

Session 169036

Discussion: Knowledge Center Feedback and Requirements

Thursday, March 5, 2015: 12:30 PM-1:30 PM

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



What is IBM Knowledge Center?

- A single website that brings together all the content formerly hosted in Information Centers.
- All Information Center traffic and bookmarks are being automatically redirected to IBM Knowledge Center

Advantages:

- Improved search indexing to help find relevant information faster
- Like Information Centers, it is search engine friendly.
- It incorporates metadata to help users filter out irrelevant information. (product, time and task with more to come).
- Easily updated for better information currency
- Users can create custom collections of documentation that they can turn into PDFs that they can download for offline use.



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.

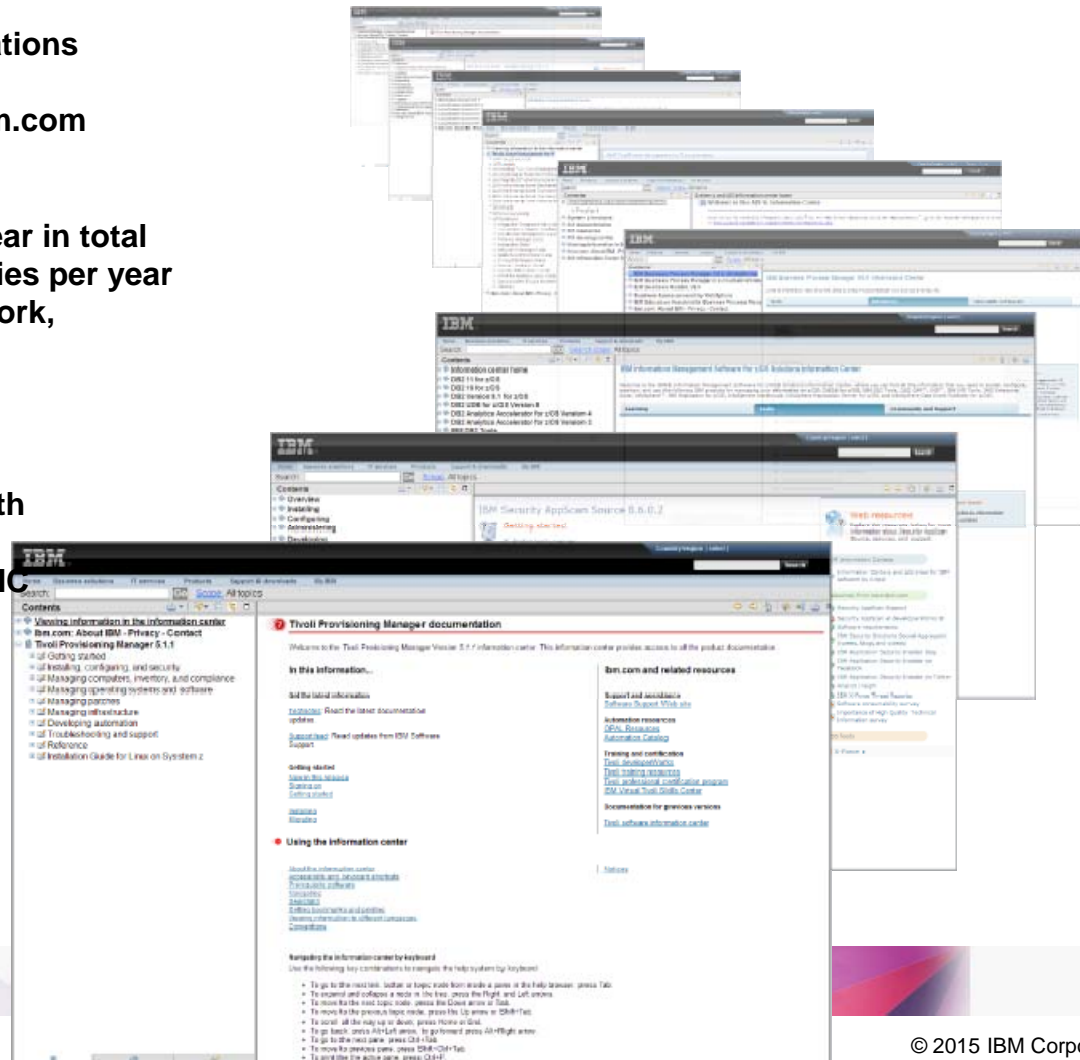
IBM technical publications @ ibm.com: IBM Information Centers

Information Centers: Technical publications

- More than 2200 IBM products
- More than 850 individual URLs @ ibm.com
- More than 60M individual pages
- More than 30 languages across ICs
- More than 60M unique visitors per year in total
- More than 200M *internal* search queries per year (queries within the IC search framework, not organic search to get to the IC)

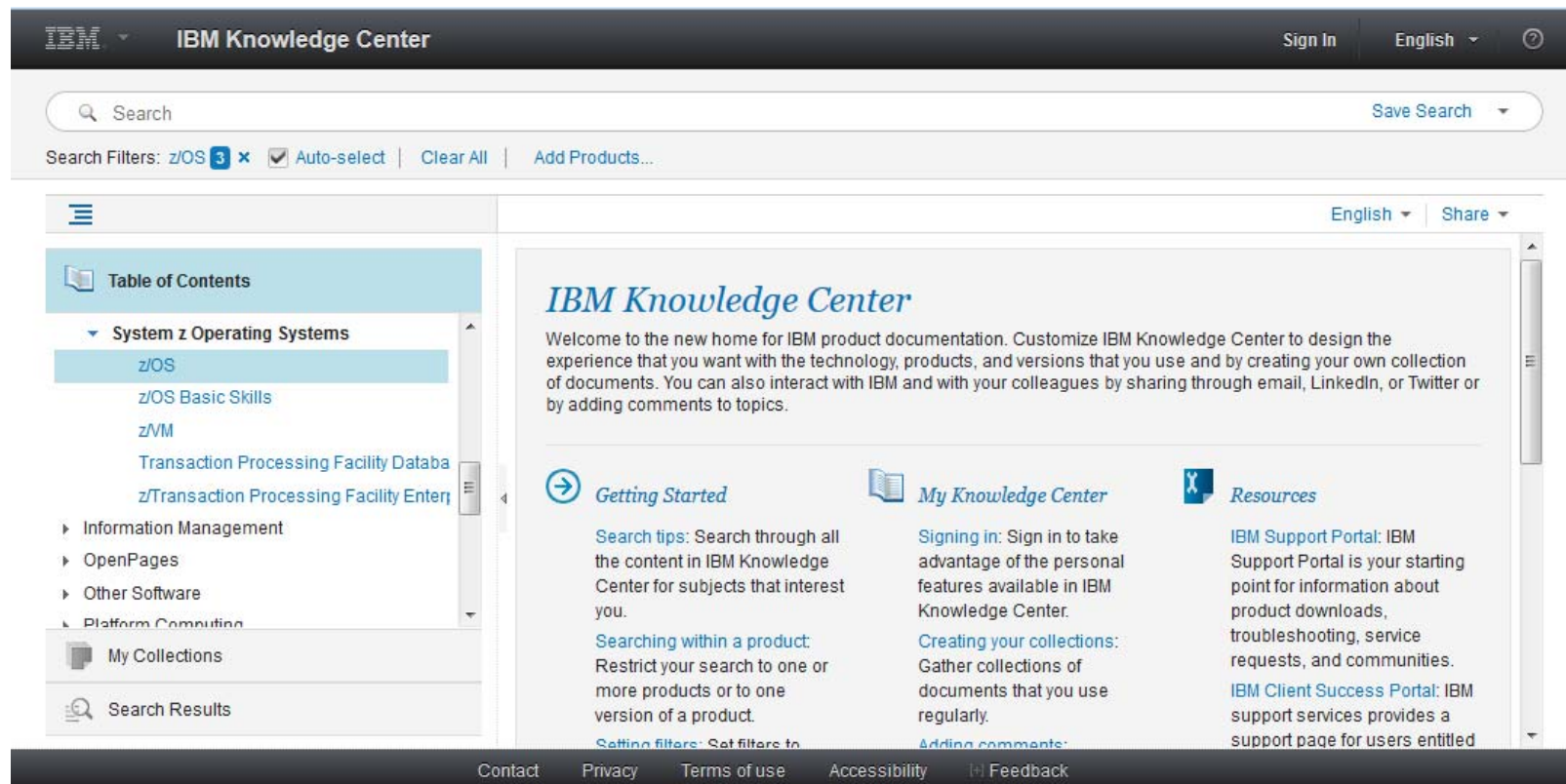
Information Center user issues

- Too many individual sites to work with multiple IBM products
- User experience inconsistency IC to IC
- Search relevance can be poor and is impossible across product ICs
- Performance and availability issues



