Softcopy Librarian. You can obtain it from the BookManager site. http://www 01.ibm.com/support/docview.wss?uid=swg24000640

z/OS V2R1 Information Deliverables

File Formats Delivered

- ALS Indexed PDFs

- Information Center XHTML Eclipse plug-ins

For Online Search

- z/OS V2R1 Information Center (Official)

- z/OS Internet Library uses Library Server and PDF search

- Knowledge Center Fall Beta – (z/OS V1R13 and hopefully z/OS V2R1)

Offline

- Downloadable Zips
  - z/OS V2R1 Softcopy Collection (base)
  - z/OS V2R1 Information Center

Management and Updates for Distributed Information

- IBM Softcopy Librarian for PDF collections

- Built in update function and periodic refreshes for Information Centers

z/OS V2R1 Library Server Improvements

Indexing XHTML plugins
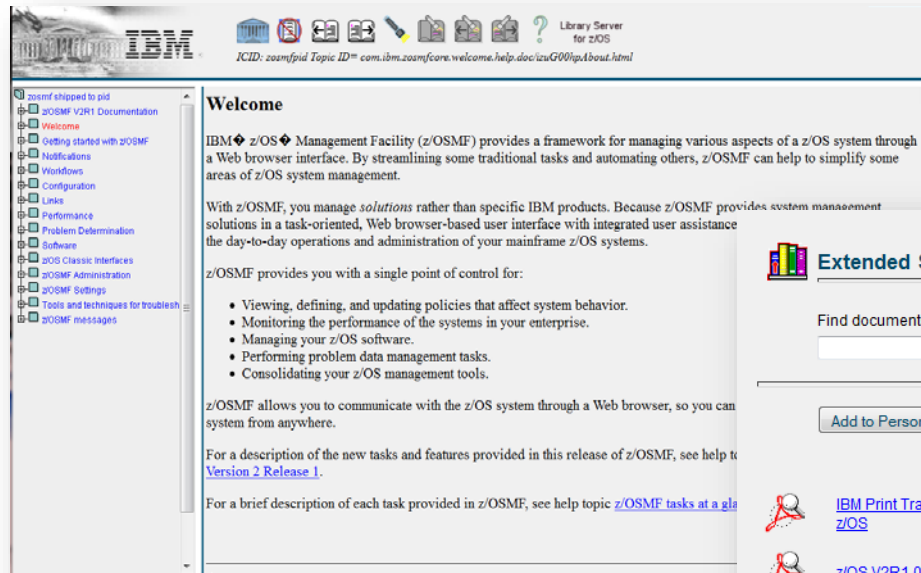
Shelf search for Indexed PDF

Status of BookManager for z/OS V2R1

- **BookManager Build for MVS** is used to create BookManager books on z/OS
- **READ/MVS** is used to search and read BookManager format on the z/OS green screen
- **Softcopy Librarian** runs on Windows but lets users download entire collection kits with one click to repositories on Windows or z/OS. SCL will also identify books that have been updated and will download all changed books for the user
- **Library Server** runs on z/OS and lets users search BookManager, Indexed PDFs and Eclipse-based information plug-ins. Library Server also contains a PDF indexer, so users can create their own ALS indexed PDFS, provided the PDFS are well structured.
- **Softcopy Reader** is a JAVA based reader that runs on Windows and Linux that lets users search and read BookManager and ALS indexed PDFs

- BookManager format is not longer being delivered for new information. Some BookManager books will remain for older products that have no PDF equivalent

- z/OS V2R1 will be the last release that BookManager Build for MVS will be supported

- At this time we plan to continue to ship READ/MVS for the foreseeable future.

- Softcopy Librarian and Softcopy Reader will remain available as is.

- For customers who want to host our documentation on the platform,

- IBM Library Server

- has been enhanced with XKS shelf search, and improved XHTML plug-in support, and improved PDF indexing. This means that customers can install Eclipse based plug-ins in Library Server, index them and make them available for viewing and search via supported browsers. For z/OS V2R1, IBM plans to ship z/OSMF document plugins with Library Server as a proof of concept.
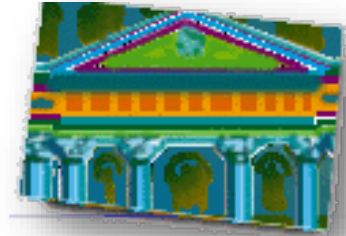
Tasks and Suggestions for 2.1 Information without BookManager

Task	Suggestions
View and search on the green screen	Use a browser side by side with your 3270 session to provide ready access to search
Provide standalone documentation disconnected from the Internet	1. Information Centers on Windows 2. Information Centers on z/OS 3. IBM z/OS Library Server
Manage updates	1. Information Center update function 2. Softcopy Librarian for Collections
Searching information	On the Internet: 1. Google 2. Native Information Center Search On the Intranet : 1. Native Information Center search 2. Library Server search

What are Indexed ALS PDFs?

- Advanced Linguistic Search was developed by IBM as a result of SHARE feedback where customers wanted a PDF with it's superior print capabilities and a more robust BookManager like search.

- PDFs must have a Table of Contents to be indexed and it helps if the source was a well structured tag based document. (DITA)

- All PDFs in the z/OS base library have been indexed using the IBM Advanced Linguistic Search technology.

- How to Use ALS Search:

- To use it on individual PDFs, you download and install the Acrobat Plugin from the BookManager site.

- To search across PDFs use either:

  - Softcopy Reader

  - z/OS Library Server

About IBM Advanced Linguistic Search (ALS) Indexed PDFs

- PDFs long preferred for print, now have improved search

- Contain an BookManager index so visually they look like books but search like BookManager.

- Come with familiar bookshelves that provide scoped cross book search using either Library Server or Softcopy Reader
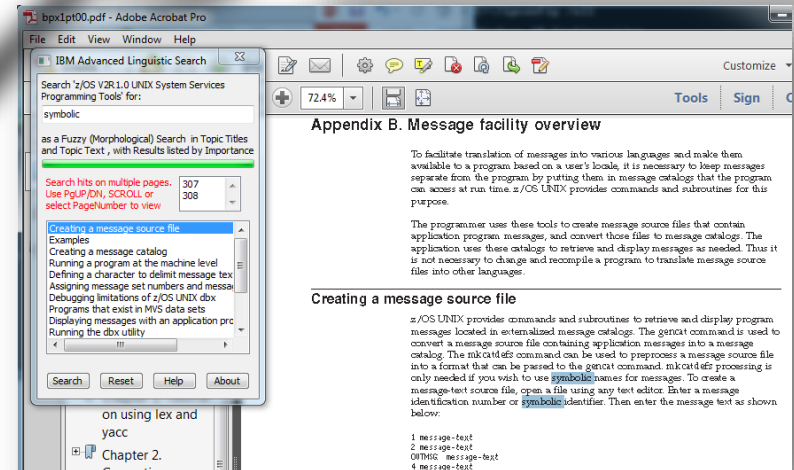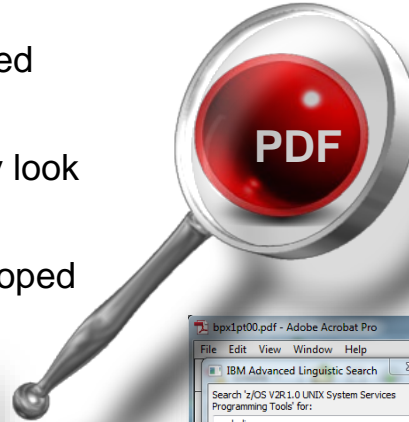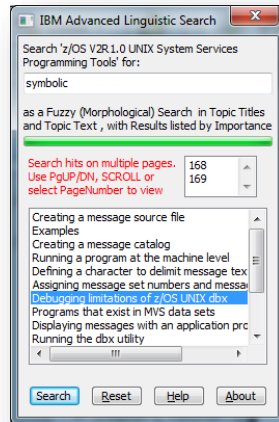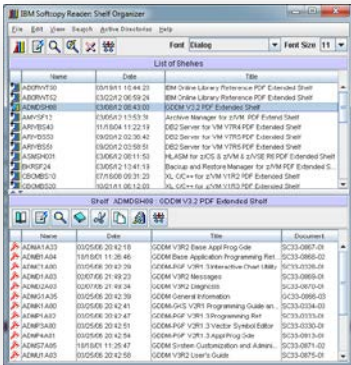
To use ALS search, check the box
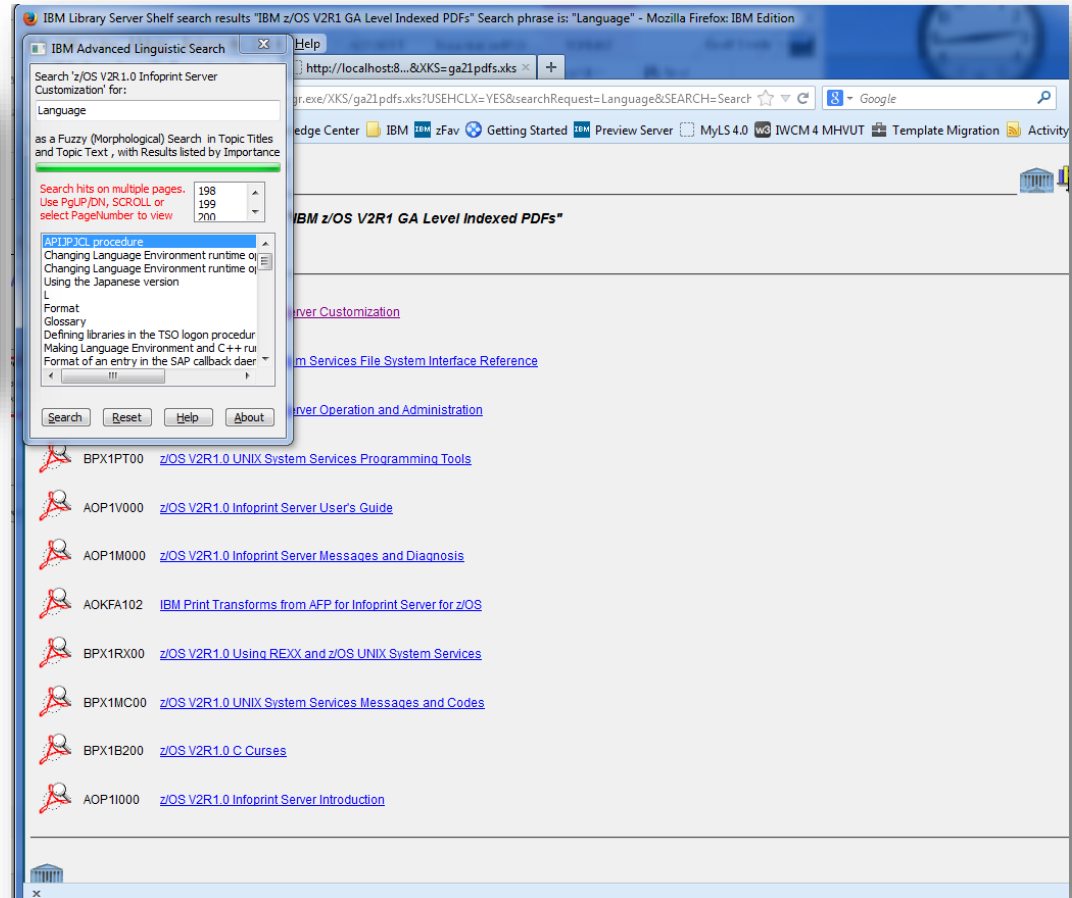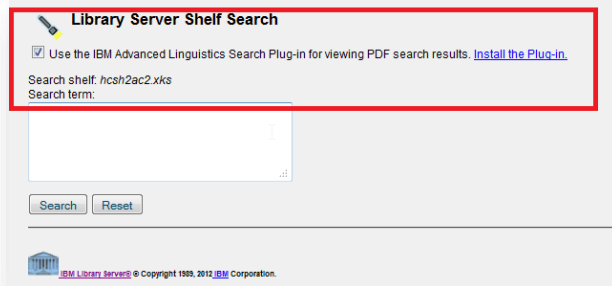
Setting Up Your Own Repository

