16938: Discussion: z/OS Documentation for Mobile Users

Wednesday, March 4, 2015: 12:30 PM-1:30 PM
Leschi (Level 3) (Sheraton Seattle)
Speaker: Geoff Smith(IBM Corporation)

16938: Discussion: z/OS Documentation for Mobile Users

- In this session we will discuss your experience and best practices for mobile access and offline access to IBM documentation. IBM's new strategy for documentation is called IBM Knowledge Center. Knowledge Center is one repository for ALL IBM documentation. With tablets replacing laptops, what is the best way for you to have a local repository of your favorite IBM manuals? What about searching across manuals when you don't have access to online information. What would you like to see from IBM to support offline use on your tablet or laptop?

Information Challenges

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

"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"

• "Amount of information is overwhelming"

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"

• "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"

Google

bing

YAHOO

"I want to leverage Expertise of others"

IBM Knowledge Center – one stop for all product documentation

Information Centers

IBM Knowledge Center

Information pillared by product

Inconsistent presentation and delivery

No integration made it difficult:

To document solutions

Impossible to search across product libraries

Maintain local copies

Search across local copies

All Information Center content has been combined into one website

It has filtering that can

Overview

- 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.

Summary : Key Values of Knowledge Center

- **It is the 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.
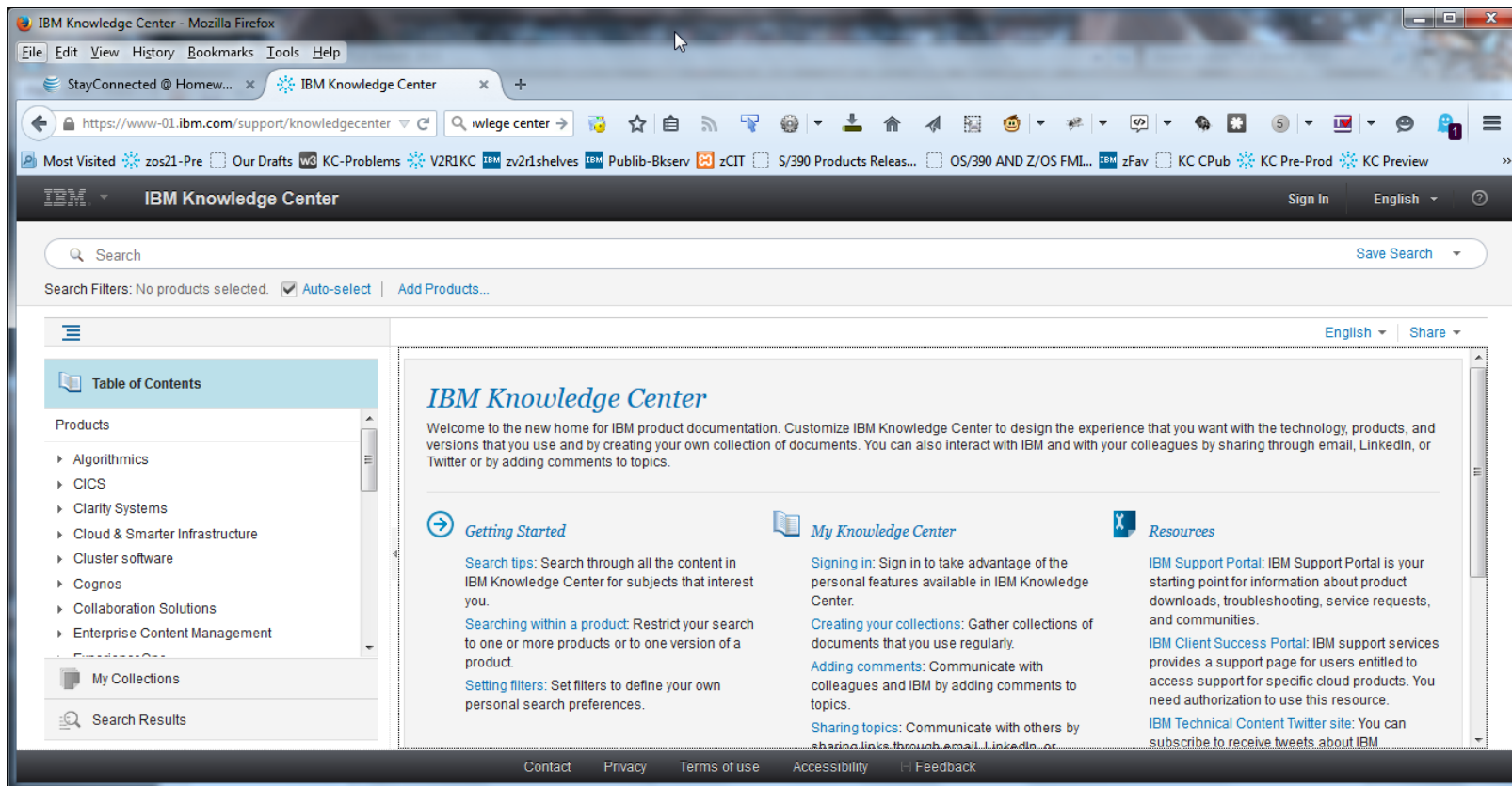
Knowledge Center Sign-in Provides Personalization