Knowledge Center's Table of Contents is Organized by Product Taxonomy

Each release of each IBM product has its own entry in IBM's taxonomy and in Knowledge Center



The screenshot displays the IBM Knowledge Center interface. At the top, the header includes the IBM logo, the text "IBM Knowledge Center", and links for "Sign In", "English", and a help icon. Below the header is a search bar with a magnifying glass icon, a "Search" button, and a "Save Search" dropdown. Under the search bar, search filters are shown: "z/OS" with a count of 3, a checked "Auto-select" box, and links for "Clear All" and "Add Products...".

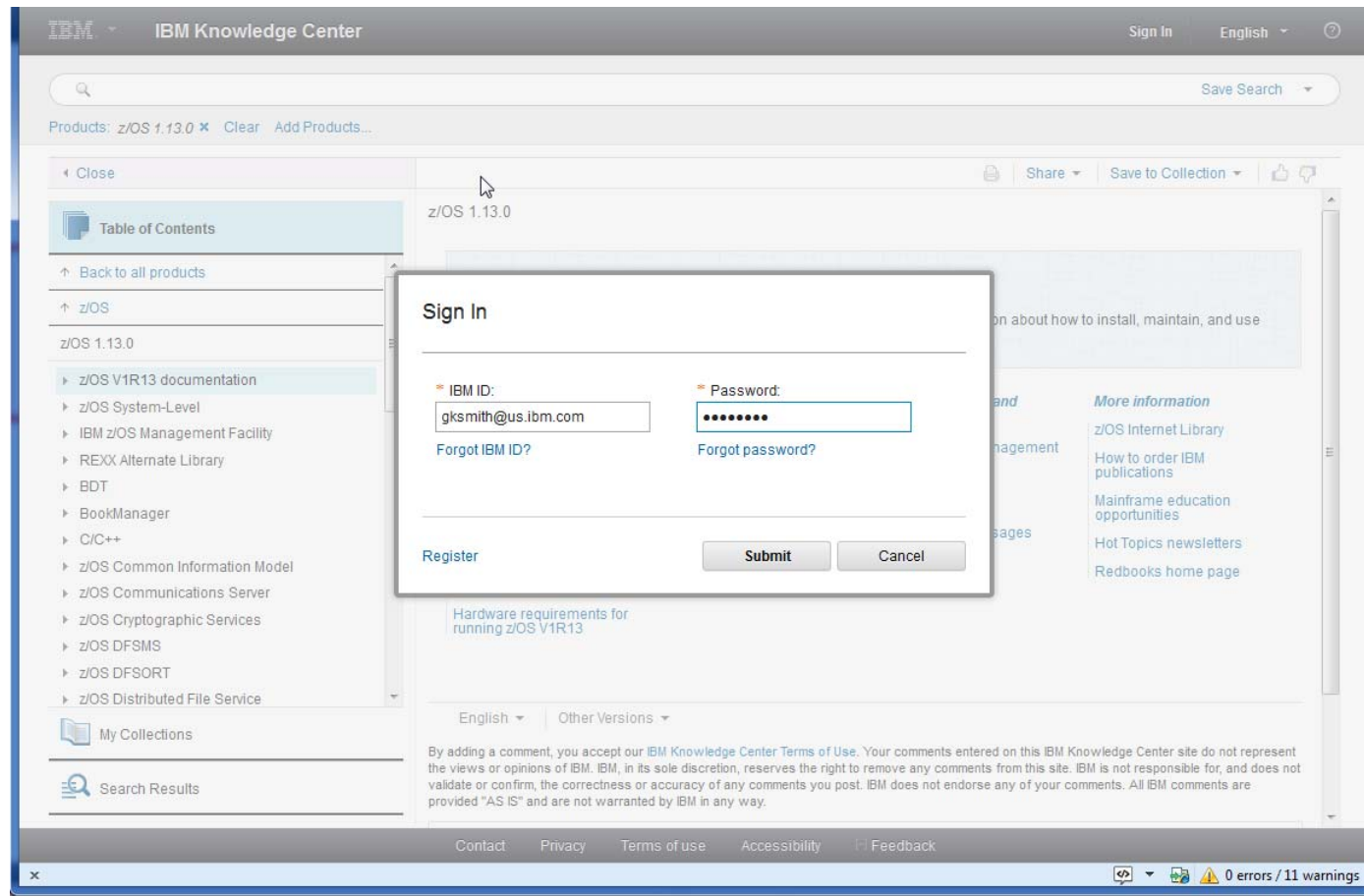
The left sidebar contains a "Table of Contents" section with a tree view. The "System z Operating Systems" category is expanded, showing sub-items: "z/OS" (highlighted), "z/OS Basic Skills", "z/VM", "Transaction Processing Facility Databa", and "z/Transaction Processing Facility Enter". Below this are "Information Management", "OpenPages", "Other Software", and "Platform Computing". Further down are "My Collections" and "Search Results".

The main content area features the heading "IBM Knowledge Center" and a welcome message: "Welcome to the new home for IBM product documentation. Customize IBM Knowledge Center to design the experience that you want with the technology, products, and versions that you use and by creating your own collection of documents. You can also interact with IBM and with your colleagues by sharing through email, LinkedIn, or Twitter or by adding comments to topics." Below this are three columns of links: "Getting Started" (with sub-links for search tips, searching within a product, and setting filters), "My Knowledge Center" (with sub-links for signing in, creating collections, and adding comments), and "Resources" (with links for the IBM Support Portal and IBM Client Success Portal).

The footer contains links for "Contact", "Privacy", "Terms of use", "Accessibility", and "Feedback".

