IBM

Session 169036

Discussion: Knowledge Center Feedback and Requirements

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

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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)**
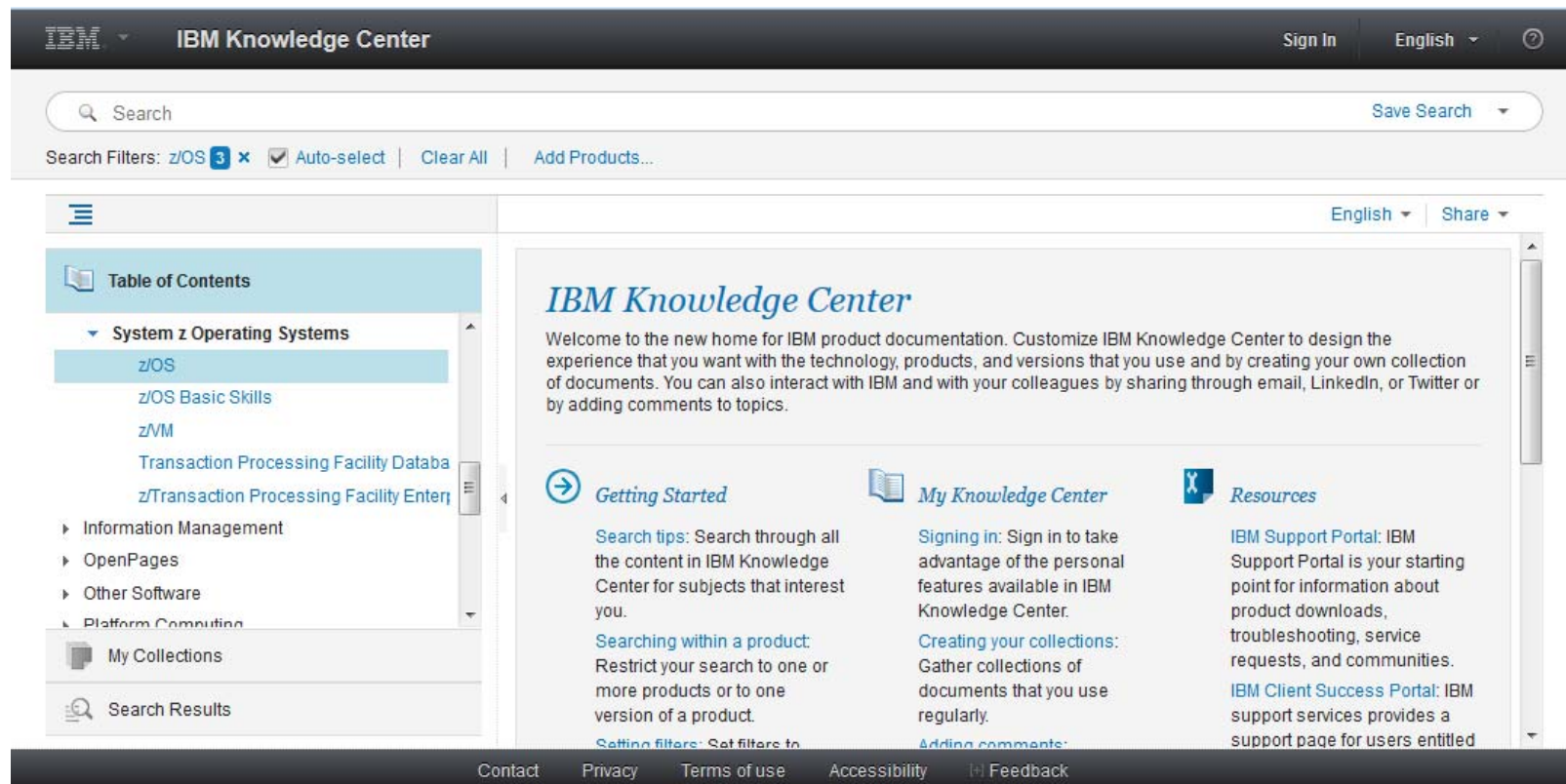
Information Center user issues
- **Too many individual sites to work with multiple IBM products**
- **User experience inconsistency IC to IC**
- **Search relevance can be poor and is impossible across product ICs**
- **Performance and availability issues**
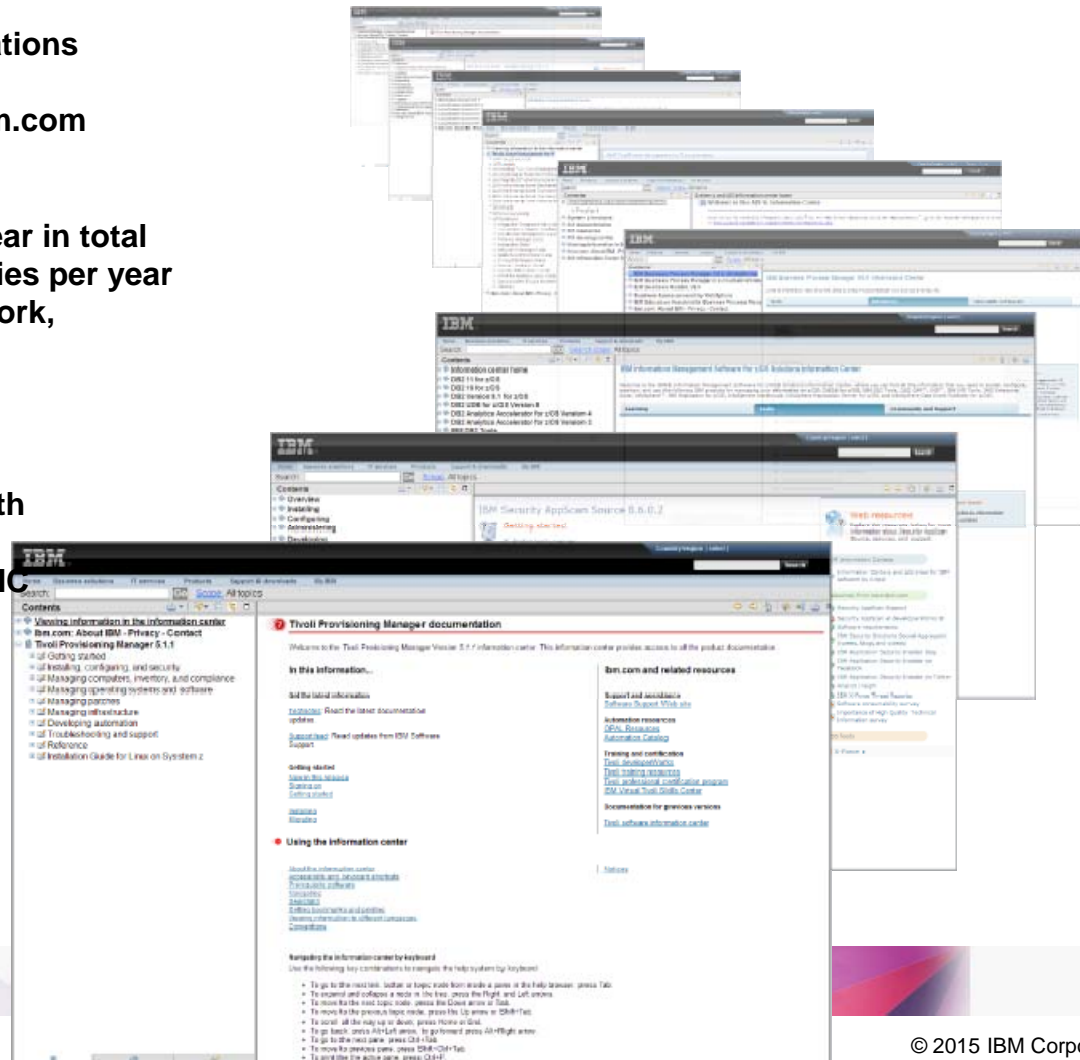
Knowledge Center's Table of Contents is Organized by Product Taxonomy

