



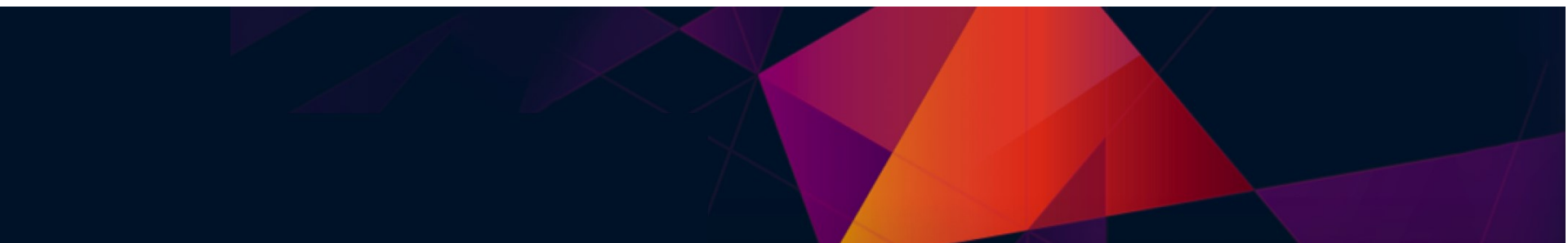
Session 17654

Discussion: How Can We Improve z/OS Documentation for You?

Wednesday, August 12, 2015: 12:30 PM-1:30 PM

Europe 2 (Walt Disney World Dolphin)

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



Abstract

- Here is your chance to provide IBM with suggestions on how to improve our documentation. What is the single most important thing we can do to improve our library and make your life easier? Are there changes you'd like to see in Knowledge Center? 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.

Take our online survey



- 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”*

- <https://www.surveygizmo.com/s3/2069493/IBM-z-OS-Product-Documentation>

IBM z Systems OS Deliverables

- Product documentation for z/OS and z/VM and IBM Wave for z/VM
- Formats: PDF, Knowledge Center and Knowledge Center Plugins
- Tools: IBM Softcopy Librarian and softcopy collections
- IBM z/OS Internet Library
- zFavorites
- Hot Topics Magazine
- Design: z/OSMF, Wave for z/VM



IBM z Systems Hardware Deliverables

- **Resource Link**, a Lotus Notes Domino based repository (web enabled lotus database)

It provides:

- Personalization – customers log in with their own user-id and password.
 - They can see a personalized view of information based on their profile
 - Resource link has ties to the customer order databases, so they can build hardware installation manuals customized to the hardware order
 - z Systems Hardware documentation in PDF
 - Customized hardware installation manuals
 - Hardware service information
 - Hardware Education
- **IBM Customer Connect** – provides access to ESP drafts

Delivery Channels and Media

- IBM Knowledge Center – Information Plug-ins
- IBM Publications Center – PDFs and softcopy collection kits
- IBM Internet Library – Web pages
- IBM Resource Link – secure customized repository
- IBM Customer Connect – secured IBM Confidential ESP drafts



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.

Quick Tour of KC

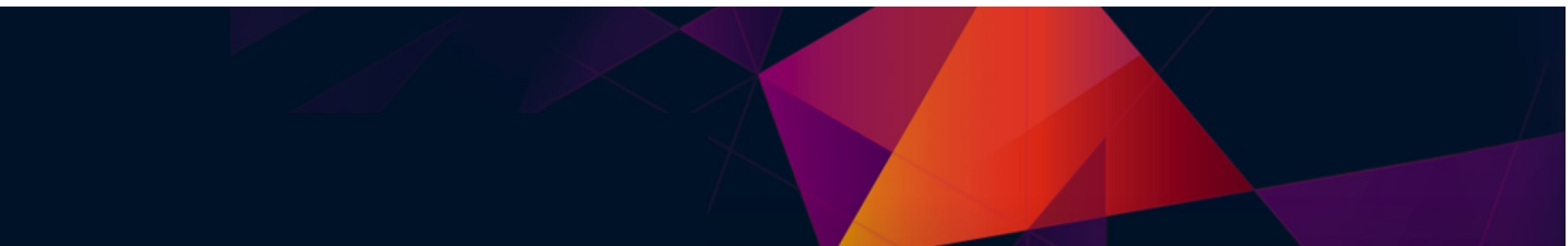
- Personalized content via IBM sign-on
- Navigation – product taxonomy
- Context sensitive search