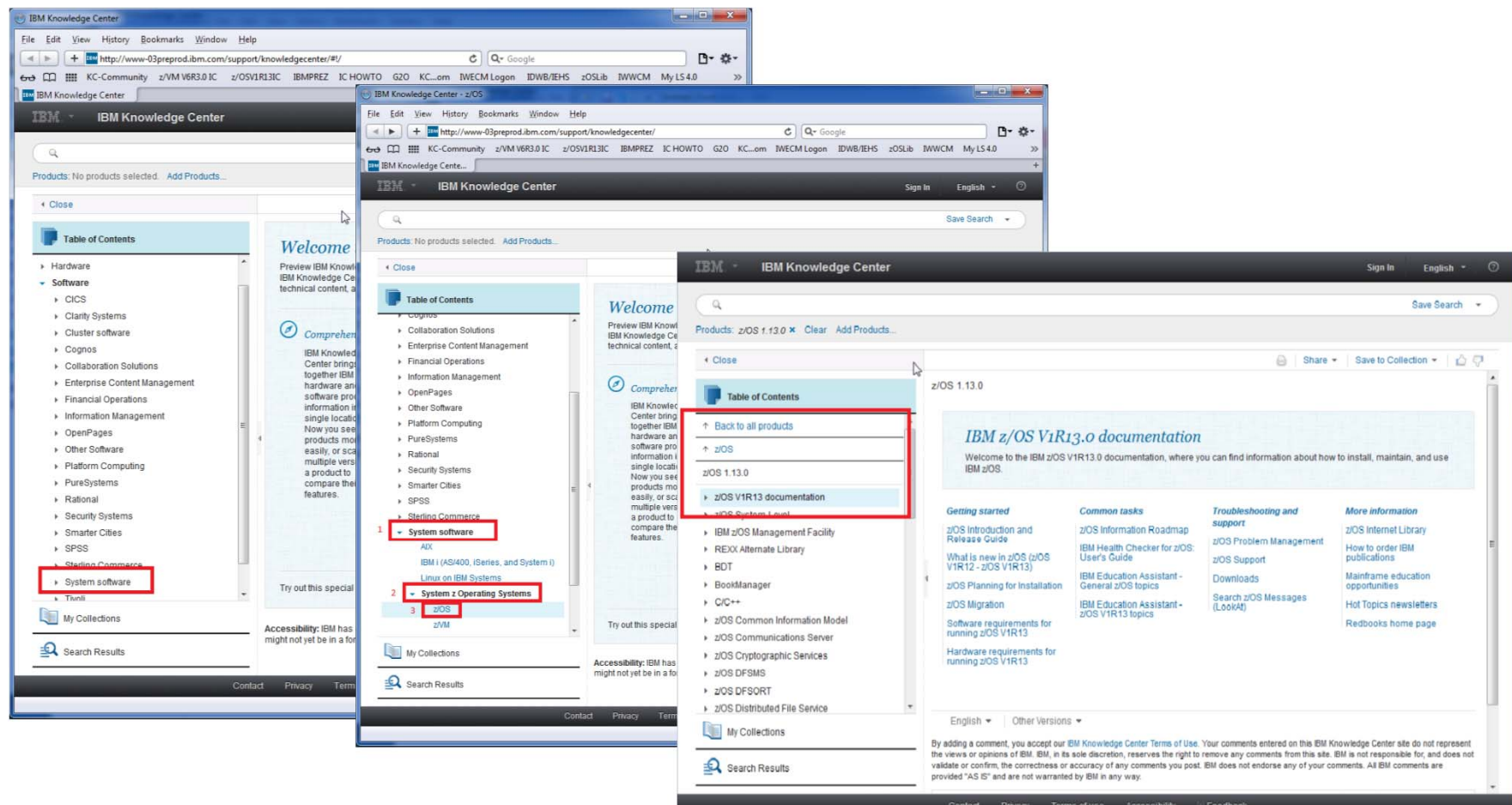
Knowledge Center Sign-in Provides Personalization

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



Navigating Content

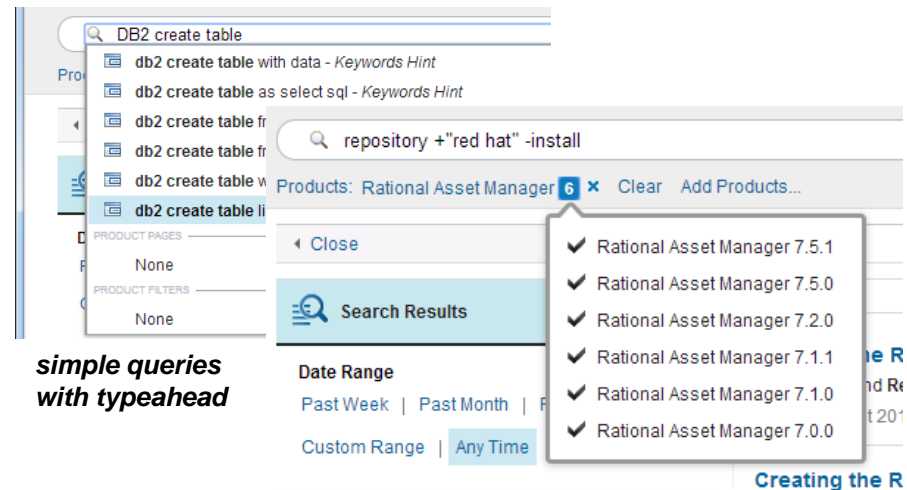
The navigation is based on IBM's product taxonomy



Finding content in IBM Knowledge Center

Fast search results with greatly improved relevance

- Simple type and enter keyword search, with type ahead
- Also supports word wildcards, Booleans, and complex queries
- Search across all IBM products, or only those you want



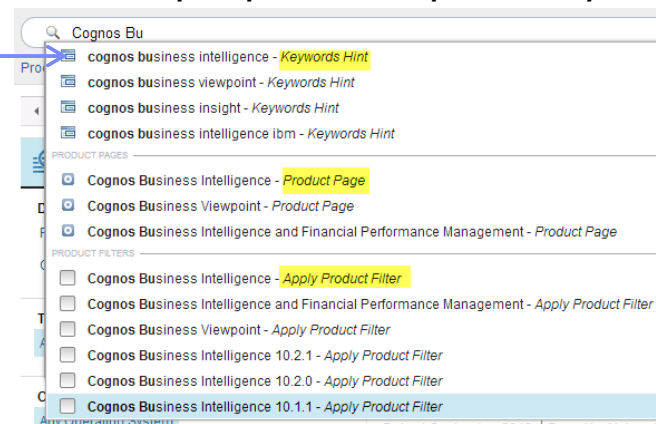
simple queries with typeahead

Find products quickly to narrow searches

- Type ahead for **Product Pages** (all versions of a product) and to select **Product Filters** for search
- OR **add products** directly for search filtering

Products: WebSphere Application Server 6 x Clear Add Products...

- **Bookmark search queries and filters directly**, and share queries by emailing the IBM KC URL. If you use systems without stable bookmarks, or where you can't always get to your bookmarks across systems, log in to IBM KC and save up to 10 searches



find keywords, product pages (with all versions) or apply a product filter for search results with one click

Finding content in IBM Knowledge Center

Search results are always available to you as you work with content

- You can switch from Contents to Search Results and My Collections
- Search results show titles, summaries, and what product and version topics come from

The screenshot displays the IBM Knowledge Center search results for the query "create table Db2". The interface includes a search bar at the top with the query entered and a "Save Search" button. Below the search bar, there are filters for "Products" (DB2 for Linux, UNIX and Windows, DB2 for z/OS family) and "Search Options". The search results are displayed in a list format, showing titles, summaries, and dates. The results include:

- CREATE TABLE statement**: DB2 Universal Database Version 8 is going out of support as of April 30, 2009. More details are ... The CREATE TABLE statement defines a table. The definition ... Date: 14 May 2013 | Found in: DB2 for Linux, UNIX and Windows 8.2.0
- CREATE TABLE - IBM DB2 9.7 for Linux, UNIX, and Windows**: The CREATE TABLE statement defines a table. The definition must include its name and the names and attributes of its columns. The definition can include ... Date: 27 September 2012 | Found in: DB2 for Linux, UNIX and Windows 9.7.0
- CREATE TABLE**: DB2 Version 9 for Linux, UNIX, and Windows. CREATE TABLE statement: The CREATE TABLE statement defines a table. The definition must include its name ... Date: 4 July 2013 | Found in: DB2 for Linux, UNIX and Windows 9.1.0
- What's new in DB2 V10.1: ALTER TABLE and CREATE TABLE ...**: The COMPRESS clause for the ALTER TABLE and CREATE TABLE statements have a new format and the default compression method has changed. Also, the ... Date: 25 June 2013 | Found in: DB2 for Linux, UNIX and Windows 10.1.0
- Creating a table that uses compression - IBM DB2 9.7 for Linux ...**: When you create a new table, you can use the COMPRESS attribute for the CREATE TABLE command to enable compression. Date: 27 September 2012 | Found in: DB2 for Linux, UNIX and Windows 9.7.0
- DB2 9 - DB2 SQL - CREATE TABLE**: The CREATE TABLE statement defines a table. The definition must include its name and the names and attributes of its columns. The definition can include ... Date: 26 September 2013 | Found in: DB2 for z/OS 9.0.0
- Creating partitioned tables**: You can create a partitioned table by using the Create Table wizard in the DB2 Control Center or by using the CREATE TABLE statement. Prerequisites. Date: 4 July 2013 | Found in: DB2 for Linux, UNIX and Windows 9.1.0
- CREATE TABLE**: The CREATE TABLE statement defines a table. ... DB2 10.5 for Linux, UNIX, and Windows ... To create a created temporary table, use the CREATE GLOBAL ... Date: 17 July 2013 | Found in: DB2 for Linux, UNIX and Windows 10.5.0
- Creating table spaces - IBM DB2 9.7 for Linux, UNIX, and Windows**

At the bottom of the page, there are links for "Table of Contents" and "My Collections". A blue arrow points from the search bar to the first result, and another blue arrow points from the "Operating Systems" filter to the "Any Operating System" option.