- Since you cannot always depend on being connected to the internet, or 100% availability of the z/OS Internet Library, it is wise to establish a local repository. This can be your own personal stash of documentation, or it can be an intranet company library that many people use.

- IBM supplies two ways to serve it's documentation. An overview is provided here and more detailed instructions are supplied in the Appendix.

- **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 and XHTML plugins

- **IBM Eclipse Help System** (IEHS), is the 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.
    - **Library Centers:** are repositories created using Library Server.
    - **Example:** z/OS V1R9 Library Center (http://publibz.boulder.ibm.com/bookmgr_OS390/libraryserver/zosv1r9/)
    - **Information Centers:** are repositories created using IEHS.
    - **Example:** z/OS V1R13 Information Center
    - (http://publib.boulder.ibm.com/Information Centers/zos/v1r13/index.jsp)

IBM

Library Server compared with …

1. **Optimized for BookManager format**, but it will also index, display and search PDF and XHTML plugins.

2. **File types and search:** Can index and search PDF, BookManager and XHTML plug-ins formats by creating bookcases using PDF, BookManager or XHTML plugin shelves.

3. **Distribution:** Is distributed with and runs on z/OS. Contents can either be downloaded from IBM Publication Center or uploaded via DVD or softcopy Librarian

4. z/OS BookManager content served by Library Server on the internet is not indexed by Google. Users must rely on Library Server's search engine.

5. **Scoped searches (aka shelves):** Casual users cannot create their own search scopes or bookcases on the fly as easily as end users of Information centers can.

6. Customers who still rely on BookManager, can choose to use Library Server to host their company repositories because it can handle BookManager, PDF and XHTML plugins.

The Windows® based V1R13 Information Center is available in ZIP format from the IBM Publications Center – Form number SK5T-7089-03

Information Centers

1. **Optimized for XHTML** only. They may contain PDFs, but PDFs are only used for print. They are not indexed for search.

2. **File types and search:** Only index XHTML plugins, but in z/OS 2.1 almost all content will be available in XHTML format

3. **Distribution:** Is not distributed with z/OS, but there are Information Centers like CICS that are available for download that will run on z/OS.

4. On the Internet, z/OS Information Centers are indexed by Google and other internet search engines and this makes it easier for users to find content.

5. **Scoped searches:** Casual users can easily create arbitrary search scopes on any subsets of information. Administrators can create persistent search scope that are analogous to BookManager shelves by reference type or task (Migration, diagnosis, messages and commands)

6. Customers who **do not** have a strong dependency on BookManager, can either use a Windows distribution of the Information Center as their documentation repository, or they can download a z/OS Information Center such as the CICS information center, then populate it with z/OS base XHTML plugins obtained from our Windows® based information center.

Key Advantages of Information Center Delivery Over BookManager

First, almost all IBM documentation is available in this format

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 such as:
  - The Semantic Web
  - Collaboration, RSS, Social media

- 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

- Have a built in update function so when updates are available it make it easy to download and install them.

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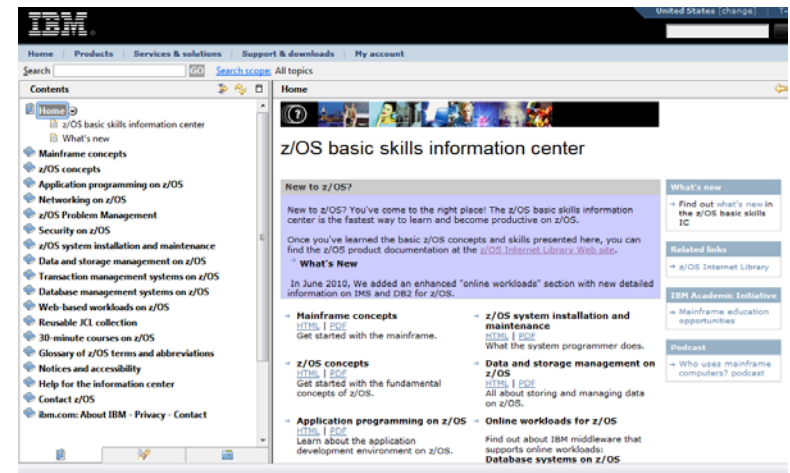
Which Technology Should You Use?

On z/OS:

- If you have Library Server installed you can use it to serve all content. BookManagerer, PDF, and Eclipse Plugins (Indexing the plugins requires more work)

- Library Server comes with the base z/OS operating system

- However, the corporate direction has been Information Centers. The follow-on Knowledge Center is essentially the same that people use today for information centers.

- You can get a copy of the Eclipse framework from the CICS for z/OS IC download. They distribute a copy of it with their documentation.

On Windows:

- Download and install IBM's softcopy reader, acrobat reader and the ALS plugin or

- Recommended: Install a copy of the appropriate information center.

- The table on the next page may also help you decide.

Applications and Formats Supported

Application	Book Mgr Search	Read PDF	PDF Search	xHTML Plug-in Search
z/OS Internet Library	✔	✔		✔
READ/MVS (Green Screen)	✔			
Library Server on z/OS	✔	✔	✔	✔
Softcopy Reader on Windows	✔	✔	✔	
Information Center on z/OS	✔	✔		
Information Center on Windows	✔	✔		

Future of Documentation

Information Challenges

"I want documentation that is integrated with my IBM product"

• "Amount of information is overwhelming"

"I need access from my tablet and smartphone"

"I want to integrate my own information and I want to integrate ISV information on my Intranet"

Solution: KC with filters to create collections that scope the search to only what you need

Solution: KC a central repository for all IBM information

• "Information is not integrated"

Google

bing

YAHOO

• "Information is hard to find"

Solution: KC with improved search leveraging Internet search engines

Solution KC it provides continual updates so customers always have the most current information

• "Information is not current"

"I want to leverage Expertise of others"

What is IBM Knowledge Center?

- New IBM Corporate direction

- Absorb all information center contents and will replace Information Centers on the Internet and create one central IBM Information Library

- Like Information Centers, users will be able to use Google and other search engines to find content in Knowledge Center

- Users will be able to filter and search by platform, product, release, information type

- Over time, Knowledge Centers could also incorporate content from
    - DeveloperWorks
    - IBM Redbooks
    - IBM Support
    - and more

© 2013 IBM Corporation
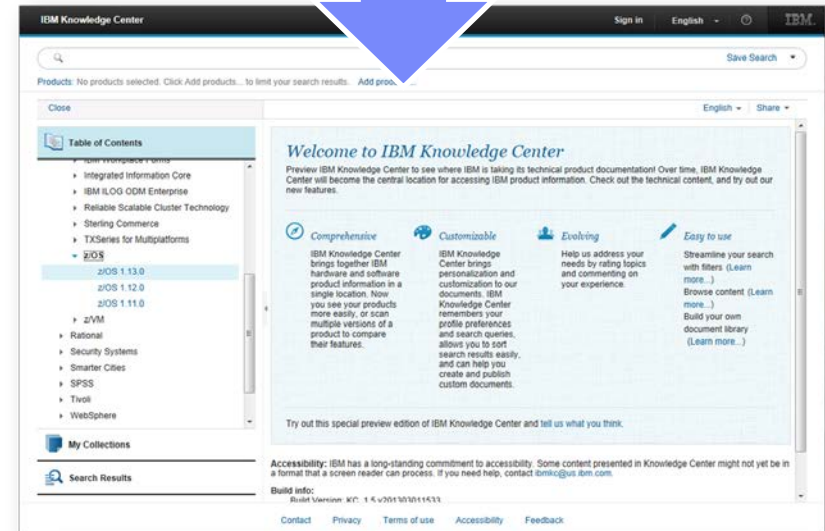
Introducing IBM Knowledge Center