The screenshot displays the IBM Knowledge Center interface. At the top, there is a search bar with the text "Search" and a "Save Search" button. Below the search bar, there are search filters: "z/OS 3" (with a close icon), "Auto-select" (checked), "Clear All", and "Add Products...". The main content area is titled "IBM Knowledge Center" and includes 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, there are three main sections: "Getting Started", "My Knowledge Center", and "Resources". The "Getting Started" section includes links for "Search tips", "Searching within a product", and "Setting filters". The "My Knowledge Center" section includes links for "Signing in", "Creating your collections", and "Adding comments". The "Resources" section includes links for "IBM Support Portal" and "IBM Client Success Portal". A footer at the bottom contains links for "Contact", "Privacy", "Terms of use", "Accessibility", and "Feedback".



New: KC Mobile Function



IBM Knowledge Center mobile beta now available!

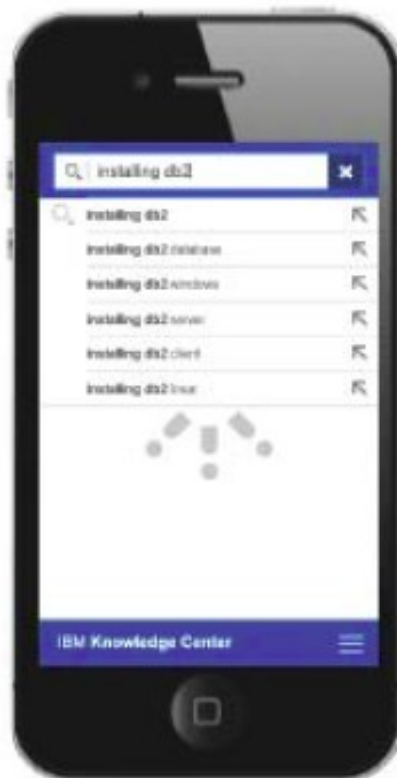
- Our new IBM Knowledge Center mobile beta is available and supports iOS and Android. You can get to it here:
<http://www.ibm.com/support/knowledgecenter/mobile/>
- The mobile site lets you:
 - search all of IBM Knowledge Center
 - filter your searches by product
 - preview search results
 - read topics 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.



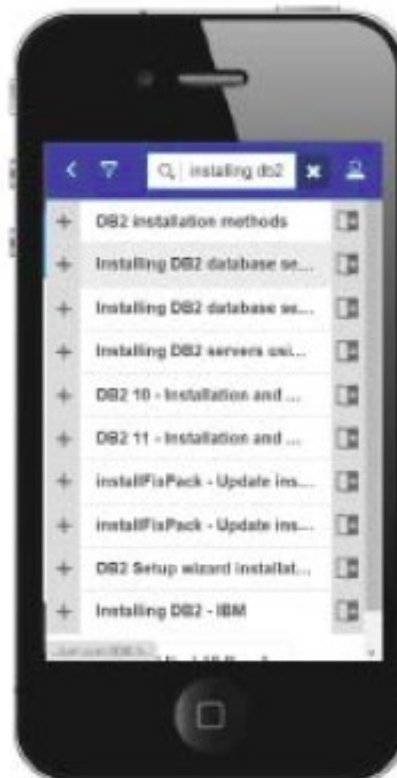
IBM Knowledge Center Mobile – Designed for Smartphones



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"



