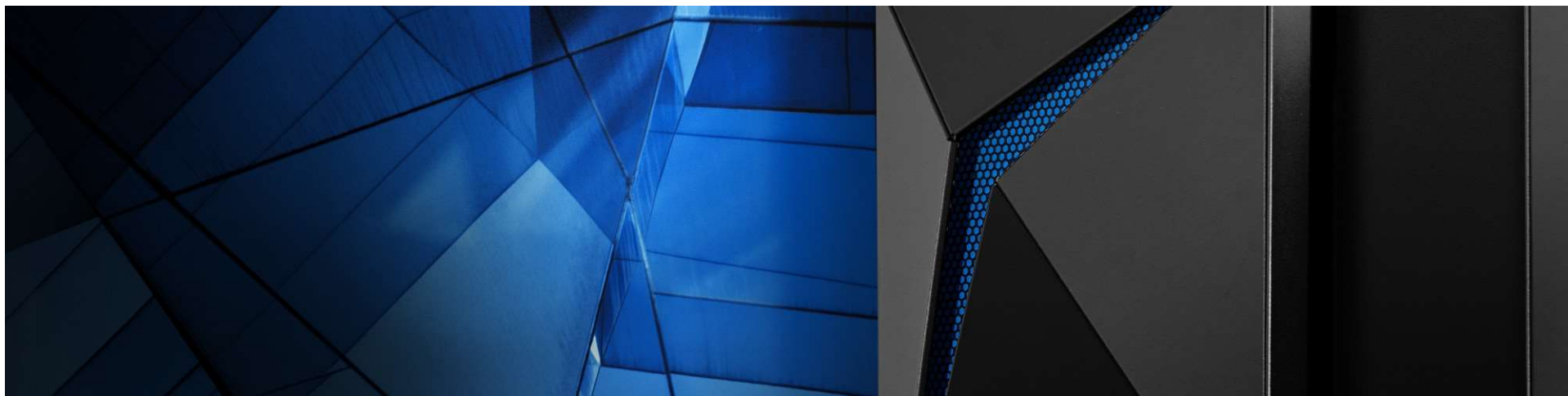

z/OS Product Documentation: Content by Design

Wednesday, October 17, 2018

Presenters: Sue Shumway, Bill Keller - IBM Corporation



Agenda

- **What drives our changes**
 - Design Thinking and Agile methodology
 - Customer feedback
- **Information currency**
 - Continuous delivery
 - Hot Topics now digital
- **Information search**
 - z/OS Search Catalogs V2.0
 - z/OS Adobe Indexed PDF Collections
 - Look@ Knowledge Center
 - LookAt API in KC4z
 - Search tool demos
- **Content solutions**
 - Components of a content solutions
 - Example content solutions and demos
 - Comprehensive content collections (c3)
 - Workflows
- **And lastly...**
 - "zfavorites"
 - We want your feedback!