Essentially brings all
IBM Information Centers
together into one repository

Some key features:
- Brings HW and SW together
- Provides personalized content
- Lets users create persistent "collections"
- Lets users filter out unnecessary information
- Lets users rate content that promotes continual improvement
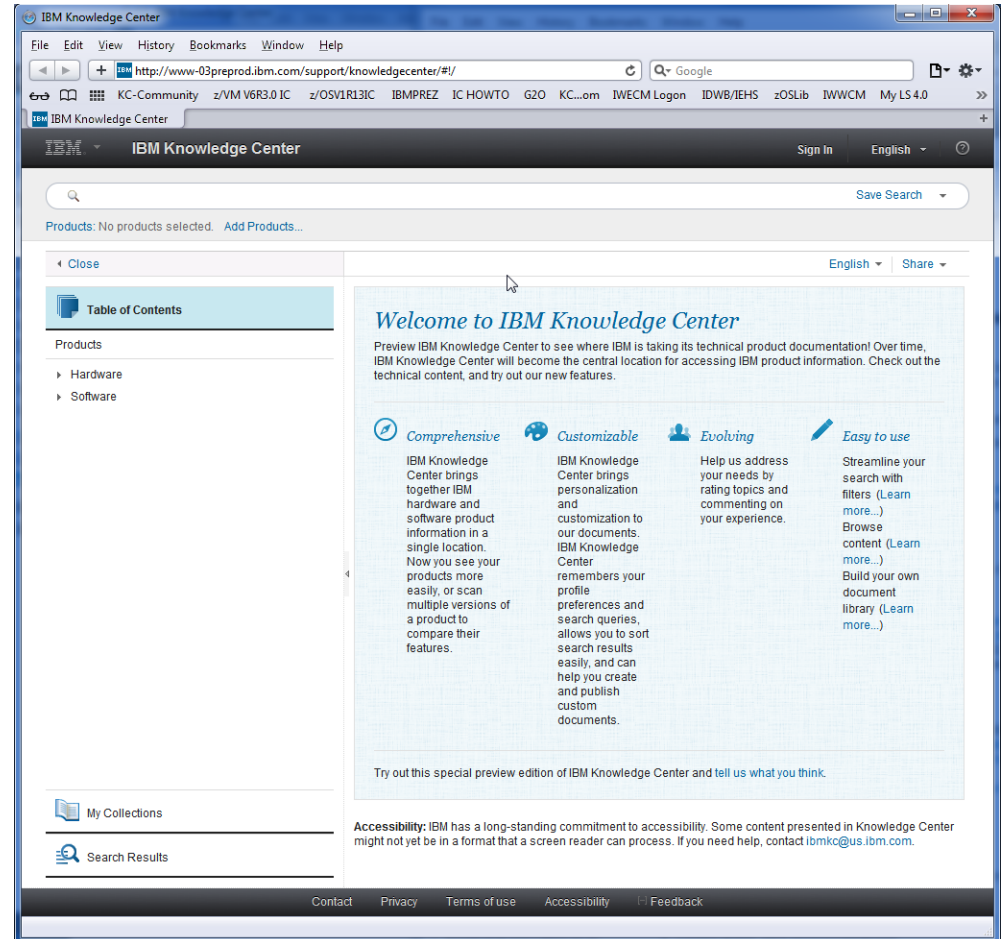
Knowledge Center Sign-in Provides Personalization

Signing in with your IBM ID makes your customizations and collections persistent.
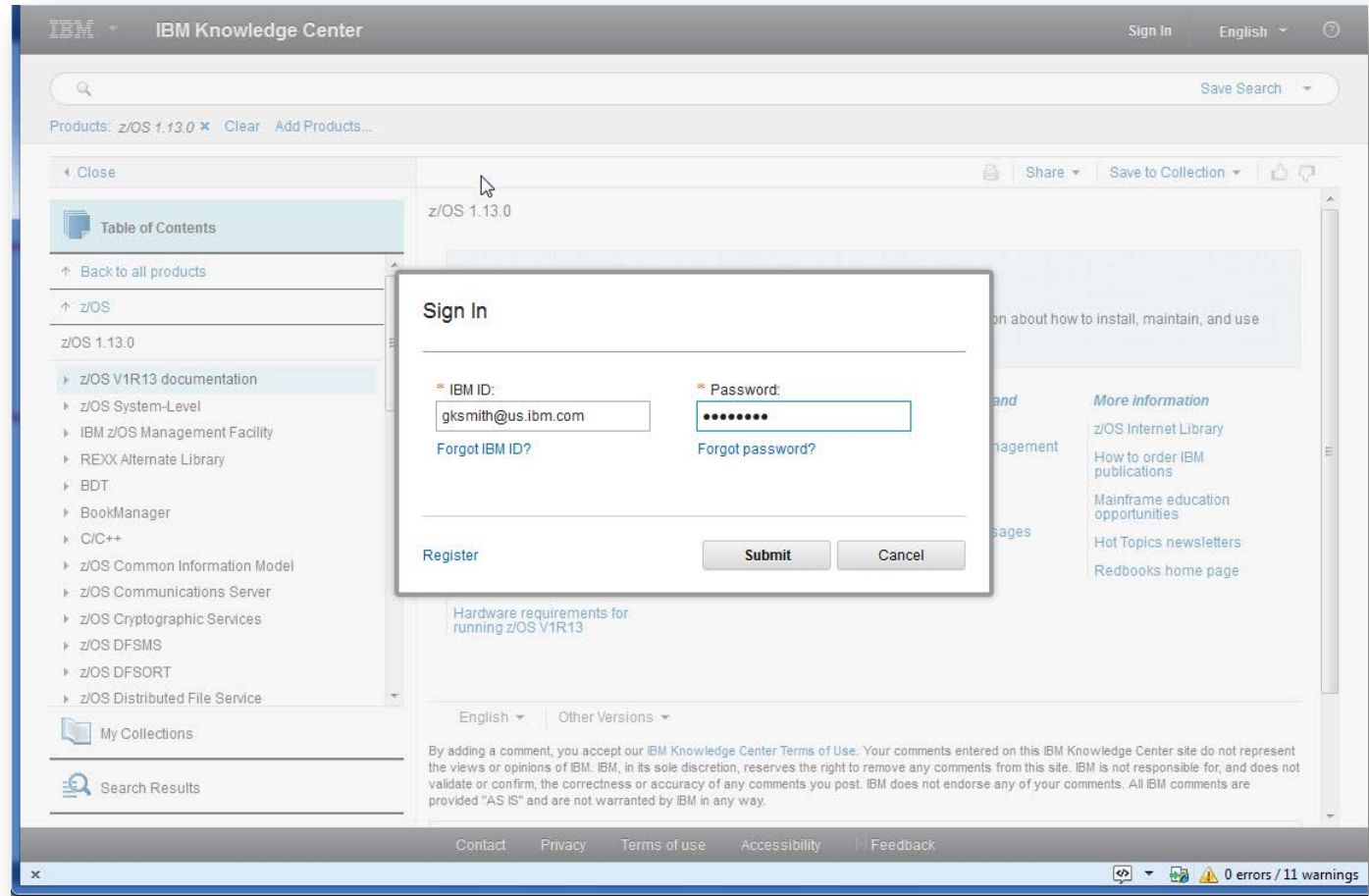
Navigating Content

The navigation is based on IBM's product taxonomy

Finding information by searching IBM Knowledge Center

- To search for information in Knowledge Center, enter your search terms into the search field. Knowledge Center returns a list of pages that match your search terms. Below each search result is text that shows which product and version that page is found in. By default, only the documents that contain all the terms are returned.

- As you type a search string, Knowledge Center offers suggestions for completing the string. You can select one of the suggestions or keep typing to further refine your search.
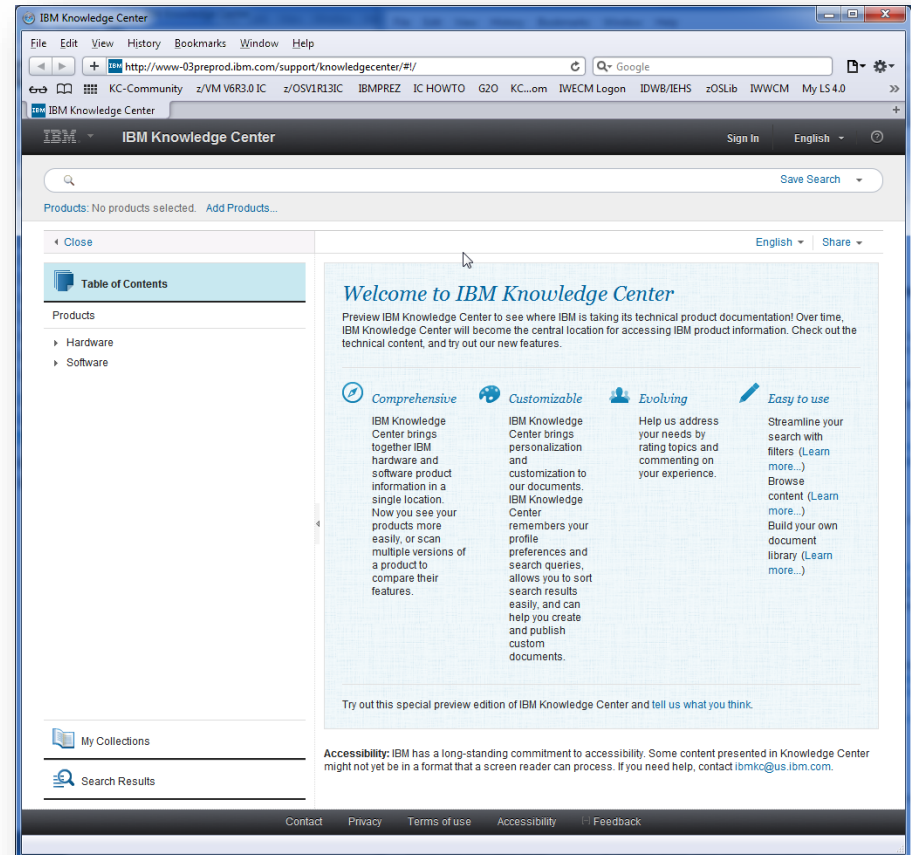
Other search tools

- To find information more quickly, you can limit your search results in a number of ways by defining filtering options under Search Results. When you search, only the results that match your filter selections are returned. In addition to using products, you can filter your search results in the following ways:

- **Date range**

  See only topics added in the last week, month, or year, or define your own range of dates.

- **Content types**

  Use content types to restrict your search to specific reference categories, such as messages.

- **Tasks**

  Limit results to specific task types, such as installing, migrating, or troubleshooting. Only documents that are defined as that task type will be included in search results. Results might be incomplete if some documents have not been assigned task types.

- **Operating system**

  Limit your search to documents that are relevant for the selected operating system and version.

More on searching Knowledge Center

- You can use:

- Quotations marks to search for an exact word or set of words ("database management system").