Signing in with your IBM ID makes your customizations and collections persistent.
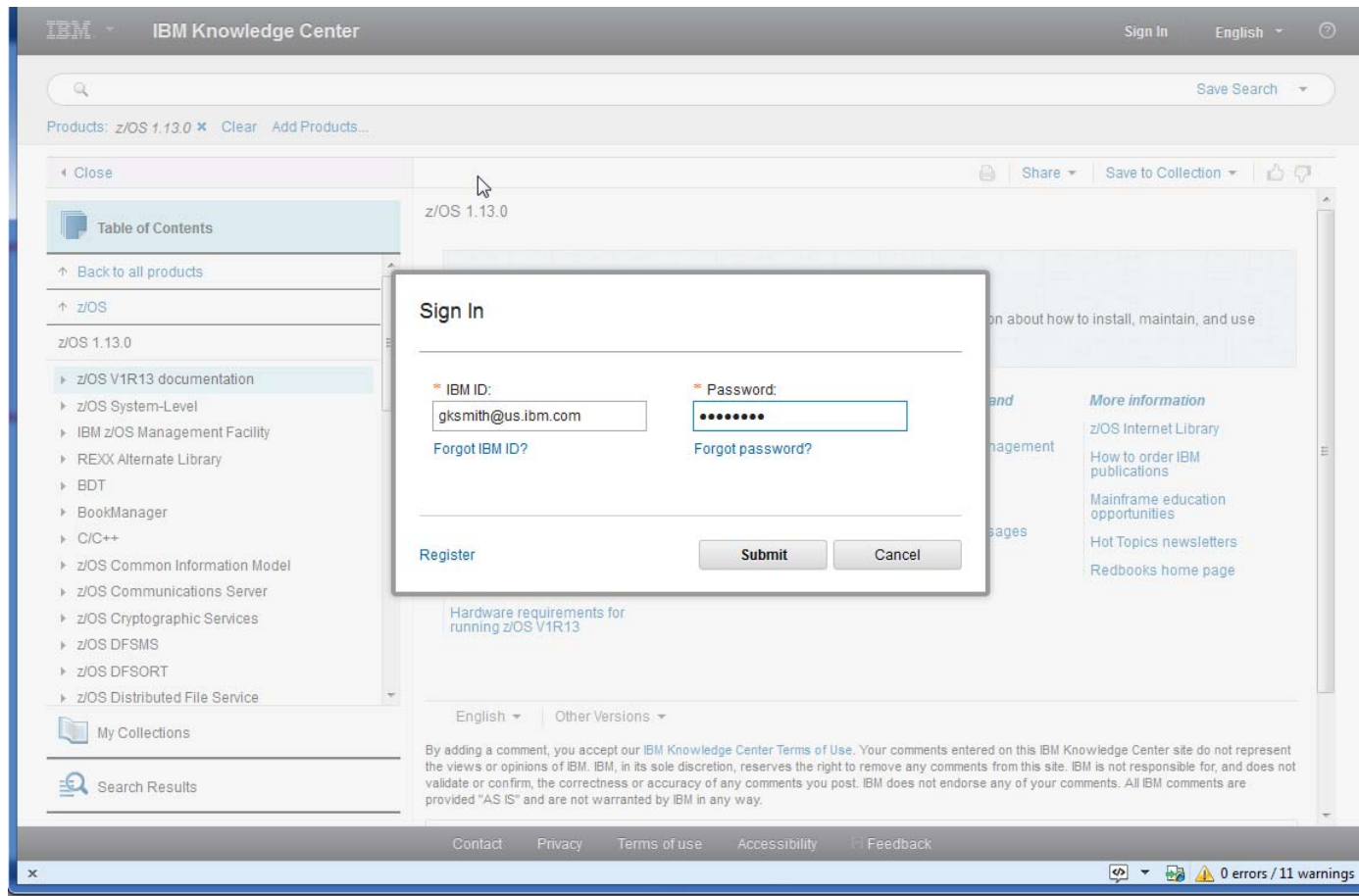
How Knowledge Center navigation and search works

