

Changing ways that IBM provides product information: IBM Knowledge Center, scenarios, and information for mobile use



Introduction

- IBM WebSphere User Technologies & Delivery
 - Hursley, Winchester
- WebSphere product information (primarily)



Aim: Provide the right information to users of IBM products

- We represent users of the products
- We work across IBM product development teams
 - And with others, especially customer-facing IBMers
- We talk to WebSphere users
 - In customer experience workshops, calls, ...
 - Here today?

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

“I want information about all the IBM products I use, *in one place*.”

“Information is too hard to find”
[in multiple separate infocenters + more places]

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

“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....”

“Too much HOW, not enough WHY”

“Please...provide a better format for technical information [on] devices like iPhone, Android phones, iPad and tablets.”

“I want to work in a mobile way, with the *information* that I need (data, applications, web access)”

Changing ways that IBM provides product information...

“I want information about all the IBM products I use, *in one place.*”

- **IBM Knowledge Center**, the one place at which to find and work with information about all IBM products more easily and more, including...
 - Collaborate with other WebSphere users and the IBM WebSphere team
 - Assemble your own collections of information

“We’d like more cross-product information and tasks for configurations that span multiple products...”

- **Product connectivity scenarios (and patterns)**, describing real scenarios for activities that WebSphere users have highlighted

“I want to work in a mobile way, with the *information* that I need (data, applications, web access)”

- + The work paradigm shifting towards a “mobile” employee
 - **Provide mobile sites or special apps for mobile devices?**

IBM Knowledge Center

At first to replace all online information centers

To become an online one-stop portal for all IBM technical information

(with local and mobile use)



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.