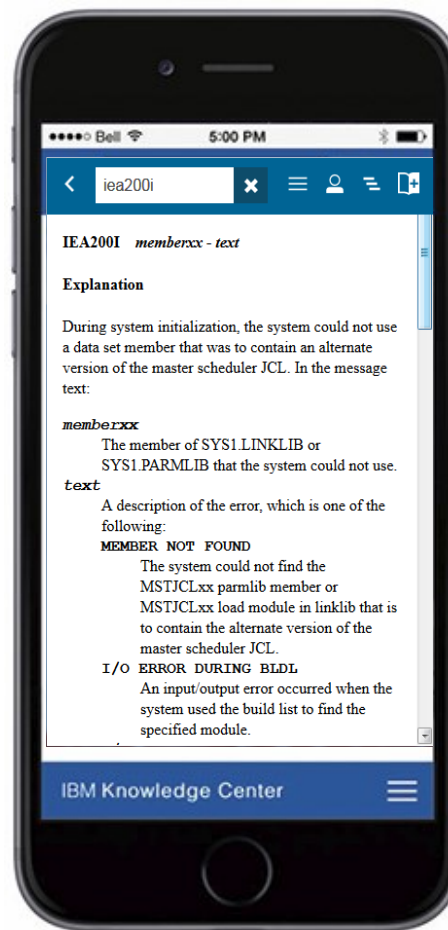
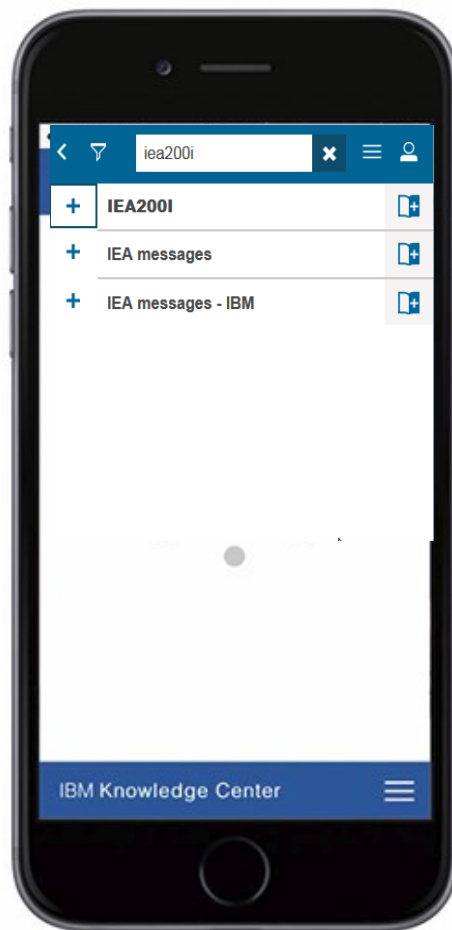
4. "mobile" topic reveal

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.



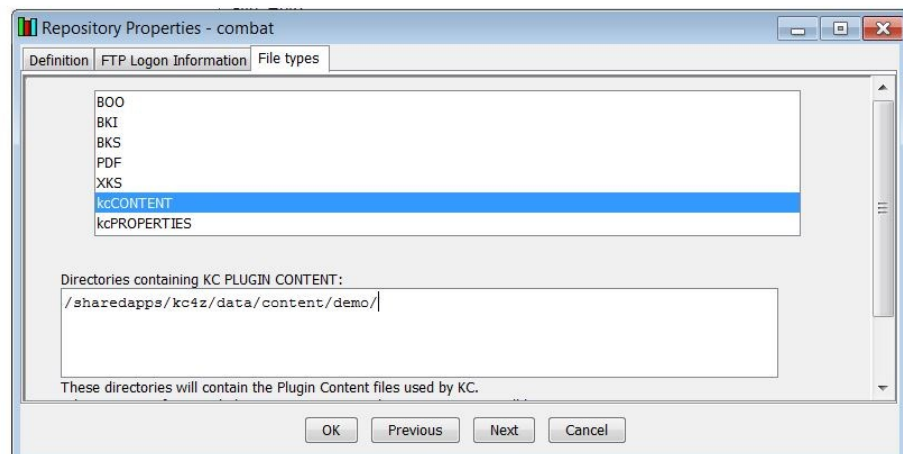
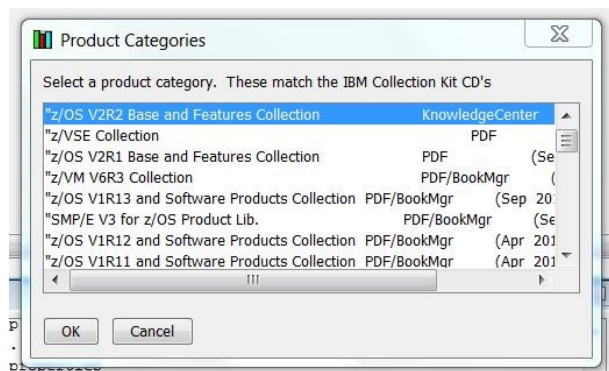
IBM Knowledge Center for z/OS

- IBM Knowledge Center for z/OS (KC4Z) is new for z/OS V2R2
- KC4Z serves IBM product publication content to web browser clients from the z/OS server system.
- KC4Z provides the ability to display, navigate and search content in a manner similar to the Knowledge Center on ibm.com.
- Content can be manually added to and maintained in KC4Z zFS repositories using information the in *IBM Knowledge Center for z/OS Configuration and User Guide*, SC27-6805.
- Content can be automatically added to and maintained in KC4Z zFS repositories using the enhanced Softcopy Librarian tool.
- By adding and maintaining content, KC4Z can be made to serve product publications for many different IBM products.