- Navigation and search scopes are based on product-ids

- Each release of an IBM product has an entry in the IBM Knowledge Center tree

- Navigating to that point automatically establishes the search scope.

Navigating Content

The navigation is based on IBM's product taxonomy

© 2015 IBM Corporation
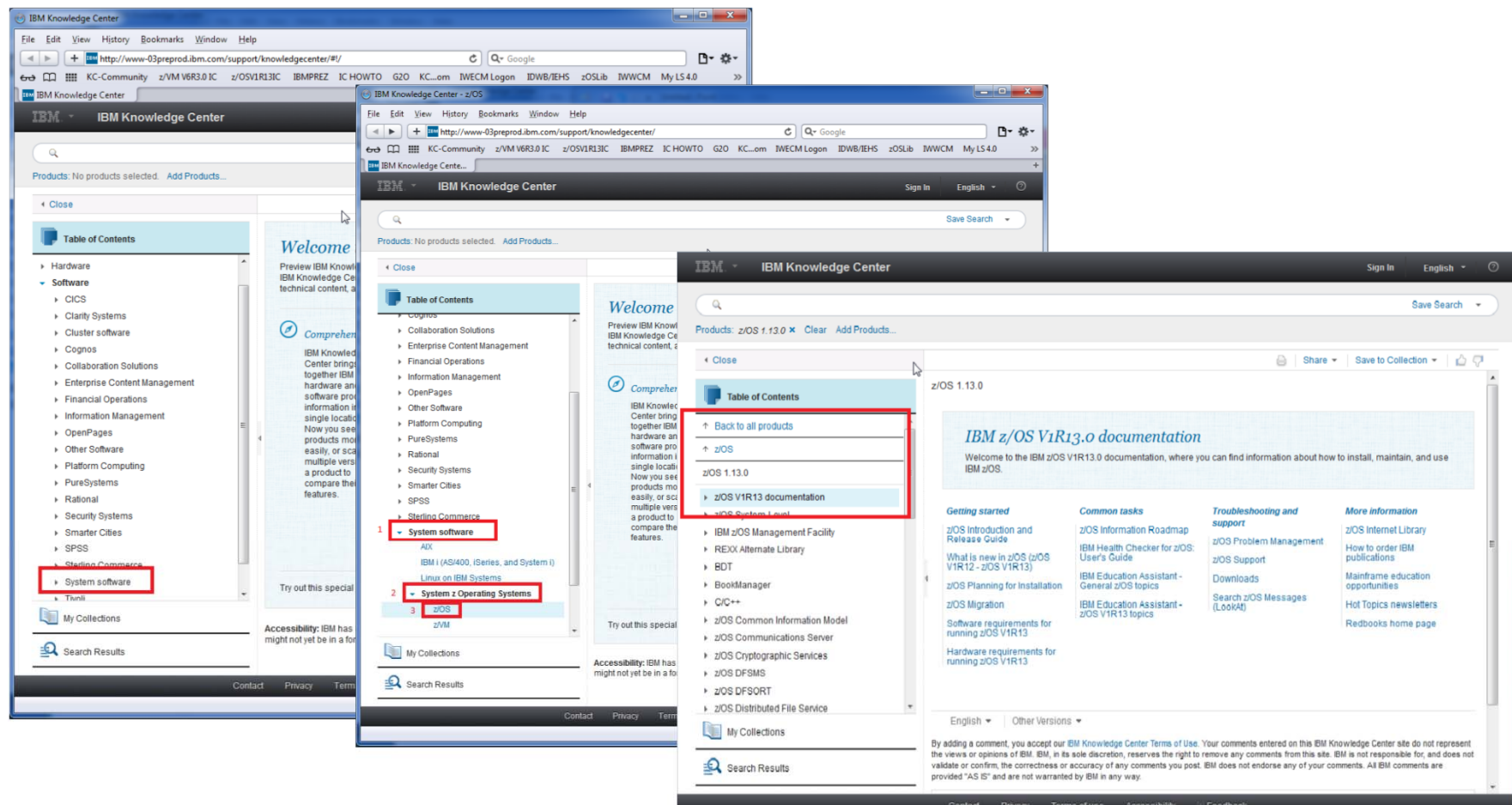
Finding content in IBM Knowledge Center