Each release of each IBM product has it's own entry in IBM's taxonomy and in Knowledge Center
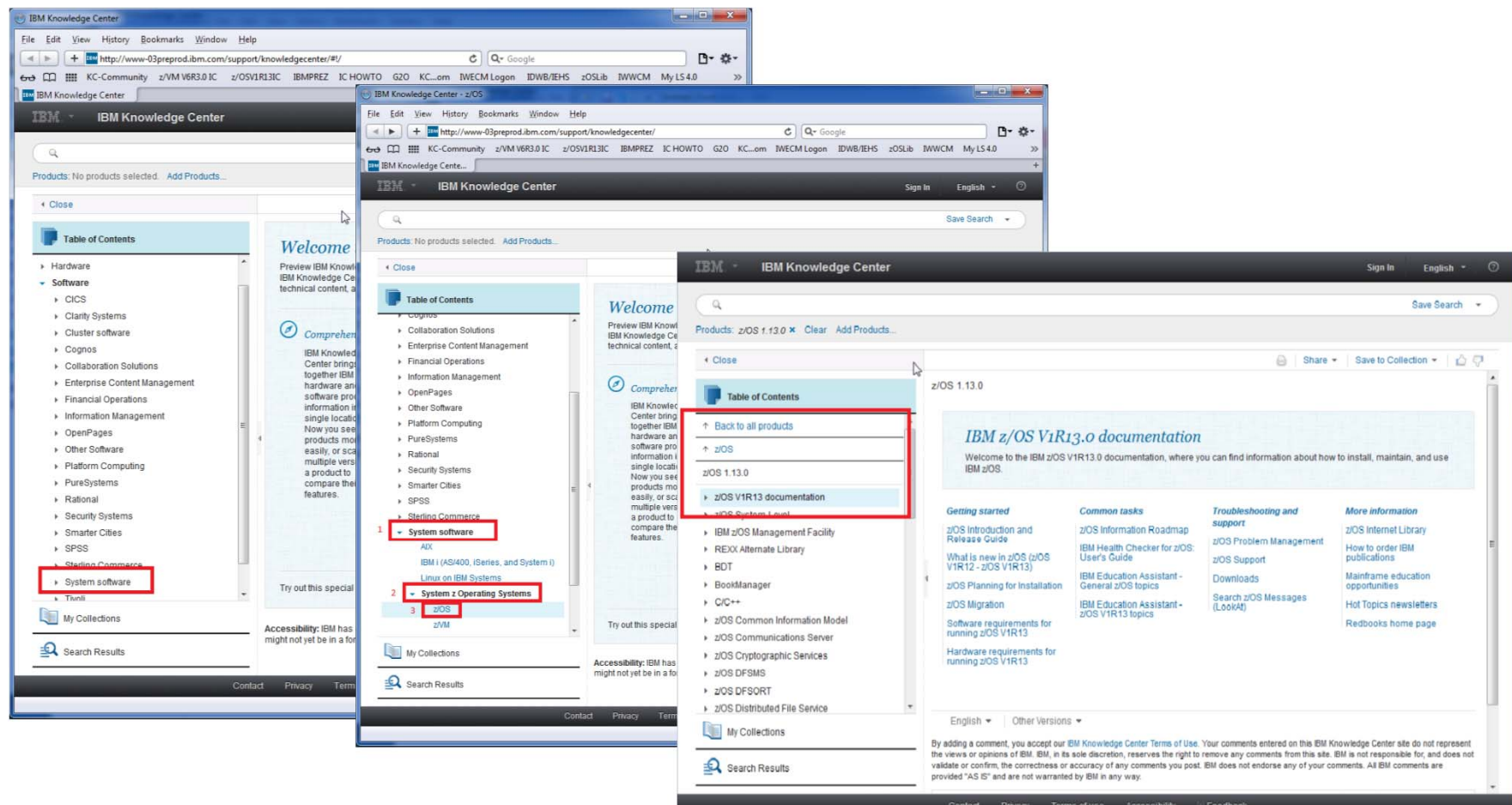
Knowledge Center Sign-in Provides Personalization