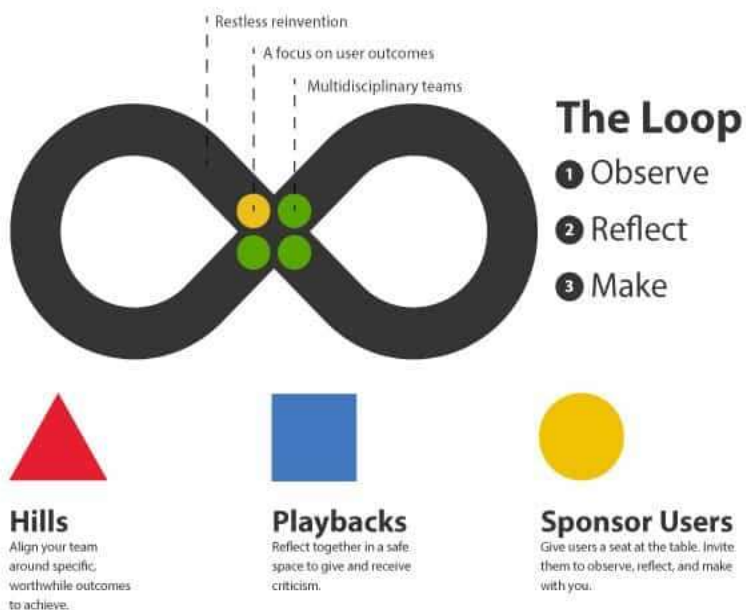


WHAT DRIVES OUR CHANGES

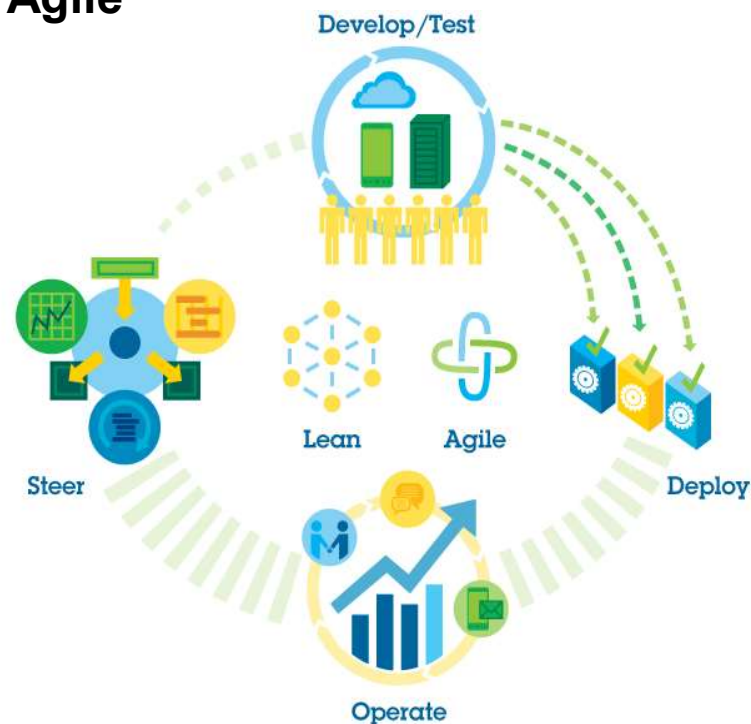
Transforming Our Information

Two driving forces to transformation:

Design Thinking



Agile



Customer Feedback

You spoke, we listened. This presentation provides an update on how we're responding to your feedback by taking actions on what's important to you.

Customer feedback has these main recurring themes

- Information currency
 - *Do I have access to the latest information?*
 - *Can I get notified when content changes?*
- Information search
 - *Do I have everything I need?*
 - *Can you make searches more targeted?*
 - *Can I find everything I need, even if I don't know what to search for?*

At the most recent SHARE conference, we held a session just to talk with users and get their feedback.

Requirements on KC

Requirement	Status
<u>When content is removed there should be a built in redirect to the latest version of the documentation at the topic level.</u>	Open
<u>Incorporate the LookAT Algorithm into KC Hosted and KCCI</u>	Complete
<u>Automatically Provide a Knowledge Center wide search if searching within a scope returns no hits</u>	In progress
<u>Make Displaying the TOC the default</u>	Complete
<u>z/OS Customer Requirement to Search at the Book Level and once in the book, do additional searches within that book</u>	In progress
<u>Provide the "Book Title" in KC Search Results Abstract</u>	In progress
<u>Information Provisioning and Information Currency for KCCI</u>	In progress
<u>Ability for the Customer and ISV to Publish their Content / Custom Content in KCCI</u>	In progress
<u>Ability to Create Predefined Persistent Search Scopes (aka Collections) in a Published KC Instance</u>	Open

INFORMATION CURRENCY

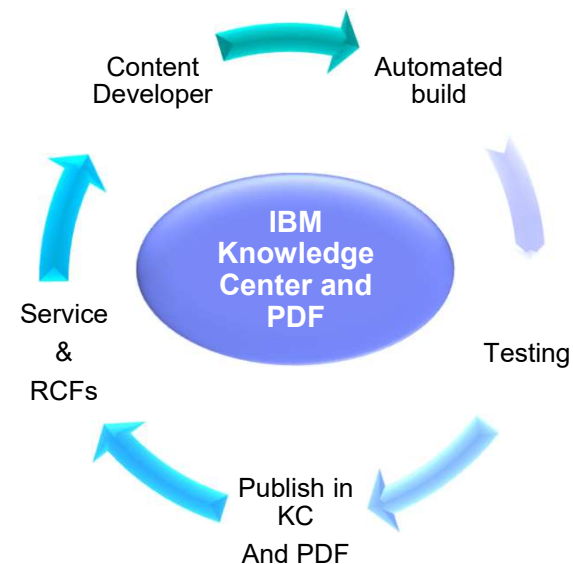
Continuous Delivery

z/OS information in both IBM Knowledge Center and corresponding PDFs can be updated weekly

- Replaces quarterly refreshes, with V2R3
- Can better align with availability of new function

Notifications can be sent about updates

- [Subscribe to the z/OS library PDFs in Resource Link](https://www.ibm.com/servers/resourcelink/svc00100.nsf/pages/zOSV2R3Library)
<https://www.ibm.com/servers/resourcelink/svc00100.nsf/pages/zOSV2R3Library>



Before V2R3

Deliver regularly but infrequently

- Minimum: **3 months** (if meets criteria)
- Maximum: **2 years** (release boundary)

No notification of updates

Now

Deliver on demand

- Can deliver **approved** updates the **next day**
- KC refreshed every **week**

Notification of updates to PDFs

Hot Topics

FEEDBACK

“We love Hot Topics and would like to receive articles year round versus an annual printed issue.”

SOLUTION

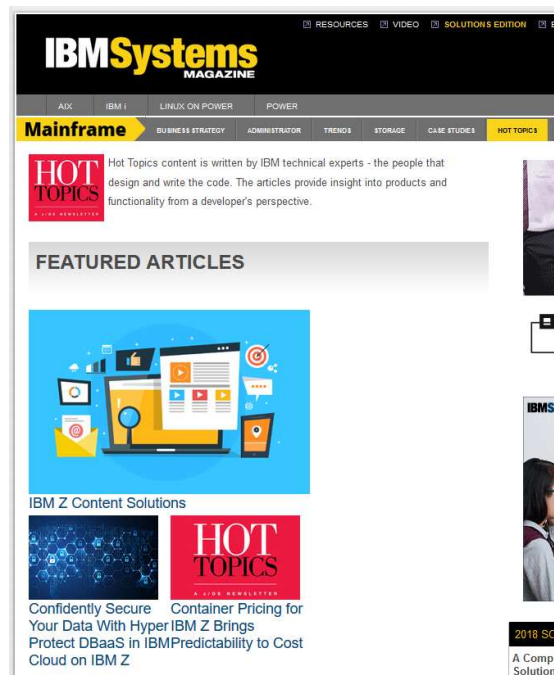
z/OS Hot Topics content has gone digital.