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
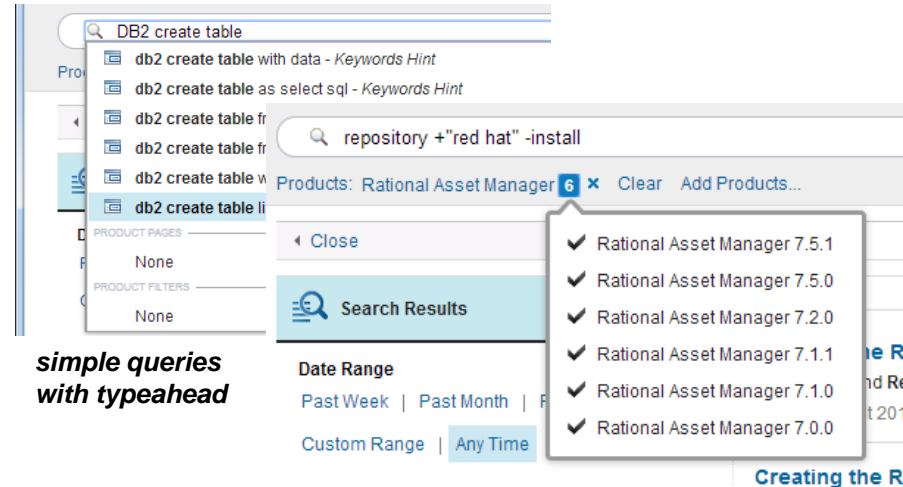
simple queries with typeahead

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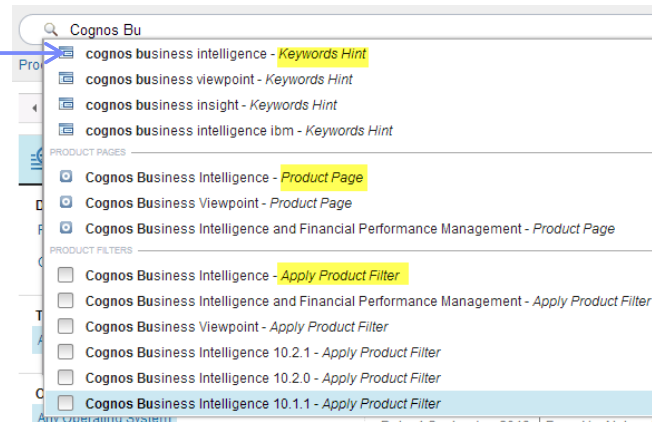
find keywords, product pages (with all versions) or apply a product filter for search results with one click

