
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”



• “Amount of information is overwhelming”



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

• “Information is hard to find”



Solution: KC with improved search leveraging Internet search engines

“I need access from my tablet and smartphone”



Solution: KC a central repository for all IBM information

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

“I want to leverage Expertise of others”



• “Information is not integrated”



• “Information is not current”



Google

bing

YAHOO

IBM Knowledge Center – one stop for all product documentation



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

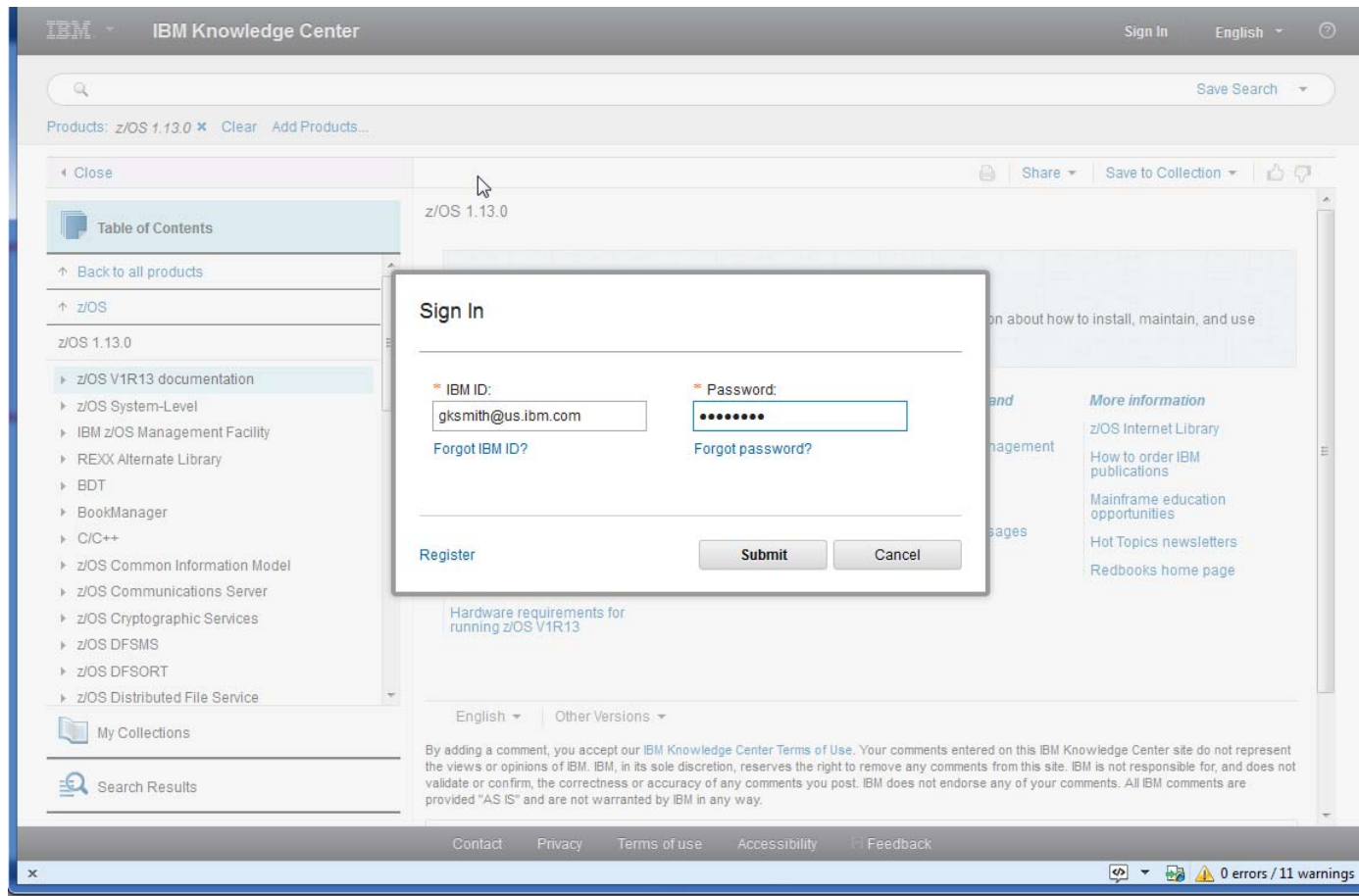
- What is IBM Knowledge Center?
 - A single website that brings together all the content formerly hosted in Information Centers.
 - All Information Center traffic and bookmarks are being automatically redirected to IBM Knowledge Center
 - Advantages:
 - Improved search indexing to help find relevant 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.

