

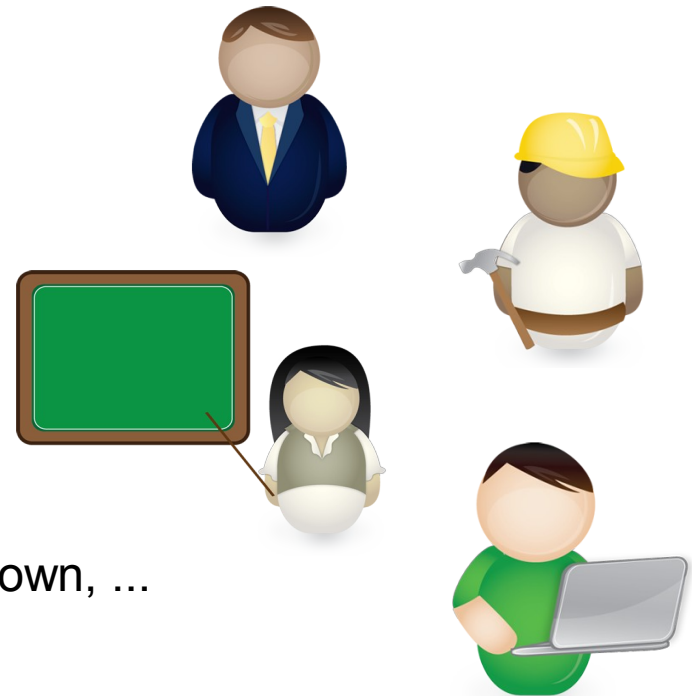
Getting the Right Information, At the Right Time, In the Right Place

- Some new directions



Introduction

- IBM WebSphere User Technologies & Delivery
 - Hursley, Winchester
- WebSphere product information (primarily)
- The right information
 - *Describe what users need to do with WebSphere products*
 - *Give enough help when using products*
 - *For the context of use*
- At the right time
 - When evaluating, learning, planning remotely
 - When configuring/using directly
- In the right place
 - Information centers on ibm.com
 - Help in the product user interfaces
 - PDFs, ebooks, ...
 - Downloadable information, customize for your own, ...



How do we identify what's right?

- We represent users of the products
- We work within product development teams
 - And with others, especially customer-facing IBMers
- Integrated information planning
 - With IBM Redbooks, white papers, developerWorks articles, ...
 - The Total Information Experience

- We talk to WebSphere users
 - In customer experience workshops, calls, ...

 - Here today?

Problem space: Some things our customers have told us...

“Information is too sterile, no context”

“Too much HOW, not enough WHY”

“We’d like more cross-product information and tasks for configurations that span multiple products. For example, it’s not easy to find how to connect CICS and WAS using CICS TG....”

“Different product information feels like it's from different companies. It's not consistent enough (e.g., MQ, WPG), and there's not nearly enough documentation for mixing non-IBM products, like Oracle RAC, or mixing different IBM products (Tivoli + WebSphere).”

“A high level page containing links to all IBM information Centers would be extremely valuable.”

“Generally, the information in the Information Centers (IC) is very accurate. We’d like the ability to add other documents to the ICs, for example, our own information, links to Redbooks and technotes...”

Some new directions

- ... to give you better information about using WebSphere products
- [A new product connectivity information center](#), describing real scenarios for activities that WebSphere users have highlighted
- [A new Knowledge Center, the one place](#) at which to find and work with information across IBM more easily
- And more...
 - Ways for you to collaborate with other WebSphere users and the IBM WebSphere team
 - Ways for you to assemble collections of information that fit your needs

“We’d like more cross-product information and tasks for configurations that span multiple products.”
“and there’s not nearly enough documentation for ... mixing different IBM products”

Product connectivity scenarios information center

<http://publib.boulder.ibm.com/infocenter/prodconn/v1r0m0/index.jsp>



Scenario-based information

- “Information is too sterile, no context”
- User should appreciate link from a business need to technical solution
 - As best practice
 - Not as the technical solution for other reasons
 - Understand enough to adapt scenario for own use
- Illustrate the context
 - Pictures of scenario (business flow, environment – product&feature)
- Break down into verifiable phases of progress
 - For easier consumption by users
 - For assured progress through involved activities



[Connecting WebSphere Application Server with WebSphere MQ](#) > [Getting started](#) > [Planning the solution](#)

Business overview

A company wants to add a Java EE application on WebSphere® Application Server to consume and work with messages from an existing messaging infrastructure provided by WebSphere MQ.