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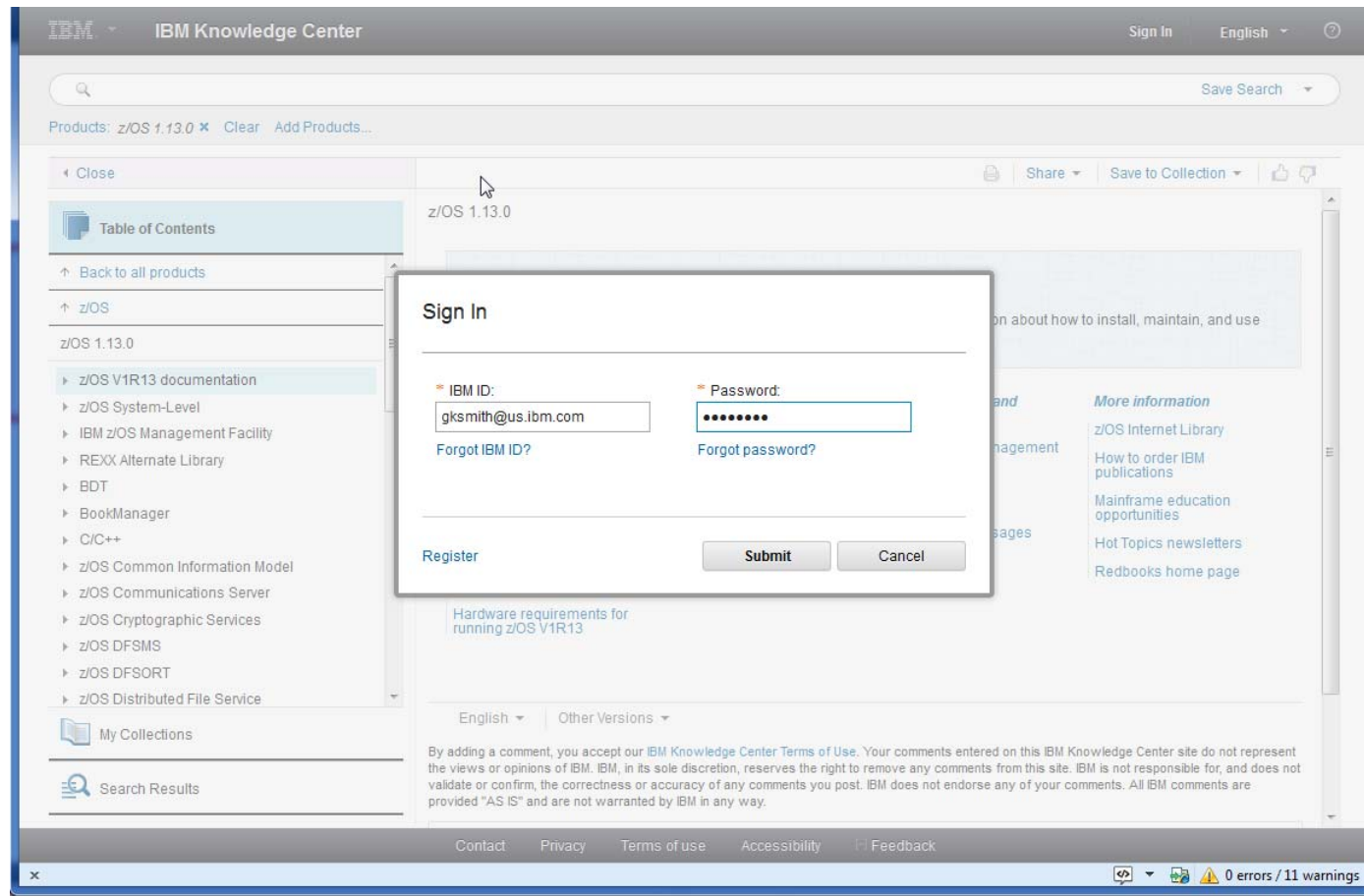
Navigating Content