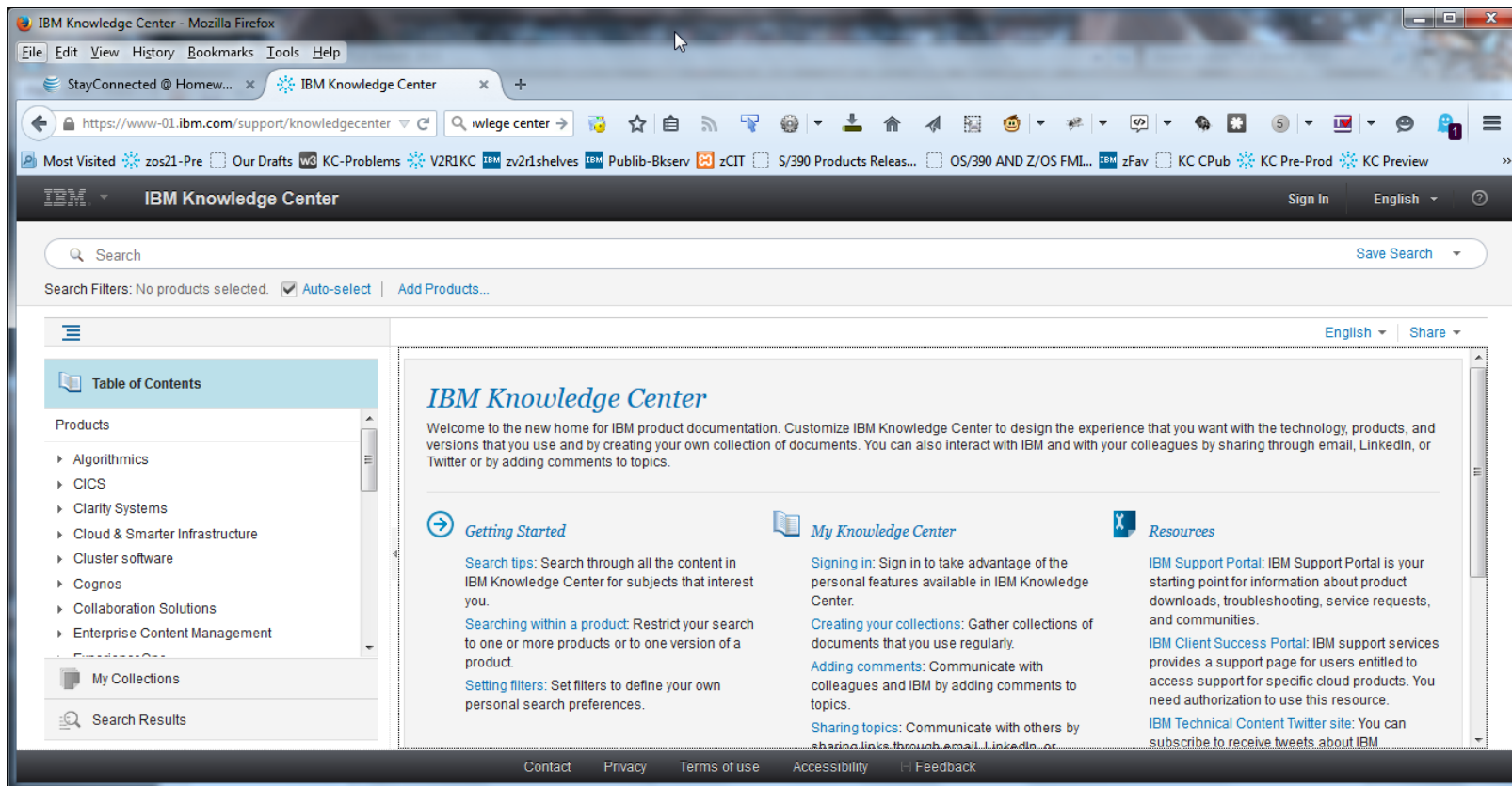
Knowledge Center Sign-in Provides Personalization

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.



IBM Knowledge Center - Mozilla Firefox

File Edit View History Bookmarks Tools Help

StayConnected @ Home... x IBM Knowledge Center x +

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

Search: wlege center

Most Visited zos21-Pre Our Drafts KC-Problems V2R1KC zV2r1shelves Publib-Bkserv zCIT S/390 Products Releas... OS/390 AND Z/OS FML... zFav KC CPub KC Pre-Prod KC Preview

IBM Knowledge Center Sign In English

Search

Search Filters: No products selected. Auto-select Add Products...

English Share

Table of Contents

Products

- ▶ Algorithmics
- ▶ CICS
- ▶ Clarity Systems
- ▶ Cloud & Smarter Infrastructure
- ▶ Cluster software
- ▶ Cognos
- ▶ Collaboration Solutions
- ▶ Enterprise Content Management

My Collections

Search Results

IBM Knowledge Center

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.

Getting Started

- Search tips:** Search through all the content in IBM Knowledge Center for subjects that interest you.
- Searching within a product:** Restrict your search to one or more products or to one version of a product.
- Setting filters:** Set filters to define your own personal search preferences.