To date, company A has a business solution that uses WebSphere MQ for its messaging infrastructure. Business users interact with a stand-alone client application, for example to register an order, which sends a message into the infrastructure. Such messages are transported by the infrastructure for processing by some separate WebSphere MQ application, possibly in a different business unit. The client application waits for a reply message, to provide the business user with an appropriate response.

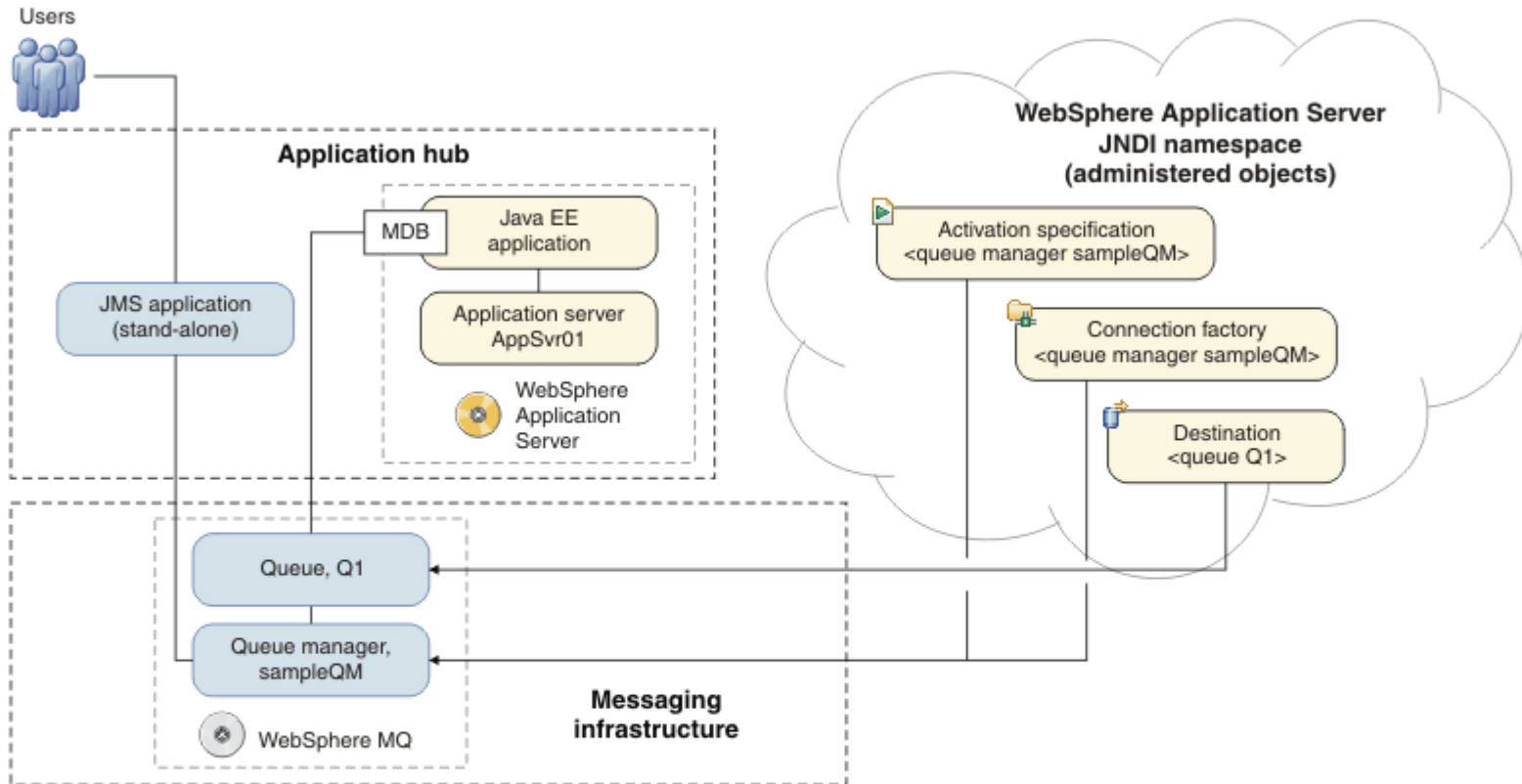
Changes to the business model of the company mean that the processing performed on messages is inadequate, yet the processing is not implemented in a standards-based way that can best be developed for the future. The company recognizes that the dynamic business needs of today are driving IT departments to implement standards-based computing. The company wants to use standards-based programming to provide the updated processing that must be performed on messages before they are returned to business users. The company decides that they want to use the Java Message Service (JMS), the Java EE standard for messaging, that provides a standard API for applications to use when performing enterprise messaging with application portability. The company also recognize that the Java EE standard streamlines application development, and by using standards they can create reusable, platform-independent modules.