The navigation is based on IBM's product taxonomy

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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
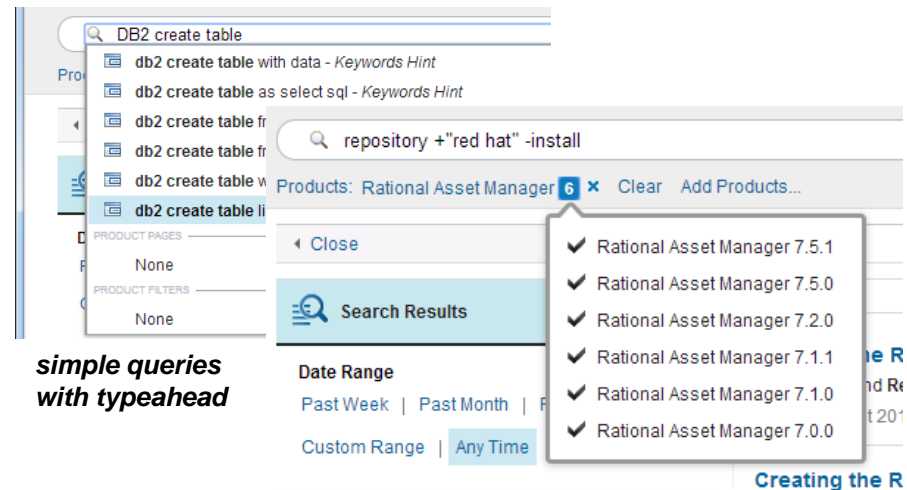
simple queries with typeahead

complex queries across products or product versions

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

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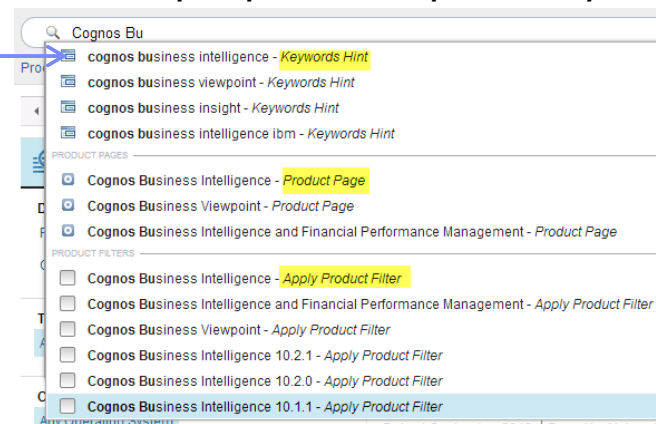
find keywords, product pages (with all versions) or apply a product filter for search results with one click

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

Navigating content in IBM Knowledge Center

When you land on the new **product page** from a Web search (like Google)…

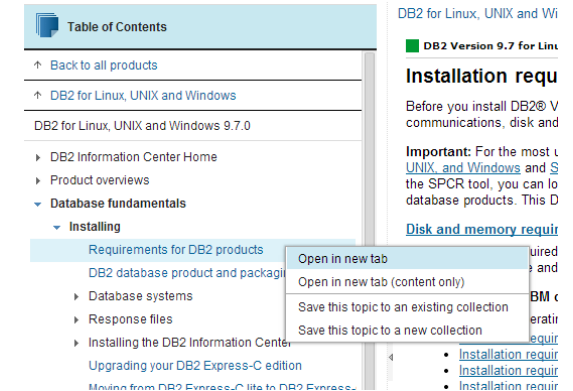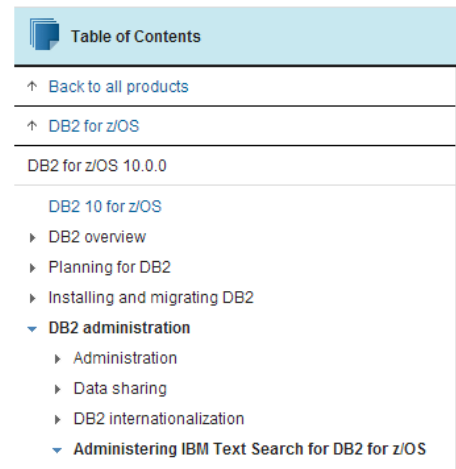…You can find the version of the product you want in the product links

… 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

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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

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.

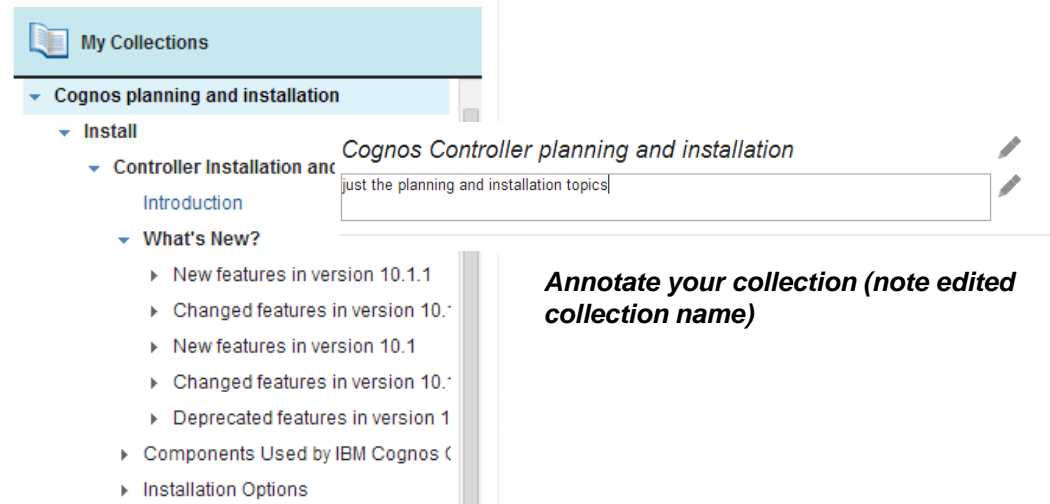**If Google takes you to the right product topic, but the wrong product version…**

– **Find different product versions of a topic in IBM KC at the end of each content page**
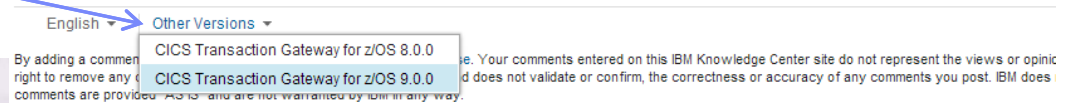
Customizing content in IBM Knowledge Center