Navigating content in IBM Knowledge Center

When you land on the new **product page** from a Web search (like Google)...
...You can find the version of the product you want in the product links

The screenshot shows the IBM Knowledge Center interface for the Rational Asset Manager product. The left sidebar contains a 'Table of Contents' section with a list of product versions. The main content area provides a welcome message and links to various resources. The right sidebar lists related content, including developerWorks, Redbooks, and White papers. A blue arrow points from the 'Table of Contents' section to the 'Rational Asset Manager' link, and another blue arrow points from the 'Redbooks' section to the 'Strategic Reuse with Asset-Based Development' link.

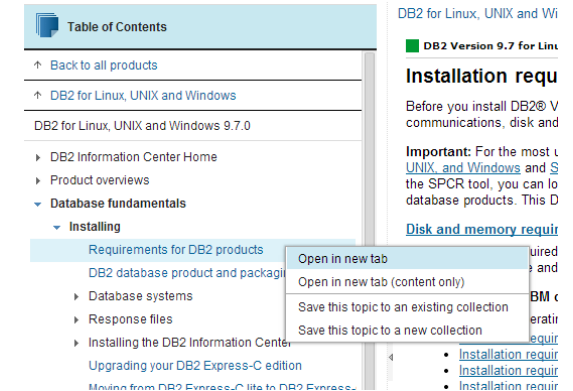
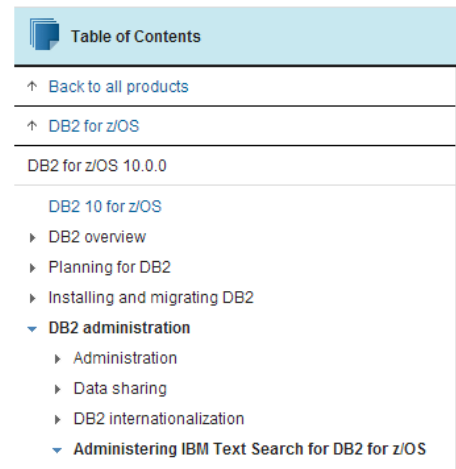
... You can find related resources from IBM Redbooks, developerWorks and White papers

The new product pages in IBM KC contain all the versions of a product in one place, give you links to product related pages, and highlight product-specific content from IBM Redbooks, White papers, and developerWorks

Navigating content in IBM Knowledge Center

Move through content like you did before...

- Navigation maintains hierarchy like ICs and other user assistance
- By default, navigating through products adds them to product search filters—automatically!
- You can “move up” to see families of related products or all of IBM’s product documentation in IBM KC
- Topics always synchronize with the page
- You can view only the topic by closing the Table of Contents, or launching just a topic in a tab for ease of reading



Open topics directly in a new tab with a right-click

CICS Transaction Gateway for z/OS 8.1.0 > CICS Transaction Gateway for z/OS V8.1 > High availability > TCP/IP load balancing > Port sharing

Port sharing

TCP/IP port sharing enables requests for work to be shared between several Gateway daemons through a single TCP/IP port. Port sharing provides LPAR.

When connections are established between a Client application and a Gateway daemon, the TCP/IP port sharing component of the z/OS® TCP requests across multiple Gateway daemons. When the connection is established, subsequent requests from the Client application continue to

Parent topic: [TCP/IP load balancing](#)

[Information](#)
[Feedback](#)

Last updated: Tuesday, 15 May 2012
http://www-01.ibm.com/support/knowledgecenter/api/content/SSZHI2_8.1.0/com.ibm.cics.tg.zos.doc/ctgzos/ipsportshr.html

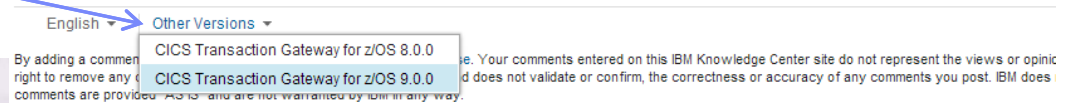
Navigate document structure with breadcrumb links

Need to return to a topic (or query with search filters)? Just bookmark it!

- If you can’t use bookmarks for topics, log in and create collections of topics you’re interested in. They’ll be there wherever you log in again.

If Google takes you to the right product topic, but the wrong product version...

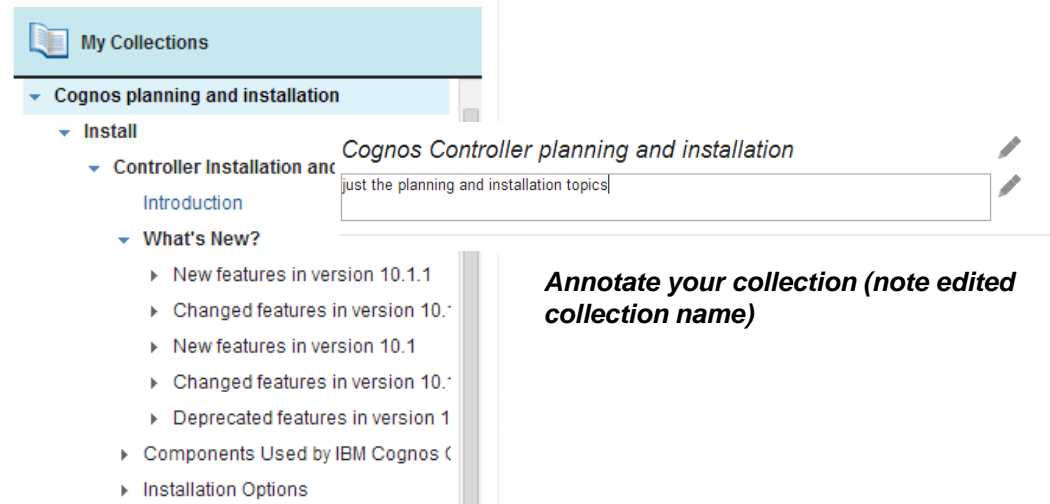
- Find different product versions of a topic in IBM KC at the end of each content page



Customizing content in IBM Knowledge Center

My Collections lets you add one topic--or many topics--to a personal view of IBM content (based on your ibm.com log in)

- You can arrange and annotate your own Collection in ways that make sense to you
- You can view your collections anytime you log in to IBM Knowledge Center



Annotate your collection (note edited collection name)

Create PDF output “on demand” of your collection for printing or sharing

[Create PDF File](#) | [Edit](#)

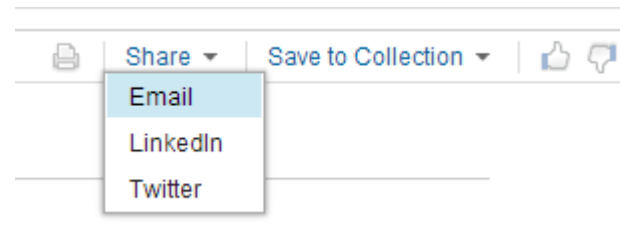
CICS TS

Click [Edit](#) to modify, organize, and remove topics from your collection.

