Ian Larner – Information Architect; Sue Robertson, WAS ID Hursley Team Lead
21 March 2013

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?

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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)"

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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?**

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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.

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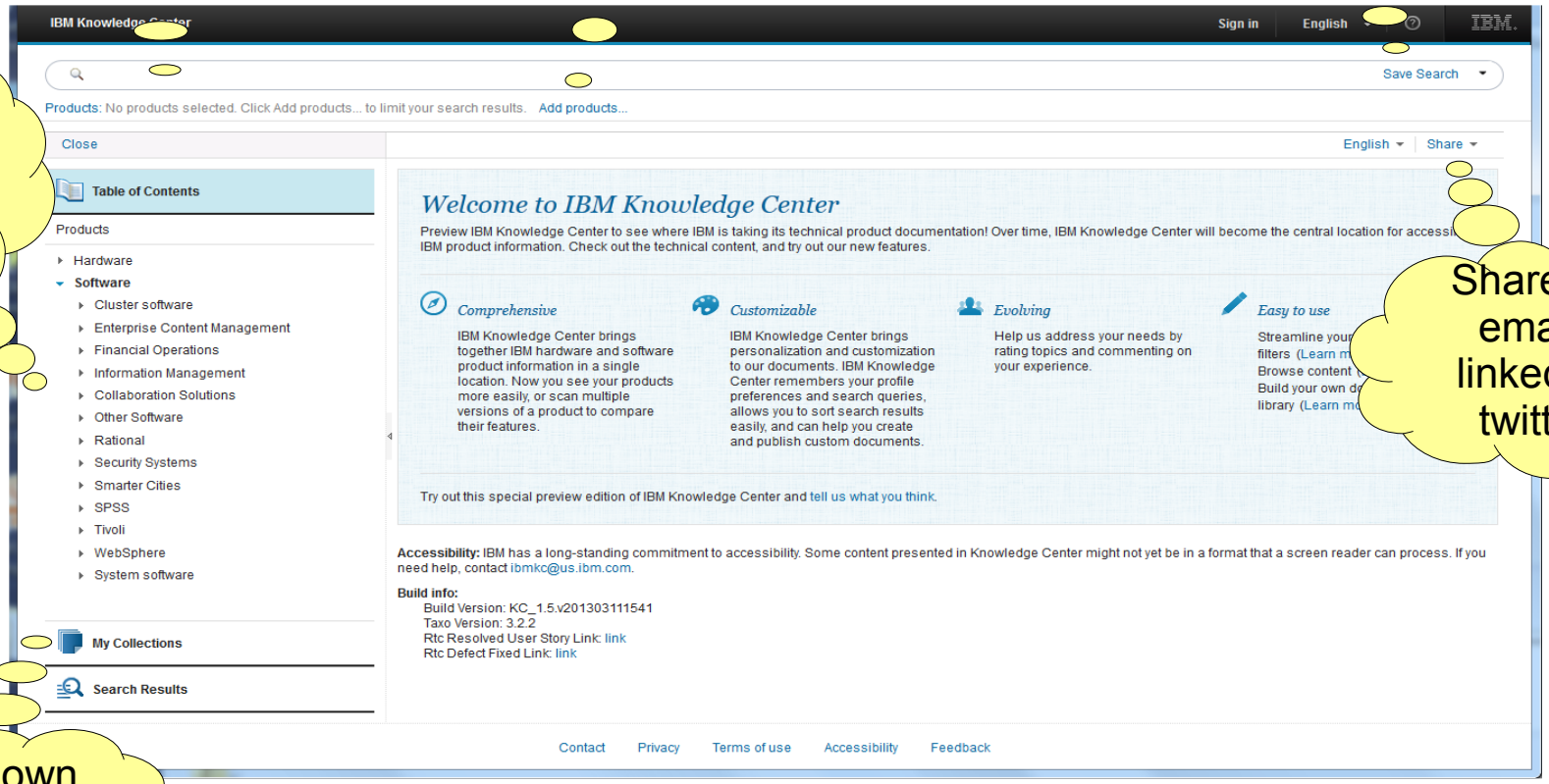
IBM Knowledge Center

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

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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)

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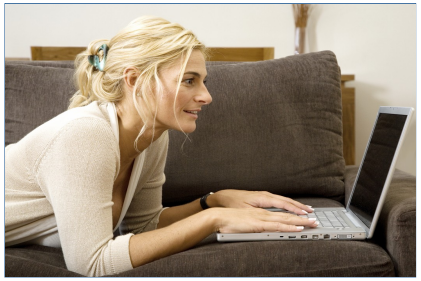
IBM Knowledge Center 1.5

- ✓ 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...

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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.

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"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