- Wildcards: Use an asterisk (*) in a search string as a placeholder for any missing or "wildcard" words in a phrase. Place the phrase in quotation marks for a more precise result ("DB2 * table").

- Boolean: If you want to search for pages that have one of two or more terms, include OR (capitalized) between the terms. Without the OR, only pages that have all the terms in the string are returned in the search results

- Minus signs: Use a minus sign (hyphen) before a word to exclude results that include that word. For example, to search for "business management" but not phrases that include the word "process", use "business -process management" as a search string.

- *Each search displays a maximum of 500 results in ranked order. By default, Knowledge Center displays the first 20 search ranked results. Click Next 20 results, to show 40 results. Repeat the process to see 60 results in a single list, and so on.*

- You can save search strings by clicking Save Search. You need to sign on with your IBM user ID to save searches. You can save a maximum of 10 searches at one time.

Narrowing search results by selecting products

- If a general search does not provide the information you are seeking, reduce the scope of the search to one or more products. Start typing a product name in the search field. Select a product filter from the bottom of the type ahead search field to add a product to the search scope directly. You can also click Products under the search field to add multiple products at the same time in the Add Products dialog. Click Done to apply your search scope. Only results from the version, product, or products that you selected will be returned. The product you selected is shown on the search bar.

- IBM Knowledge Center, by default, also applies products automatically as you browse content and follow links. This is called auto-context, and this can be turned off in Search options.

- To broaden the scope of your search, click Add products, select another version or product, and click Done. Click Products and clear a check box to remove a product. Click Clear to remove all the selected products from the search scope.

- Click Search options to refine your search results in the Search options window:

Enable Context

- Enable Context is selected by default. When you open a collection, your search results will be limited to the context of that collection. If you are browsing a single version of a product, the search will only return results from that context. Contexts are added incrementally as you browse.

- Search topics in the table of contents for your selected products

- The search scope will be limited to the table of contents for the products that you selected.

- Search topics based on meta tags for your selected products

- You can choose between searching within the table of contents for your selected products or searching for information about your products regardless of where they appear in Knowledge Center.

- The product filters remain active until you clear the check box next to the filter name.

- When you are signed in to Knowledge Center, your filters remain in effect from session to session. If you are not logged in, your filters are reset when you leave Knowledge Center.

Search Results Provide Context

My Collections

- You can customize product documentation by assembling only the topics that are relevant to you. After you customize the information, you can create a PDF file that includes your selected topics.
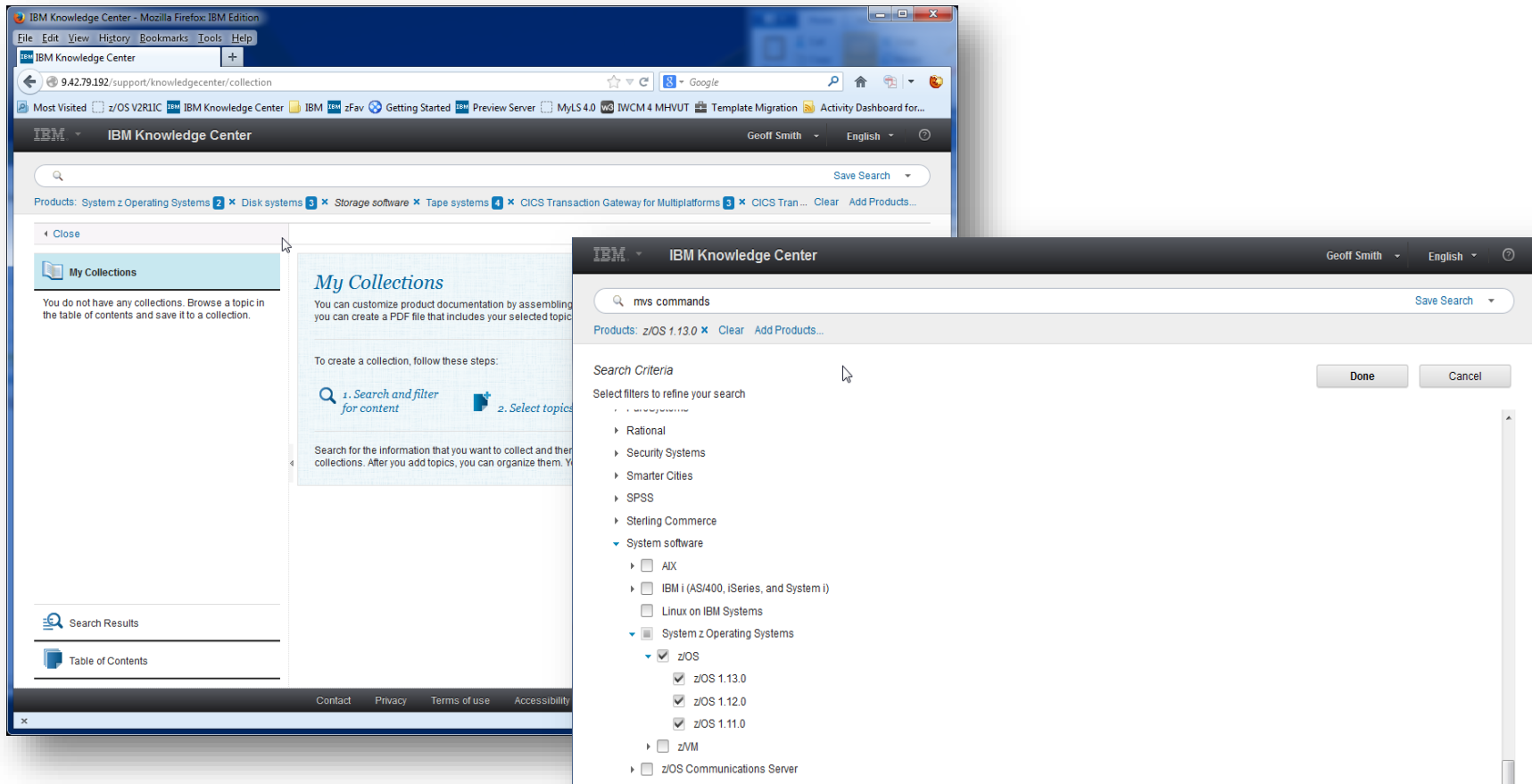
Steps to create a collection

1. Creating your own set of topics with My Collections

2. When you are signed in to Knowledge Center, you can save individual topics or entire collections. After you save content by adding it to My Collections, you can rearrange topics, delete them, rename them, and then format them as PDF.

3. To save a topic to a collection

4. In the table of contents, right click a topic and select Save this topic to an existing collection or Save this topic to a new collection or click Save to Collection above the topic.

5. To change the order of topics in a collection

6. In the My Collections pane, select a collection and click Edit. Use the arrow keys to move the topic up or down in the collection hierarchy.

7. To remove a topic from a collection

8. In the My Collections pane, select a collection and click Edit. Then click the X next to the topic title.

9. To rename a collection

10. In the My Collections pane, select a collection and click Edit. Click the collection title and enter a new name for the collection.

11. To create a PDF file of the collection

12. In the My Collections pane, select a collection and click Export PDF.

Customize collections

Save your collection, then share it, create a PDF of it

Create search scopes and save them
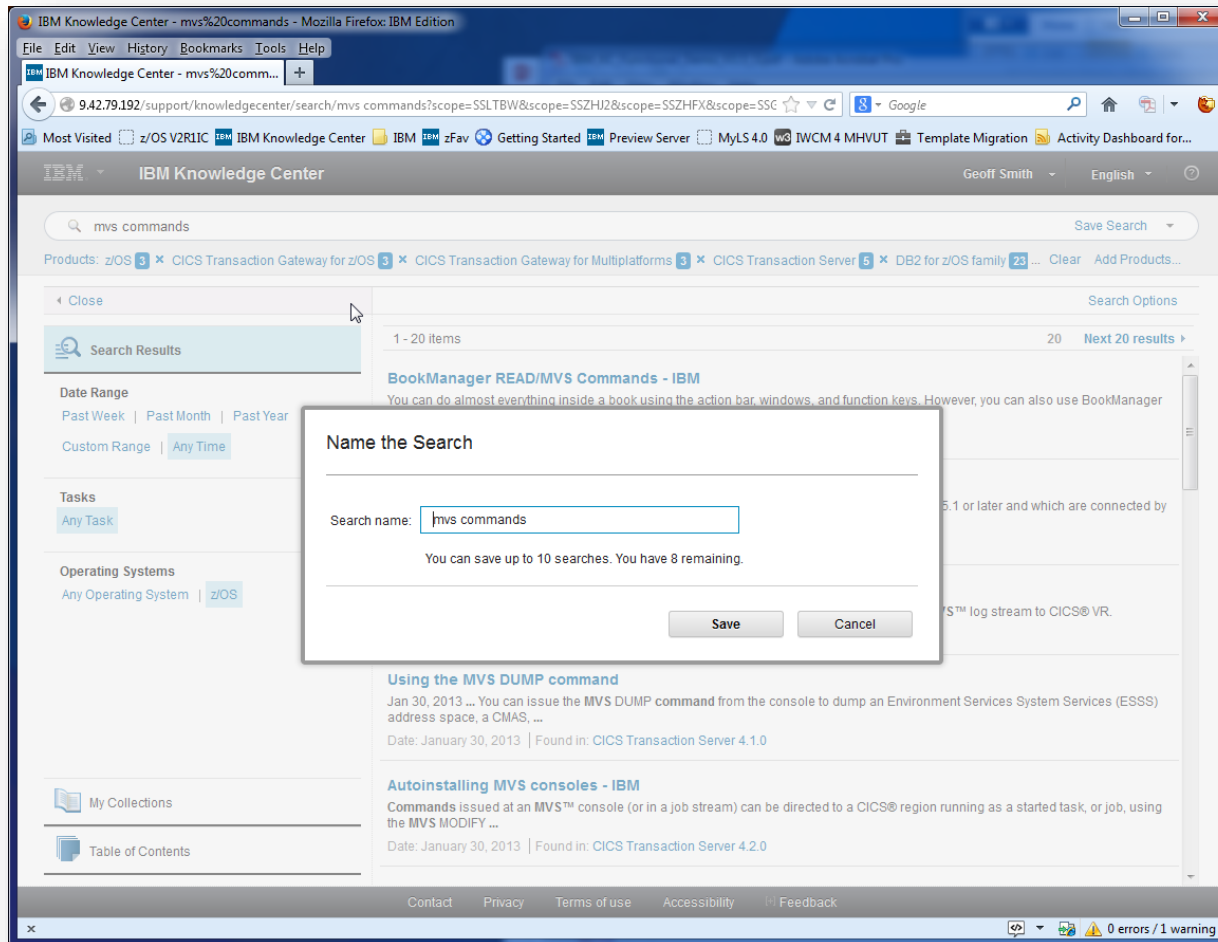
Further Customize by Task