The company decides to add a Java EE application on WebSphere Application Server to consume and work with messages in the solution. WebSphere Application Server is a proven, standards-based platform that offers enhanced support for standards, emerging technology and a choice of development frameworks that simplifies programming models.

With WebSphere Application Server, the company appreciates that as their business demands increase, they can take advantage of the latest standards and programming models that WebSphere Application Server supports or scale up their business capability by adopting higher-performance features or editions of WebSphere Application Server.

Parent topic: [Planning the solution](#)

Figure 1. Delivered logical topology. The high-level logical topology diagram for new software functions delivered by integrating WebSphere Application Server into the initial WebSphere MQ messaging infrastructure. This delivered logical topology shows the new functions as new or extended logical components, integrated with the software functions and products from the initial logical topology.



Legend

- New or extended logical component
- Logical component to integrate with

- New or extended software product
- Existing software product to integrate with

< ... > Configuration property

Scenario-based information

- “Too much HOW, not enough WHY”
- Levels of detail – Business(high) down to tasks(low)
 - Higher-level real user tasks/tutorials to achieve scenario
 - Thorough&complete, single end-to-end main path
- Provide *optional* appropriate answers for "why?" and “what else?”

3. Create an activation specification.

Why? What else?

In the administrative console, click **Resources > JMS > Activation specifications**.

b. Ensure that the scope is set to **Cell=cell_name**, then click **New**.

Why? What else?

c. Select **WebSphere MQ messaging provider** then click **OK**. The "Create WebSphere MQ JMS resource" wizard starts.

3. Create an activation specification.

Why? What else?

Why?

a. Activation specifications are part of the JCA 1.5
 b. specification. The MDB application uses the activation
 specification to connect to a WebSphere MQ queue
 manager for the processing of inbound messages. The
 c. activation specification also provides other options, such
 as security settings.

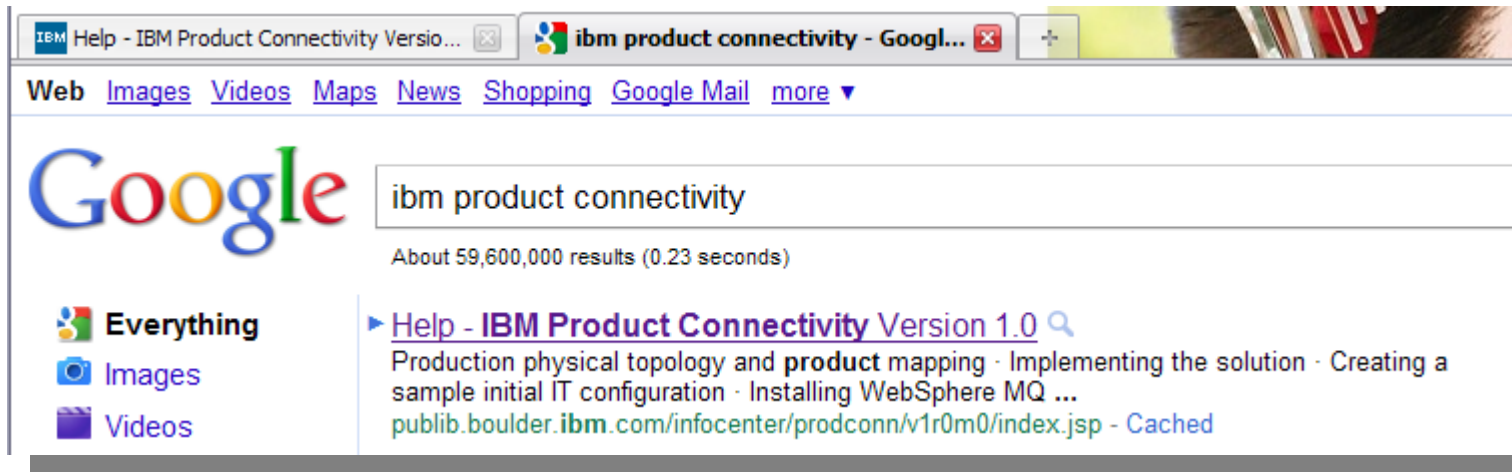
d. On the "Configure basic attributes" page, add a **Na**
 jms/PiShopReplyMDB in the **JNDI name** field. Click
Why?