Sharing and commenting on content in IBM Knowledge Center

- Share topics directly to LinkedIn, Twitter, or by email

- Rate topics you like (or those you don't)



▼ Comments (2) [Add Comment](#)

No Videos? by [redacted] on 12 December 2013

I'm using a chrome browser and I do not see the video or link mentioned.

[Add Response](#)

No Videos? by [redacted] on 21 January 2014

Hi [redacted]

Can you see the video directly on YouTube here:
<http://www.youtube.com/watch?v=E4xn9njbKE#t=31>

If your system or network is blocking YouTube then you won't see the pass-through video here.

[Add Response](#)

- Send us private feedback on topics or on IBM Knowledge Center (in the footer section)

New: Mobile Function



IBM Knowledge Center mobile beta now available!

- Our new IBM Knowledge Center mobile beta is available and supports iOS and Android. You can get to it here:
<http://www.ibm.com/support/knowledgecenter/mobile/>
- The mobile site lets you:
 - search all of IBM Knowledge Center
 - filter your searches by product
 - preview search results
 - read topics and get context with mobile-friendly breadcrumbs
 - log in and add topics you want to read later to "My Collections" of the desktop application. When you sign into the desktop after doing this in mobile, the topics you added are shown in a special entry called "Added from IBM Knowledge Center Mobile"
 - IBM KC Mobile beta also lets you switch back to the full desktop site from the options page.



IBM Knowledge Center Mobile – Designed for Smartphones



1. Simple search query; note that products and potentially content sources across IBM can also be selected

2. Type-ahead assist

3. Search results, with "add to My Collections"

4. "mobile" topic reveal

Anatomy of Search Results on Mobile

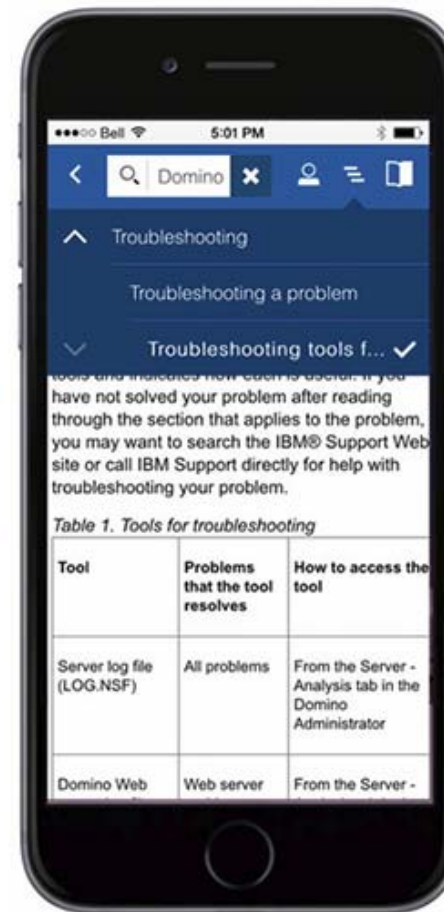


Knowledge Center Mobile – Filter Results and Breadcrumbs to Aid Navigation

Limit your search results by product and version and use type-ahead to find products quickly



Use the new mobile breadcrumbs button to find your place in the table of contents, and tap to move to other topics

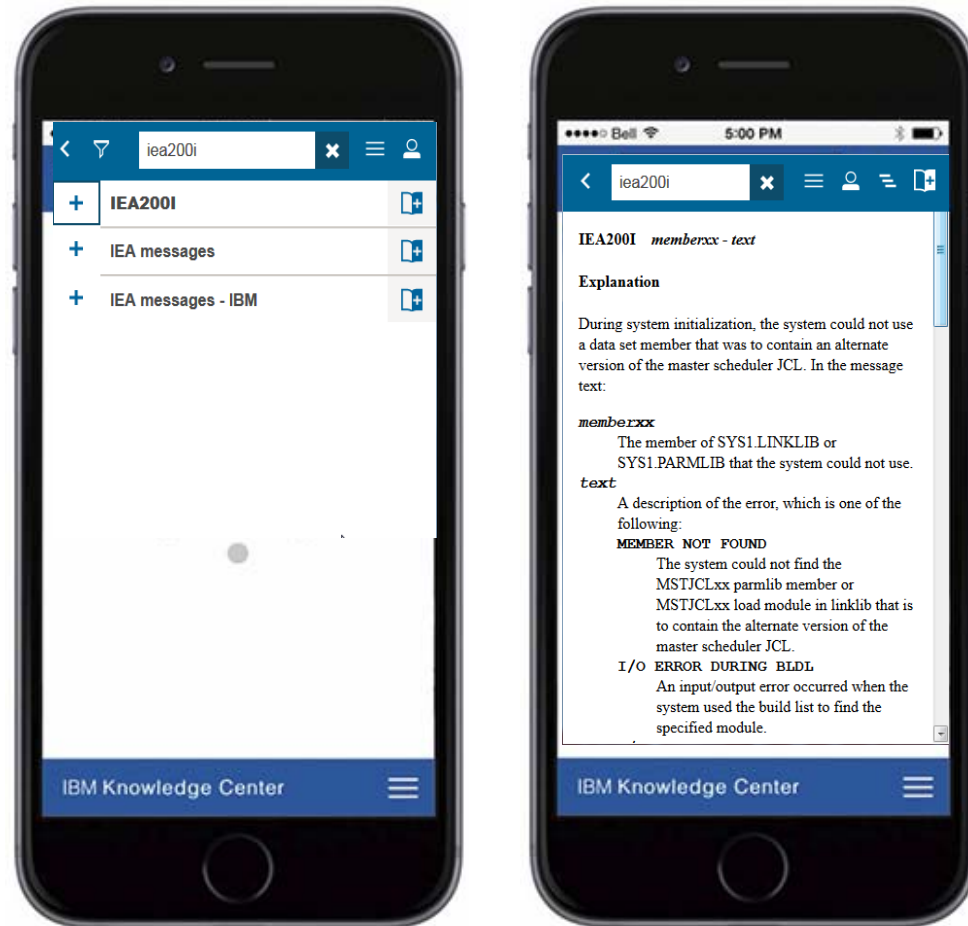


Demonstration of the Mobile Interface for IBM Knowledge Center

www.ibm.com/support/knowledgecenter/mobile/

Search for content you want. The mobile app is based on searching for content quickly. Here we're searching for a z/OS message: `iea200i`

We hope you like it!
You can send us feedback directly by sending it to our support email address:
ibmkc@us.ibm.com..
Early in the 2015, we'll also have other ways for you to send us feedback.



IBM Knowledge Center 1.5 Customer Installed

IBM Knowledge Center 1.5 “Customer Installed” (IBM KC CI) edition is a repackaging of IBM Knowledge Center 1.5 @ ibm.com for local product delivery to a fat client, customer intranet. or disconnected use

Ease of use

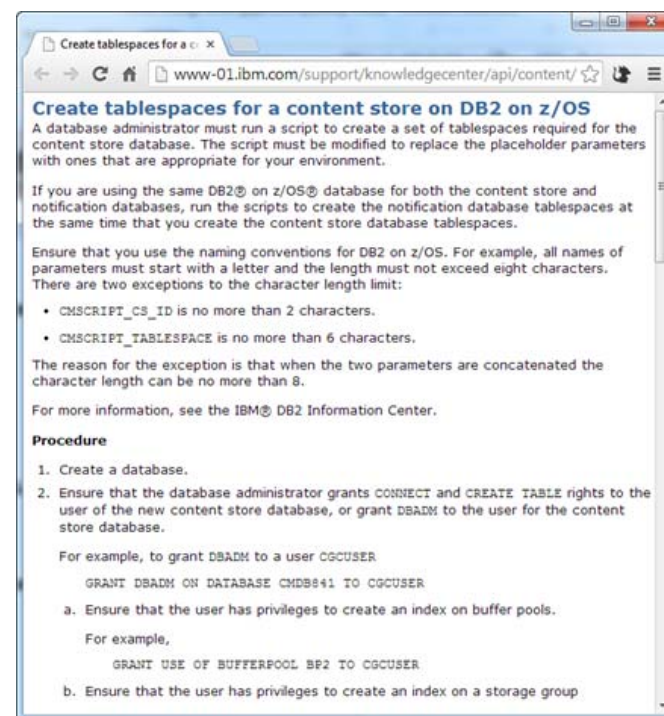
- Customers can search, browse, and filter content in the same way they would with KC Hosted. There are no “log-in” profile-based functions, however (no commenting, no personal collections, no sharing or saving of information, no entitled content).
- Products can present IBM KC CI in “full view” or in a content-only mode, for those products wanting to use it in a very simple fashion or from web interfaces
- Customers can use IBM KC CI in a variety of contexts, including as a standalone Web application with a built-in server, a WAR file, and as a local client application that will run from local, ROM, or portable media.