IBM Knowledge Center

Search all information

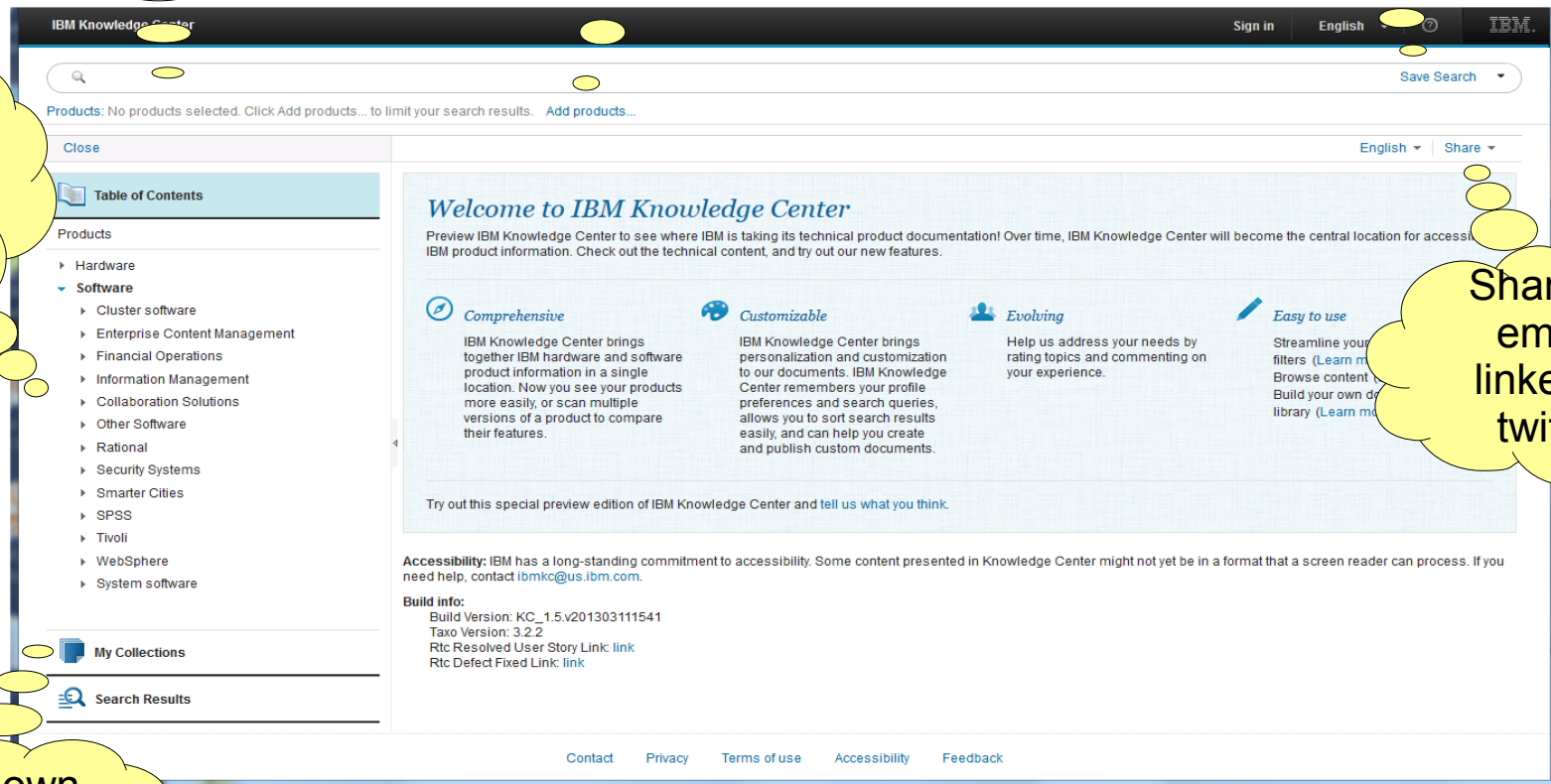
Filter search to 1 or more products

Save custom searches

800+ infocenters in one place

Share by email, linkedIn, twitter

Create your own custom collections



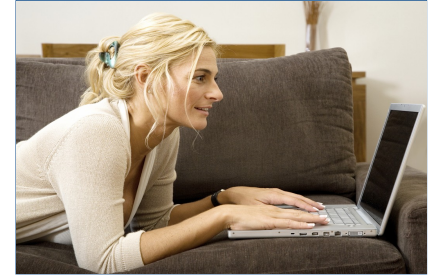
Let's take a look at IBM Knowledge Center....

- 1) Search all infocenter content in one place
- 2) Filter search to content of interest (product, O/S, task, ...)
- 3) Save your search+filter queries for reuse
- 4) Create your own collections of pages
- 5) Create custom docs and download or share
- 6) Share, rate and comment on info
- 7) Browse other versions and national languages

Backup slides for walkthrough (just in case)

IBM Knowledge Center 1.5

- ✓ Search and see all infocenter content... *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.
- ✓ Rate and comment on information from IBM and other customers.
- ✓ Connect with experts.



- More to come in IBM Knowledge Center 2.0...

Comments/questions?

- Want to try, and be involved?
- Here today
- KC R1.5 customer Beta (March-April 2013)
 - UCD walkthroughs of R1.5
 - Validation of 1.5 design points
 - Discussion of R2.0 concepts
- Provide Company, individual plus contact info.

“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”

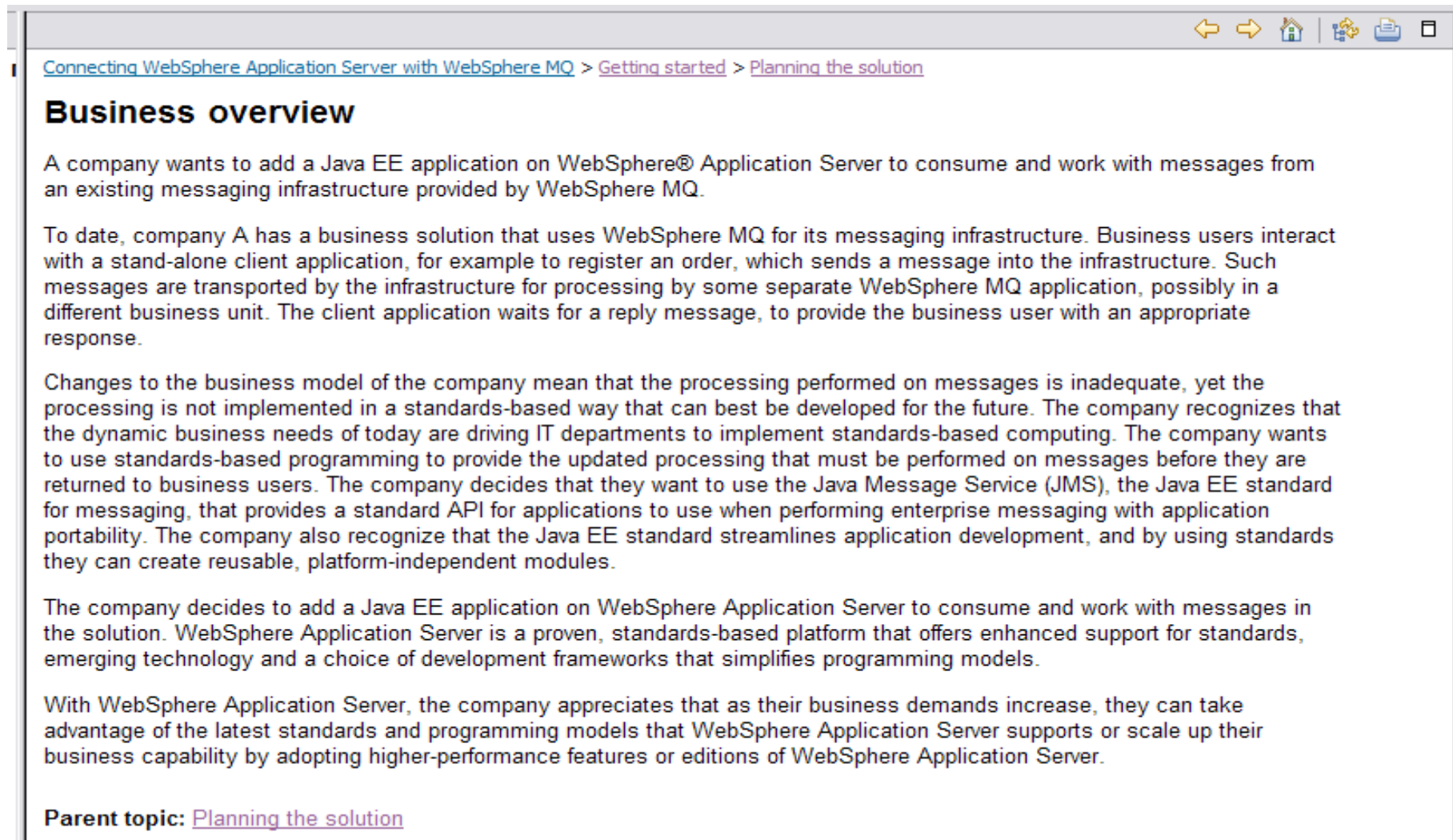
Product connectivity scenarios information center

<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.