Scenario-based information

- **Testing in Lab (Value from experience)**
 - We've done it for real!
- **Support with samples**
 - Provide real, extensible items for user to try and adapt
- **A first step for us**
 - Connecting WebSphere Application Server to WebSphere MQ; getting started
 - In progress...
 - Migrating from Version 6 to Version 7 of WebSphere Application Server and WebSphere MQ
- **What else?**
 - “If you have an interest in a new scenario, or have comments about the scenarios provided, please send us your feedback.”
 - Clear and interactive 'threading' so user is confident of way

Comments/questions?

- Your multi-product scenarios?
- Activities you think might benefit from scenarios?
- Try it out and give us your feedback?
 - <http://publib.boulder.ibm.com/infocenter/prodconn/v1r0m0/index.jsp>



“A high level page containing links to all IBM information Centers would be extremely valuable.”

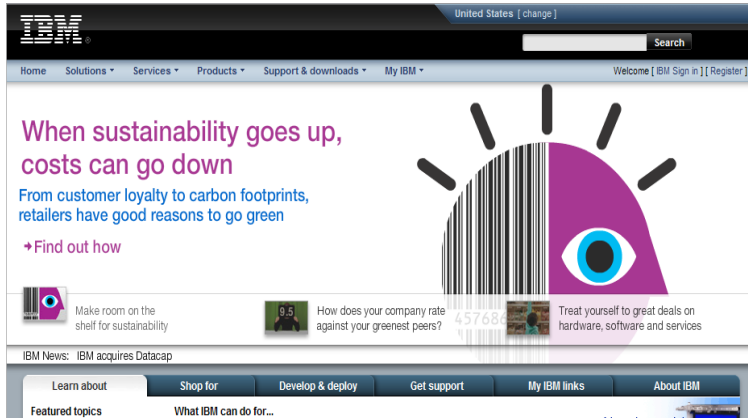
“We’d like the ability to add other documents to the ICs, for example, our own information, links to Redbooks and technotes...”

IBM Knowledge Center

https://info2.lotus.com/kp/content/help/kchelp_aboutkc.dita#home



The problem space: IBM's total information experience



> **4 million** client-facing web pages
(without information centers)

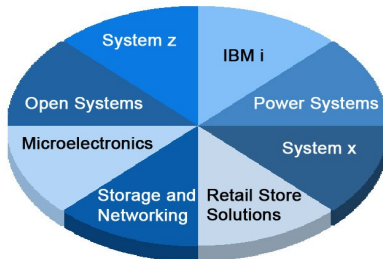


> 60 acquisitions since '01
Projected to **double** in 5 years

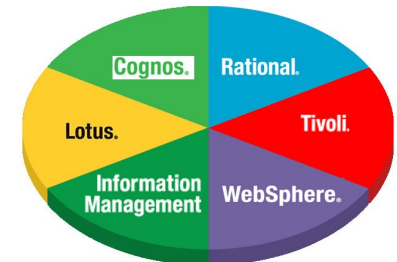


Global Business Services
Global Technology Services

IBM Software industry solutions



> 1500 information developers
> 1 million DITA topics
> 1 billion words published annually (English)
translated into up to 50 languages
> 500 information centers
receiving > 1.4 billion hits per quarter!