Benefits:

- Timely, continuous delivery of relevant information (announcements, new features) to customers

IBM z/OS Hot Topics digital content is distributed and shared across five* popular Mainframe channels on a continuous delivery cycle.

URL: <http://ibmsystemsmag.com/mainframe/hot-topics/>



INFORMATION SEARCH

Improving Search

- The default search scope for content in IBM Knowledge Center is at the product release level, so you're searching **all of V2R3** every time. This works well for smaller libraries, but not for z/OS.
- We heard your concerns and developed some additional search tools:
 - [z/OS Search Catalogs V2.0](#)
 - Lets users search at the element library or individual book level
 - [z/OS Adobe Indexed PDF Collections](#)
 - Now available for all z/OS V2Rx releases
 - [Look@ Knowledge Center](#)
 - This new version works with IBM Knowledge Center against any IBM message in any product
 - [LookAt API for KC4z](#)
 - Provides powerful search for messages and commands in local KC4z repositories.

Improving Search: z/OS Search Catalogs V2

- The search catalogs are back! An underlying change in search technology had broken the first (experimental) search catalogs. Version 2.0 of the catalogs fixes the problem.
- The search catalog lets users narrow the search to a element library or an individual book.
- There are direct links to each catalog from the z/OS Internet Library page

<https://ibm.biz/BdYsTv>



IBM Z documentation and z/OS Internet Library terms and conditions

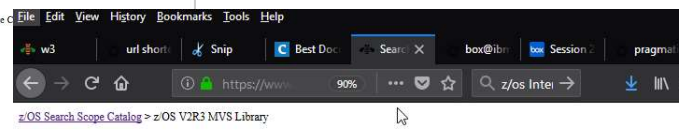
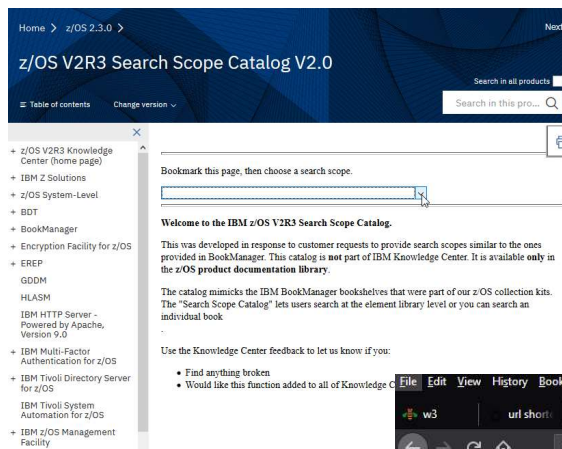
Please read before using. By clicking on any of the links to the documentation listed on this page you agree to accept our IBM Z Documentation terms and conditions

What's New

- IBM Z Solutions -See the new list of offerings on the z/OS V2R3 homepage in IBM Knowledge Center
- Version 2.0 of the z/OS V2R3 Search Catalog provides search at the element or book level.
- A new z/OS V2R1 Adobe Indexed Collection is a single download that provides all the z/OS V2R1 documentation PDFs with robust library search.
- LookAt is back. IBM Look@ Knowledge Center prototype is a new version of the popular message look up tool.
- New! - the z/OS V2R1 Knowledge Center plug-ins are available for download and use in z/OS Knowledge Center.

z/OS Internet Library

- Search using IBM Knowledge Center
| V2R3 | V2R2 | V2R1 |
- Search at the element or book level
| V2R3 | V2R2 | V2R1 |



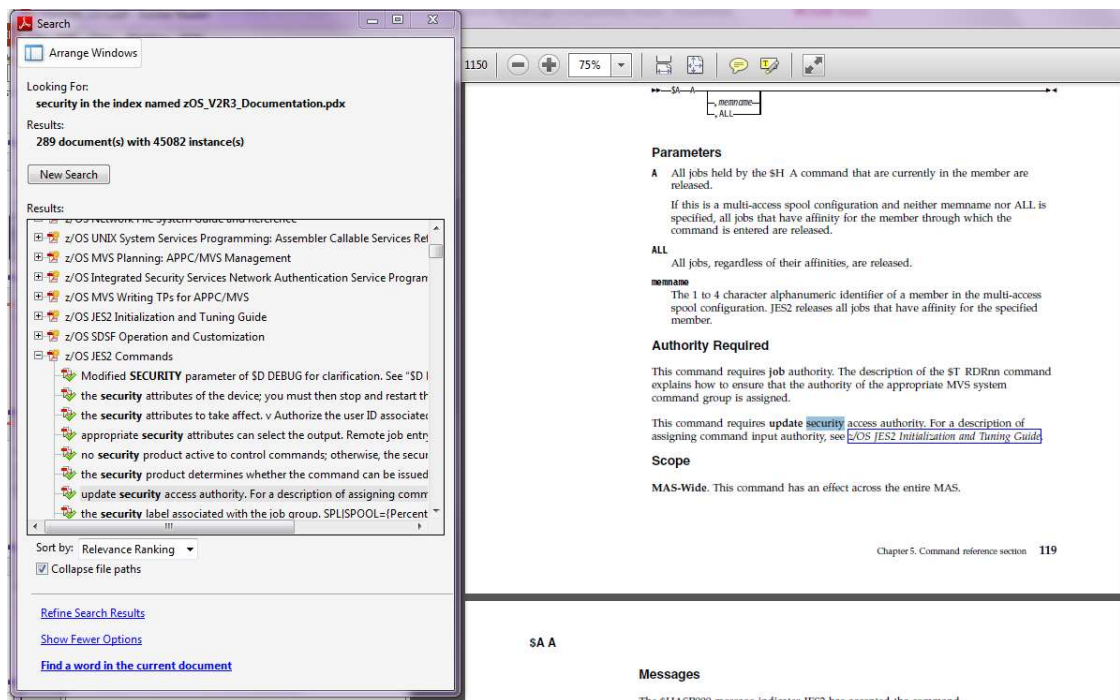
* Note: Not all books were updated for V2R2, so it's normal to have some z/OS V2R3 search results in your V2R2 search.