You can add or delete task
categories any time. It helps
narrow the amount of
material you search against.
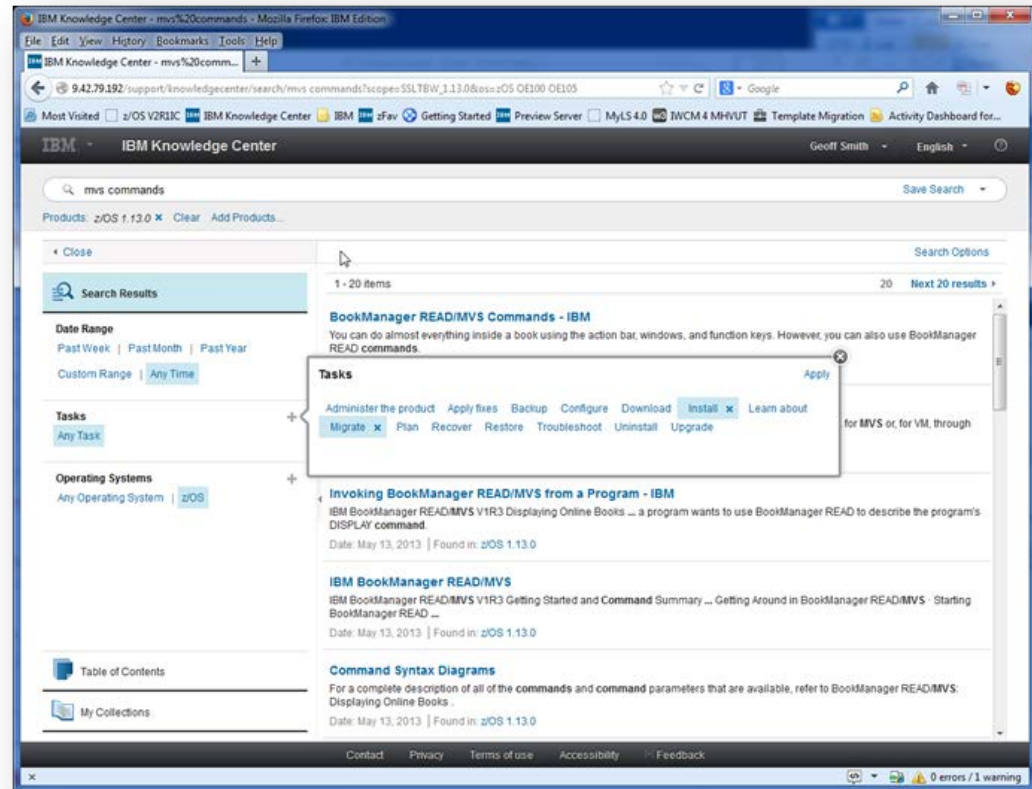
Browsing content

You can browse through the content in Knowledge Center by clicking Table of Contents. Expand the contents tree to see more content. When you select a collection in the form of a version of a product, the browse scope adjusts to show the contents of the collecti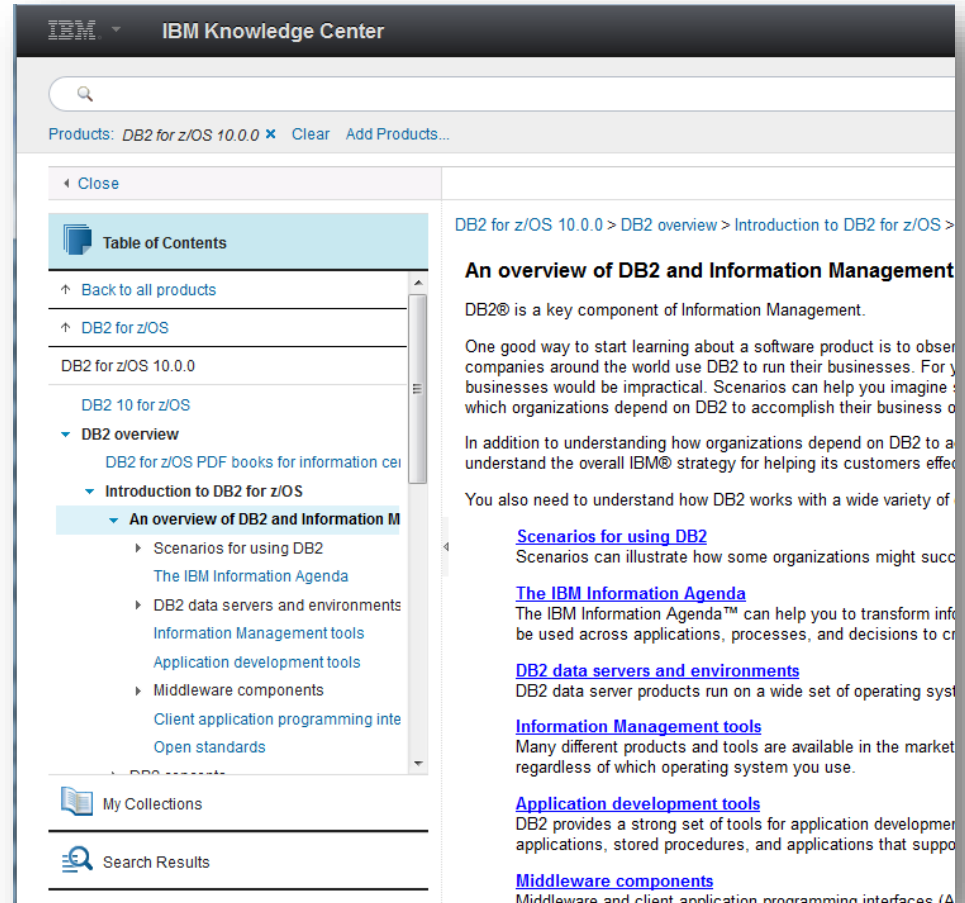on that you have chosen. You can move back up the tree by clicking the link in the contents tree that has an up arrow beside it. If you are signed in, Knowledge Center preserves your browse state for your next session.

You can also browse content from any topic in Knowledge Center. For example, you can browse content from search results. When you click a search result, the topic opens and the Table of Contents pane is populated with the contents structure for the collection in which that topic appears. From the Table of Contents pane, you can then find related topics in that collection.

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IBM Knowledge Center: a one stop shop for IBM post-sales technical content

→ As a first step, **IBM KC GA will contain all our existing Information Centers** in a single application that provides improved, filterable search and a brand-new user experience

→ **Overall scope: 20M+** English web pages (> 60M all languages) of information representing technical publications for **2500+ products**; **>5M+ visitors per month; 850+ URLs, 250M** *internal search* **queries per year**

→ **Over time Knowledge Center will be the basis for a fusion of IBM's technical content:** ICs, wikis and TIE content from developerWorks, Support, Redbooks, PartnerWorld, & more

→ Knowledge Center hosted on ibm.com share designs with **Knowledge Center "customer installed" editions, and hosted mobile applications**

→ Over time, IBM Knowledge Center will **integrate alongside the IBM Support Portal**

• *IBM Knowledge Center: An IBM-wide view of technical information with multiple sources for multiple offerings in a single location.*

• *Integrated tools for finding, filtering, customizing, saving, publishing, and sharing information*

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More on searching Knowledge Center

- You can use:

- Quotations marks to search for an exact word or set of words ("database management system").

- Wildcards: Use an asterisk (*) in a search string as a placeholder for any missing or "wildcard" words in a phrase. Place the phrase in quotation marks for a more precise result ("DB2 * table").

- Boolean: If you want to search for pages that have one of two or more terms, include OR (capitalized) between the terms. Without the OR, only pages that have all the terms in the string are returned in the search results

- Minus signs: Use a minus sign (hyphen) before a word to exclude results that include that word. For example, to search for "business management" but not phrases that include the word "process", use "business -process management" as a search string.

- *Each search displays a maximum of 500 results in ranked order. By default, Knowledge Center displays the first 20 search ranked results. Click Next 20 results, to show 40 results. Repeat the process to see 60 results in a single list, and so on.*

- You can save search strings by clicking Save Search. You need to sign on with your IBM user ID to save searches. You can save a maximum of 10 searches at one time.

Summary : Key Values of Knowledge Center

- **It is the future IBM strategic framework for all customer documentation and information**

- **United and Comprehensive:** IBM Knowledge Center brings together IBM hardware and software product information in a single location. Now you see your products more easily, or scan multiple versions of a product to compare their features. Future releases will integrate support information collaboration, Redbooks and so on

- **Personalized and Customizable:** IBM Knowledge Center brings personalization and customization to our documents. Knowledge Center remembers your profile preferences and search queries, allows you to sort search results easily, and can help you create and publish custom documents.

- **Easy to Use:** Lets users filter out extraneous content so they can focus on what matters to them.   They can easily build their own personalized library. They can save search queries, create persistent, personalized collections.

- **Promotes continuous improvements of customer information** by letting customers rate topics and commenting on their user experience.

- Information currency – we can update our content continually – our new goal is quarterly.

Appendix A: Our questions for you

Standalone Information Repositories

1. Do you have a company repository?

2. Is it on z/OS or a distributed windows platform?

3. Do you have a designated Librarian (probably not their only job)

4. Do you have an "Island installation" a room where you have your z/OS system(s) and devices in the same room are not allowed to have internet access?

5. How do you supply documentation to that room?

6. How do you get documentation updates to that room?

Customer Installable Knowledge Centers

- We are investigating a version of Knowledge Center that customers can install locally to provide a standalone information repository.

- Our questions for you:

  - A Windows version is a popular choice for distributed environments

  - Is an z/OS version a requirement?

  - If you want a z/OS version, why?
    - Disaster recovery
    - Better control over the repository
    - Others:

  - What are your requirements for "Island" installations?