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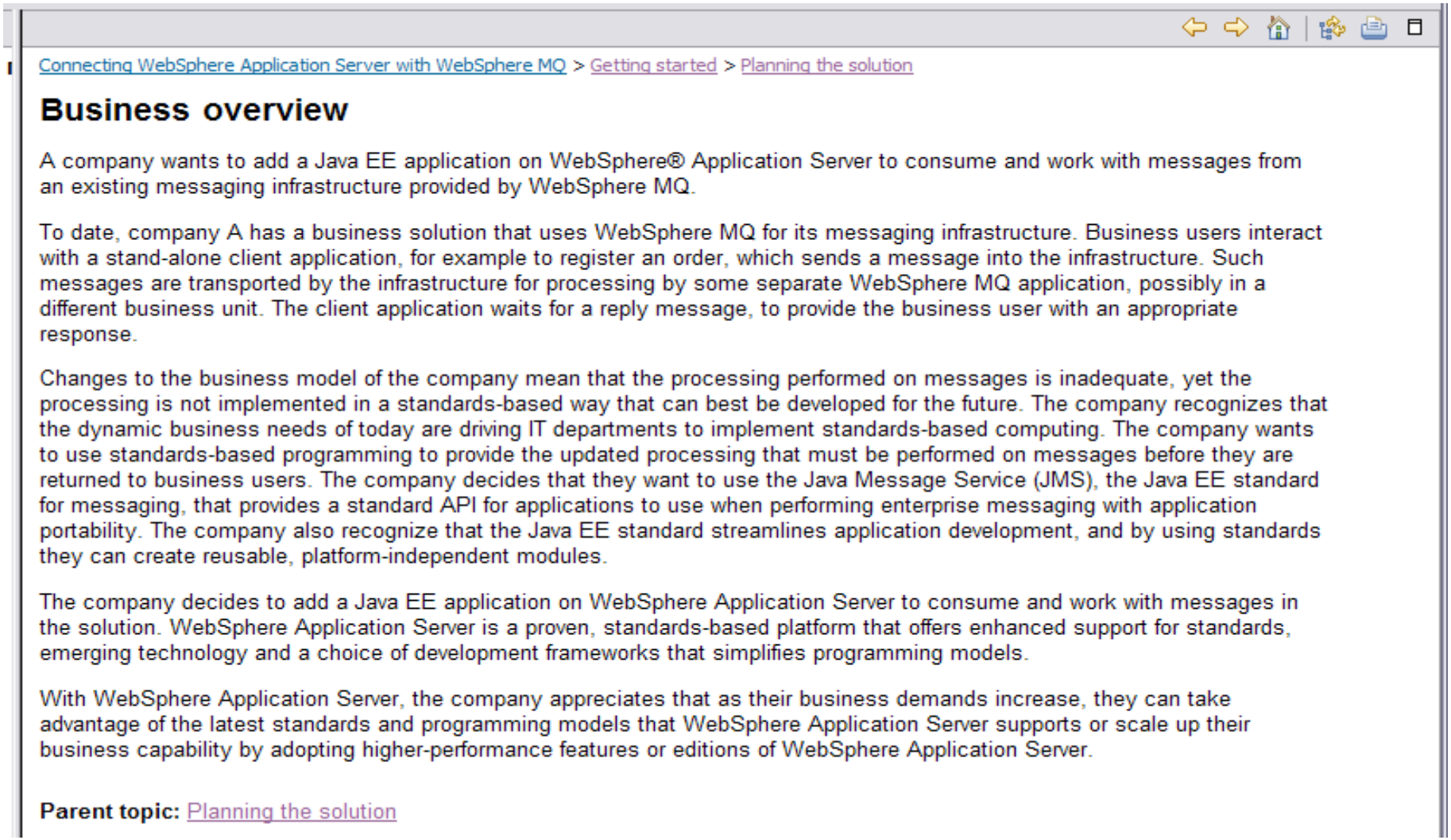

Connecting WebSphere Application Server with WebSphere MQ > Getting started > Planning the solution