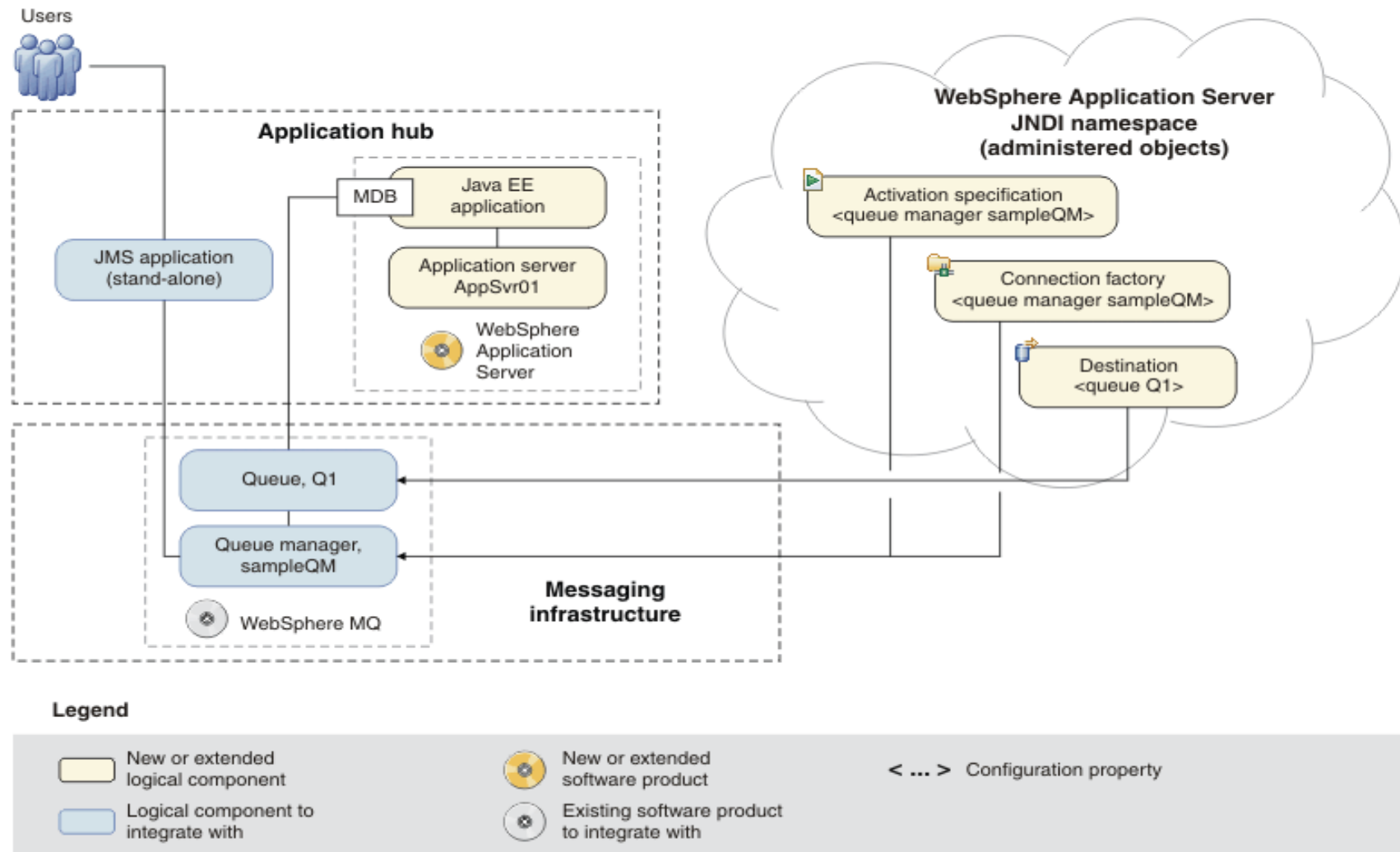
Changes to the business model of the company mean that the processing performed on messages is inadequate, yet the processing is not implemented in a standards-based way that can best be developed for the future. The company recognizes that the dynamic business needs of today are driving IT departments 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.



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**.

Why am I doing this?

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?

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

d. On the "Configure basic attributes" page, add a **Name=jms/PiShopReplyMDB** in the **JNDI name** field. Click **Next**.