My Knowledge Center

- Signing in:** Sign in to take advantage of the personal features available in IBM Knowledge Center.
- Creating your collections:** Gather collections of documents that you use regularly.
- Adding comments:** Communicate with colleagues and IBM by adding comments to topics.
- Sharing topics:** Communicate with others by sharing links through email, LinkedIn, or Twitter.

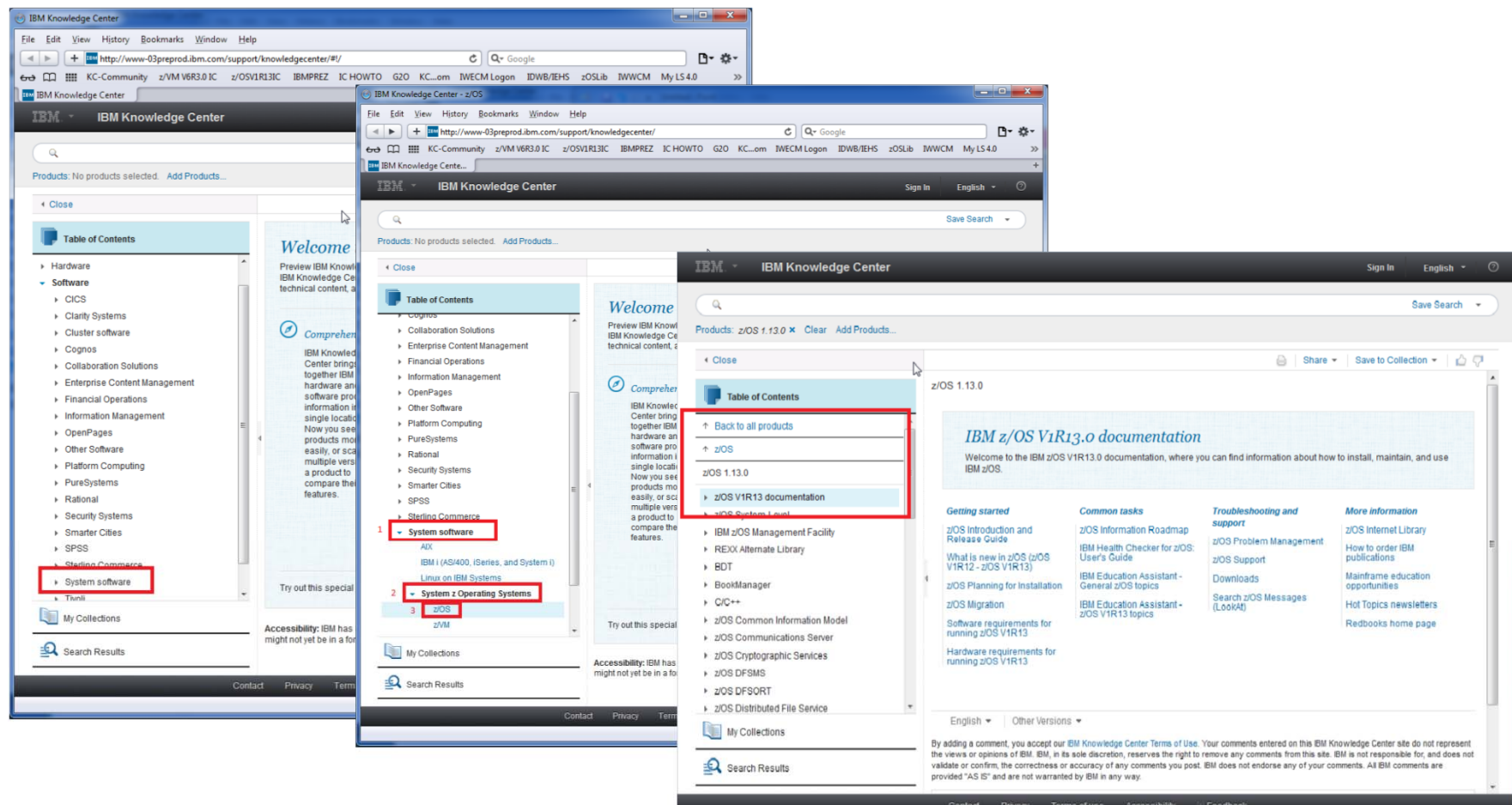
Resources

- IBM Support Portal:** IBM Support Portal is your starting point for information about product downloads, troubleshooting, service requests, and communities.
- IBM Client Success Portal:** IBM support services provides a support page for users entitled to access support for specific cloud products. You need authorization to use this resource.
- IBM Technical Content Twitter site:** You can subscribe to receive tweets about IBM.