A Proposed Scenario for Distributed Knowledge Center

- On an Internet connected Windows workstation, a site library administrator navigates to the IBM hosted version of Knowledge Center and selects an option to create a local replica.

- They can use the hosted knowledge center to select the products that they want to copy to a local instance.

- The default is to subscribe to updates, but users can override it for any selection.

- Once the selection is complete, they click "create local replica" and the local version of KC is downloaded and created in the background.

- The downloaded instance can be burned to a DVD or portable hard drive.

- The portable media is scanned to ensure it is clean and safe to take into the restricted environment.

- Knowledge Center can be run directly from the DVD or portable media from any workstation in the restricted environment.

- The administrator can decide to set up the local KC to act as an information server for other workstations in the isolated area.

- The Internet connected replica of KC can be configured to receive updates automatically (recommended) or notify the librarian when there are update so they can decide to download them or not.

- Periodically the library administrator can burn an update DVD, have it scanned, and once cleared take it to the machine in the restricted environment and apply the updates.

How Important is Mobile Support?

Under investigation is support for mobile small-form factor mobile devices (phones and small tablets)

With the pervasiveness of smartphones and tablets, IBM is investigating special Knowledge Center support for these devices.

What type of information should be provided?

1. Ability to download content for offline search and reading?
2. A specialized apps for
   a) Messages?
   b) Commands?
   c) APARs?
   d) Other?
3. Mobile messaging for updates?

Participate in the 2013 Fall Beta of Knowledge Center

- Give KC a test drive and send IBM you feedback

- Projected to start FALL 2013

- Help shape KC to suit your needs.

- Contact: gksmith@us.ibm.com
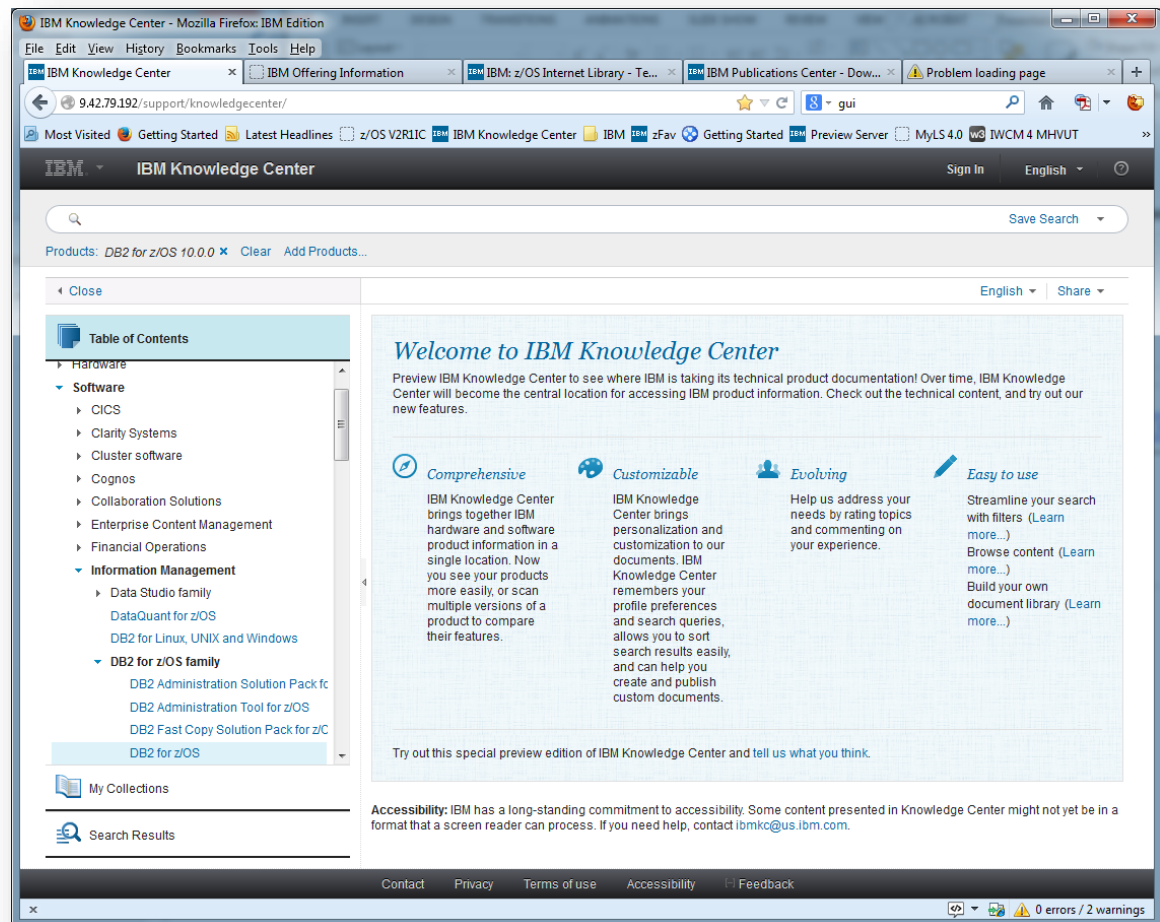
Appendix B:
Our Documentation Surveys – We listen to you

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

© 2013 IBM Corporation

Our Scorecard

On a scale of 1-5 where:
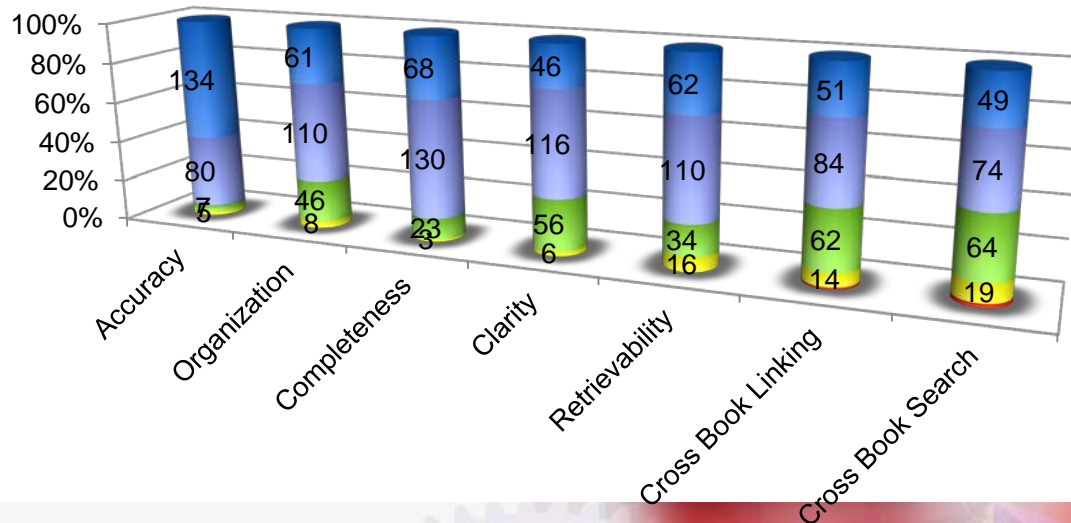
■ 1 = Very Dissatisfied
■ 2
■ 3
■ 4
■ 5 = Very Satisfied

– An example of how we track our quality.
– These charts show how our customer satisfaction has improved over time.
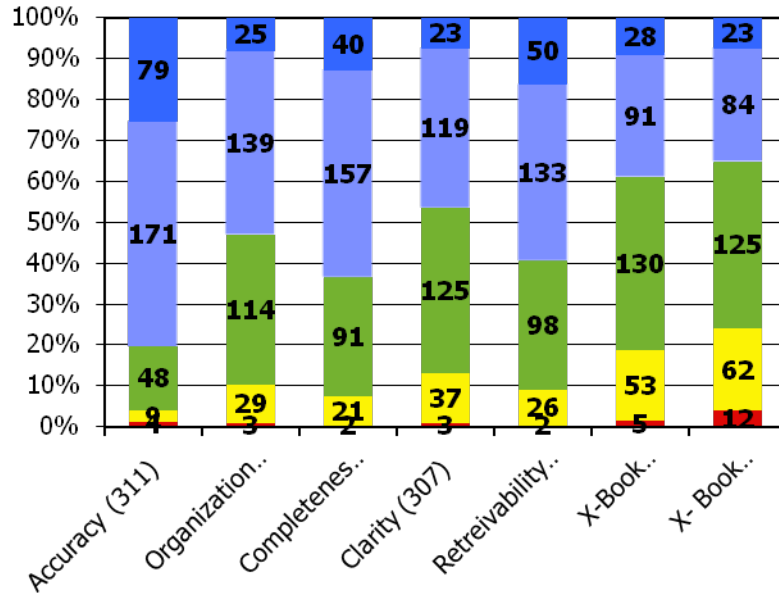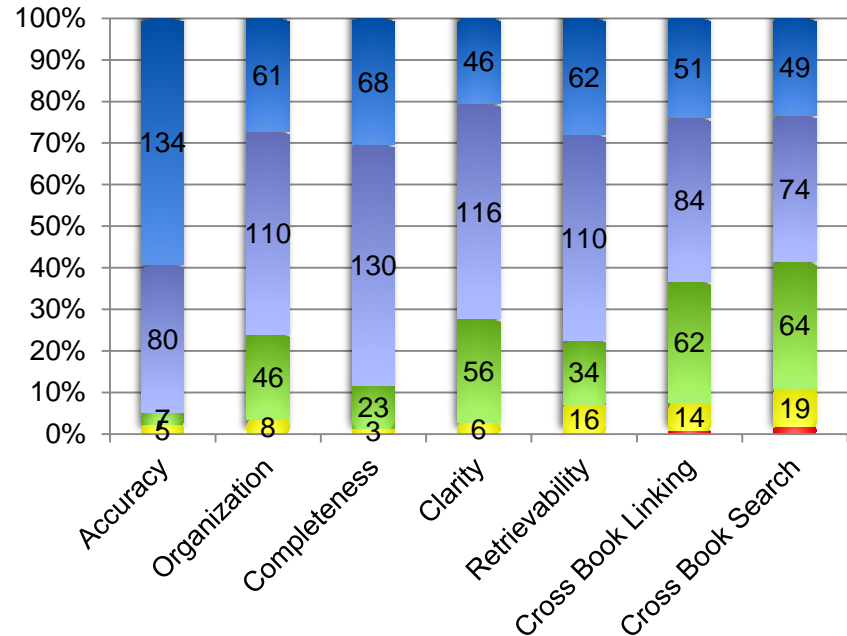
2003 Survey Data

2009 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 Lingusitic 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.