Improving Search: Adobe Indexed PDF Collections

- These collections are all of the PDF files for a release that have been indexed with the industry standard Acrobat Search packaged in a single ZIP file for easy download and use offline.
- Each collection has a master index that lists book titles with a link to the corresponding PDF
- These collections replace traditional softcopy collections but provide a very familiar search experience where search results are displayed in book and library context so users can better choose the content they want.

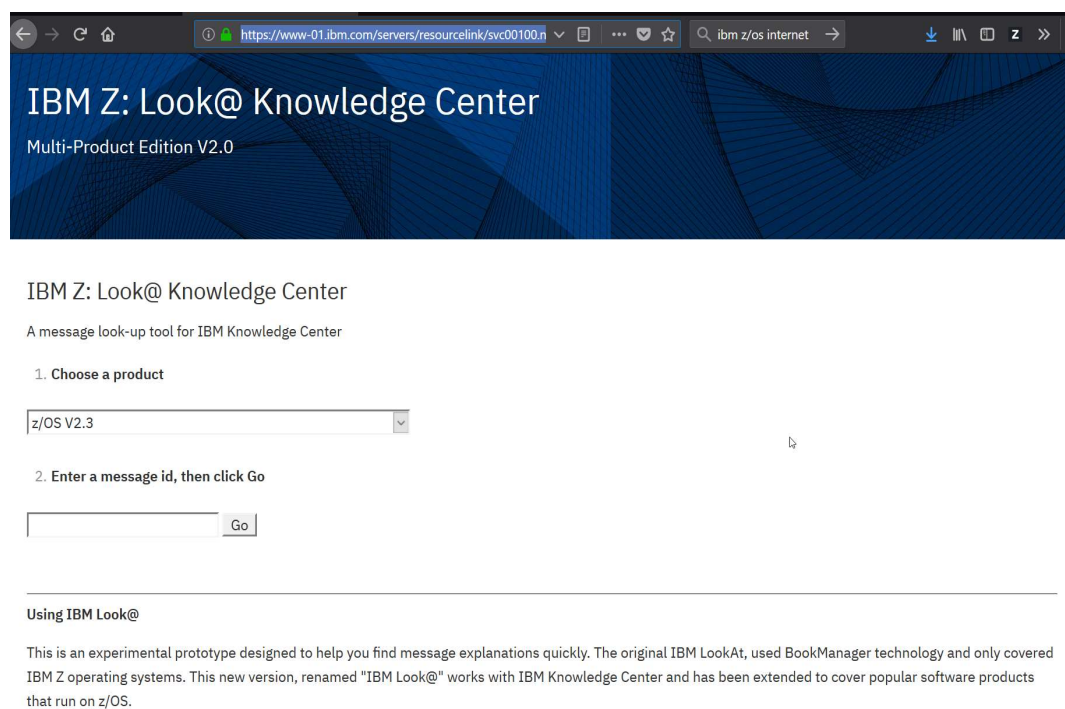
New:

- Collection kits are now available for z/OS V2R1-3 and V1R12-13
- All kits can be downloaded from the z/OS Internet Library
- <https://ibm.biz/BdYsTv>



Improving Search: Look@ Knowledge Center

- A new message and reference lookup facility
- Works across all products in Knowledge Center
- Uses KC on the Internet, so the information is always current
- <https://ibm.biz/BdYswf>



Improving search: LookAt API in Knowledge Center for z/OS

- Uses:
 - Standalone installations of z/OS where no Internet access is allowed in the same room with the system
 - Enterprise repository of documentation for disaster recovery
 - Local copy of the library in case Internet access is lost
- Not the same as KC hosted
- Released in z/OS V2R2; for V2R3 added the "LookAt" API for messages and commands, which provides functionality similar to the old LookAt search facility.
- For configuration and usage information, see [IBM Knowledge Center for z/OS Configuration and User Guide](https://www.ibm.com/servers/resourceLink/svc00100.nsf/pages/zOSV2R3sc276805) (<https://www.ibm.com/servers/resourceLink/svc00100.nsf/pages/zOSV2R3sc276805>)
- Download plugins: <https://ibm.biz/BdYsTv>

Demo of some new search tools

CONTENT SOLUTIONS

Why do we need something different?