The challenge: innovate to solve client pains



The proliferation of web content and integrated IBM solutions means that our clients:

- Spend too much time searching
- Spend too much time evaluating results
- Spend too much time determining if the information is relevant to their IT environments
- Have no way to filter information for their specific products and versions.
- Have no way to customize content or share custom content
- Spend too much time manually creating custom “cookbooks”

But what if you could...?



- ✓ Search and see infocenter content, Redbooks, Tech Notes, demos, education, etc.... *all in one place.*
- ✓ Create and save a custom view of only the products and content you want.
- ✓ Log in to see saved views and recommendations.
- ✓ Create custom documents; download or share them.
- ✓ Subscribe to updates to information you care about.
- ✓ Rate and comment on information from IBM and other customers.
- ✓ Connect with experts.

The solution: Introducing IBM Knowledge Center

IBM Knowledge Center - Mozilla Firefox

File Edit View History Bookmarks Tools Help

lotus.com https://info2.lotus.com/kp/content/help/kchelp_aboutkc.dita#home

Country/region [select]

IBM

Home Solutions Services Products Support & downloads My IBM

Welcome [Sign in to IBM Knowledge Center]

IBM Knowledge Center

Home Search and Filter My Collections

IBM Knowledge Center Help

Tips

Change what is shown on this page

Welcome to IBM Knowledge Center

Welcome to IBM Knowledge Center
 Knowledge Center provides a centralized, consolidated way to access the information you need to use IBM products. Knowledge Center also provides innovative ways to find information and to create your own custom set of information to cater to your needs. You will be able to navigate intelligently, personalize views, build custom documents, and interact with others. Go to About IBM Knowledge Center to learn more.

Navigate intelligently
 Get targeted search results from a variety of IBM and community-generated content sources relevant to your interests and needs.
[Learn more...](#)

Personalize your content
 Get content in your favorite color and style, with your initials monogrammed right there on your screen!
[Learn more...](#)

Interact
 Take advantage of the knowledge and expertise of others like you. Subscribe to content feeds, review suggested related content.
[Learn more...](#)

Build custom document
 Assemble collections of content that fit your needs. Retrieve, review and print your customized output
[Learn more...](#)

Find what you need
 Get started by searching using key words to describe what you are looking for:

 You can also filter by product, version, task, and more. Click the **Search and Filter** tab to get started

Recently added pages
Pages being viewed now

[About IBM Knowledge Center](#)
 Product: n/a | Version: n/a | Updated: 21 Nov 2010

[Installing the server](#)
 Product: n/a | Version: n/a | Updated: 05 May 2010

[DB2 Connect product offerings](#)
 Product: n/a | Version: n/a | Updated: 01 Mar 2011

My search history

The solution: Introducing IBM Knowledge Center

What is Knowledge Center?

- The strategic vehicle for delivering an IBM-wide view of technical product and solution information
 - With multiple sources
 - For multiple offerings
 - In a single location
- An evolution and fusion of today's information centers and wikis.
- Integrated tools for finding, filtering, customizing, saving, publishing, and sharing information
- A web application comprised of 3 layers:
 1. Presentation (UI).
 2. Services (Dynamic Information Framework, or DIF)
 3. Repositories
- First external pilot hosted on the web
 - https://info2.lotus.com/kp/content/help/kchelp_aboutkc.dita#home

The IBM Knowledge Center value proposition

- **Summary: It's all in one place :-)**

- **Technical product information for multiple products in a single location**
 - Easier to re-use and re-package topics for different product combinations and delivery strategies.
 - Re-packaging content for different delivery strategies is less obvious to the user.
 - Easier to do cross-product, cross-component information activities.

- **Technical product information from multiple sources in a single location**
 - Easier for users to find all the technical information they need, regardless of hardware/software boundaries.
 - Easier for users to find all the technical information they need, regardless of IBM organizational boundaries.
 - Easier to cover the full spectrum of user environments, deployment configurations, and information needs, when multiple teams deliver in a single space.