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
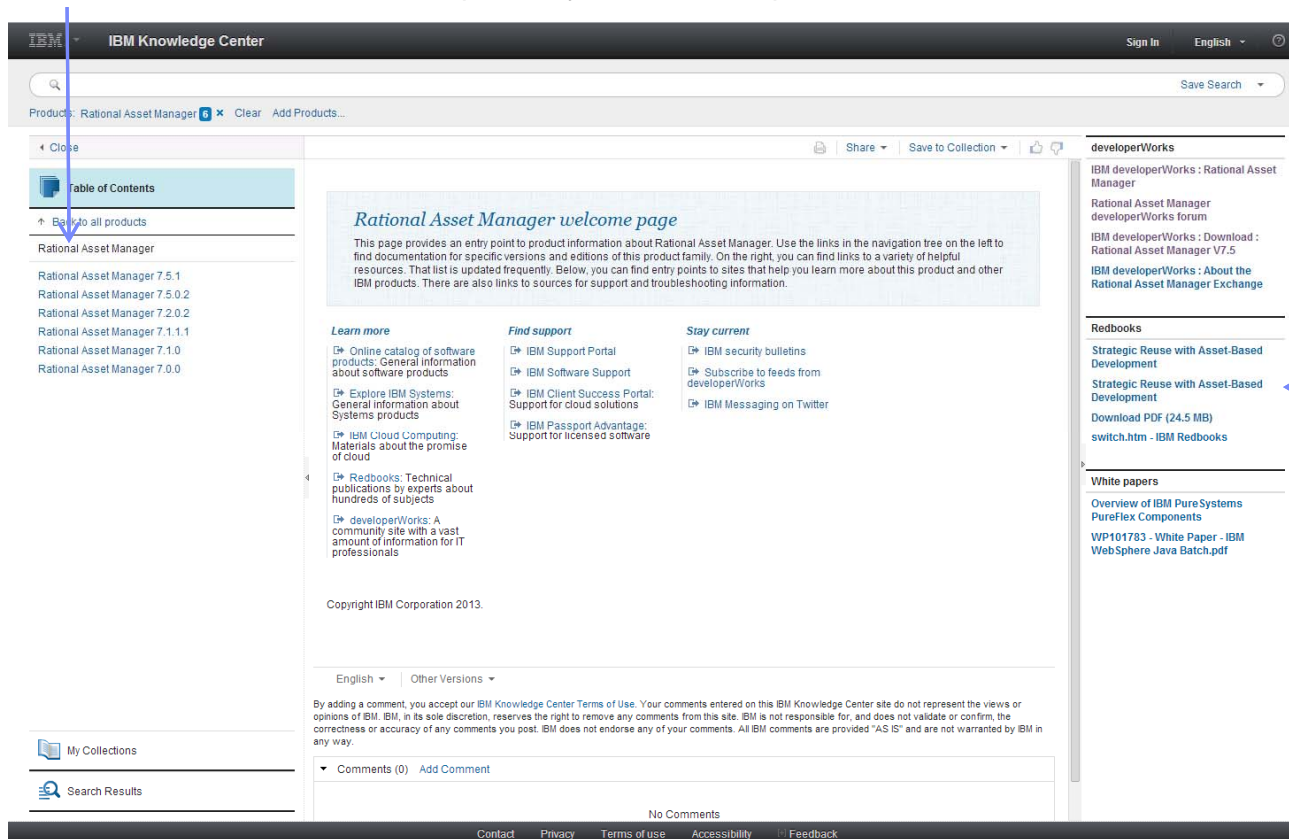
Navigating content in IBM Knowledge Center

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

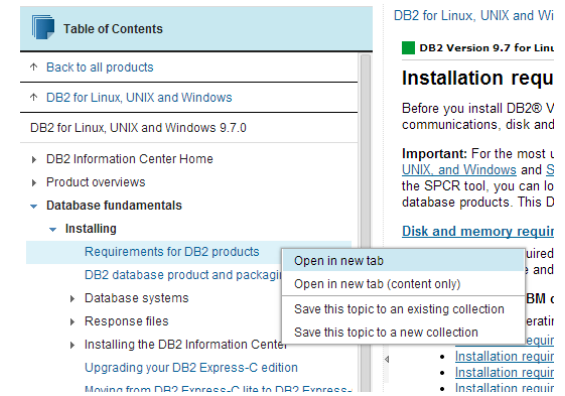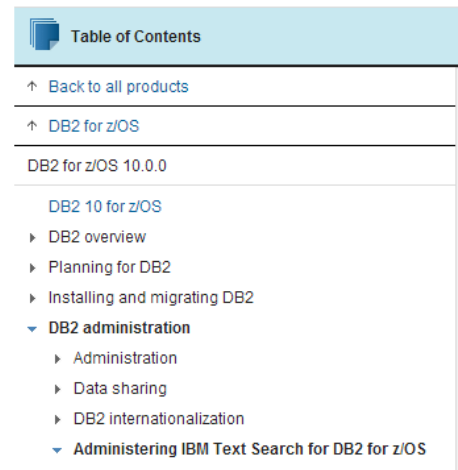…You can find the version of the product you want in the product links

… **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

IBM

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.