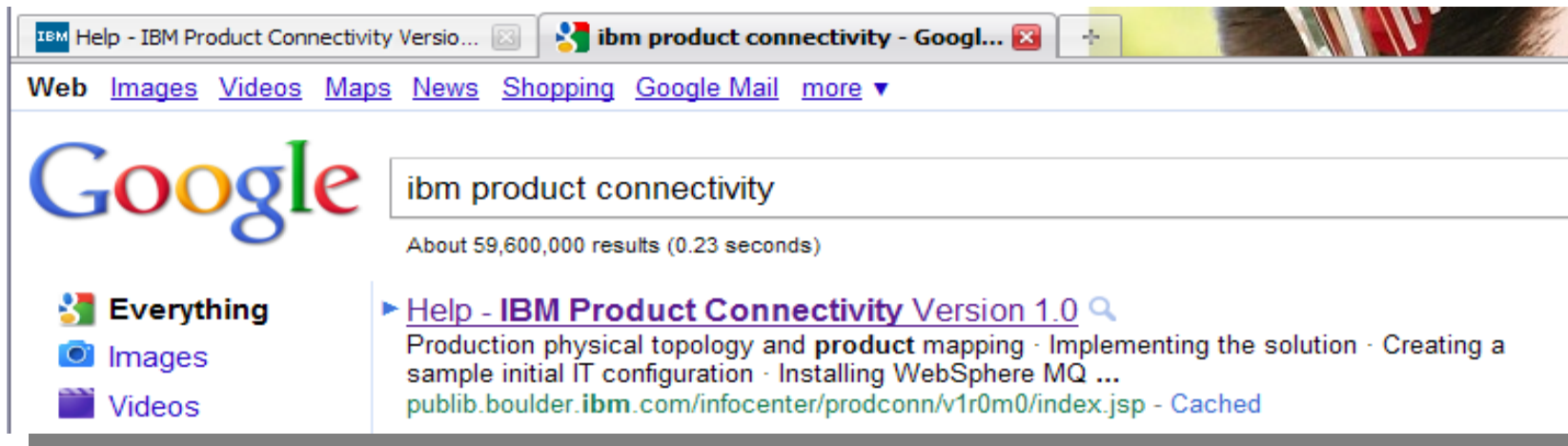
[Why?](#)

Scenario- and pattern-based information

- **Testing in Lab (Value from experience)**
 - We've done it for real!
 - Provide samples, for user to try and adapt
- **So far, scenarios...**
 - Connecting WebSphere Application Server to WebSphere MQ
 - Getting started
 - Migrating from Version 6 to Version 7
 - Adding high availability with a multi-instance queue manager
 - Securing WebSphere MQ connection to WebSphere Application Server
 - Reference information
- **Patterns for use with IBM Workload Deployer or IBM PureApplication System**
 - IBM Messaging Extension for Web Application Pattern
 - SOA Policy pattern
 - SOA Policy Gateway pattern
- **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>



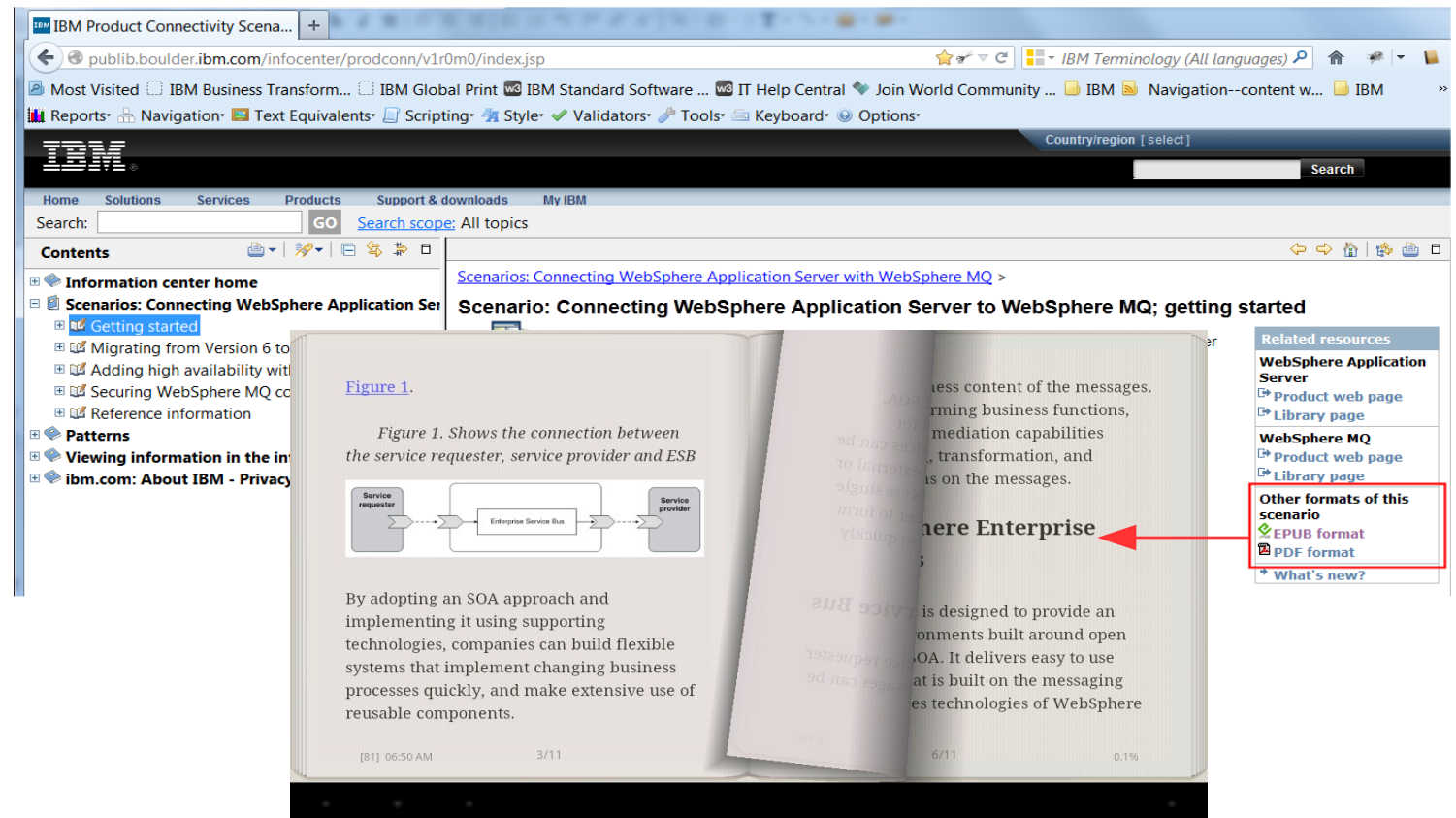
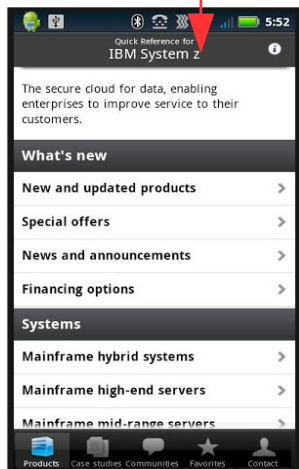
“Please...provide a better format for technical information [on] devices like iPhone, Android phones, iPad and tablets.”