Ease of content contribution

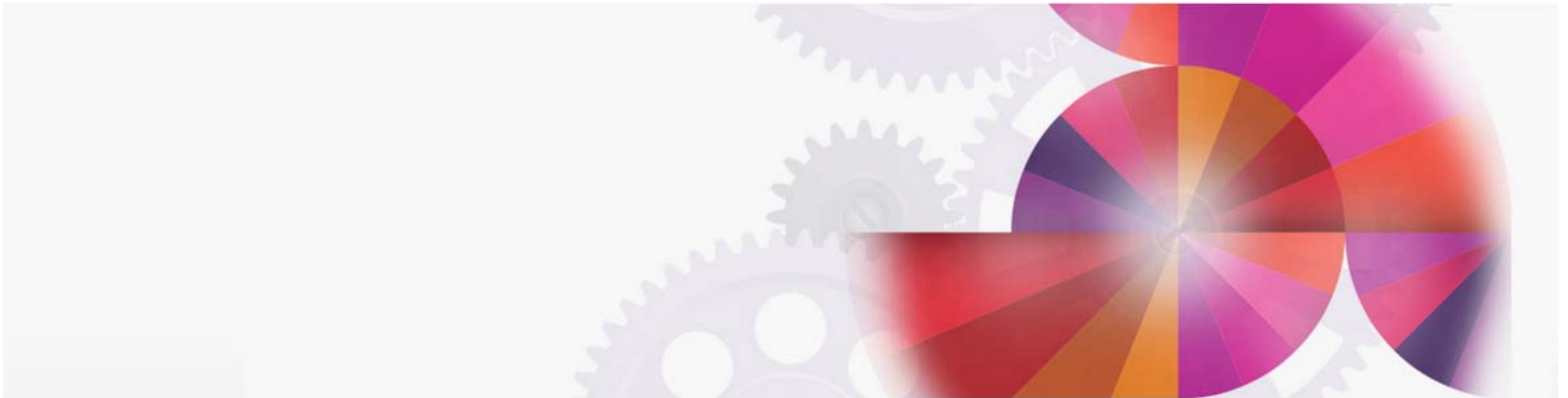
- IBM authors (and IBM partners and customers) can contribute content to IBM KC CI in the same way as IBM KC Hosted
- Authors can provide pre-built search indexes for performance or IBM KC CI will dynamically build them
- Authors can provide branding for products in the banner area of KC CI

Ease of packaging and distribution

- Products can package and distribute IBM KC CI along with their products. Customers will receive IBM KC CI with their IBM products and can distribute IBM content easily to their users.



Prototypes for Improving Search




Search by Element Library – Proof of Concept

The screenshot shows the IBM Knowledge Center search interface. The search bar contains the text "Compiler for REXX on zSeries". Below the search bar, the results are filtered by the "REXX Alternative Library". The left sidebar shows filters for "Date Range" (Past Week, Past Month, Past Year, Custom Range, Any Time), "Tasks" (Any Task), and "Operating Systems" (Any Operating System). The main content area displays a list of search results, all dated December 5, 2014, and found in the "REXX Alternative Library". The results include:

- IBM Compiler for REXX on zSeries
- IBM Compiler and Library for REXX on zSeries Publications
- IBM Compiler and Library for REXX on zSeries Publications
- Abstract for IBM Compiler and Library for REXX on zSeries Diagnosis Guide
- Abstract for IBM Compiler and Library for REXX on zSeries User's Guide and Reference

Also improves search context because results are scoped to one element library


Search Individual Books – Proof of Concept



Search **z/OS V2R1 MVS** in IBM Knowledge Center

Search scope:

- z/OS V2R1 MVS Batch Runtime Planning and User's Guide
- z/OS V2R1 MVS Batch Runtime Planning and User's Guide
- z/OS V1R1 MVS Batch Runtime Planning and User's Guide
- z/OS V2R1 MVS Capacity Provisioning User's Guide
- z/OS V2R1 MVS Device Validation Support
- z/OS V2R1 MVS Diagnosis: Reference
- z/OS V2R1 MVS Diagnosis: Tools and Service Aids
- z/OS V2R1 MVS Dump Output Messages
- z/OS V2R1 MVS Initialization and Tuning Guide
- z/OS V2R1 MVS Initialization and Tuning Reference
- z/OS V2R1 MVS Installation Exits
- z/OS V2R1 MVS IPCS Commands
- z/OS V2R1 MVS IPCS Customization
- z/OS V2R1 MVS IPCS User's Guide
- z/OS V2R1 MVS JCL Reference
- z/OS V2R1 MVS JCL User's Guide
- z/OS V2R1 MVS Planning: APPC/MVS Management
- z/OS V2R1 MVS Planning: Global Resource Serializati
- z/OS V2R1 MVS Planning: Operations
- z/OS V2R1 MVS Planning: Workload Management
- z/OS V2R1 MVS Product Management




Search **z/OS V2R1 MVS** in IBM Knowledge Center

Search scope:

z/OS V2R1 MVS System Commands

Search term:



[Sign In](#) | [English](#)

Search Filters: No products selected. ☒ Auto-select | [Add Products...](#)

- Table of Contents
- My Collections
- Search Results

Date Range

[Past Week](#) | [Past Month](#) | [Past Year](#)

[Custom Range](#) | [Any Time](#)

Tasks

[Any Task](#)

Operating Systems

[Any Operating System](#)

1 - 20 Items 20 [Next 20 results](#)

Displaying the local and coordinated universal time and date - IBM

Use the **DISPLAY T** command to **display** the local time of day and date and the coordinated universal time (UTC) of day and date.

Date: March 27, 2014 | Found in: z/OS 2.1.0

Syntax - IBM

The parameters are: CURRENT or CURR: Indicates that the system is to **display** the current logrec medium. CURRENT is the default. The possible current...

Date: March 27, 2014 | Found in: z/OS 2.1.0

Syntax - IBM

The syntax for each of the many variations of the **DISPLAY** command is shown immediately preceding its respective parameter list.

Date: March 27, 2014 | Found in: z/OS 2.1.0

DISPLAY command

Use the **DISPLAY** system command to **display** information about the operating system, the jobs and application programs that are running, the processor, ...