Softcopy Librarian

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

- Communicates with the IBM Publications Center
- Lets the user browse available content and select it to download for local use.
- Users can download PDF or KC plugins for z/OS
- When you run SCL again, it will flag updates so you can always keep your local repository current.



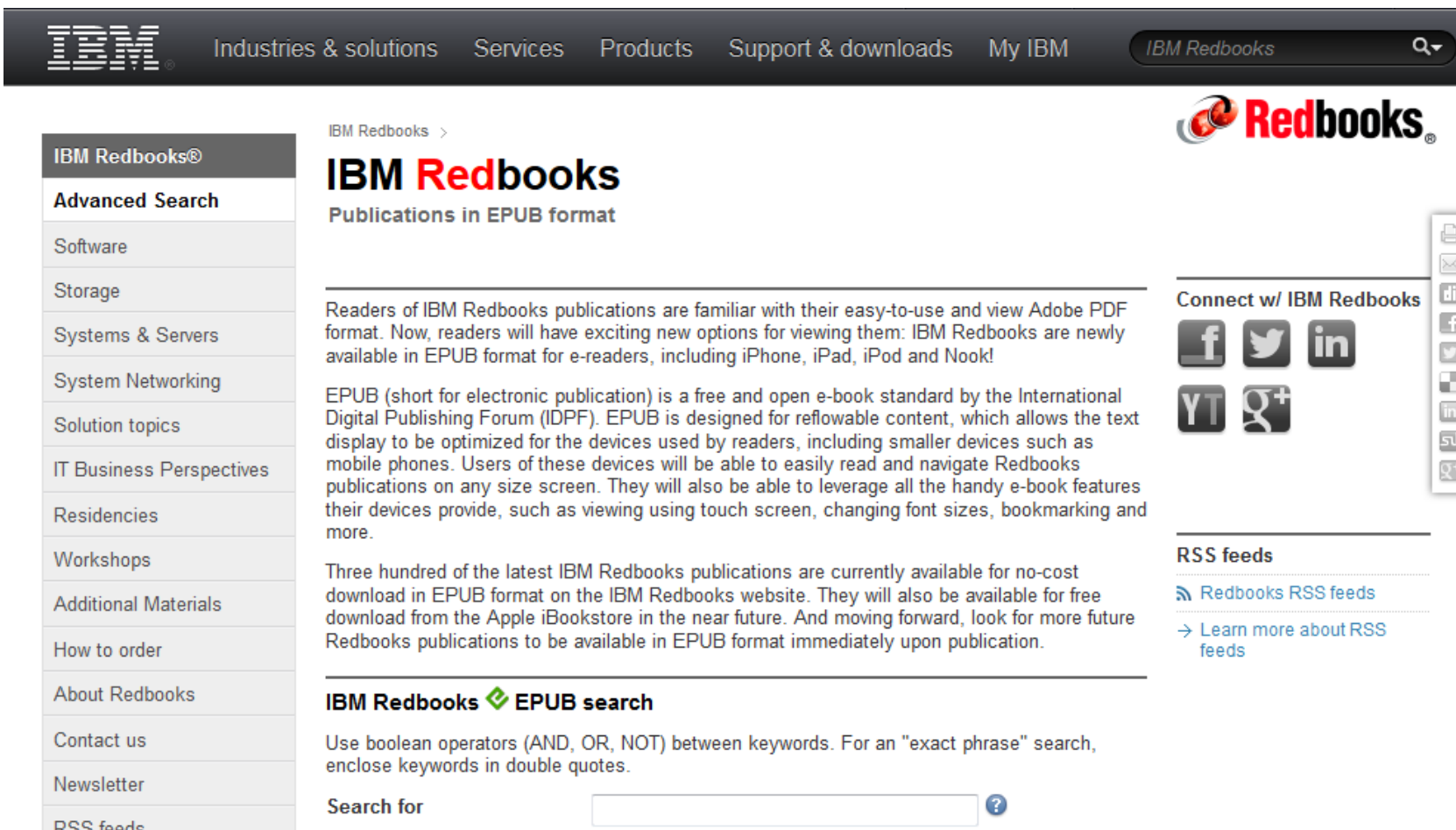
What is your interest in ePub Format?