“I want to work in a mobile way, with the *information* that I need (data, applications, web access)”

Do/would you use IBM product information on a mobile device?



Use product information on mobile devices?



- **What mobile information would you use?**
 - Look up error messages and troubleshooting
 - Learning subjects?
 - Using info while doing tasks elsewhere?
- **What format mobile information?**
 - Epub, mobile app, video, social media, ...?
 - Download content for a mobile app?

Comments/questions on mobile information?

- Do you use information on mobile devices?
 - Connected to the web?
 - Disconnected?
 - Ebooks or apps (richer media/interaction)?
- Using mobile information for what?
 - Look up error messages and troubleshooting
 - Learning subjects?
 - Using info while doing tasks elsewhere?
- Using mobile information as what?
 - Epub, app, video, social media, ...?



*"I can read
IBM content from my
company's intranet
or on my smart phone"*



access from mobile reader
w/ content

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 and about ...

... the changing ways that IBM provides you with information

- **IBM Knowledge Center, the one place** at which to find and work with information about all IBM products more easily
- **Product connectivity scenarios (and patterns)**, describing real scenarios for activities that WebSphere users have highlighted
- + The work paradigm shifting towards a “mobile” employee
 - **Provide mobile sites or special apps for mobile devices?**



Backup slides for KC walkthrough

Search all infocenter content in one place



Search across all 800+ infocenter content.
Results show title, description, product,
date of publishing, and more

The screenshot shows the IBM Knowledge Center search interface. At the top, the search bar contains the query "identity propagation" and a "Save Search" button. Below the search bar, a message indicates "Products: No products selected. Click Add products... to limit your search results. Add products...". The main content area displays search results for "identity propagation", showing 1 - 80 items. The results list includes:

- Identity propagation and distributed security**
Identity propagation provides a mechanism to allow a user identity from an external security realm to be preserved, regardless of where the identity information ...
Date: January 30, 2013 | Information Type: N/A | Found in: CICS Transaction Server 4.1.0
- Identity propagation overview (CTG on z/OS)**
Feb 7, 2013 ... CICS Transaction Gateway can pass user security identity information (a distributed identity) from a J2EE client in WebSphere Application ...
Date: February 7, 2013 | Information Type: N/A | Found in: CICS Transaction Gateway for z/OS 8.0.0
- Identity propagation scenario**
Follow this scenario to get the best out of CICS support for identity propagation. The scenario provides you with step-by-step instructions to set up identity ...
Date: January 30, 2013 | Information Type: N/A | Found in: CICS Transaction Server 4.2.0
- Configuring identity propagation (CTG on z/OS)**
Feb 7, 2013 ... Identity propagation configuration tasks are required on RACF, CICS Transaction Server and WebSphere Application server. Identity ...
Date: February 7, 2013 | Information Type: N/A | Found in: CICS Transaction Gateway for z/OS 8.0.0
- Configuring identity propagation**
Nov 14, 2012 ... Identity propagation configuration tasks are required on RACF, CICS Transaction Server and WebSphere Application Server. Identity ...
Date: February 7, 2013 | Information Type: N/A | Found in: CICS Transaction Server 5.1.0
- Configuring identity propagation on WebSphere Application Server ...**
Feb 7, 2013 ... Configuration is required on WebSphere Application Server to enable identity propagation.
Date: February 7, 2013 | Information Type: N/A | Found in: CICS Transaction Gateway for z/OS 8.0.0