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

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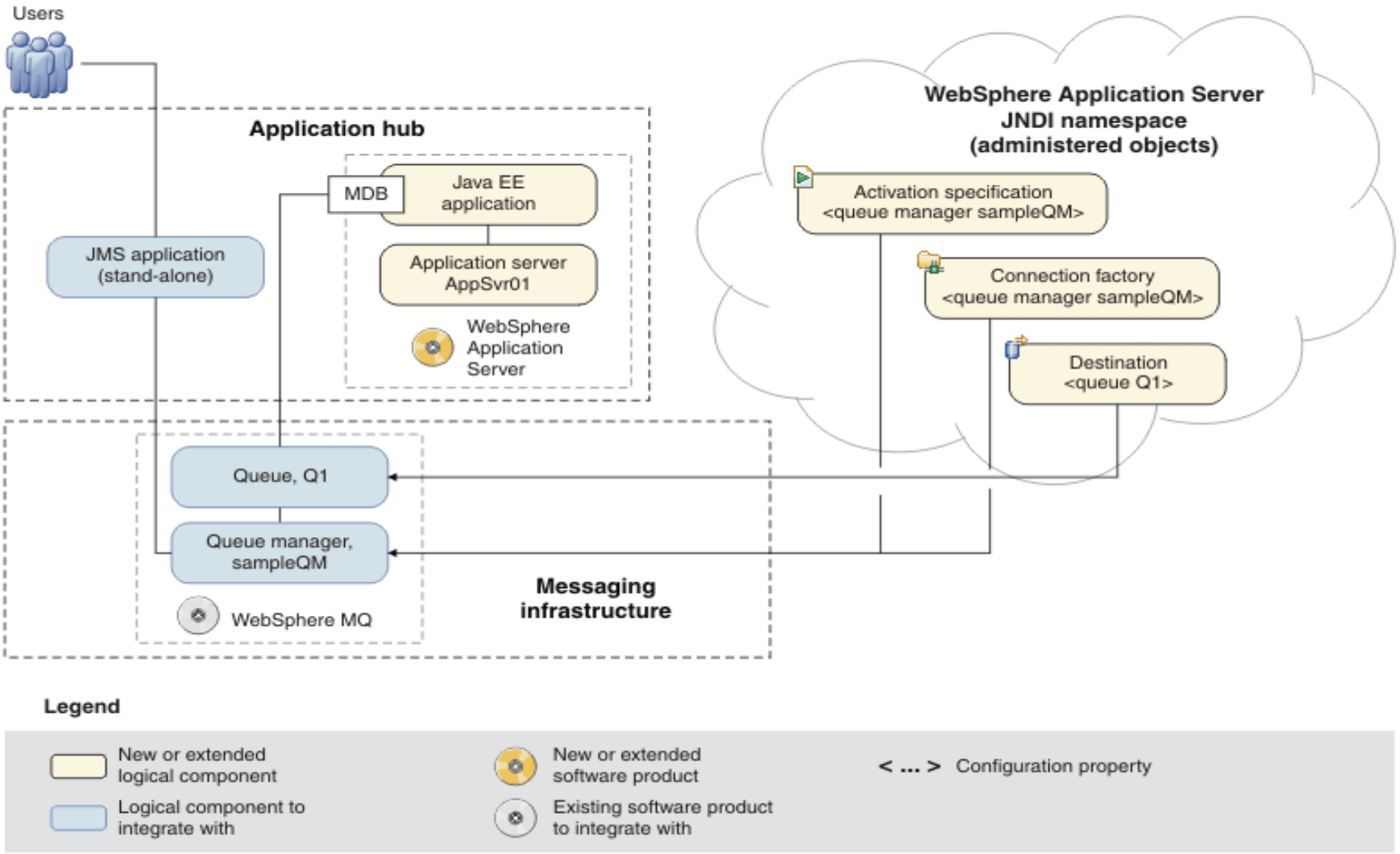
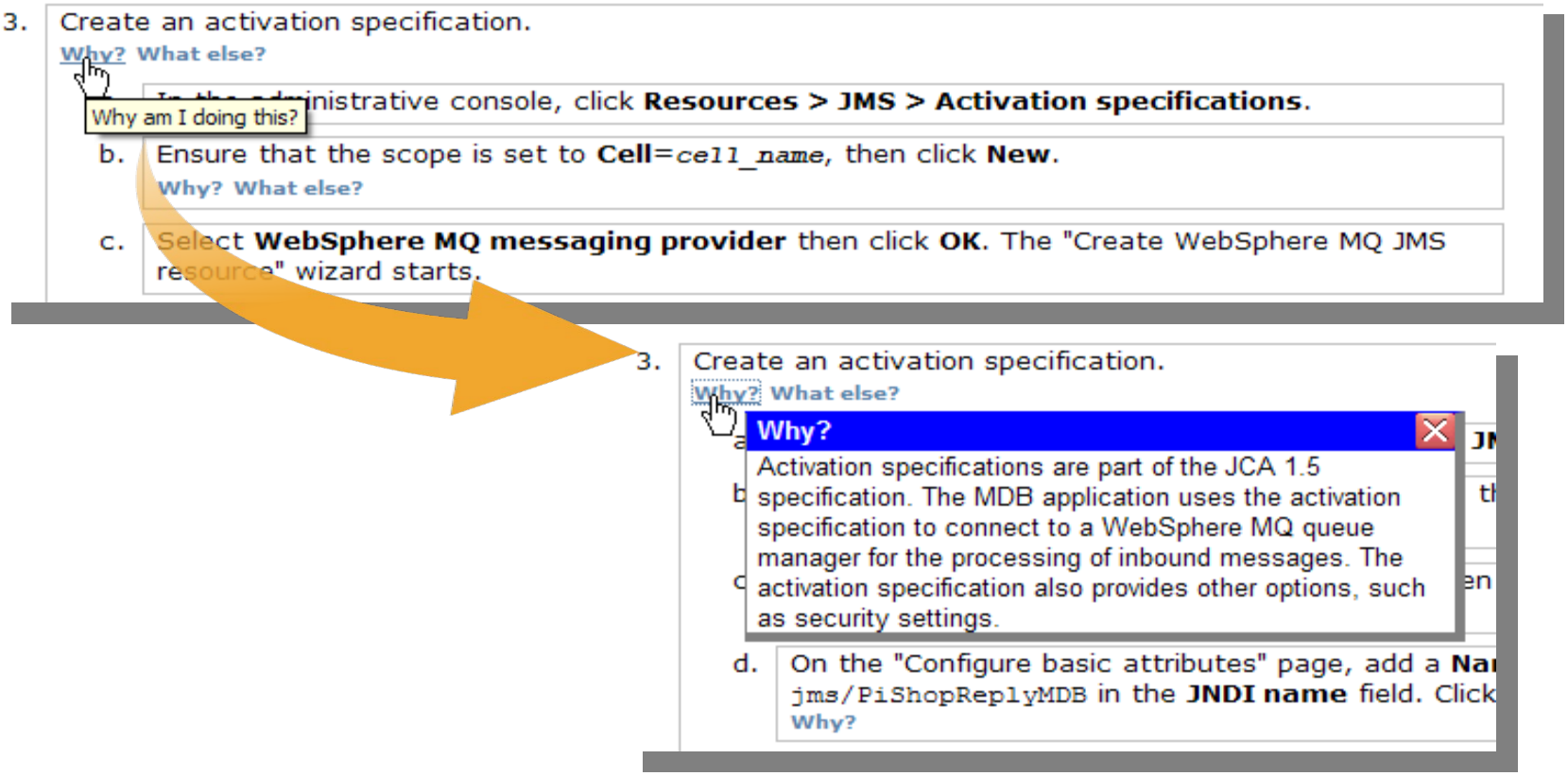
Figure 1. Delivered logical topology. The high-level logical topology diagram for new software functions delivered by integrating WebSphere Application Server into the initial WebSphere MQ messaging infrastructure. This delivered logical topology shows the new functions as new or extended logical components,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



Parent topic: Technical solution

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?"



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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