- ✓ Search and see information about multiple IBM products.... *all in one place*.
- ✓ Search and see infocenter content, Redbooks, Tech Notes, demos, education, etc.... *all in one place*.

Search

configuring

Search

Saved Searches

Filter

find a filter

Product(8837)

IBM Software product(8837)

Information Management(193)

Lotus(2145)

WebSphere(270)

WebSphere Application Server for z/OS

WebSphere DataPower Integration Appl

IBM WebSphere CloudBurst Appliance(2

System z software(0)

Servers and systems(3361)

Other IBM software(2868)

CICS Transaction Gateway(2868)

Operating system(224)

Content type(5454)

Filter

Current search

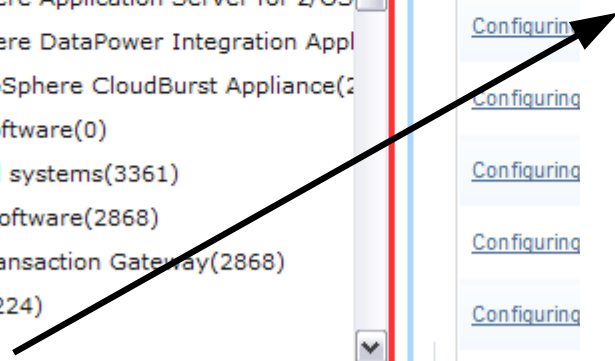
Save this search

New search

Search: configuring

1 - 10 of 1024 items

Topic	Found in	Author	Version	Ratings
Configuring	Lotus Sametime Advanced 8.0.1 for Lotus Sametime Standard 8.5	IBM		0.0
Configuring the server	Lotus Notes Traveler 8.5.2	IBM		0.0
Configuring	IBM Systems Director			0.0
Configuring	Content type(5454)			0.0
Configuring	<input type="checkbox"/> Product documentation(69)			0.0
Configuring	<input type="checkbox"/> Self-paced e-learning(0)			0.0
Configuring	<input type="checkbox"/> Demonstrations(0)			0.0
Configuring	<input type="checkbox"/> Podcast(0)			0.0
Configuring	<input type="checkbox"/> Task(2687)			0.0
Configuring	<input type="checkbox"/> Examples(1)			0.0
Configuring	<input type="checkbox"/> Samples(0)			0.0
Configuring	<input type="checkbox"/> Command reference(22)			0.0
Configuring	<input checked="" type="checkbox"/> Messages(2680)			0.0
Configuring	<input type="checkbox"/> Tutorials(0)			0.0
Configuring	<input type="checkbox"/> Learning roadmaps(1)			0.0
Configuring	<input type="checkbox"/> Web seminars(0)			0.0
Configuring	<input type="checkbox"/> Product tours(0)			0.0



The IBM Knowledge Center value proposition

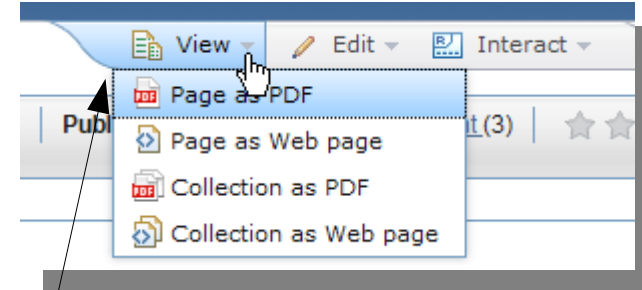
- **Filter to see only what you want to see**
 - ✓ Filter information for your specific products and versions

The screenshot displays the IBM Knowledge Center interface. On the left, the 'Filter' section is expanded, showing a tree view of products. The 'Other IBM software(2868)' category is selected and highlighted with a red box. Below it, 'CICS Transaction Gateway(2868)' is also selected. A 'Filter' button is visible at the bottom of the filter pane. On the right, the 'Current search' summary shows 'Search: configuring' and 'Filter: Other IBM software(2868)'. Below this, a table lists search results with columns for Topic, Found in, Author, Version, and Ratings.