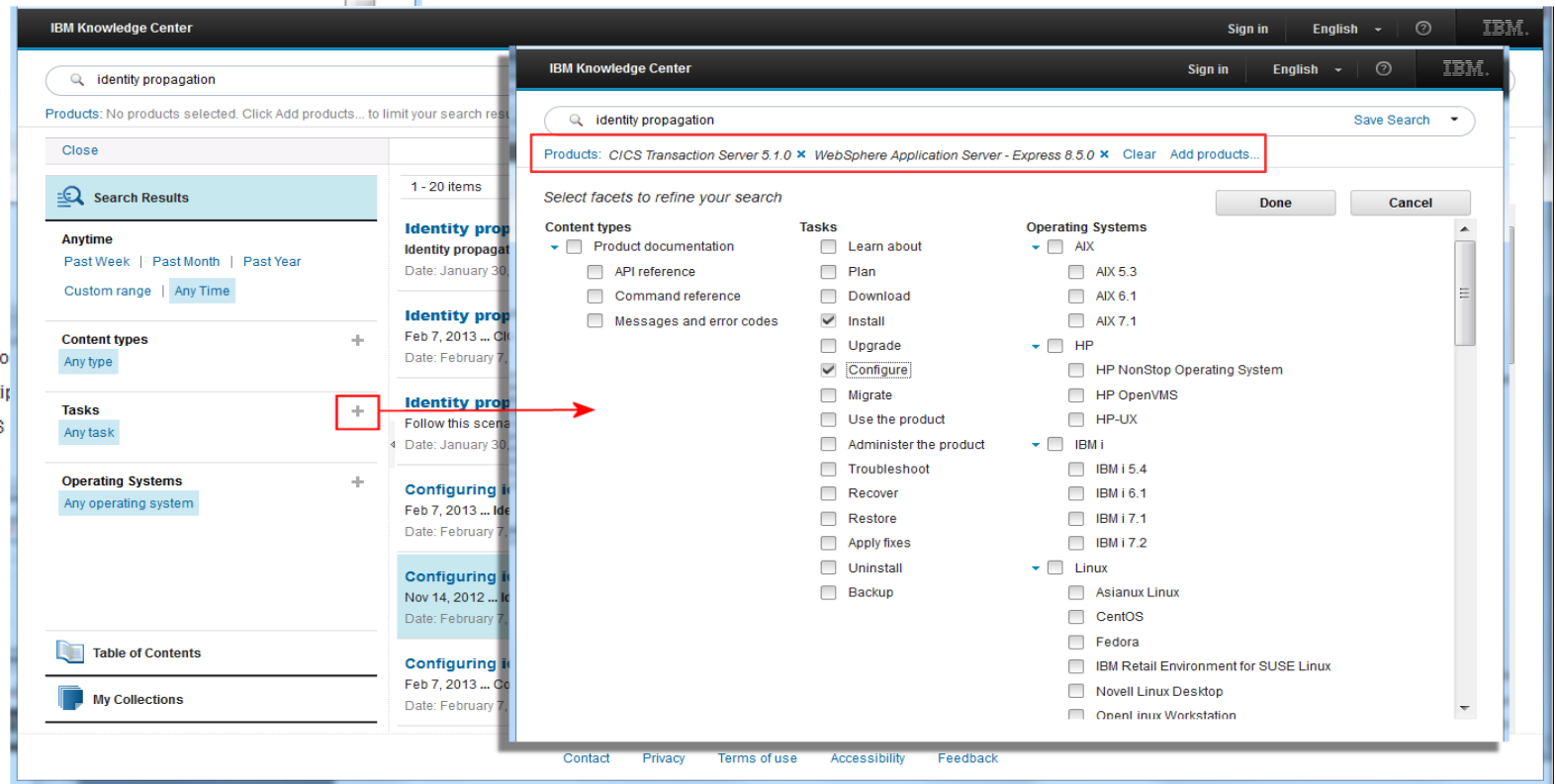
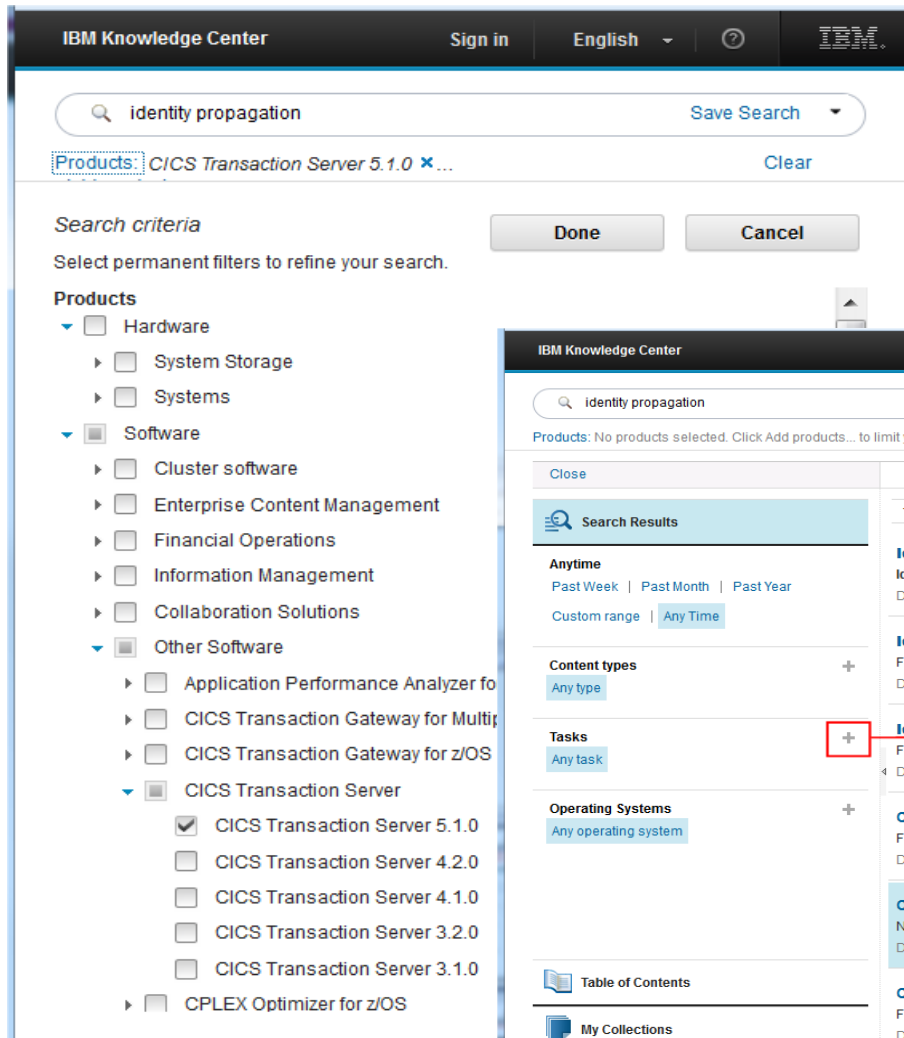
The left sidebar contains filters for "Anytime" (Past Week, Past Month, Past Year, Custom range, Any Time), "Content types" (Any type), "Tasks" (Any task), and "Operating Systems" (Any operating system). At the bottom, there are links for "Table of Contents" and "My Collections". The footer includes "Contact", "Privacy", "Terms of use", "Accessibility", and "Feedback".