Contact Privacy Terms of use Accessibility Feedback

Navigating Content

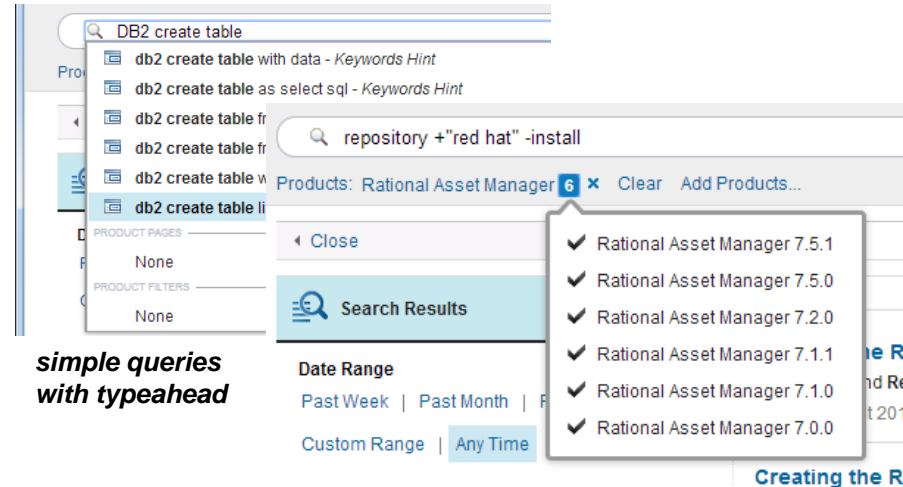
The navigation is based on IBM's product taxonomy



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

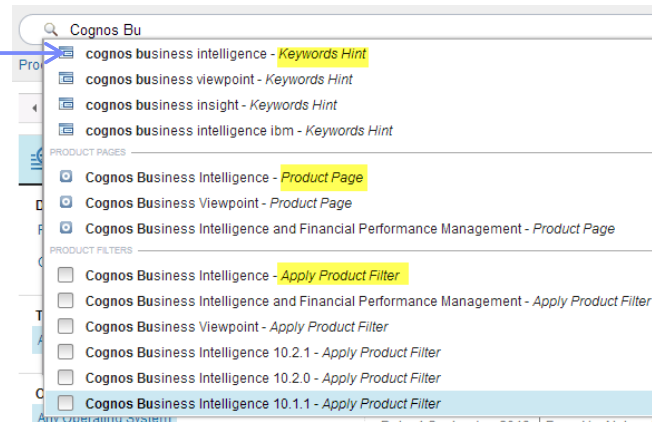
complex queries across products or product versions