- With traditional information, content is often scattered throughout the z/OS library
- There is no clear starting point and no easy way to find everything I need.



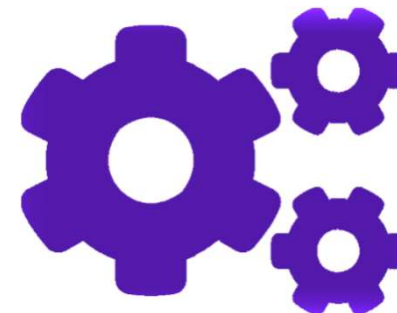
Feedback: (from a recent ESP)

“...There’s at least 3 different places for documentation...Would it be possible to get a comprehensive documentation?”

“Would like a single source for all planning, enablement, using, etc...”

“...There’s no clear work flow to configure all of these parts.”

IBM Z Content Solutions



An IBM Z content solution contains all of the information that a client needs to successfully understand and implement a function, feature or product solution. It covers all aspects of the client experience, and is created using Design Thinking with customer validation.

A high-value, comprehensive, deliverable, comprised of one or more solution components, developed using agile methodologies with frequent stakeholder validation.

- Comprehensive Content Collection (c3)
- Integrated user interface text and help
- Workflows
- Digital media, social and print
- Multimedia
- Mobile applications

Content Solution Components



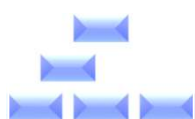
Comprehensive Content Collection (c3)

End-to-end collection of information in one comprehensive view



Workflows

A series of guided steps in z/OSMF



User interface text and help

The best place for content is in the user interface itself!



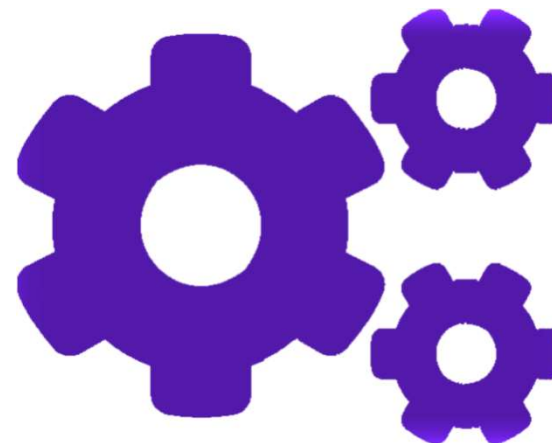
Multimedia

Video, podcasts



Digital media, social, and print

Articles Redbooks Hot Topics Tutorials
Blogs Technotes Developer works Whitepapers



Example Content Solution: Container Pricing

- **Value statement**

Container Pricing for IBM Z makes pricing simpler and more economical for qualified solutions running on the z13 and z14 processors. Pricing for a solution is predictable and relevant – disconnected from the cost of unrelated software, or whether the solution runs during a peak time.

- **Big Picture**

Simple, graphical description

- **Getting Started**

- Application Dev & Test solution
- New Application solution
- Payments Pricing solution

- **Content Solution Components**

- Web page
- c3, videos, workflows

Additional Resources

- Videos, podcast, website, blogs, & more

<https://izswebpage.mybluemix.net/cp/containerpricing.html>

The screenshot displays the IBM Z Container Pricing website content, organized into several sections:

- Value of Container Pricing for IBM Z:** A top section featuring an image of server racks and text explaining that pricing is simpler and more economical for qualified solutions on z13 and z14 processors. It notes that pricing is predictable and relevant, disconnected from unrelated software costs or peak times, and can be metered, reported on, and optionally capped. It also states that you can get started with minimal up-front setup.
- Big Picture A Container Pricing Solution:** A horizontal flowchart with six numbered steps:
 1. Work with IBM to define a solution. IBM assigns a solution ID.
 2. Optional - Download the appropriate z/OSMF workflow which guides you through the next steps.
 3. Obtain your solution ID from the License Management System web portal.
 4. Update your WLM service definition with the solution ID (colocated solutions only).
 5. Update SCRT so that it can report the solution workload separately.
 6. Send the SCRT report to IBM. The solution workload does not impact your R4HA.
- Getting Started with Container Pricing for IBM Z:** A section with three columns:
 - Application Development and Test Solution:** Overview: The Application Development and Test solution, by removing the need for solution ID, guides you through the next steps.
 - New Application Solution:** Planning: Work with an IBM Sales representative to define a solution with an agreed price. This agreement will include the decision to use either an LPAR that is dedicated to the workload or an LPAR on which the workload is colocated with other workloads. The Application Development and Test environment is typically on dedicated LPARs.
 - Payments Pricing Solution:** Setup: For a dedicated-LPAR solution, the only setup is to update your SCRT.JCL to reflect the solution ID, which is generated as part of the agreement with IBM. For a colocated-LPAR solution, you must first create definitions in WLM.
- Getting Started with Container Pricing for IBM Z:** A second section with three columns:
 - Application Development and Test Solution:** Overview: The Application Development and Test environment is typically on dedicated LPARs. Includes links for Requirements and See more in the announcement.
 - New Application Solution:** Planning: Work with an IBM Sales representative to define a solution with an agreed upon price. Includes a link for Define a solution.
 - Payments Pricing Solution:** Setup: For a dedicated-LPAR solution, the only setup is to update your SCRT.JCL to reflect the solution ID, which is generated as part of the agreement with IBM. Includes a link for Container pricing definitions in WLM.