Filter search to content of interest (product, O/S, task, ...)



Reduce search results by product, O/S, task, and content type

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



Reduce search results by product, O/S, task, and content type

The screenshot shows the IBM Knowledge Center search interface. At the top, the search bar contains 'identity propagation'. Below the search bar, the 'Products' filter is set to 'CICS Transaction Server 5.1.0' and 'WebSphere Application Server - Express 8.5.0'. The left sidebar shows filters for 'Anytime', 'Content types', 'Tasks', and 'Operating Systems'. The 'Tasks' filter is expanded to show 'Install' and 'Configure'. The main content area displays search results for 'identity propagation', including articles like 'Configuring identity propagation on WebSphere Application Server' and 'Trusted connections with DB2'. The 'Found in' field for the first result is highlighted as 'CICS Transaction Server 5.1.0'.

Save your search+filter queries for reuse



Save search+filter for reuse
(Sign in to ibm.com first)

The screenshot displays the IBM Knowledge Center interface. At the top right, a 'Save Search' dropdown menu is open, showing options: 'Save this search query', 'Manage saved search queries', and 'Save to Collection'. A red arrow points from this menu to a dialog box titled 'Name your saved search'. This dialog box contains a text input field with the text 'Identity propagn, CICS & WAS' and a message: 'Maximum of five saved searches. You have 5 left.' Below the input field are 'Save' and 'Cancel' buttons. Another red arrow points from the 'Save this search query' option to a second dialog box titled 'Manage Saved Search Queries'. This dialog box shows a list of saved searches with the first entry: 'Identity propagn, CICS & WAS', with sub-entries for 'Keywords: None', 'Products: CICS Transaction Server 5.1.0', and 'Tags: None'. It also has 'Save' and 'Cancel' buttons at the bottom.

Browse topics in an IBM product collection...
Or assemble your own collections?

The screenshot shows the IBM Knowledge Center interface. At the top, there's a search bar with 'identity propagation' entered. Below the search bar, there are tabs for 'Products: WebSphere Application Server - Express 8.5.0', 'CICS Transaction Server 5.1.0', and 'Clear Add products...'. The main content area displays 'CICS Transaction Server 5.1.0 > CICS Transaction Gateway for Multiplatforms V9' and 'Configuring identity propagation'. A dropdown menu is open over the 'Save to Collection' button, showing options: 'Save this topic to an existing collection', 'Save this topic to a new collection', 'Save this topic and its subtopics to an existing collection', and 'Save this topic and its subtopics to a new collection'. On the left, there's a 'Table of Contents' sidebar with 'Configuring identity propagation' expanded. At the bottom left, there's a 'My Collections' section.

1. Sign in to ibm.com

2. Assemble your own collections

3. View your own saved collections

- ✓ 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.

Create your own collections of pages (1)

Create your own collections: e.g. save search results pages
(Sign in to ibm.com first)

The screenshot shows the IBM Knowledge Center interface. On the left is a 'Table of Contents' for 'CICS Transaction Server 5.1.0'. The main content area displays 'Configuring identity propagation'. A 'Save to Collection' dropdown menu is open, showing options like 'Save this topic to an existing collection' and 'Save this topic and its subtopics to a new collection'. A 'Create a new collection' dialog box is also open, with the title 'Identity propagation - CICS TS'. A red arrow points from the 'Save to Collection' menu to the dialog box. Another red arrow points from the 'OK' button in the dialog box to the 'My Collections' link in the left sidebar. A notification box at the bottom states: 'The topic has been added to the collection identity propagation - CICS TS 5.1 & WAS Exp 8.5.'

Create your own collections of pages (2)

Edit your own collection; organise, add, and delete pages.