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

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

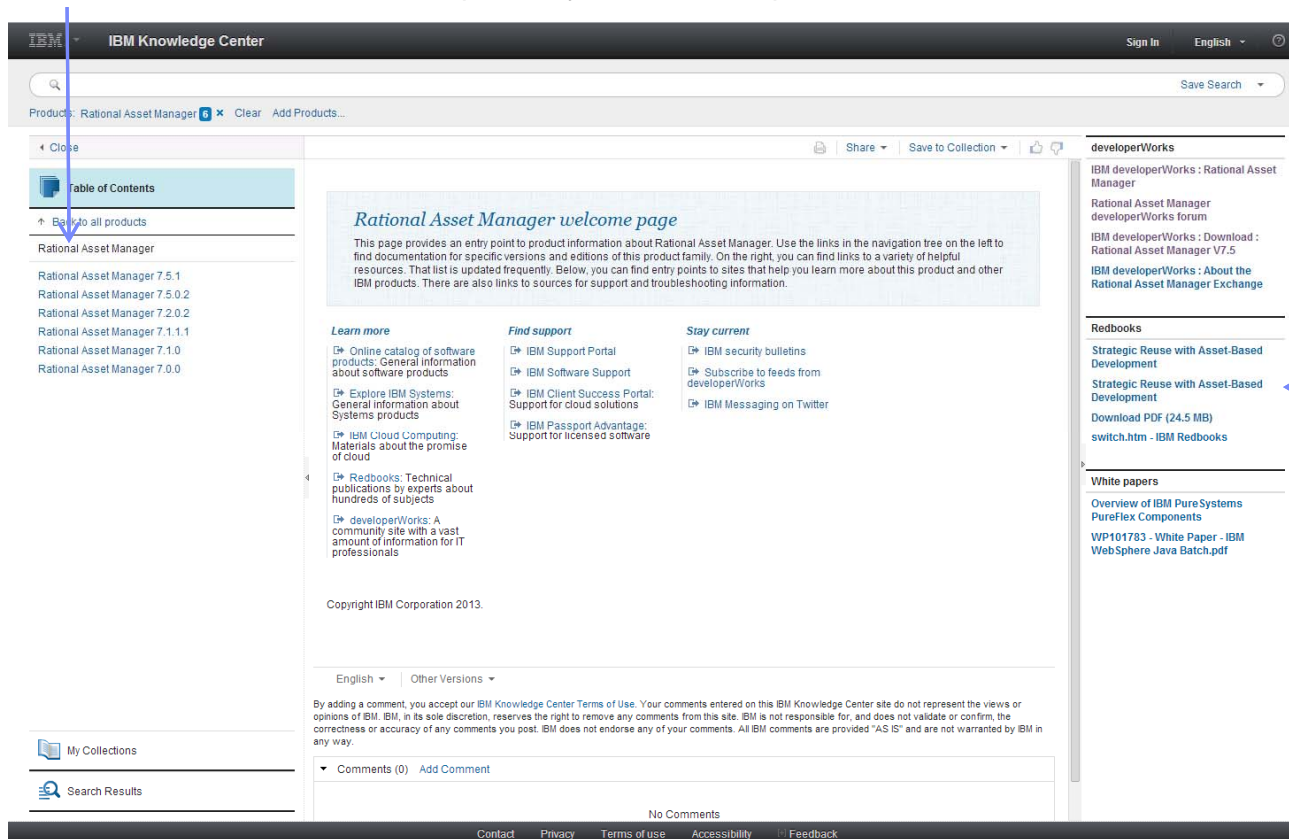
The screenshot shows the IBM Knowledge Center search interface. At the top, the search bar contains the query "create table Db2". Below the search bar, there are filters for products: "DB2 for Linux, UNIX and Windows" (7 items) and "DB2 for z/OS family" (29 items). The search results are displayed in a list format, showing titles, summaries, and dates. The first result is "CREATE TABLE statement" with a summary: "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 ...". The second result is "CREATE TABLE - IBM DB2 9.7 for Linux, UNIX, and Windows" with a summary: "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 ...". The third result is "CREATE TABLE" with a summary: "DB2 Version 9 for Linux, UNIX, and Windows. CREATE TABLE statement. The CREATE TABLE statement defines a table. The definition must include its name ...". The fourth result is "What's new in DB2 V10.1: ALTER TABLE and CREATE TABLE ..." with a summary: "The COMPRESS clause for the ALTER TABLE and CREATE TABLE statements have a new format and the default compression method has changed. Also, the ...". The fifth result is "Creating a table that uses compression - IBM DB2 9.7 for Linux ..." with a summary: "When you create a new table, you can use the COMPRESS attribute for the CREATE TABLE command to enable compression. ...". The sixth result is "DB2 9 - DB2 SQL - CREATE TABLE" with a summary: "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 ...". The seventh result is "Creating partitioned tables" with a summary: "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. ...". The eighth result is "CREATE TABLE" with a summary: "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 ...". The ninth result is "Creating table spaces - IBM DB2 9.7 for Linux, UNIX, and Windows".

On the left side of the search results, there are navigation options: "Date Range" (Past Week, Past Month, Past Year, Custom Range, Any Time), "Tasks" (Any Task), and "Operating Systems" (Any Operating System). At the bottom left, there are links for "Table of Contents" and "My Collections".

Two blue arrows are overlaid on the image: one points from the search bar down to the first search result, and another points from the "Operating Systems" filter up to the search bar.

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



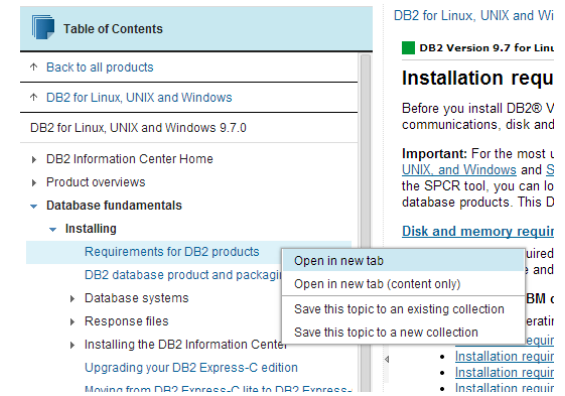
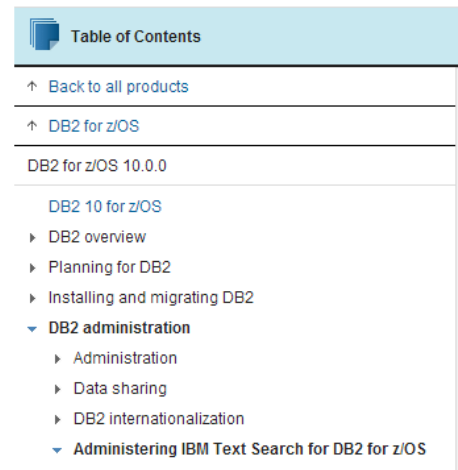
... You can find related resources from IBM Redbooks, developerWorks and White papers

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

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/SSZHJ2_8.1.0/com.ibm.cics.tg.zos.doc/ctgzos/ipsportshr.html

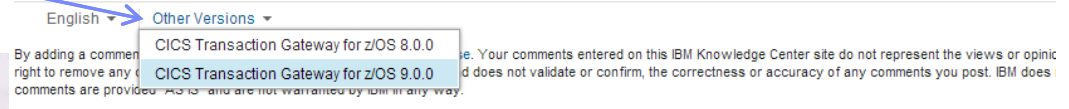
Navigate document structure with breadcrumb links

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...