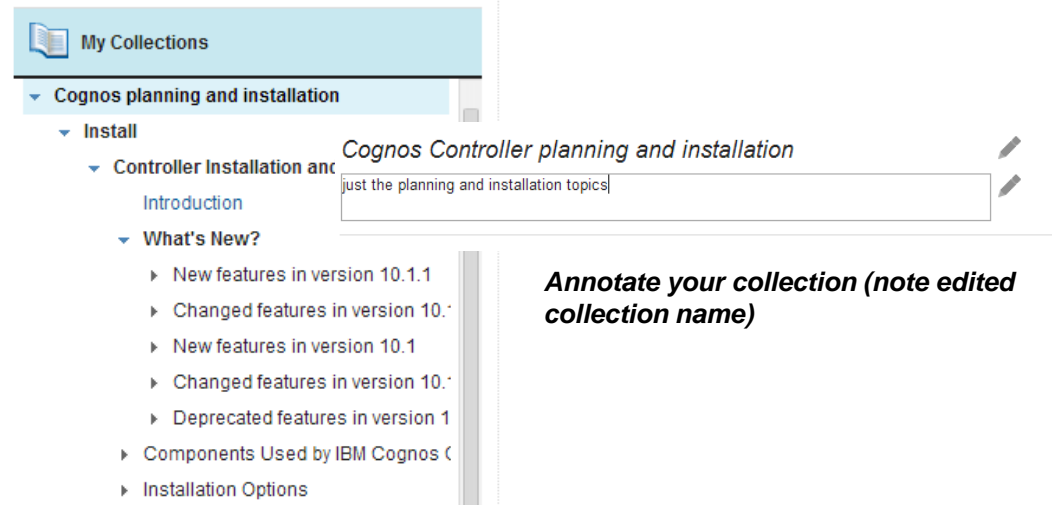**If Google takes you to the right product topic, but the wrong product version…**

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

IBM
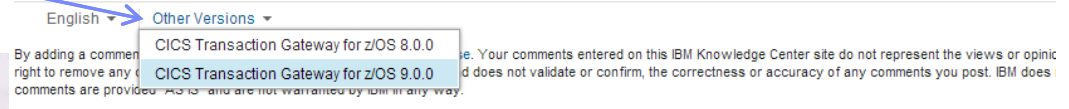
Customizing content in IBM Knowledge Center

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.
        ▶ New features in version 10.1
        ▶ Changed features in version 10.
        ▶ 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)

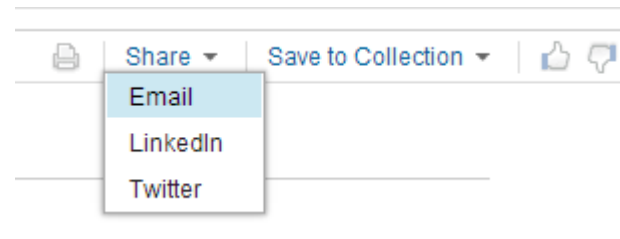**Create PDF** output "on demand" of your collection for printing or sharing

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)

IBM Knowledge Center @ ibm.com today

- 2500+ of IBM product's documentation represented

- 200M pages (12.5M in English)

- 30+ languages

- +40M page views since May 2014

- visitors from 30K businesses, gov't agencies, schools & universities

- visitors from over 200 countries

IBM **Knowledge Center**

Knowledge Center Mobile Interface

- https://www-01.ibm.com/support/knowledgecenter/mobile/

IBM Knowledge Center "mobile beta" now available!

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

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

Method 1 – Download PDF Collections

- Method 1 – Download our PDF collections from IBM Publications Center
  - https://www-05.ibm.com/e-business/linkweb/publications/servlet/pbi.wss
  - Pick your country
  - Search on z/OS V2R1 Collections
  - Select the most recent

Publications home > Search for publications >

Publications home

Search for publications

New publications

Change country

Customer Support

Frequently Asked Questions

About this site

Related links
• Information Centers and

Search results

Search argument: **z/OS V2R1 collection**
Matches **1** to **8** of **8**

Publications cannot be ordered on this site. For online publications and bookshelves click the Online icon to view or download. Click help for more information about the following results.

Publication title	Publication no.	Online
1. IBM Online Library: z/OS V2R1 Collection, Feb 2015	SK4T-4949-05	🔍
2. IBM Online Library: z/OS V2R1 Collection, Sept 2014	SK4T-4949-04	🔍

Method 2 – Download individuals PDFS from our download page

- http://www-03.ibm.com/systems/z/os/zos/library/bkserv/v2r1pdf/

Method 3 – Use the IBM Softcopy Librarian to download and maintain your repository (Recommended)

- http://www-01.ibm.com/support/docview.wss?uid=swg24000640

Setting Up a Local Repository on z/OS

One of the many functional additions to z/OS V2R2 is a new element for z/OS called IBM Knowledge Center customer install.