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

My Collections

▼ Cognos planning and installation
  ▼ Install
    ▼ Controller Installation and
      Introduction
      ▼ What's New?
        ▸ New features in version 10.1.1
        ▸ Changed features in version 10.1
        ▸ New features in version 10.1
        ▸ Changed features in version 10.1
        ▸ Deprecated features in version 1
      ▸ Components Used by IBM Cognos (
      ▸ Installation Options

Cognos Controller planning and installation

just the planning and installation topics

Annotate your collection (note edited collection name)

Create PDF output "on demand" of your collection for printing or sharing
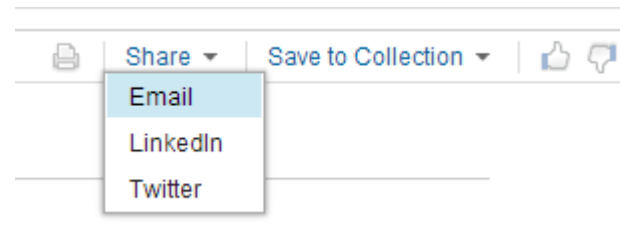
Create PDF File | Edit

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)

	Share ▼	Save to Collection ▼	👍 👎
	Email		
	LinkedIn		
	Twitter		

- ▼ Comments (2) Add Comment

  No Videos? by .   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 .   on 21 January 2014
  Hi
  Can you see the video directly on YouTube here:
  http://www.youtube.com/watch?v=E4xn9njpbKE#t=31
  If your system or network is blocking YouTube then you won't see the pass-through video here.
  Add Response

Contact   Privacy   Terms of use   Accessibility   [+] Feedback

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

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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

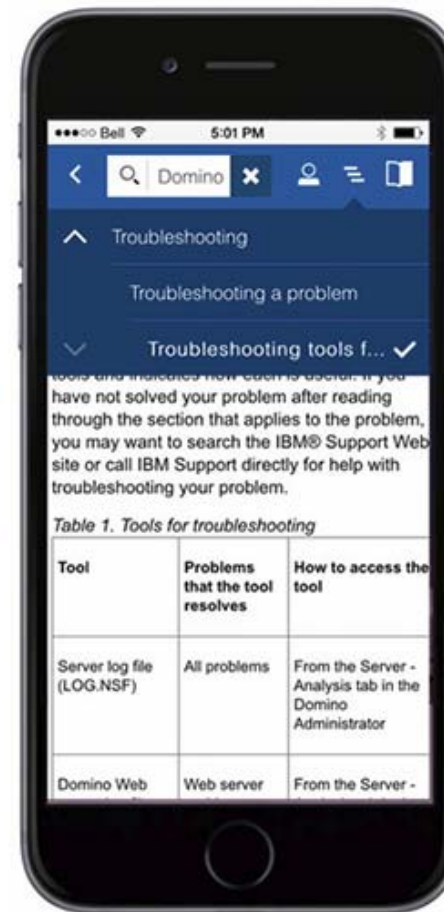# Anatomy of Search Results on Mobile

Knowledge Center Mobile – Filter Results and Breadcrumbs to Aid Navigation

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.
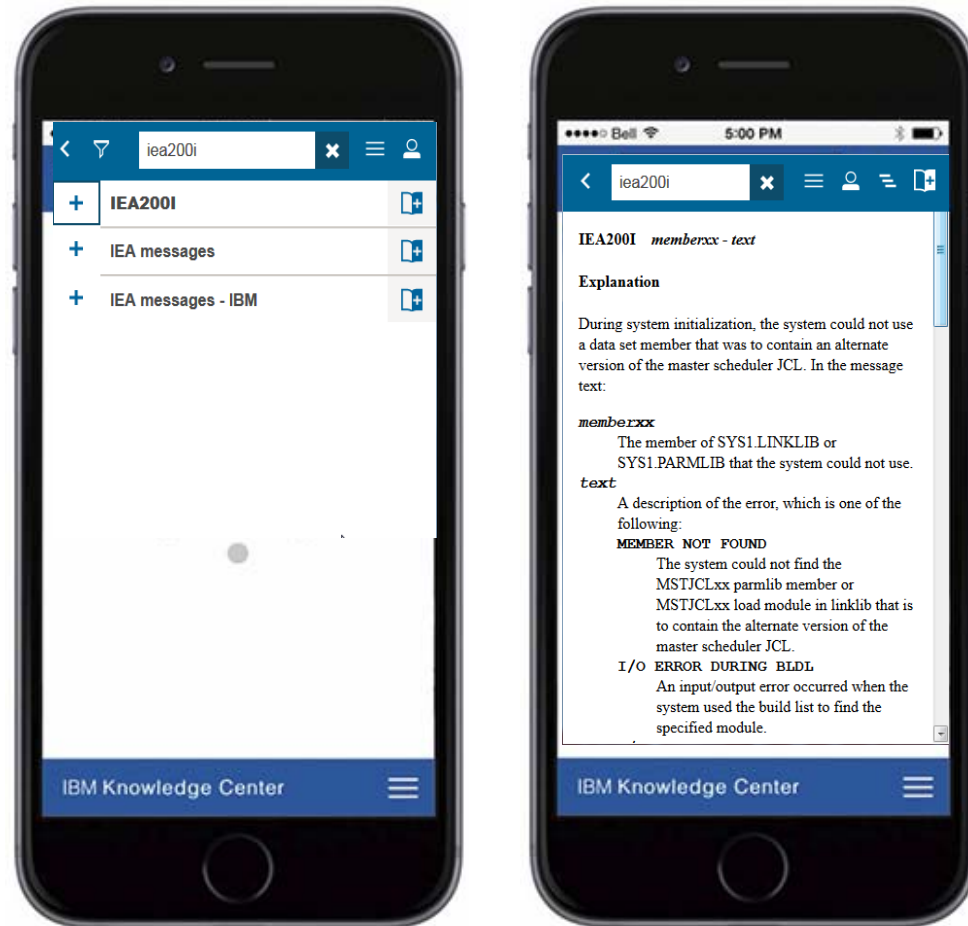
IBM Knowledge Center 1.5 Customer Installed