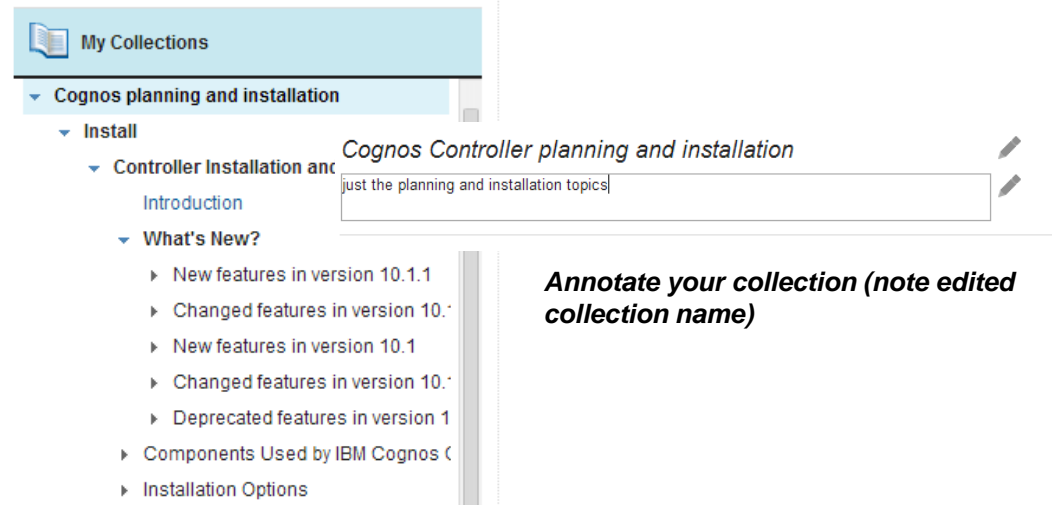
- Find different product versions of a topic in IBM KC at the end of each content page



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

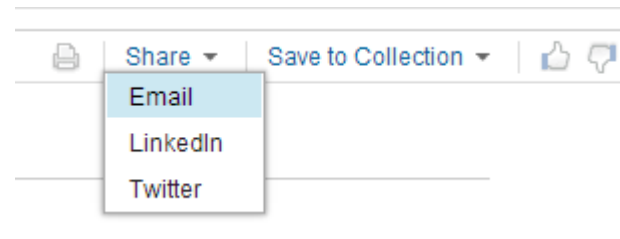
[Create PDF File](#) | [Edit](#)

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)

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

New publications

Change country

Customer Support

Frequently Asked Questions

About this site

Related links

• Information Centers and



Publications home > Search for publications >

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/>

The screenshot shows the IBM website interface for the z/OS V2R1 Elements and Features - February 2015. The top navigation bar includes the IBM logo, links for Industries & solutions, Services, Products, Support & downloads, and My IBM, along with a search bar. The main heading is "z/OS V2R1 Elements and Features - February 2015". Below this, there is a section for "PDF files for download - February 2015". Under "System level", there are links for "z/OS Hot Topics newsletters", "Glossary of z/OS terms", "z/Architecture Principles of Operation", "z/OS System-Level", and "IBM z/OS Management Facility". Under "Elements and features", there is a link for "BDT". To the right, there is a "Contact IBM" section with an "Email IBM" button, a "Find a Business Partner" link, and a "Call IBM: 1-866-261-3023" link with a "Priority code: z Systems" note. Below that is a "Browse z/OS" section with links for "Features and functions", "Tools", "Library", "Support", "Contact z/OS", "Education", and "Migration and Installation".

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

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

← Go to IBM Support Portal

IBM Softcopy Librarian V4.6

Tags
 Add a tag | Search all tags
 Add a tag >
 My tags | All tags
 View as cloud | list

Downloadable files

Abstract
 The IBM Softcopy Librarian provides you with the ability to manage PDFs, BookManager® softcopy books, and shelves you receive from IBM and from other companies.

Download Description
 The Softcopy Librarian lets you set up and maintain PDF and BookManager book repositories using a variety of sources. You can obtain and transfer shelves of books and shelves of PDFs from: CD collections, the IBM PUBLIB Web site, or from a local hard disk.

Note: In general, using the Internet to obtain books from IBM might be slower than using CDs. We recommend that you use the IBM CD-ROM collections for the normal quarterly refreshes, and use the Internet only for updating your repositories between quarters with latest releases or a few critically important bookshelves.