The screenshot displays the IBM Knowledge Center interface. At the top, the search bar contains 'identity propagation' and the results are filtered for 'WebSphere Application Server - Express 8.5.0' and 'CICS Transaction Server 5.1.0'. The main content area shows a collection titled 'identity propagation - CICS TS 5.1 & WAS Exp 8.5' with a description: 'My own little guide about identity propagation in my CICS and WAS products.' Below the title, there is a list of pages in the collection. The first page is 'Identity propagation', followed by 'Configuring identity propagation', and 'Enabling trusted context for DB2 databases'. Each page has a delete icon (X) and a move icon (up/down arrows). A 'Move Up' button is visible next to the 'Configuring identity propagation' page. A red arrow points from the 'Move Up' button to the 'Identity propagation' page. On the left side, there is a 'My Collections' sidebar with a tree view. The 'Identity propagation' folder is highlighted with a red box, and a red arrow points from this box to the 'Identity propagation' page in the main collection. Below the sidebar, there are links for 'Table of Contents' and 'Search Results'. At the bottom, there are links for 'Contact' and 'Privacy'.

Create custom docs and download or share (2)



Export your collection as PDF (or epub?)

The screenshot shows the IBM Knowledge Center interface. At the top, there is a search bar with the text "identity propagation" and a "Save Search" button. Below the search bar, there are product filters: "Products: WebSphere Application Server - Express 8.5.0 x CICS Transaction Server 5.1.0 x Clear Add products...".

The main content area is titled "identity propagation - CICS TS 5.1 & WAS Exp 8.5" and includes a description: "My own little guide about identity propagation in my CICS and WAS products." There is an "Edit" button and an "Export PDF" button. A red box highlights the "Export PDF" button, and a red arrow points from it to a notification box in the bottom right corner.

The notification box contains the text: "IBM Knowledge Center is now creating a PDF file... The PDF file will be available when the processing completes."

In the foreground, there is a window titled "content.pdf - Adobe Reader" showing a table of contents. A red arrow points from the notification box to the table of contents.

| Contents | |
|-----------------------------------------------------------------------------------------------|----|
| Identity propagation scenario | 2 |
| Support and requirements for identity propagation | 3 |
| Configuring identity propagation | 5 |
| Identity propagation and distributed security | 6 |
| Identity and security token propagation | 9 |
| Configuring for identity propagation | 13 |
| Security Identity Propagation sample | 16 |
| Configuring RACF for identity propagation | 18 |
| Building the Security Identity Propagation sample | 21 |
| About the Security Identity Propagation sample | 22 |
| Configuring IPIC connections for identity propagation | 25 |
| Extending the Security Identity Propagation sample | 27 |
| Running the Security Identity Propagation sample | 28 |
| Setting up the Security Identity Propagation sample | 32 |
| Sample network topologies for using identity propagation | 33 |
| Configuring provider mode web services for identity propagation | 37 |
| Configuring identity propagation for Web service requests into CICS using WebSphere DataPower | 40 |
| Identity class data | 44 |
| Propagating security credentials to an SAP request | 45 |
| Propagating security credentials to IMS | 47 |

Share pages with communities/email.
Comment and rate pages
(Sign in to ibm.com first)

The screenshot displays the IBM Knowledge Center interface. At the top, there is a search bar and a navigation bar with the text "Products: CICS Transaction Server 5.1.0". A left sidebar contains a "Table of Contents" with various categories like "Installing", "Upgrading", "Configuring", "Administering", "Samples", "Tutorials and demos", "Developing applications", "Developing system programs", "Debugging", "Deploying", "Monitoring", "Improving performance", "Securing", and "My Collections". The main content area features a diagram with a laptop icon, a "RACF" cylinder, and a "CICS distributed identity" box. To the right of the diagram is a "Share" menu with options: "Email", "LinkedIn", and "Twitter". Below the diagram is a "Comments (0) Add Comment" section. A red box highlights a comment form with the title "I like samples and scenarios" and the text "Sample network topologies and scenarios are very helpful for using products together, like CICS and WAS." Below the form is a "Submit" button. A red arrow points from the "Submit" button to a preview of the comment, which shows the title, author "Ian Lerner on March 15, 2013", and the text. To the right of the preview is an "Add Response" button. In the top right corner, there is a "Save Search" dropdown, a "Save to Collection" dropdown, and a thumbs-up icon with a "1" next to it, indicating one like.

- ✓ Rate and comment on information from IBM and other customers.
- ✓ Connect with community and IBM experts.

Browse other versions and national languages



Easily find other versions of a topic, or other national languages, and if the English is more up to date

The screenshot shows the IBM Knowledge Center interface. At the top right, there is a 'Sign in' button and a language dropdown menu currently set to 'English'. A dropdown menu is open, listing various languages including català, Čeština, Dansk, Deutsch, English (highlighted), Español, Français, Hrvatski, Italiano, Magyar, Nederlands, Norsk, polski, Português/Brasil, Português/Portugal, Română, Slovenčina, slovenščina, Suomi, Svenska, Türkçe, Ελληνικά, Български, Русский, עברית, العربية, ภาษาไทย, 한국어, 日本語, and 简体中文. In the main content area, a red box highlights a message: 'This topic has been updated recently in English'. Below this, there is a section for 'Other Versions' with a dropdown menu showing 'CICS Transaction Server 4.2.0' and 'CICS Transaction Server 5.1.0'. The page content includes a 'Table of Contents' on the left, 'Related concepts' and 'Related information' sections, and a 'Concept' section with a 'Feedback' link. The footer contains navigation links for Contact, Privacy, Terms of use, Accessibility, and Feedback, along with search controls.