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
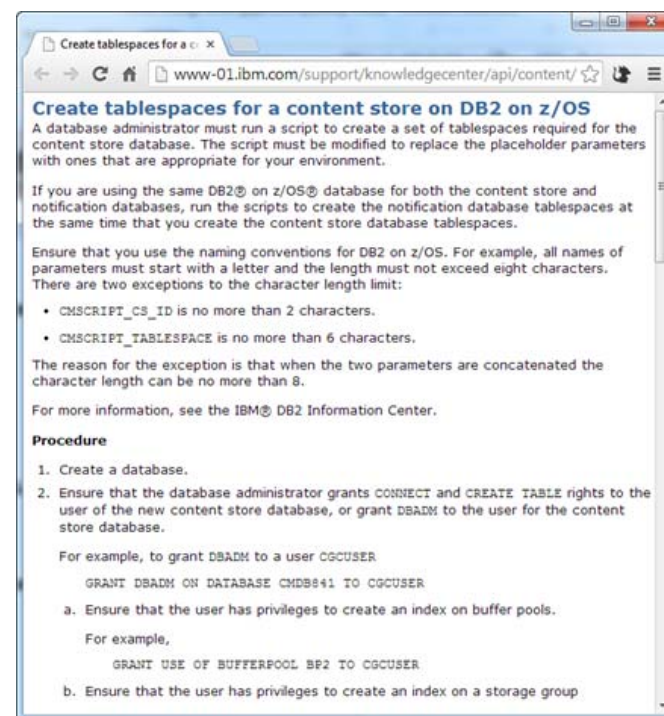
Ease of use

•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.
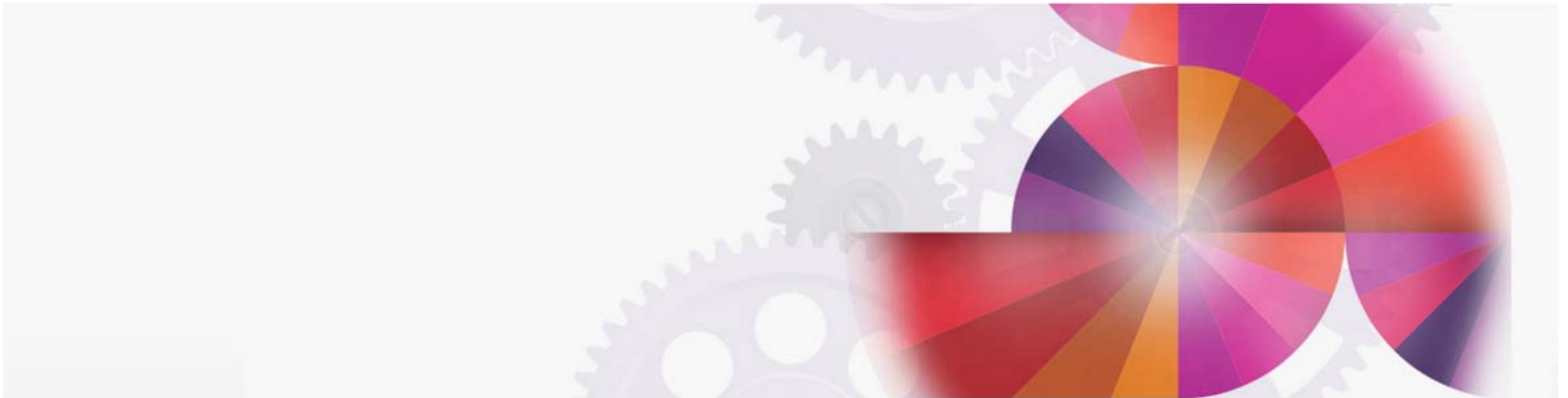
Ease of content contribution