The Softcopy Librarian keeps a catalog of all the book, PDF, and shelf files that you send to your repository from any level of a CD, from your local hard drive, or from the IBM PUBLIB Web site. When a new level of a bookshelf arrives, on a new CD or at the PUBLIB Web site, the SoftCopy Librarian compares it and its contents with the catalog and shows

Rate this page:
 ★ ★ ★ ★ ★
 Average rating (12 users)

Document information

More support for:
[BookManager Product Family Softcopy Librarian](#)

Software version:
 4.6

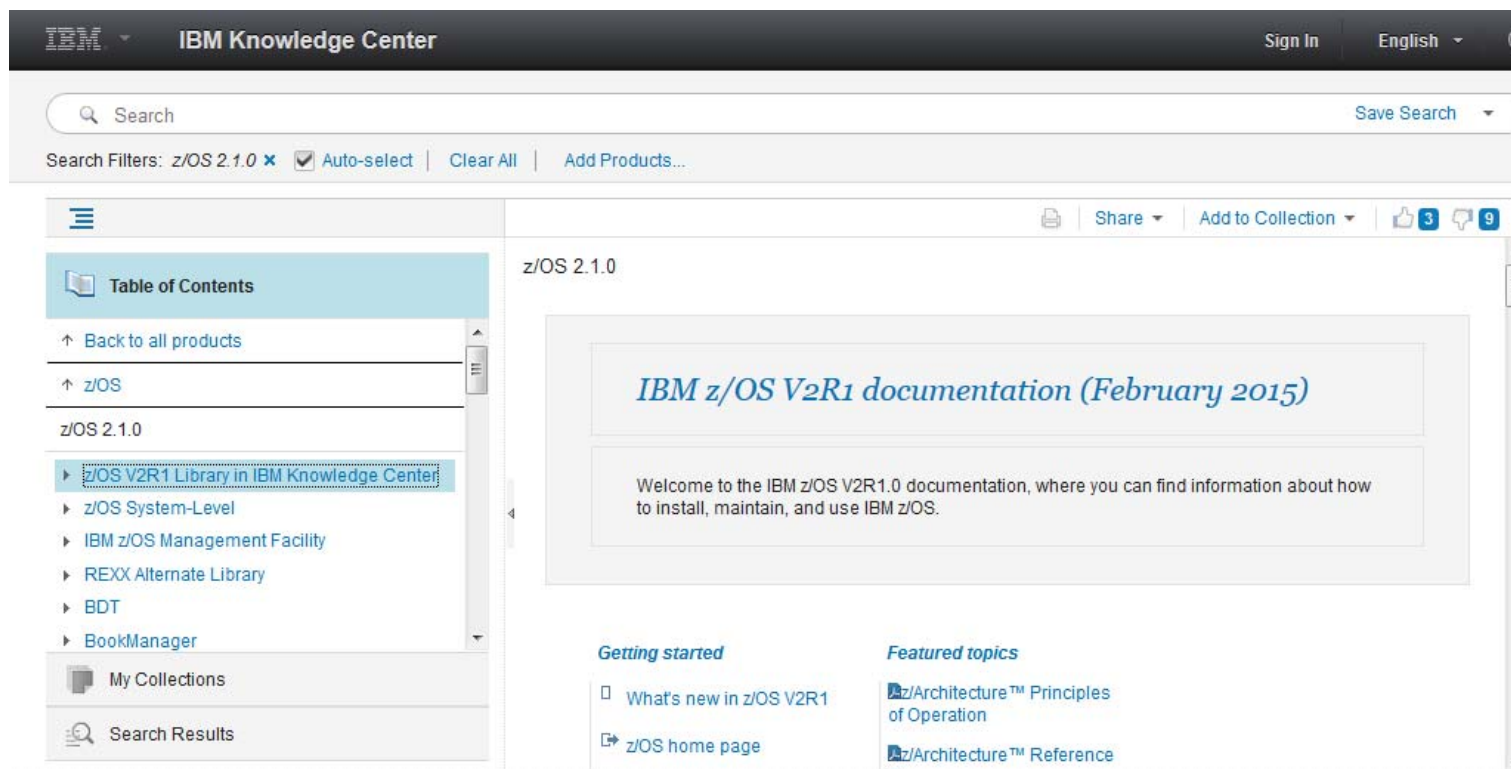
Operating system(s):
 Windows

Reference #:
 4000640

Modified date:

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.



The screenshot displays the IBM Knowledge Center interface for z/OS 2.1.0. The top navigation bar includes the IBM logo, the text "IBM Knowledge Center", and links for "Sign In" and "English". Below the navigation bar is a search bar with a "Save Search" dropdown. The search filters section shows "z/OS 2.1.0" selected, along with "Auto-select", "Clear All", and "Add Products...".