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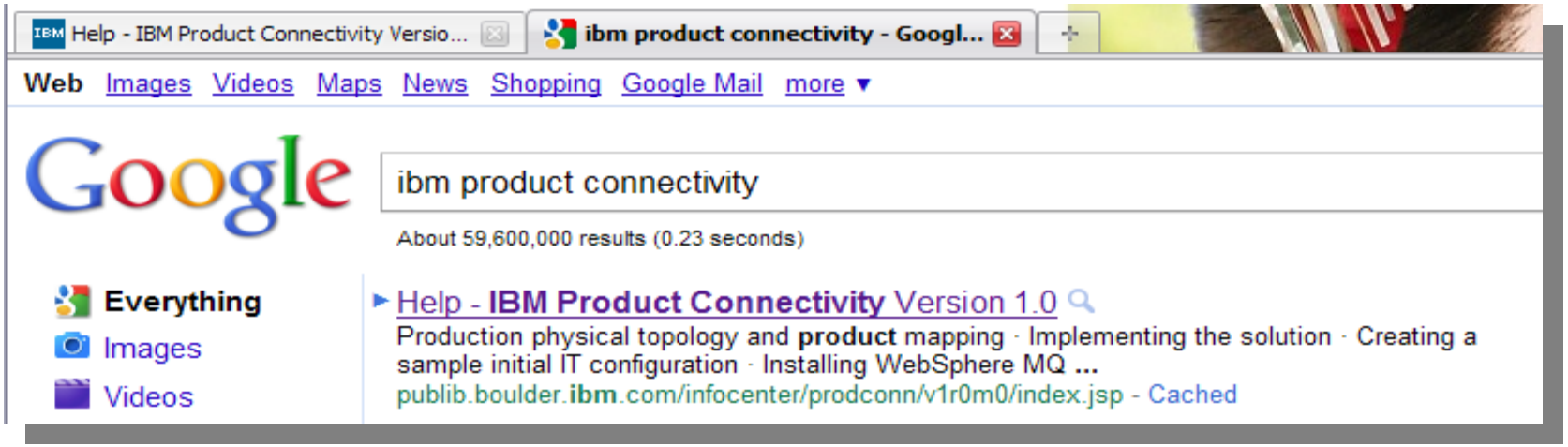
Comments/questions?

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



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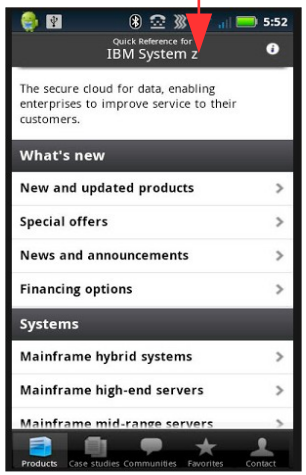
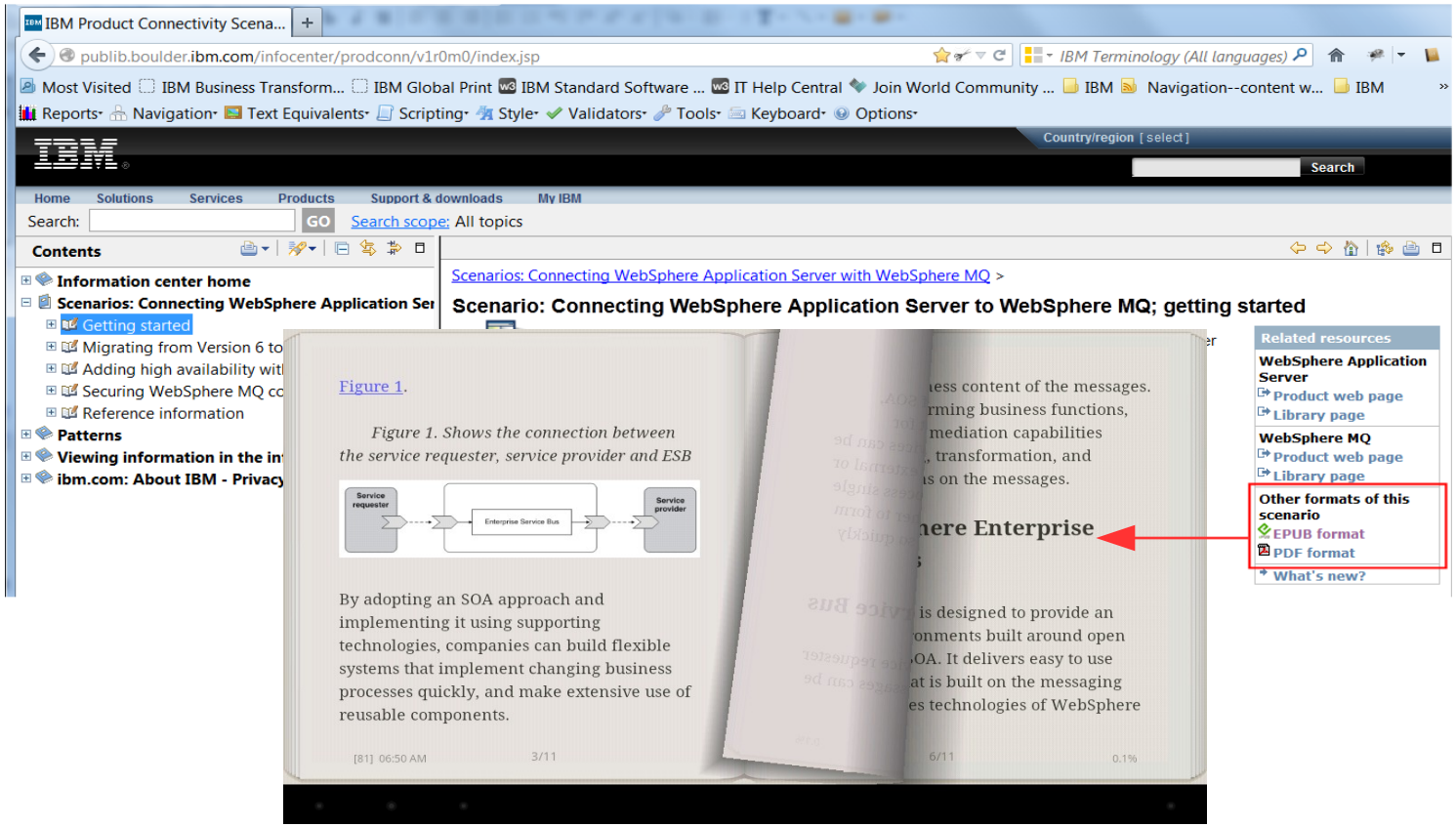
"Please...provide a better format for technical information [on] devices like iPhone, Android phones, iPad and tablets."

"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?

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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, ...?