Date: February 6, 2015 | Found in: z/OS 2.1.0

Discussion

- Please rate your agreement with the following statements:
- *“I would like to search at the element level in IBM Knowledge Center (MVS, DFSMS)”*
- *“I would like to search at the individual book level in IBM Knowledge Center “*
- *“I would like more context in my Knowledge Center search results so I can better choose what I am looking for”*
- *“I would like to be able to page forward and backward in Knowledge Center in addition to using the table of contents to navigate”*
- *“I would like a link in Knowledge Center to be able to download the corresponding PDF”*
- *“In addition to Knowledge Center, I still want PDF format”*
- *“In addition e-Pub format, I still want PDF format”*
- *“*

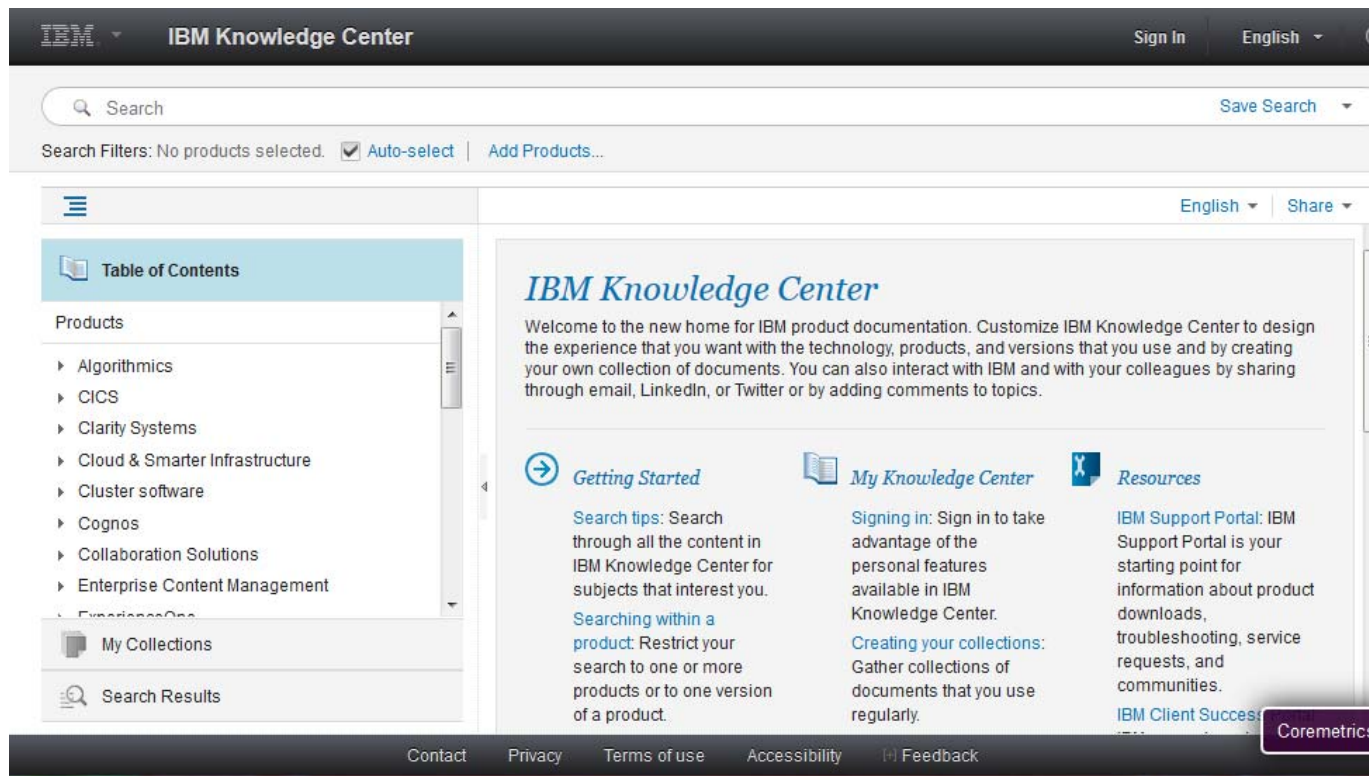
More Discussion

- *I would like to restrict my Knowledge Center search by platform. For example search only on z Systems information”*
- *“I would I like to be able to subscribe to updates on documentation so I receive notification on topics I’m interested in”*
- *“I would like to have more social commenting features in IBM Knowledge Center so I can share my knowledge and get answers and advice from others”*
- *“I would like to be able to ask IBM experts technical questions or advice in IBM Knowledge Center”*
- *“I would like IBM Redbooks and other technical information incorporated into IBM Knowledge Center”*

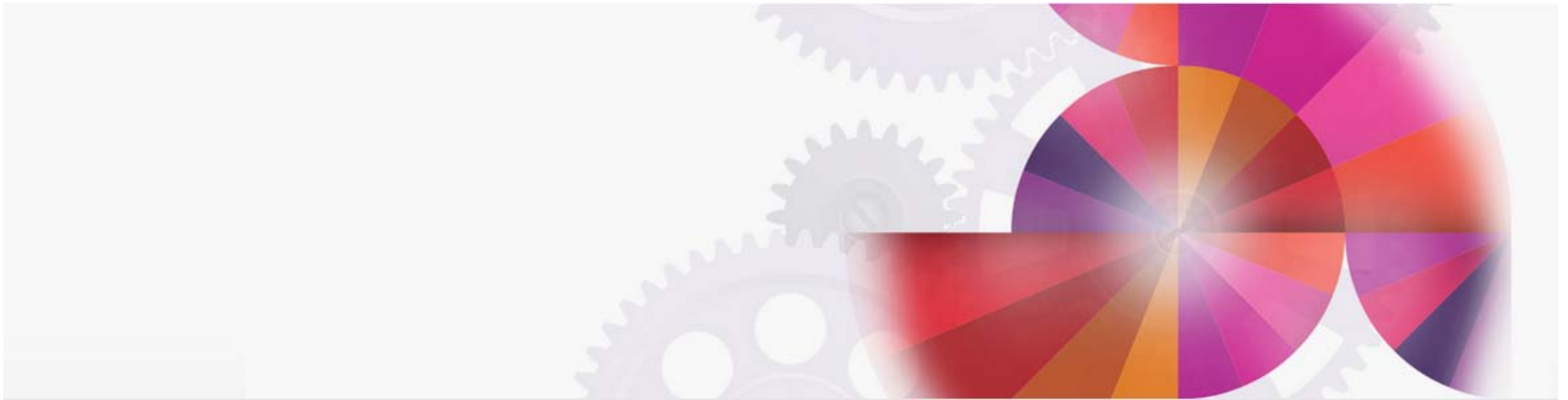
Other Comments:

Thoughts Suggestions Questions and or Complaints

- Fill out the survey
- You can send us feedback directly by sending it to our support email address:
ibmkc@us.ibm.com