The main content area is titled "z/OS 2.1.0" and features a large heading: *IBM z/OS V2R1 documentation (February 2015)*. Below the heading is a welcome message: "Welcome to the IBM z/OS V2R1.0 documentation, where you can find information about how to install, maintain, and use IBM z/OS." The interface also includes a "Table of Contents" sidebar on the left with a "z/OS V2R1 Library in IBM Knowledge Center" section expanded to show sub-items like "z/OS System-Level", "IBM z/OS Management Facility", "REXX Alternate Library", "BDT", and "BookManager". At the bottom, there are sections for "Getting started" (with links to "What's new in z/OS V2R1" and "z/OS home page") and "Featured topics" (with links to "z/Architecture™ Principles of Operation" and "z/Architecture™ Reference").

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

Publications home > Search for publications >

Publication Information

z/OS V1R13 Information Center DVD, November 2012 (SK5T-7089-03)

Abstract:
 This DVD contains a Windows-installable version of the z/OS Information Center contains product documentation for z/OS Eclipse Help System and PDF and Bookmanager formats. System framework.
 *** The z/OS V1R13 Information Center is available on the Web at <http://publib.boulder.ibm.com/infocenter/zos/v1r13/>.

Read/download free of charge:

File Name	File Type	File Format	Date	Size (MB)	Language
K5T70893	EDBIN	BINARY	22-02-2013	1769.6	ENU

Related links

- Information Centers and Libraries
- IBM Redbooks
- IBM Press Books
- My Support

Publications home > Search for publications >

Publication Information

z/OS V1R13 Information Center DVD, November 2012 (SK5T-7089-03)

Abstract:
 This DVD contains a Windows-installable version of the z/OS V1R13 Information Center. The z/OS Information Center contains product documentation for z/OS V1R13 elements and features in IBM Eclipse Help System and PDF and Bookmanager formats. It also contains the IBM Eclipse Help System framework.
 *** The z/OS V1R13 Information Center is available on the Web at <http://publib.boulder.ibm.com/infocenter/zos/v1r13/>.

Read/download free of charge:

File Name	File Type	File Format	Date	Size (MB)	Language	Read HTTP	Download Director
K5T70893	EDBIN	BINARY	22-02-2013	1769.6	ENU		

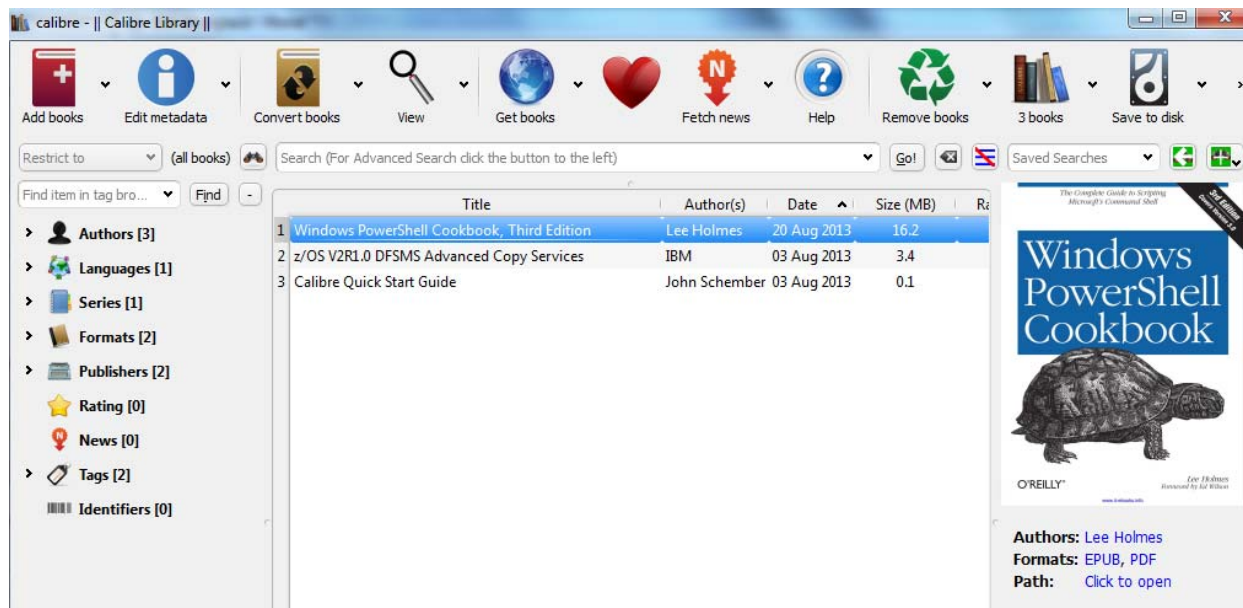
ePub Format



- WIKIPEDIA on ePub
- \top *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: \top 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