Another option for a local Information Repository

1. **Go to the IBM Publications Center**

2. **Download the z/OS V1R13 ISO of the IBM Information Center**

3. **Create a DVD of the ISO image**

4. **Run the Setup program**

5. **Download the V2R1 plugins from the Publications Center and install them instead of or in addition to the V1R13 plugins**

ePub Format

- WIKIPEDIA on ePub

- ⊤*Format*: IDPF/EPUB *Published as*: .epub

- The .epub or OEBPS format is an open standard for e-books created by the International Digital Publishing Forum (IDPF). It combines three IDPF open standards:

- The EPUB format has gained some popularity as a vendor-independent XML-based e-book format. The format can be read by the Kobo eReader, BlackBerry devices, Apple's iBooks app running on iOS devices, Google Books app running on Android and iOS devices, Barnes & Noble Nook, Sony Reader, BeBook, Bookeen Cybook Gen3 (with firmware v2 and up), COOL-ER, Adobe Digital Editions, Lexcycle Stanza, BookGlutton, AZARDI, FBReader, Aldiko, CoolReader, Mantano Reader, Moon+ Reader, the Mozilla Firefox add-on EPUBReader, Okular and other reading apps.

- For a comparison table see: ⊤http://en.wikipedia.org/wiki/Comparison_of_e-book_formats#Comparison_tables

z/OS and ePub

- Starting with z/OS V2R2, we plan to deliver e-Pub format for as many z/OS manuals as we can.

- Many IBM Redbooks are already available in e-pub format

- We will offer e-pub collection kits much as we do today with PDF

- Various readers are available -- IBM does not recommend any one reader.

- For personal use, I use Calibre, but there are many others
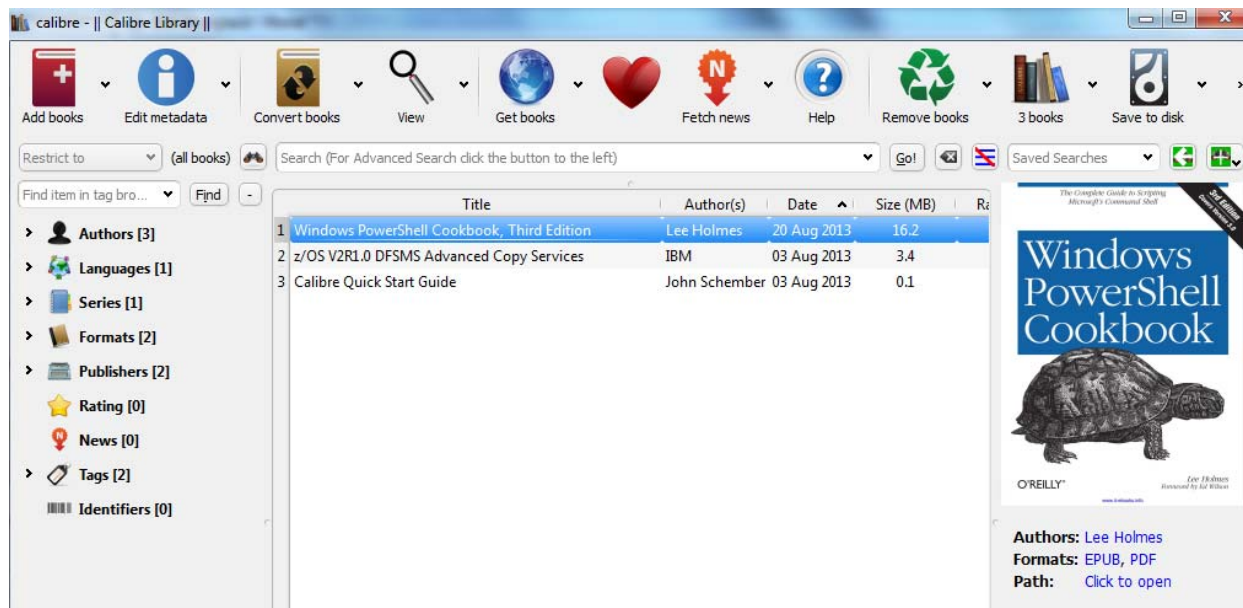
Discussion Questions

- What content do you need/want on your mobile devices?

- Do you need offline content?

- How important is searching across books and the ability to create search able shelves/collections

- How important is print?

- What book artifacts do you want in your pubs? TOC, Index, dotted topics

- How important is it for you to use/reuse IBM content to create your own run books?

- How important is it for read aloud function?

Thank You