2% 1%
31%
23%
43%

■ 1
■ 2
■ 3
■ 4
■ 5
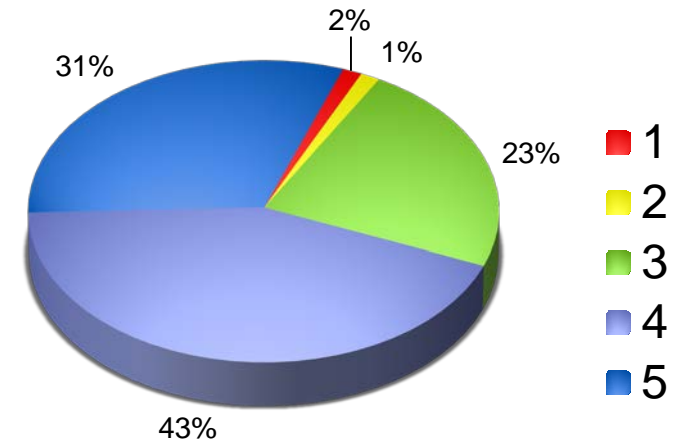
Listening to the customer

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 2013

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

- Investigating doing quarterly updates.

Appendix C. Tips for Searching z/OS Information Today

Use zFavorites

- Google "zFavorites" and pick the top hit

- Scroll or click Product Documentation

- Pick z/OS Internet Library
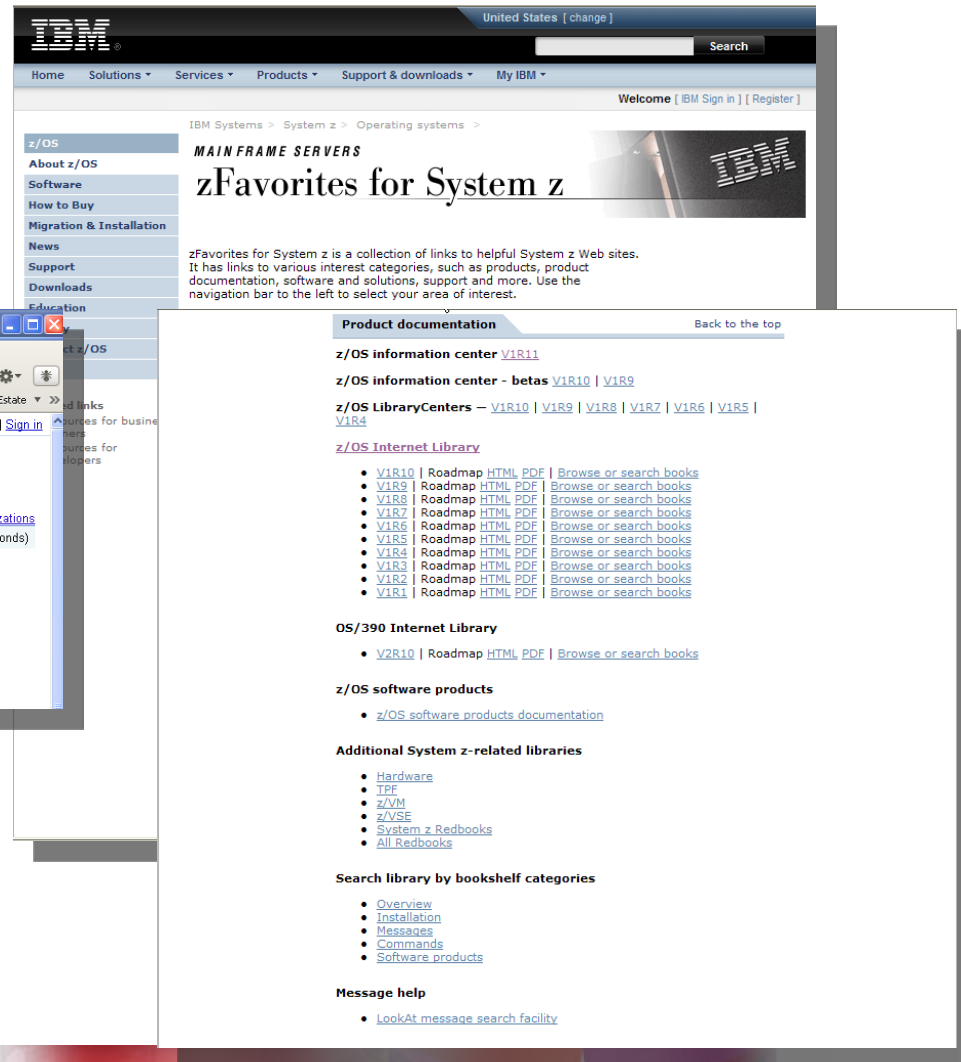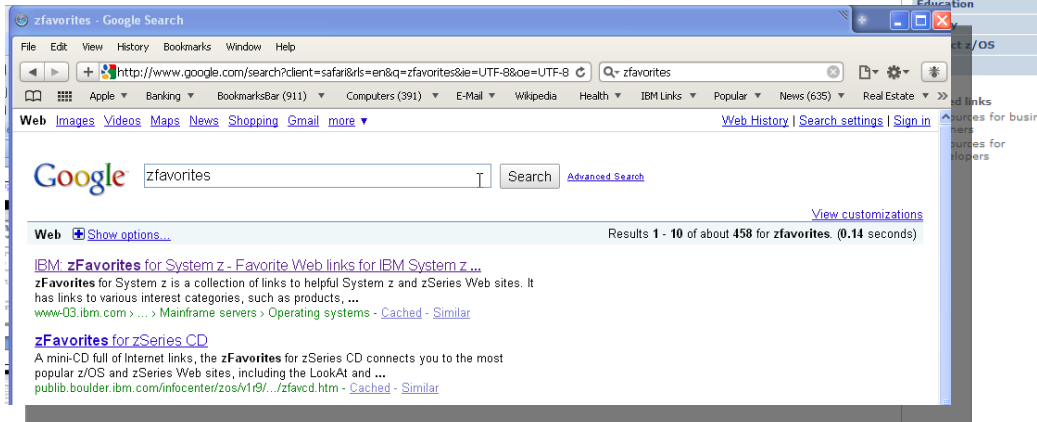
Using Information Centers: Element/Shelf Level View

- 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.
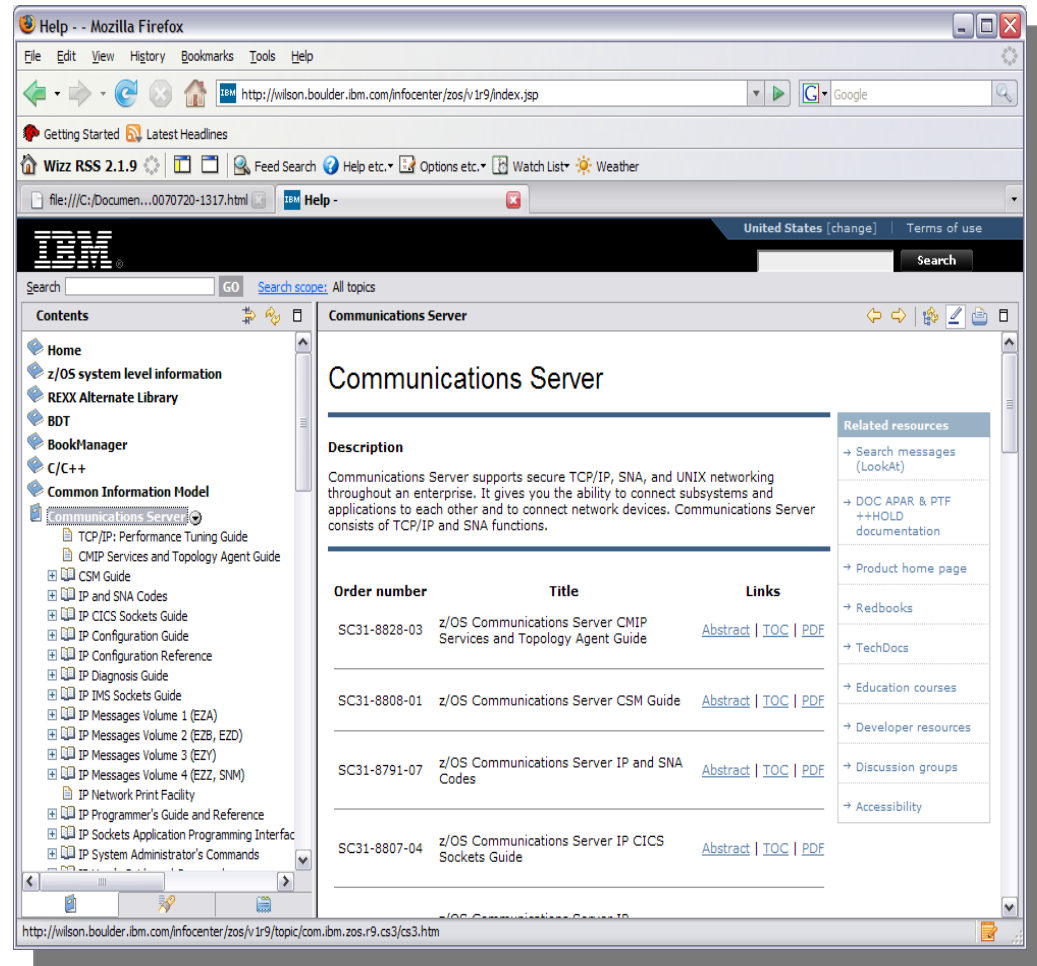
Re-usable search scopes to help you find things faster

You can think of search scopes as your own personal bookshelves. They 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.