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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?**

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Backup slides for KC walkthrough

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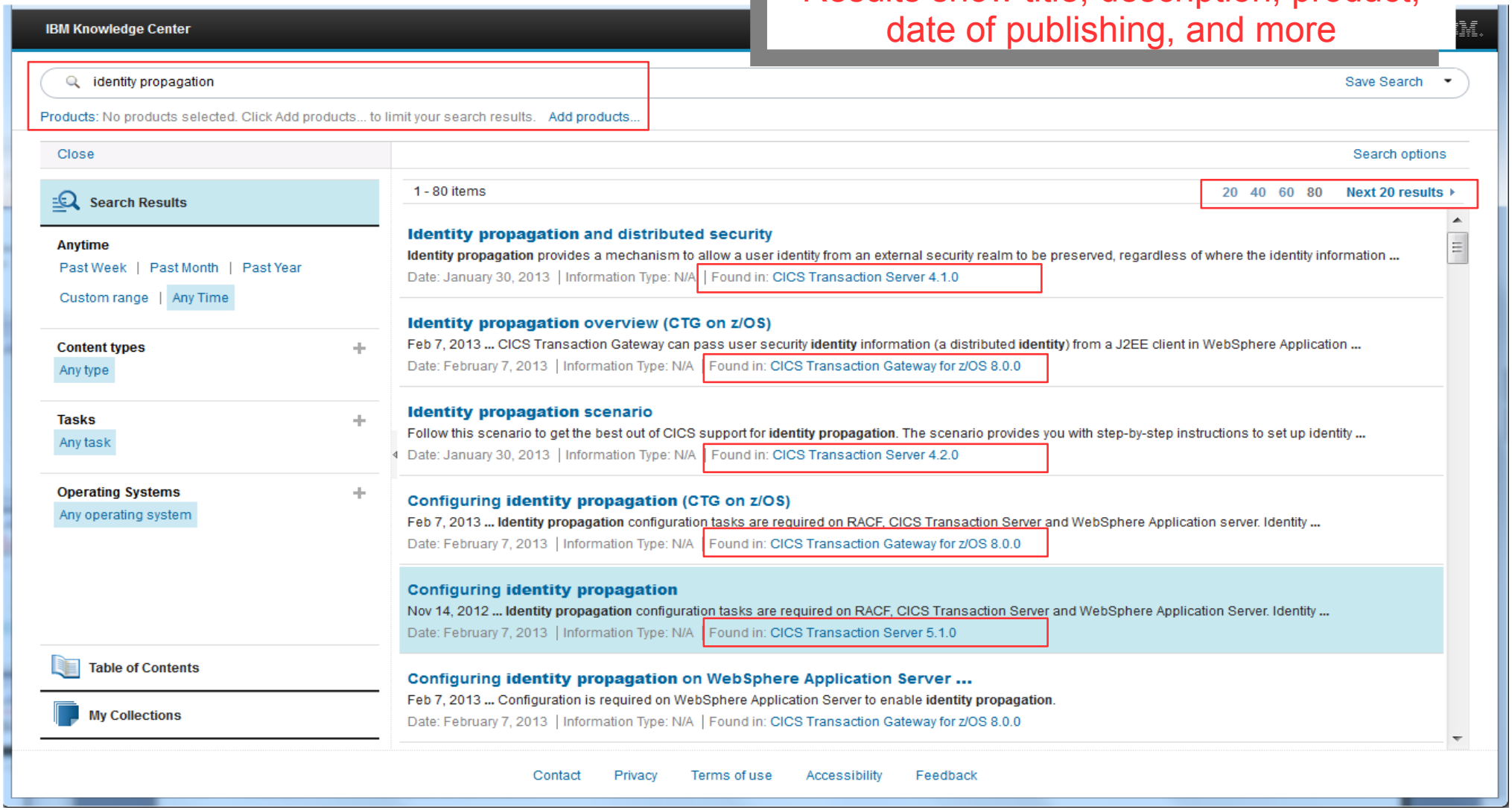
Search all infocenter content in one place

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



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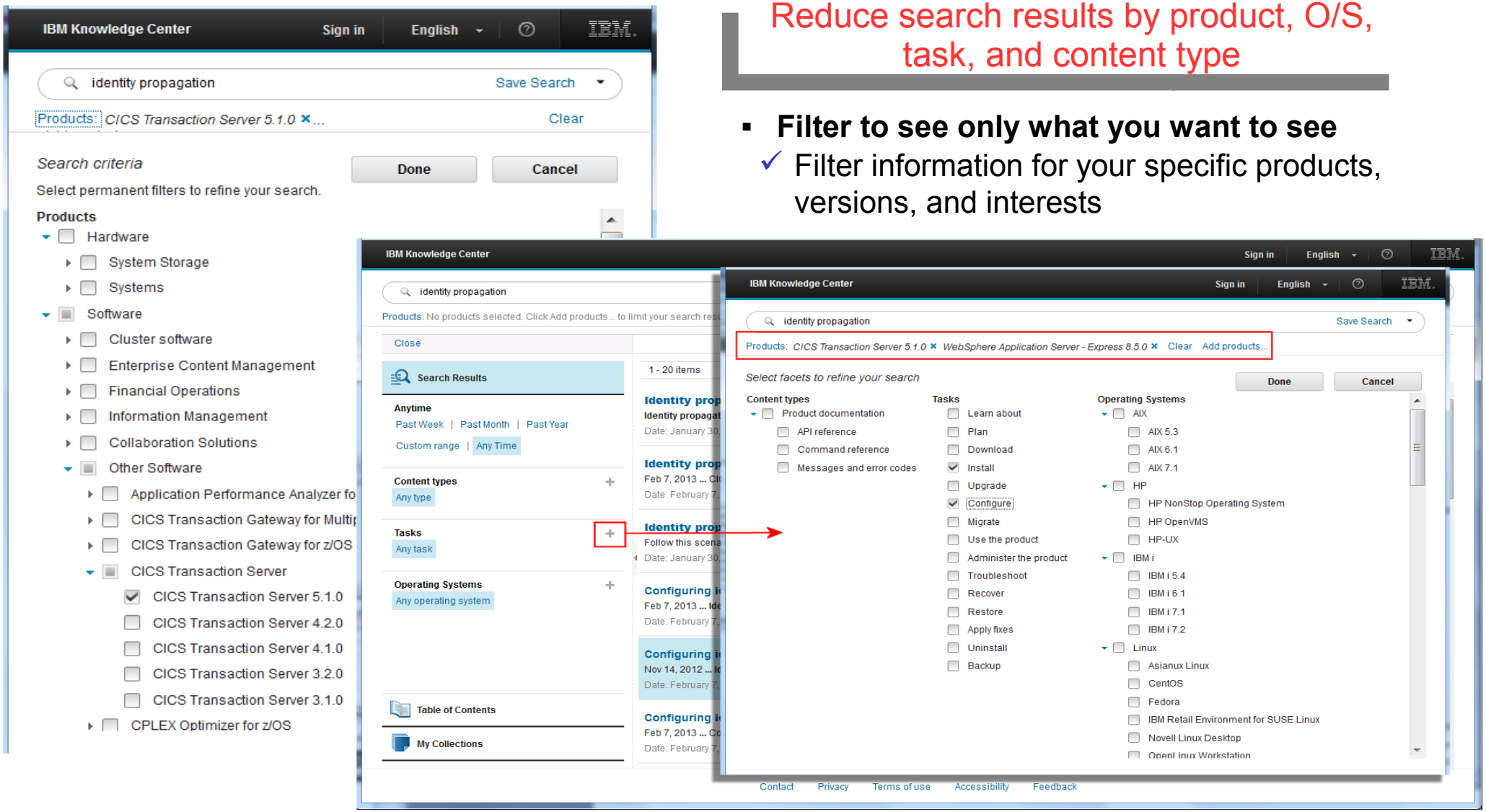
Filter search to content of interest (product, O/S, task, ...)