Example Content Solution: Pervasive Encryption for IBM Z

- **Value statement**

Pervasive encryption is a consumable approach to enable extensive encryption of data in-flight and at-rest to substantially simplify encryption and reduce costs associated with protecting data and achieving compliance mandates.

- **Getting Started**

- z/OS Data Set Encryption
- z/OS Coupling Facility Encryption
- z/OS Encryption Readiness Technology

- **Content Solution Components**

- Web page in Knowledge Center
- c3
- Hot Topics (planned)
- Podcast (planned)

- **Additional Resources**

- Videos, Redbooks, wiki, and more

<https://izswebpage.mybluemix.net/pe/pervasive.html>

Value Getting Started Resources

Value of Pervasive Encryption for IBM Z

Pervasive encryption is a consumable approach to enable extensive encryption of data in-flight and at-rest to substantially simplify encryption and reduce costs associated with protecting data and achieving compliance mandates. The IBM Z® platform is designed to provide pervasive encryption capabilities to help you protect data efficiently in the digital enterprise.

[Learn more about IBM z14](#)

Getting Started with Pervasive Encryption for IBM Z

z/OS Data Set Encryption	z/OS Coupling Facility Encryption	z/OS Encryption Readiness Technology
Overview Data set encryption is provided by z/OS® V2R3 through the base Data Facility Storage Management Subsystem (DFSMS) component of z/OS. Data set encryption enables encryption through the DFSMS access methods. → Hardware and software requirements	Planning Considerations and guidelines for use of encrypted data sets. → Planning z/OS data set encryption	Set up Steps for setting up the environment and creating encrypted data sets. → Setting up z/OS data set encryption

Resources for Pervasive Encryption for IBM Z


Content Solution	Other Resources	Multimedia
dW developerWorks IBM Crypto Education Wiki	Techdoc z/OS V2R2 Data Set Encryption FAQs	IBM Redbook Getting Started with z/OS Data Set Encryption

Example Content Solution: Cloud Provisioning and Management

- **Value statement**
IBM Cloud Provisioning and Management for z/OS helps you rapidly provision z/OS software subsystems and simplifies the configuration and deployment of z/OS components. Use it to improve the agility of your DevOps team, integrate z/OS into your hybrid cloud, and transform your IT infrastructure.
- **Big Picture**
Simple, graphical description
- **Getting Started**
 - z/OS system programmer
 - Z/OS middleware system programmer
 - IT architect
 - Consumer
- **Additional Resources**
 - c3, Redbooks, blogs, free trial, video, & more

<https://izswebpage.mybluemix.net/cpm/cloudprovisioning.html>

Introduction
Getting Started
Resources




IBM Cloud Provisioning and Management for z/OS


IBM Cloud Provisioning and Management for z/OS helps you rapidly provision z/OS software subsystems and simplifies the configuration and deployment of z/OS components. It can accelerate the adoption of hybrid cloud and transform your IT infrastructure.


With IBM Cloud Provisioning and Management for z/OS, you create software service templates that provision IBM® middleware, such as IBM Customer Information Control System (CICS®), IBM Db2®, IBM Information Management System (IMS™), IBM MQ, and IBM WebSphere Application Server. You can track software instances that were provisioned from those templates. Users can quickly provision and deprovision an environment as needed through a self-service software services marketplace, with no need for intervention by a system administrator.


IBM Cloud Provisioning and Management is available through z/OSMF, which provides a web browser-based user interface as well as REST APIs.


Big Picture A Cloud Provisioning & Management Solution


1

Enable the z/OSMF plugins and set up security.

2

Optional – define a customized domain for cloud provisioning.

3

Create a software services template.

4

Connect the template to tenants and create resource sets.

5

Approve, test and publish the template.

6

Make the software service available in a marketplace.

Getting Started with Cloud Provisioning & Management for z/OS

z/OS System Programmer	Middleware System Programmer	IT Architect	Consumer
------------------------	------------------------------	--------------	----------

Overview

Set up Cloud Provisioning by defining roles, enabling the pre-requisite plugins and specifying the security mode (automatic or manual). Then, if the defaults are not appropriate, define the cloud domain (systems) and tenants (users).

→ [Learn about z/OSMF](#)

→ [Learn about Cloud Provisioning](#)

Planning

Cloud Provisioning roles include a landlord (z/OS system programmer), domain administrator, WLM and network administrators, and consumers.

As the landlord, you will define: The systems to use for Cloud Provisioning (the domain). A default domain and tenant (users) help you get started. Whether to perform security updates manually or allow Cloud Provisioning to perform them automatically.

→ [Cloud Provisioning roles and terms](#)

Steps

Work with the security administrator to set up security for Cloud Provisioning using the IZUPRSEC sample, which enables access to the Cloud Provisioning tasks in z/OSMF, Resource Management and Software Services.

Update parmlib member IZUPRMxx to enable pre-requisite plugins and to specify automatic or manual security.

If you want a customized domain, use the Resource Management task in z/OSMF to define the domain, administrators for the domain, and tenants for the domain.

Demo of some new content solutions

We want your feedback on solutions!

- Use **Rate this content** on the **content solutions web pages** to tell us what you think of content solutions.
- If you want to start a dialog, provide your email address so that we can get back to you.