Appendix – About E-Pubs



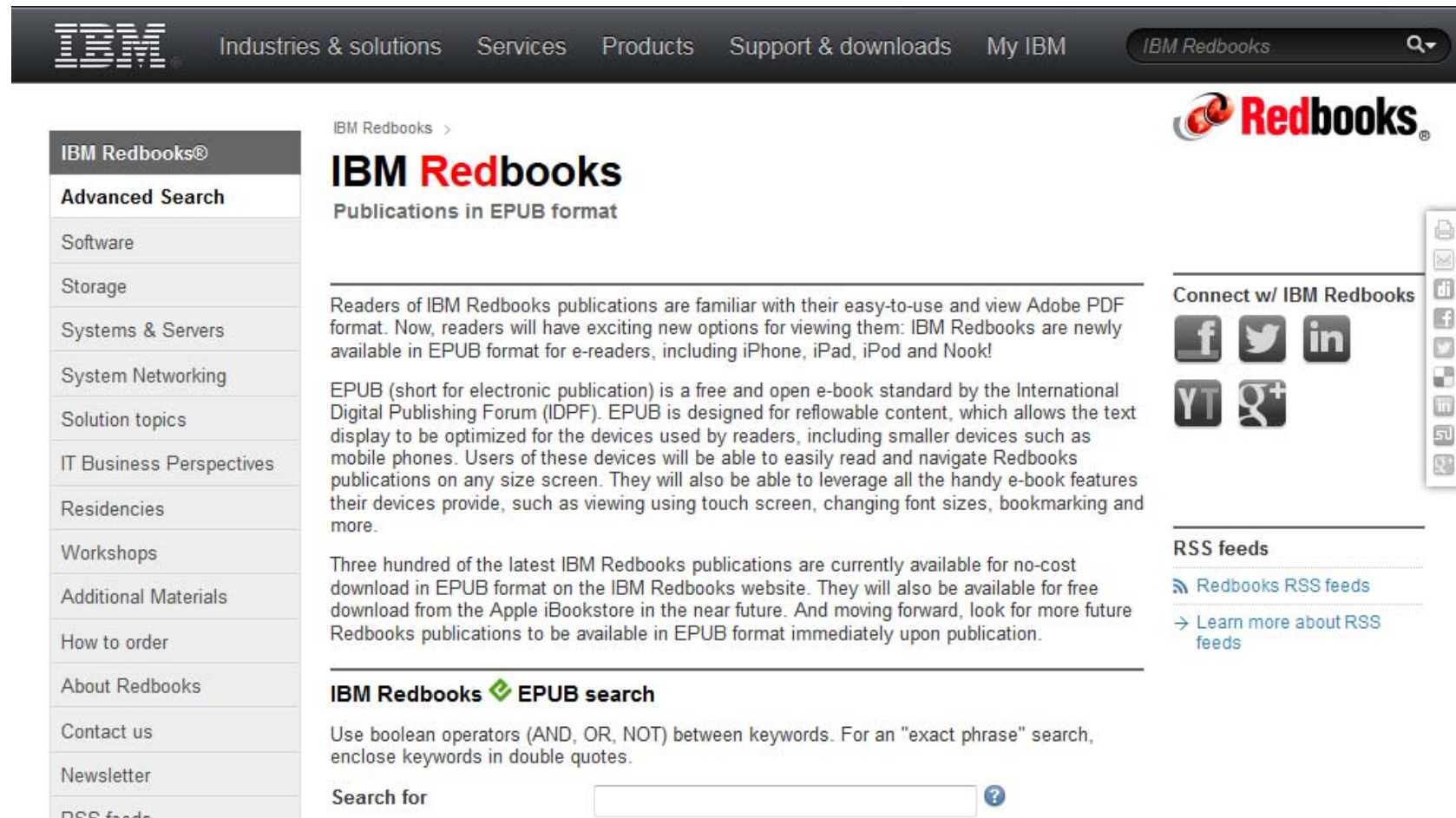
Planned for z/OS V2R2 – ePub Format



- EPUB (short for electronic publication) is a free and open e-book standard by the International Digital Publishing Forum (IDPF). EPUB is designed for reflowable content, which allows the text display to be optimized for the devices used by readers, including smaller devices such as mobile phones. Users of these devices will be able to easily read and navigate Redbooks publications on any size screen. They will also be able to leverage all the handy e-book features their devices provide, such as viewing using touch screen, changing font sizes, bookmarking and more.
- Three hundred of the latest IBM Redbooks publications are currently available for no-cost download in EPUB format on the IBM Redbooks website. They are also be available for free download from the Apple iBookstore in the near future. And moving forward, look for more future Redbooks publications to be available in EPUB format immediately upon publication.
- Starting with z/OS V2R2, we will be offering e-Pub format for the z/OS base library. They will be available for individual download or you can download the entire release all at once as a e-Pub collection from the IBM Publication Center.

Today - IBM Redbooks in ePub Format

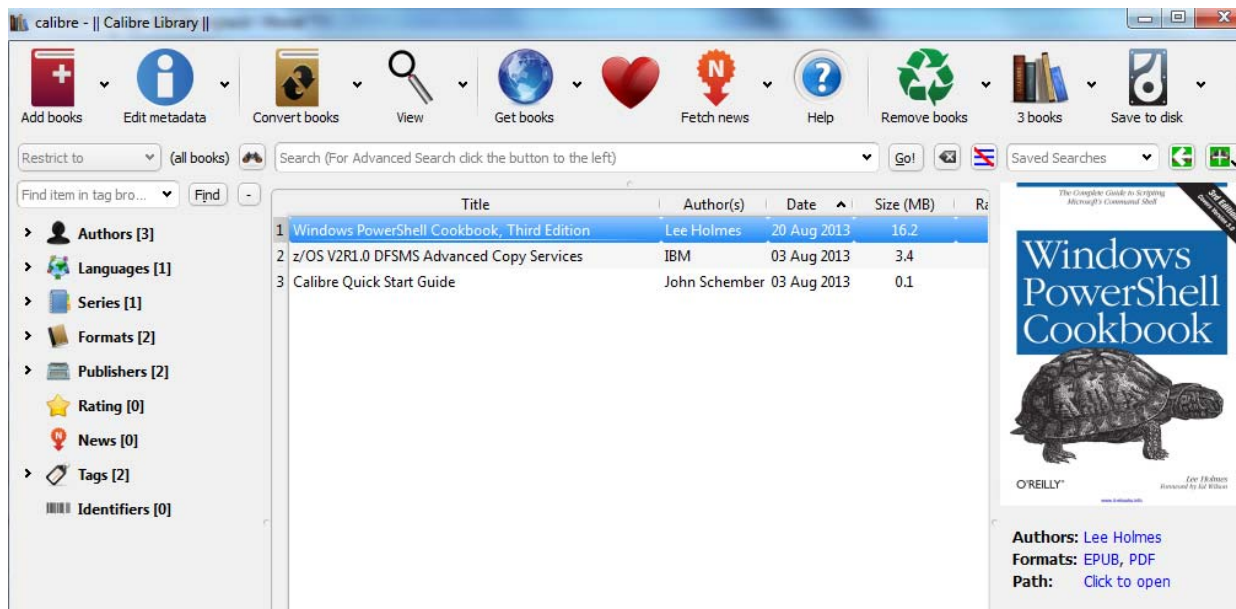
<http://www.redbooks.ibm.com/redbooks.nsf/epub?Open>



The screenshot shows the IBM Redbooks website. The top navigation bar includes links for Industries & solutions, Services, Products, Support & downloads, and My IBM, along with a search bar labeled "IBM Redbooks". The left sidebar contains a list of categories: IBM Redbooks®, Advanced Search, Software, Storage, Systems & Servers, System Networking, Solution topics, IT Business Perspectives, Residencies, Workshops, Additional Materials, How to order, About Redbooks, Contact us, Newsletter, and RSS feeds. The main content area features the "IBM Redbooks" logo and the heading "Publications in EPUB format". Below this, a paragraph states: "Readers of IBM Redbooks publications are familiar with their easy-to-use and view Adobe PDF format. Now, readers will have exciting new options for viewing them: IBM Redbooks are newly available in EPUB format for e-readers, including iPhone, iPad, iPod and Nook!" This is followed by a detailed explanation of EPUB as a free and open e-book standard designed for reflowable content, optimized for various devices. A third paragraph mentions that three hundred of the latest IBM Redbooks publications are currently available for no-cost download in EPUB format. On the right side, there are social media links for Facebook, Twitter, LinkedIn, YouTube, and Google+, and a section for RSS feeds with a link to "Redbooks RSS feeds" and a button to "Learn more about RSS feeds". At the bottom, there is a search bar labeled "Search for" with a question mark icon.

Using ePub Format

- Various readers are available -- IBM does not recommend any one reader.
- For personal use, I use Calibre, but there are many others



Essential z/OS Related Bookmarks

Name	Description	URL
z/Favorites	List of bookmarks for the mainframe	http://www-03.ibm.com/systems/z/os/zos/library/zfavorites/
IBM Publications Center	Download and view softcopy files and collections	https://www-05.ibm.com/e-business/linkweb/publications/servlet/pbi.wss
IBM Knowledge Center	One stop shopping for all IBM product documentation	https://www-01.ibm.com/support/knowledgecenter/
IBM Knowledge Center Mobile	Mobile version of KC	https://www-01.ibm.com/support/knowledgecenter/mobile/
z/OS in Knowledge Center	Entry point for all releases of z/OS in IBM Knowledge Center	http://www-01.ibm.com/support/knowledgecenter/#!/SSLTBW/welcome
Download z/OS V2R1 PDFs	Contains tables by element of all available PDFs	http://www-03.ibm.com/systems/z/os/zos/library/bkserv/v2r1pdf/

Thank You