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

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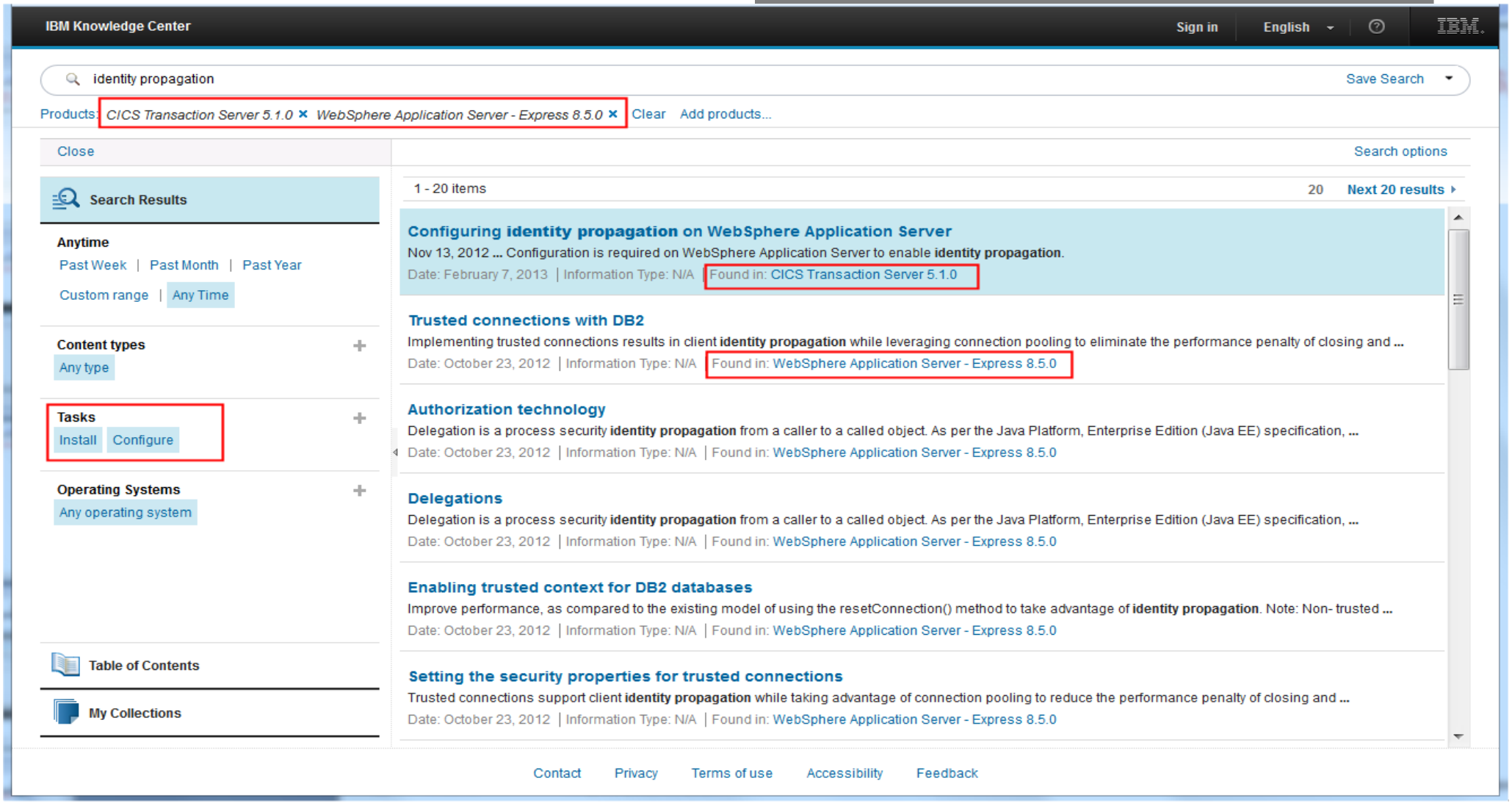
Work with information about all the IBM products you use...