•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

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

Search Individual Books – Proof of Concept

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"*

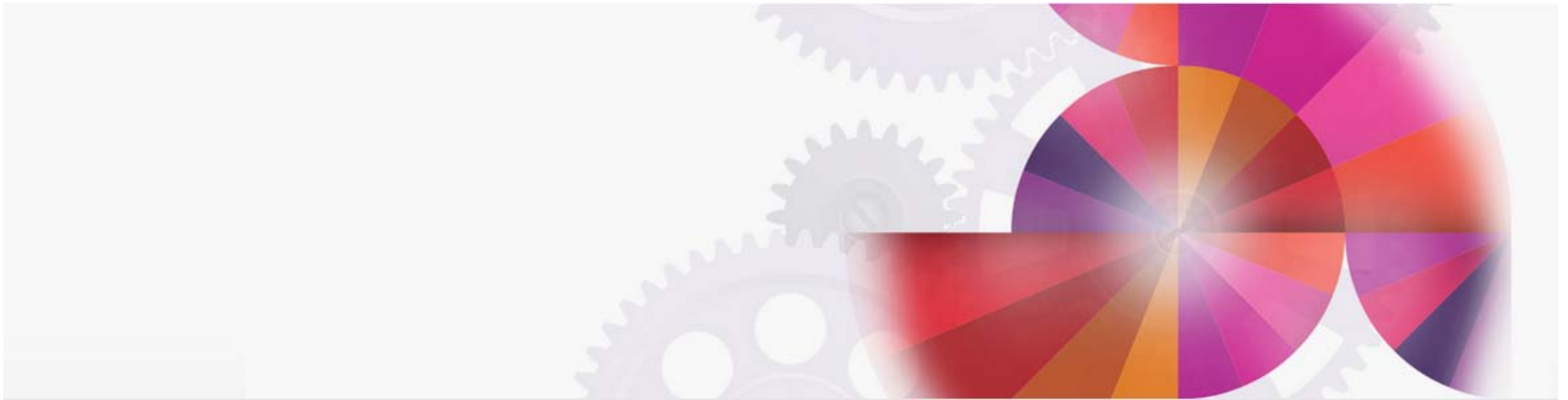- *"I would like IBM Redbooks and other technical information incorporated into IBM Knowledge Center"*

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**
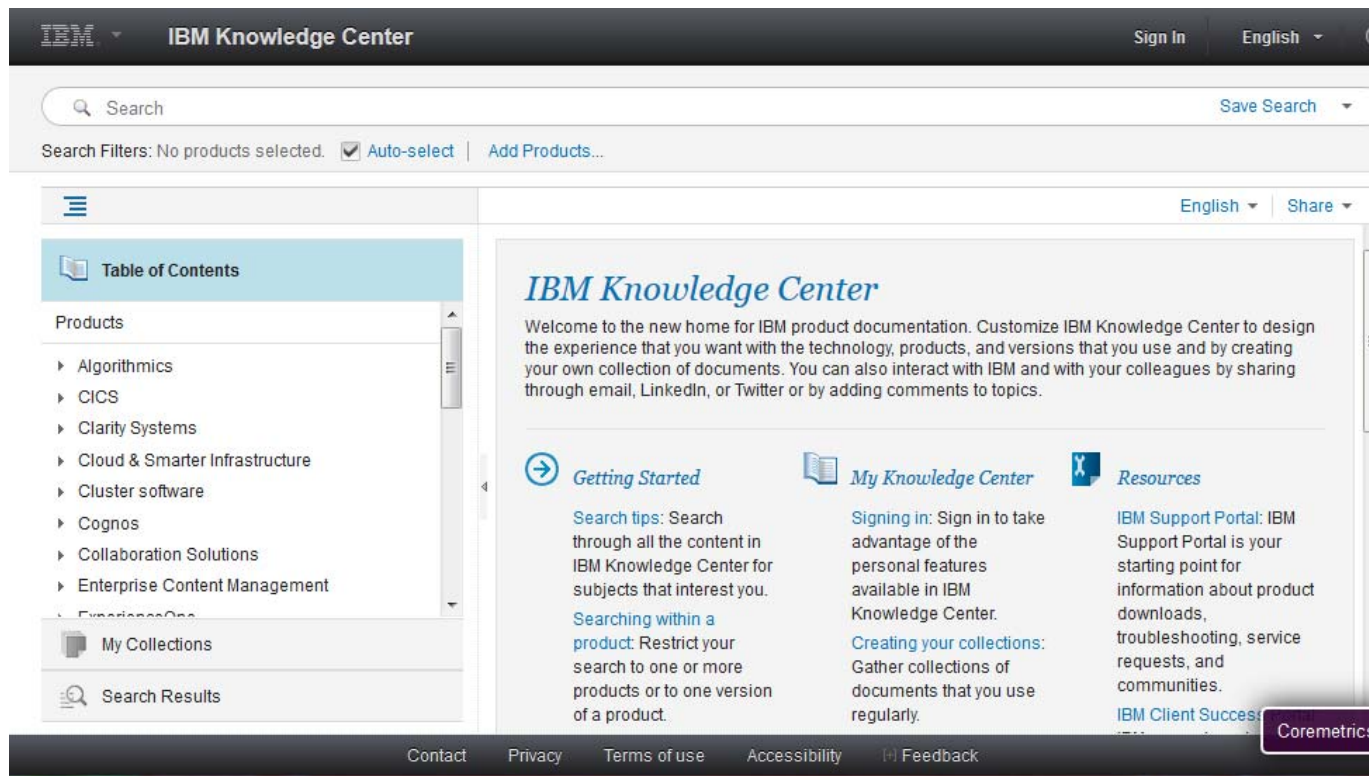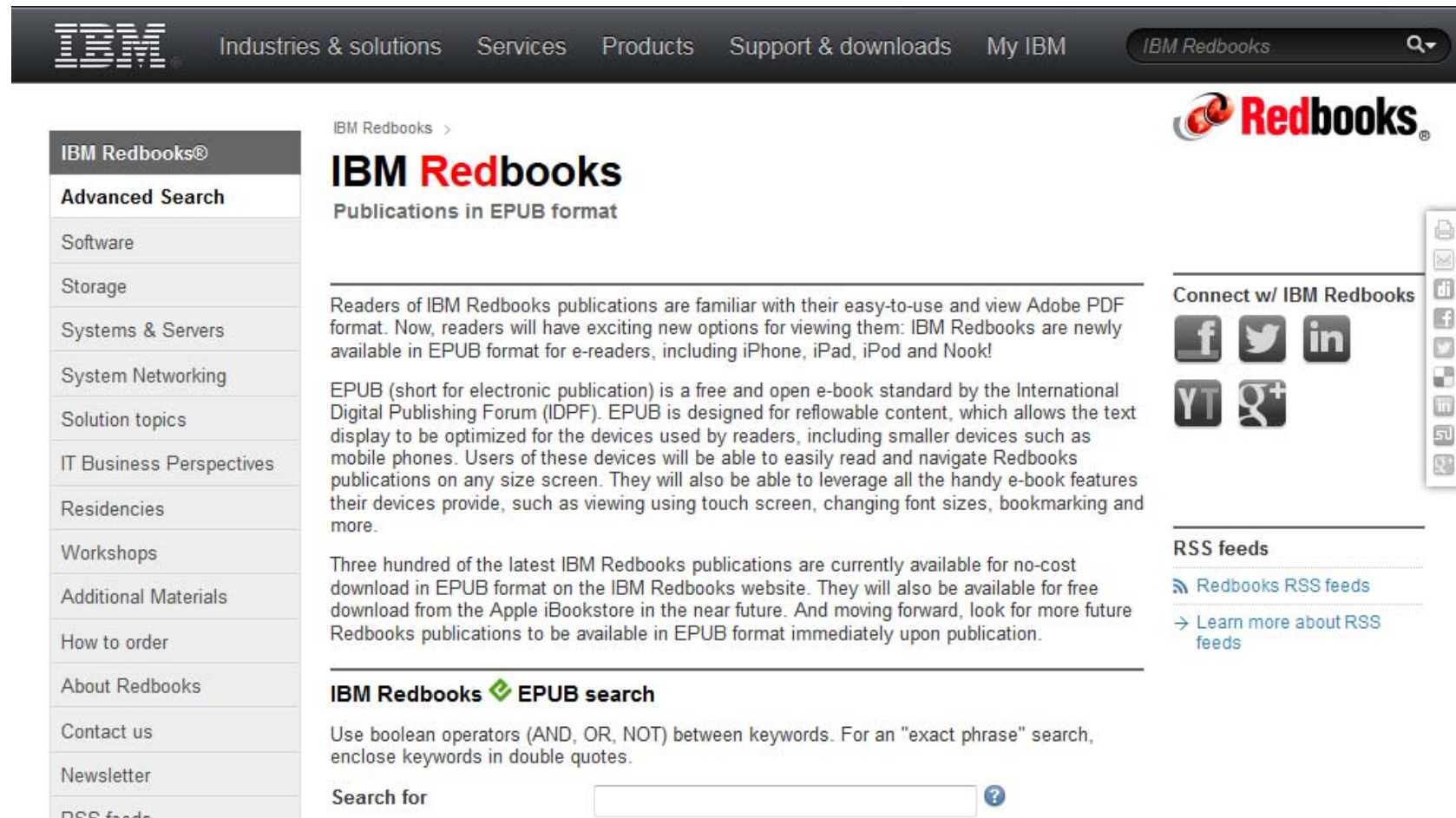
Appendix – About E-Pubs