Value Getting Started Resources

Value of Container Pricing for IBM Z

Container Pricing for IBM Z[®] makes pricing simpler and more economical for qualified solutions running on the z13 and z14 IBM processors. Pricing for a solution is predictable and relevant – disconnected from the cost of unrelated software, or whether the solution runs during a peak time. Specific workloads can be metered, reported on, and optionally capped, whether on a dedicated LPAR or colocated with existing workloads on an existing LPAR, with no direct impact on your rolling 4-hour average (R4HA). You can get started with Container Pricing with minimal up-front setup.

Big Picture A Container Pricing Solution

- 1 Work with IBM to define a solution. IBM assigns a solution ID.
- 2 Optional - Download the appropriate z/OSMF workflow which guides you through the next steps.
- 3 Obtain your solution ID from the License Management System web portal.
- 4 Update your WLM service definition with the solution ID (colocated solutions only).
- 5 Update SCRT so that it can report the solution workload separately.
- 6 Send the SCRT report to IBM. The solution workload does not impact your R4HA.

Getting Started with Container Pricing for IBM Z

Application Development and Test Solution	New Application Solution	Payments Pricing Solution
<p>Overview</p> <p>The Application Development and Test solution, by removing the need for aggressive cost controls around development and test, promotes a healthy development and test environment on z/OS.</p> <p>→ Requirements</p>	<p>Planning</p> <p>Work with an IBM Sales representative to define a solution with an agreed upon price.</p> <p>This agreement will include the decision to use either an LPAR that is dedicated to the workload or an LPAR on which the workload is colocated with other workloads. The Application Development and Test environment is typically on dedicated LPARs.</p>	<p>Setup</p> <p>For a dedicated-LPAR solution, the only setup is to update your SCRT JCL to reflect the solution ID, which is generated as part of the agreement with IBM.</p> <p>→ Update SCRT for container pricing</p> <p>For a colocated-LPAR solution, you must first create definitions in WLM.</p>

- <https://izswebpage.mybluemix.net/pe/pervasive.html>
- <https://izswebpage.mybluemix.net/cp/containerpricing.html>
- <https://izswebpage.mybluemix.net/cpm/cloudprovisioning.html>

Comprehensive Content Collection (c3)

- **One-stop-shop** in the Knowledge Center for all of the technical content about a function.
- Begins with a value statement and getting started information.
- Combines information **across z/OS elements** and products.

About the Container Pricing for IBM Z® Content Solution

What is Container Pricing for IBM Z®?

Container pricing scenario

- Step 1: Work with IBM Sales to define a solution and get a Solution ID
- Step 2: For a colocated solution, create Container Pricing definitions in WLM
- Step 3: For a colocated solution, WLM, RMF and SMF track and record solution
- Step 4: For either a colocated or dedicated solution, use SCRT to collect billing

Requirements for Container Pricing for IBM Z

Setting up a colocated Container Pricing solution

WLM definitions for a colocated Container Pricing solution

- Some WLM basics for Container Pricing
 - Defining tenant report classes
 - Defining tenant resource groups
 - Defining resource groups



Container Pricing c3

Index of IBM Z c3s

Title	Links	
Cascading FlashCopy	TOC	PDF
Cloud Provisioning & Mgmt	TOC	PDF
Container Pricing	TOC	PDF
JES2 Email Delivery Services	TOC	PDF
JES2 Small Env. & NOTIFY	TOC	PDF
Pervasive Encryption	TOC	PDF
RACF Support for IBM MFA	TOC	PDF
Remote Pair FlashCopy for XRC	TOC	PDF
z/OS Trusted Key Entry Workstation (TKE)	TOC	PDF

https://www.ibm.com/support/knowledgecenter/SSLTBW_2.3.0/com.ibm.zos.v2r3/en/homepage.html

z/OSMF Workflows

z/OSMF:

- Web-based interface
- **Helpful for people new to z/OS**
 - Familiar modern UI
 - Wizards, tool tips, and other user assistance help them get started quickly
- **Also helpful for expert users**
 - Growing set of function not available through the green screen
 - Sysplex management
 - Cloud Provisioning

z/OSMF Workflows

- **Guided set of steps** that helps you perform an activity on z/OS, such as installing or configuring a software product or managing a z/OS resource.
- **Track progress** and **assign work to others** while maintaining a **single overall view of the task**.



IBM z/OS Management Facility

Welcome bkeller

Welcome x Workflow Editor x Workflows x

Workflows > Workflow for Setting up of Transparent Cloud Tiering on DFSMS - Workflow_3

Workflow for Setting up of Transparent Cloud Tiering on DFSMS - Workflow_3

Description: Workflow for Setting up of Transparent Cloud Tiering on DFSMS
 Percent complete:

Owner: bkeller
 Steps complete: 3 of 17

System: MCLXCF01.AQFT
 Status: In Progress

Is Callable: Cannot be called by another workflow
 Access (Learn More): Public

Workflow Steps

Actions

No filter applied

State Filter	No. Filter	Title Filter	CalledWorkflow Filter	Automated Filter	Owner Filter	Skill Category Filter
<input type="checkbox"/>	1	Set up a cloud on your DS8000		No	bkeller	
<input checked="" type="checkbox"/>	2	Ensure TCP/IP is enabled		No	bkeller	
<input checked="" type="checkbox"/>	3	Obtain cloud provider information		No	bkeller	
<input type="checkbox"/>	4	Digital certificate setup for SSL/TLS				
<input type="checkbox"/>	5	SMS Setup		No	bkeller	
<input type="checkbox"/>	6	SDM Setup		No	bkeller	
<input type="checkbox"/>	7	DFSMSdss Setup		No	bkeller	