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



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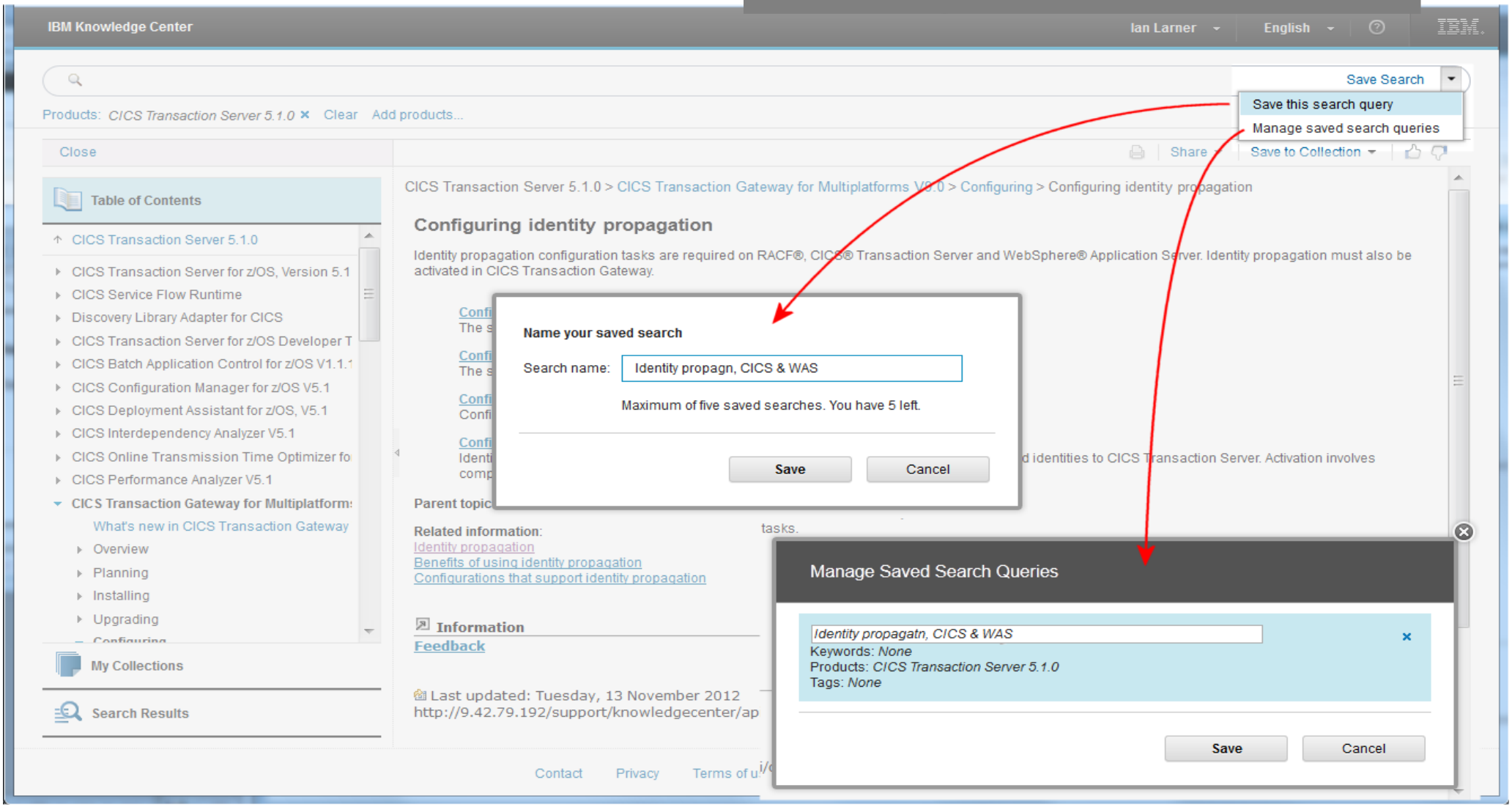
Save your search+filter queries for reuse