Topic	Found in	Author	Version	Ratings
Configuring identity propagation	Holding ditamap for KC content	IBM		0.0
Configuring identity propagation	Holding ditamap for KC content	IBM		4.0
Configuring identity propagation on RACF	Holding ditamap for KC content	IBM		0.0
Configuring CICS to support persistent messages	Holding ditamap for KC content	IBM		0.0
Configuring RACF for identity propagation	Holding ditamap for KC content	IBM		0.0
Configuring identity propagation on RACF	Holding ditamap for KC content	IBM		0.0
Configuring identity propagation on CICS	Holding ditamap for KC content	IBM		4.0
Configuring identity propagation on CICS	Holding ditamap for KC content	IBM		0.0
Configuring IPIC connections for identity propagation	Holding ditamap for KC content	IBM		0.0
Configuring identity propagation for CICS Transaction Gateway	Holding ditamap for KC content	IBM		0.0

The IBM Knowledge Center value proposition

- **Customizable information for customizable solutions**
 - ✓ Create and save custom views of just what you want.
 - ✓ Log in to see saved views and recommendations.
 - ✓ Create custom documents; download or share them.



The screenshot shows the IBM Knowledge Center interface. At the top, there's a navigation bar with 'Home', 'Search and Filter', 'My Collections', and 'Browse'. Below this is a 'Map' sidebar with a tree view of content categories like 'Holding ditamap for KC content', 'Identity propagation and distributed...', 'Configuring identity propagation', etc. The main content area displays a document titled 'Configuring identity propagation' with metadata: 'Author: n/a', 'Published: 11 Nov'. Below the title, there's a 'View' dropdown menu with options: 'Page as PDF', 'Page as Web page', 'Collection as PDF', and 'Collection as Web page'. Another dropdown menu is open, showing 'Add page to My collections' and 'Add collection to My collections'. The document text describes identity propagation configuration tasks for RACF, CICS Transaction Server, and WebSphere Application server. It includes a 'Related information' section with links to 'Identity propagation', 'Benefits of using identity propagation', and 'Configurations that support identity propagation'. At the bottom, there are sections for 'Suggested Pages' and 'Comments'.



1. Select a content source
2. Browse content
3. Select topics
4. Create a custom document

Identity propagation

CICS® Transaction Gateway can pass user security identity information (a distributed identity) from a JEE client in WebSphere® Application Server across the network to CICS® Transaction Server for z/OS®. The security identity of the user is preserved for use during CICS® authorization and for subsequent accountability and trace purposes.

Identity propagation provides a way of authorizing requests by associating security information in WebSphere® Application Server with security information in CICS® Transaction Server for z/OS®.

CICS® Transaction Gateway supports identity propagation for JEE client requests from WebSphere® Application Server to CICS® Transaction Server for z/OS®. Identity propagation is supported when using a CICS® Transaction Gateway ECI resource adapter and an IPIC connection to CICS®.

Benefits of using identity propagation

Identity propagation provides end-to-end security and consistent accountability, when applications in WebSphere® Application Server are connected to CICS®.

Identity propagation provides the following benefits:

- An end-to-end solution for security when connecting WebSphere® Application Server to CICS® Transaction Server for z/OS®.
- A unified mechanism for authentication using security information stored in different formats on different user registries such as IBM® Tivoli® Directory Server or WebSphere® Portal. For more information, see the documentation for [WebSphere® Application Server](#).
- “Single sign-out” authentication of users in WebSphere® Application Server before they are authorized in CICS® Transaction Server for z/OS®.
- Consistent accountability.

Configurations that support identity propagation

A range of products and network topologies support identity propagation.

Products that support identity propagation

The following IBM® products support identity propagation:

- All versions of WebSphere® Application Server supported by CICS® Transaction Gateway.
- Any user registry supported by WebSphere® Application Server. For more information, see the documentation for [WebSphere® Application Server](#).
- CICS® Transaction Server for z/OS® Version 4.1 with enabling APARs, or later. For more information, see the [Support for identity propagation in the CICS® Transaction Server for z/OS® information center](#).
- IBM® z/OS® Version 1.11 or later.
- IBM® RACF® Security Server for z/OS® Version 5 or later. For more information, see [Introduction to CICS® Security with RACF® in the CICS® Transaction Server for z/OS® information center](#).

Network topology for using identity propagation

Identity propagation is supported only in local mode and only on IPIC connections to CICS® configured with SSL.