Total: 20 Selected: 1

Return to Workflows Refresh Last refresh: Mar 3, 2017, 2:35:15 PM local time (Mar 3, 2017, 7:35:15 PM GMT)

z/OSMF Workflows

- Create using the z/OSMF workflow editor
- Delivered in XML
- Consumed by the z/OSMF Workflows task
- Can include automation that accomplishes work on your behalf
- Available on GitHub at <https://github.com/IBM/IBM-Z-zOS/tree/master/zOS-Workflow>

Container Pricing for IBM Z

- Implementing a dedicated LPAR solution
- Implementing a collocated solution

IBM Platform for Apache Spark

- Installation and configuration
- Tuning and allocating resources
- Set up the z/OSMF Mainframe Data Services.

IBM Open Data Analytics for z/OS

- Installation and configuration
- Tuning and allocating resources

Transparent Cloud Tiering

- Setting up transparent cloud tiering

XCF – Upgrading a Coupling Facility

- Push/pull of a CPC
- POR of a CPC on which a coupling facility image resides
- Disruptive coupling facility upgrade.

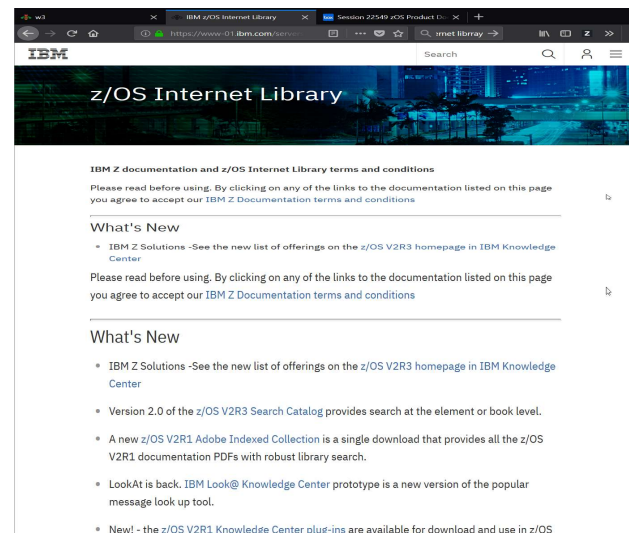
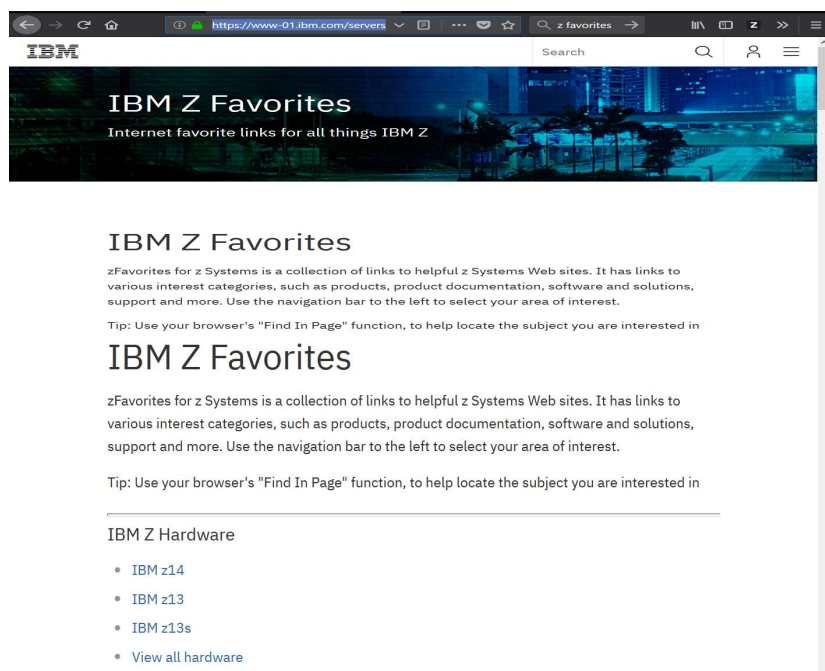
z/OS Migration Workflows

- z/OS V2.3, z/OS V2.2, and z/OS V2.1

AND LASTLY...

Fast Path to z/OS Documentation

- Google “[zfavorites](#)” and take the top link
- Provides links to the z/OS Internet Library and all things “z”



- What's new in information
- Direct links into each release of z/OS in Knowledge Center
- A link for searching each release at the element and book level
- Links to the PDF download page where you can download single books
- A link to our newest collection: *The Adobe Indexed PDF Collection SC27-8430*
- Links to the library archives

We want your feedback!

Please take a few moments to fill out the "IBM z/OS Product Documentation Survey" to contribute to the feedback that we use to continue to improve the z/OS product documentation experience.



<https://www.surveygizmo.com/s3/4504455/IBM-z-OS-Product-Documentation-Survey-2018>

Thank You!

