



Transaction Processing Facility (TPF) Information Development Customer Survey

Survey Instructions

Please complete this survey by May 31, 2000. Return your responses using the postage-paid mailer at the back of this survey. If the mailer has been removed, address your comments to:

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Mail Station P923
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USA

The following terms are used throughout the survey.

Library A collection of books related to a product; for example, the TPF 4.1 library.

Information Collective material from all the books in the library.

Modified Books An IBM book that is user-customized for business needs.

Please take the time to write comments where applicable. These comments are used to better understand your responses and determine what actions may be taken to improve quality.

Thank you for your feedback. Any feedback you provide may be used by IBM in any way without any limitation. However, specific responses will not be identified back to the responder.

Section I: Background

1. Please provide us with some background information about yourself:

Company Name: _____

Job Description: _____

Products/Features Used: TPF 4.1 MPIF HPO TPFAR VisualAge
 (circle all that apply) TPFDF DDA EOCF IIOP

Name (optional): _____

E-mail Address (optional): _____

2. In your work environment, do you:

	Yes	Not Applicable	No	Not Sure
Have access to e-mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have access to a Web browser	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use Web pages for internal communications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have access to our libraries in hardcopy format	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have access to our libraries in softcopy format	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Need our books to help you do your job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use modified books	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please include any additional background information:

Section II: Quality of Information

1. How satisfied are you that the information in our library is:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Accurate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Complete	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Easy to find	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Easy to understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Well organized	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Applicable to your tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please include additional comments about the information in our libraries:

2. How satisfied are you that our examples are:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Accurate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Applicable to your tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clearly explained	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please include additional comments about the examples in our libraries:

3. How satisfied are you that our illustrations are:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Accurate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Applicable to your tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clearly explained	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please include additional comments about the illustrations in our libraries:

4. Do you use our indexes? Yes No

If yes, how satisfied are you that our indexes are:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Accurate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Complete	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Well organized	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please include additional comments about the indexes in our libraries:

Section III: Delivery of Information

We distribute information in a number of ways. Please indicate how often you use each of the following methods.

	Frequently	Sometimes	Rarely	Never
Hardcopy books	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Softcopy Publications Feature (tape)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BookManager Collection Kits on CD-ROM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OS/390 Internet Library (http://www.s390.ibm.com/os390/bkserv/)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VisualAge help panels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TPF Web site (http://www.s390.ibm.com/products/tpf)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please include additional comments about any of the methods you like or dislike.

Section IV: What Is Important to You?

1. Please rate the following topics in order of importance from 1–6, with 1 being the most important (use each number once):

- _____ Organization of the information
- _____ Technical accuracy
- _____ Ability to find information based on the task you are performing
- _____ Writing style is user-orientated
- _____ Examples and illustrations
- _____ Ability to modify information

2. Please rate your *preferred* method to find/use information in order of preference from 1–7, with 1 being the most preferred method (use each number once):

- _____ Hardcopy (for example, *TPF Migration Guide*)
- _____ Softcopy on Tape (for example, Softcopy Publications Feature)
- _____ Softcopy on CD (for example, Collection Kits on CD-ROM)
- _____ Softcopy on the Web (for example, OS/390 Internet Library)
- _____ Web pages (for example, the TPF Web site)
- _____ Help panels (for example, VisualAge help panels)
- _____ Other: _____

3. Please indicate how often you use each of the following books.

TPF Version 4 Release 1	Frequently	Sometimes	Rarely	Never	Not Applicable
<i>ACF/SNA Data Communications Reference</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>ACF/SNA Network Generation</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Application Programming</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Application Requester User's Guide</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>C/C++ Language Support User's Guide</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Concepts and Structures</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Database Reference</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Data Communications Services Reference</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>General Information</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>General Macros</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Library Guide with Master Index and Glossary</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Main Supervisor Reference</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Messages</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Migration Guide: Program Update Tapes</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Migration Guide: TPF 3.1 System to TPF 4.1 System</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Multi-Processor Interconnect Facility Reference</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Non-SNA Data Communications Reference</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Operations</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Program Development Support Reference</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Programming Standards</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>System Generation</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>System Installation Support Reference</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>System Macros</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>System Performance and Measurement Reference</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>TCP/IP</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>TPPDF and TPF Structured Programming Macros</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TPF Database Facility Release 1	Frequently	Sometimes	Rarely	Never	Not Applicable
<i>Database Administration</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Distributed Data Access Manual</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>General Information</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Installation and Customization</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Messages and Master Glossary</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Programming Concepts and Reference</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>TPPDF and TPF Structured Programming Macros</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Utilities</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Extended Operations Console Facility/2 Version 1 Release 1	Frequently	Sometimes	Rarely	Never	Not Applicable
<i>3215 Gateway Server Reference</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Internet Inter-Orb Protocol Connect for TPF	Frequently	Sometimes	Rarely	Never	Not Applicable
<i>Reference</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section V: Message Automation

In your work environment, do you:

	Yes	Not Applicable	No	Not Sure
Parse messages that contain only static text instead of using the message ID to identify the message	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rely on column-dependent text instead of parsing the message into tokens to extract information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please include additional comments about message automation:

Section VI: Brainstorming



Use the following space for additional feedback. Feel free to provide further detail on any of the previous questions or comment on anything else. In addition, if you have any ideas or suggestions, feel free to include those as well.