Identity propagation is supported on network topologies that use IPIC connections to CICS®. If CICS® Transaction Gateway and CICS® Transaction Server are not on the same sysplex, SSL is required. A local mode topology is mandatory in this situation. If CICS® Transaction Gateway and CICS® Transaction Server are on the same sysplex, SSL is not required. Either a local mode or remote mode topology can be used in this situation.

The following example shows identity propagation in a remote mode topology:

OpenTopic | Identity propagation | 793

The IBM Knowledge Center value proposition

- Collaboration between users and with IBMers provides new value

The screenshot shows a web browser window with the title 'IBM Knowledge Center Help'. The page content includes a header with 'About This Page', 'Author: n/a', and 'Published: 11 Nov 2010'. Below this is a navigation bar with 'View', 'Edit', 'Interact', and 'Tips' options. The 'Interact' menu is open, showing 'Comment', 'Rate', and 'Share' options. The 'Share' option is highlighted, and a sub-menu is visible with 'Facebook' and 'Twitter' options. The main content area is titled 'Configuring identity propagation' and contains a paragraph of text. Below the text is a 'Related information' section with three links: 'Identity propagation', 'Benefits of using identity propagation', and 'Configurations that support identity propagation'. At the bottom, there is a 'Suggested Pages' section and a 'Comments' section. The 'Comments' section is titled 'Comments for - Configuring identity propagation' and shows a comment from 'la1' dated '03 Feb 2011, 09:47:25AM' with the text 'Looks great'.

- ✓ Subscribe to updates to information you care about.
- ✓ Rate and comment on information from IBM and other customers.
- ✓ Connect with experts.

The IBM Knowledge Center value proposition

- Knowledge Center takes the best features of information centers and wikis and evolves the user experience to the next level
 - Integrates information across product and component boundaries
 - Includes tools to customize (and publish and share) both topics and navigation
 - Includes all available sources of post-sales technical information, including wiki and customer-created information
 - Includes all the features of a rich Web 2.0 application

“We’d like the ability to add other documents to the ICs, for example, our own information, links to Redbooks and technotes...”

Comments/questions?

- Try it out and give us your feedback?
 - https://info2.lotus.com/kp/content/help/kchelp_aboutkc.dita#home

The screenshot shows a Google search interface with the query "ibm knowledge center". The search results are as follows:

- Everything**
 - Images
 - Videos
 - News
 - Shopping
 - More
- Southampton, UK**
 - Change location
- The web**
 - Pages from the UK
- All results**
 - Wonder wheel
 - Related searches
 - More search tools
- Search Results:**
 - Tivoli Knowledge Center - IBM**

Tivoli Knowledge Center: Benefits, resources, and support for IBM Business Partners. This browser version is not supported. Please use a more recent one to ...
www.ibm.com/software/tivoli/partners/index.jsp - Cached - Similar
 - WebSphere Knowledge Center - IBM**

Why IBM WebSphere - WebSphere is the platform for governing software and ...
<https://www.ibm.com/partnerworld/wps/pub/overview/B7008PW> - Cached
 - IBM Tivoli Knowledge Center - Access denied**

The page you were trying to access is restricted to PartnerWorld members and ...
www.ibm.com/tivoli/partners/ABSMbestpractices/ - Cached
 - Training - IBM**

IBM provides Tivoli benefits and resources to help you with all phases of ...
<https://www.ibm.com/partnerworld/wps/pub/benefit/.../TACPW> - Cached

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 - Developer Tutorials - IBM Developer Knowledge Center**

Hands-on resources from IBM developerWorks to keep up to date with the ...
www.devshed.com/ibm/ibm-tutorials.php - Cached - Similar

Show more results from devshed.com
 - IBM Knowledge Center**

IBM Knowledge Center enhances the delivery of technical information for IBM products and solutions. IBM Knowledge Center provides a central location for IBM ...
https://info2.lotus.com/kp/content/help/kchelp_aboutkc.dita - Cached

Thank you

- The IBM WebSphere User Technologies team are always glad to work with WebSphere users to improve the experience of using WebSphere products.
- We are here today to meet with you - to hear what you have to say, and to exchange ideas about using WebSphere products.