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 arealso be available for free download from the Apple iBookstore in the near future. And moving forw ard, 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.

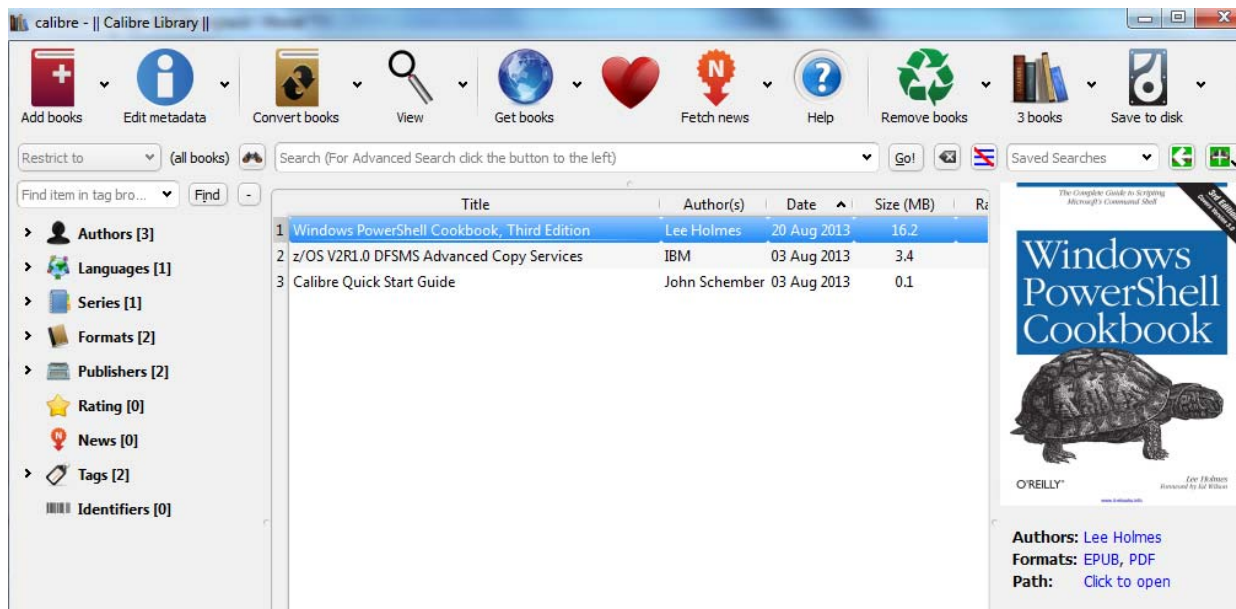# Today - IBM Redbooks in ePub Format

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

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

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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