- 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 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.
- We decided not to produce that format until cross book linking support is available. Do you agree?



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The screenshot shows the IBM Redbooks website. At the top, there is a navigation bar with the IBM logo and links for Industries & solutions, Services, Products, Support & downloads, and My IBM. A search bar on the right contains the text "IBM Redbooks". Below the navigation bar, the page title is "IBM Redbooks" with the subtitle "Publications in EPUB format". The main content area features a paragraph announcing that IBM Redbooks are now available in EPUB format for e-readers like iPhone, iPad, iPod, and Nook. Below this, another paragraph explains that EPUB is a free and open e-book standard designed for reflowable content, optimized for various devices. A third paragraph states that 300 of the latest publications are available for free download in EPUB format. On the right side, there are social media icons for Facebook, Twitter, LinkedIn, YouTube, and Google+, along with a "Connect w/ IBM Redbooks" section. At the bottom right, there is an "RSS feeds" section with a link to "Redbooks RSS feeds" and a button to "Learn more about RSS feeds". On the left side, there is a vertical menu with various categories like Software, Storage, Systems & Servers, etc. At the bottom, there is an "IBM Redbooks EPUB search" section with a search input field and a question mark icon.

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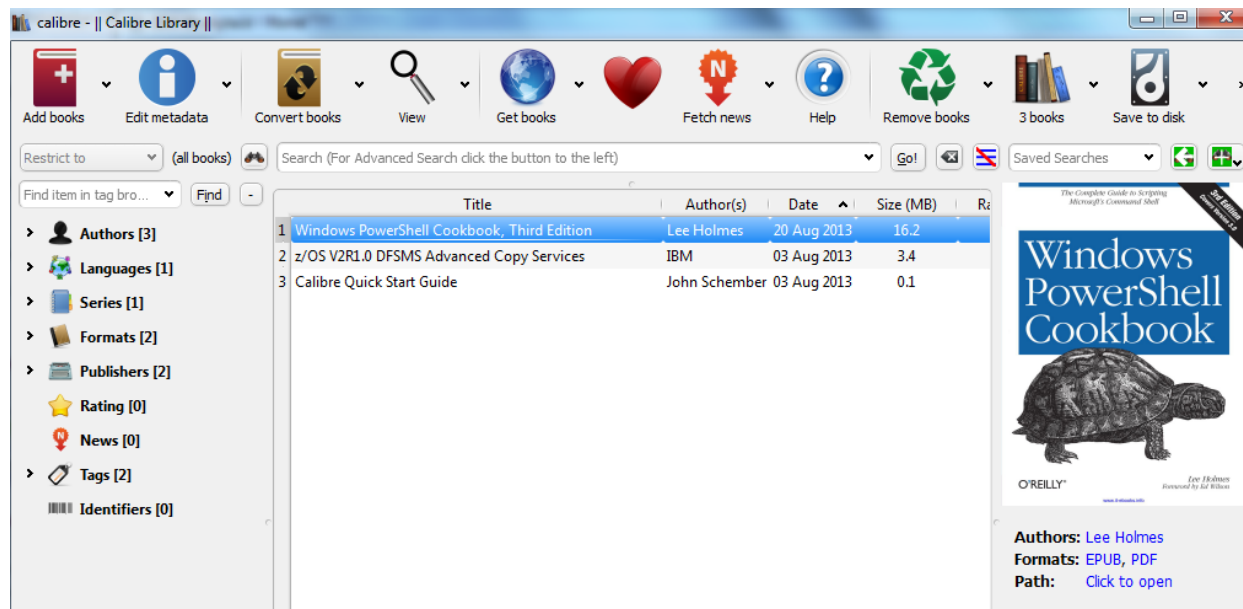
IBM Redbooks EPUB search

Use boolean operators (AND, OR, NOT) between keywords. For an "exact phrase" search, enclose keywords in double quotes.

Search for

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



Discussion

What is the single most important thing we can do to improve our library and make your life easier? Are there changes you'd like to see in Knowledge Center? 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.

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