▪.
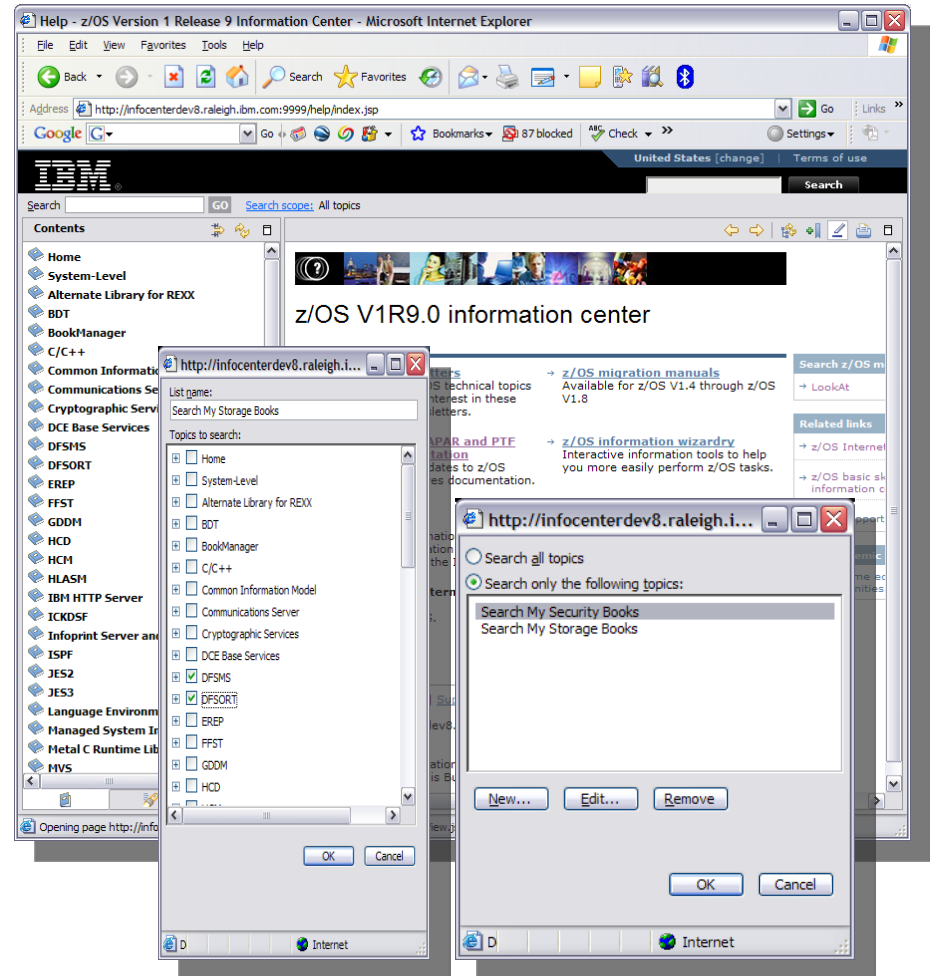
Index to z/OS Information Centers on the Internet

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

Appendix D. Creating Custom Libraries

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

Steps to Set Up Your Own Repository

▪ Library Server

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 (Recommended)

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.

Customizing Your Local Repository

- Library Server

- With a Library Server instance adding new content to a repository is as easy as coping 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.

Getting the Latest Collection Kits

- Starting with this latest refresh, we are providing electronic delivery in "KITZIP" format. To obtain the latest z/OS V1R13 collection. If you have an internet connected laptop and want the latest information, follow along.

1. Open either Internet Explorer or Firefox so you can use IBM download director (fastest way to download).

2. Google "IBM Publication Center"

3. The first link is usually the right one

4. Select your country

5. In the search field enter: SK3T-4271

6. Leave off the suffix and you'll get a list of all versions available. Pick the highest dash level to get the latest information.

7. Choose IBM download director if you are using a supported browser, and let it download in the back ground.

8. It will download a ZIP file that contains all the contents we published on the physical DVD.

Downloading Information Centers for Local Use

- Just like the IBM softcopy collections, many IBM Information Centers are available via the IBM Publications Center. As you did for the collections:

1. Open either IE or Firefox

2. Google IBM Publications Center

3. Choose your country

4. You can either do a general search on "z/OS Information Center" or if you know the form number, enter the seven digit form number and leave off the dash level to get the latest.

- The IBM z/OS V1R13 Information Center is SK5T-7089

- The IBM z/VM V6R1 Information Center is SKT5-7098

This information center runs under windows. CICS provides a z/OS version of their information center. You can download and install it on z/OS then add the z/OS base plugins from the collection mentioned above.
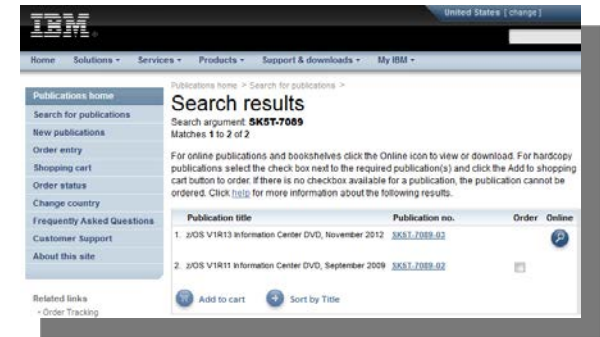
Information on Running Information Centers from z/OS

- 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?
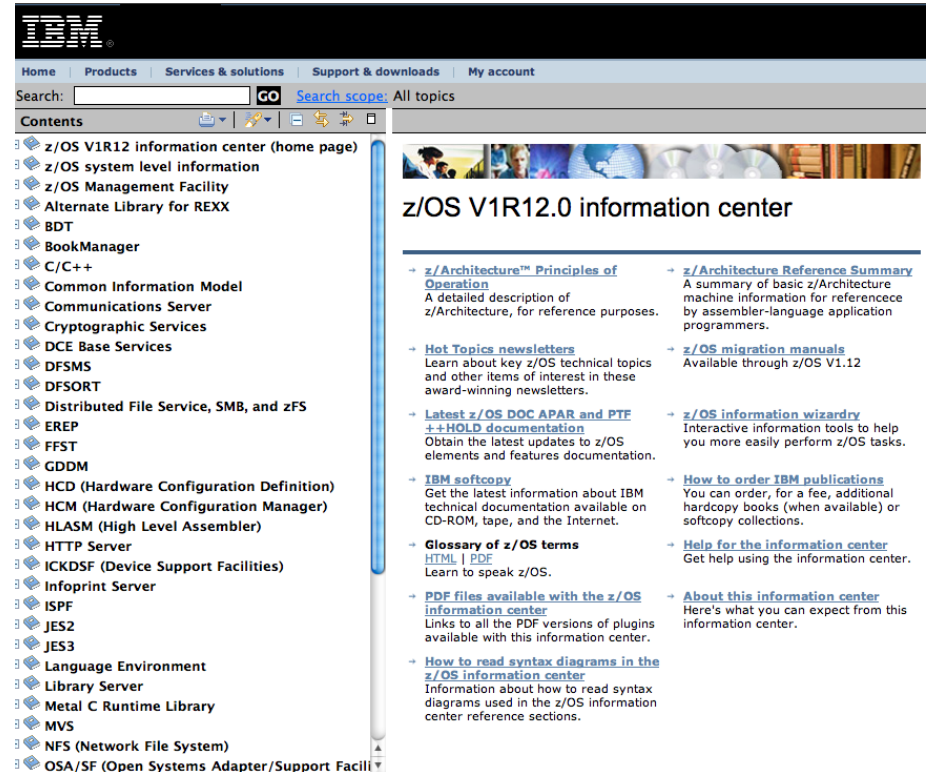
"How To" Information on Customizing Information Centers

- Documenting your project using the Eclipse help system : Build easy-to-use and searchable help documentation.
  - http://www.ibm.com/developerworks/opensource/library/os-echelp/
  - This article teaches you the basics

- Document IT solutions with custom Eclipse information centers, Part 1: Create your first information center
  - http://www.ibm.com/developerworks/opensource/library/os-eclipse-infocenter1/index.html
  - Shows you how to create your own IC using the GUI Tool kit. (the link is included in the article and the tool is on the handout DVD).
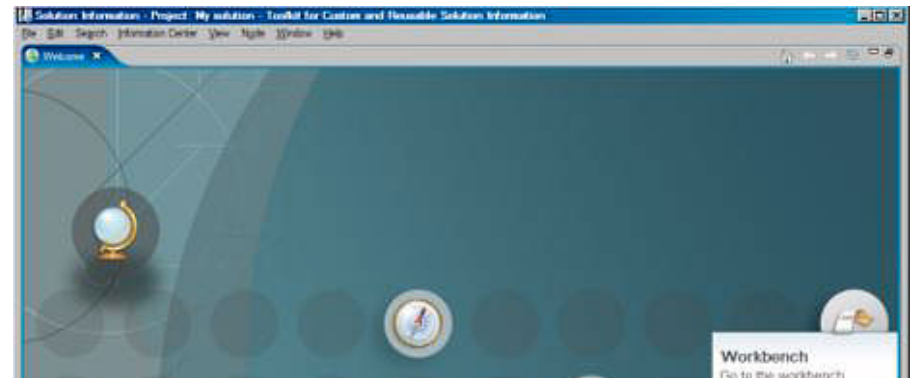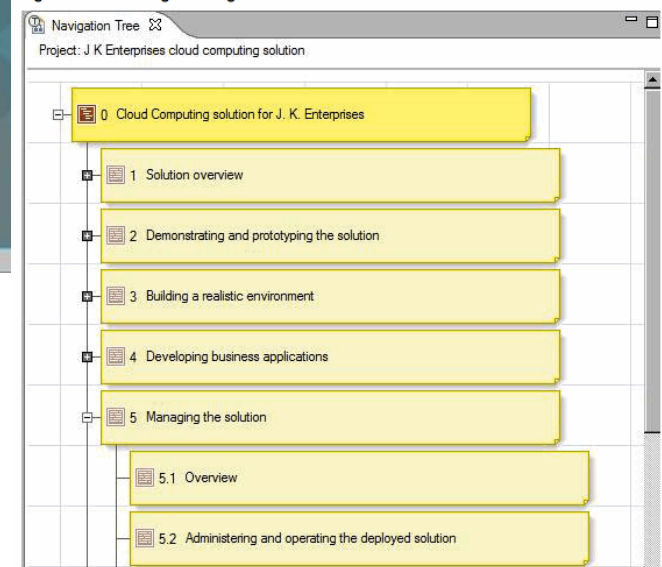

Figure 4. Customizing the navigation view

Thank You