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



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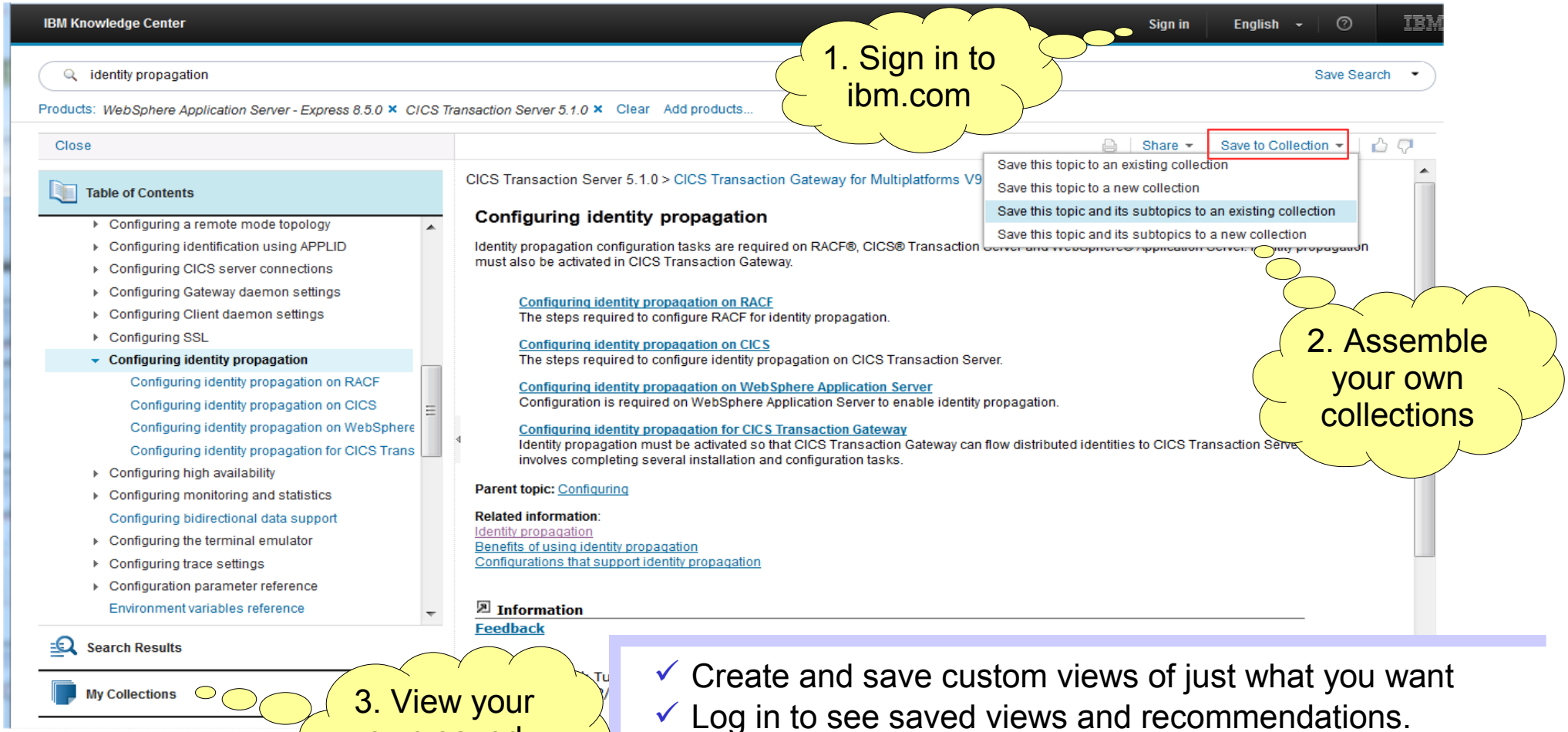
Work with information about all the IBM products you use...

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

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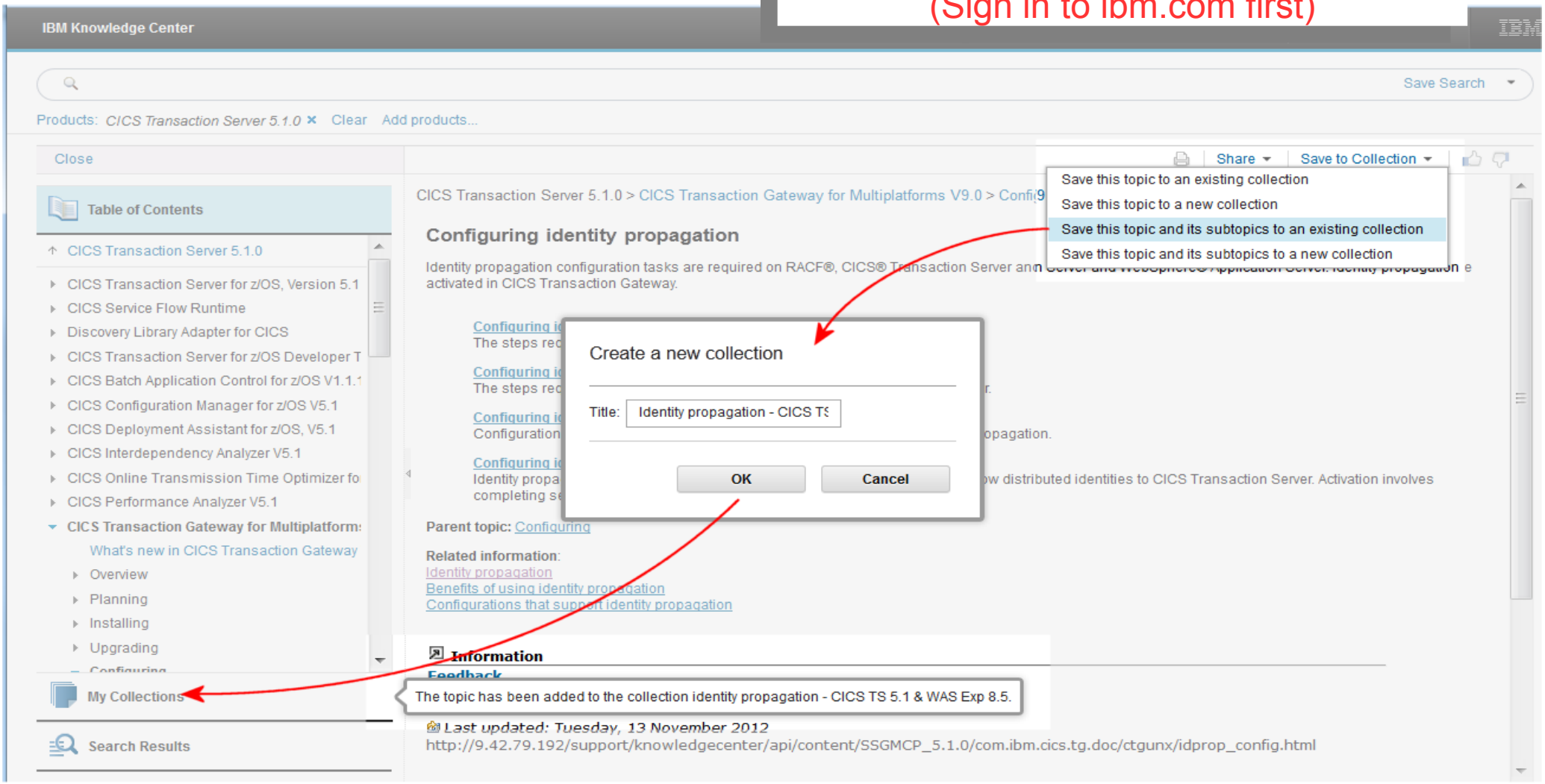
Create your own collections of pages (1)

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



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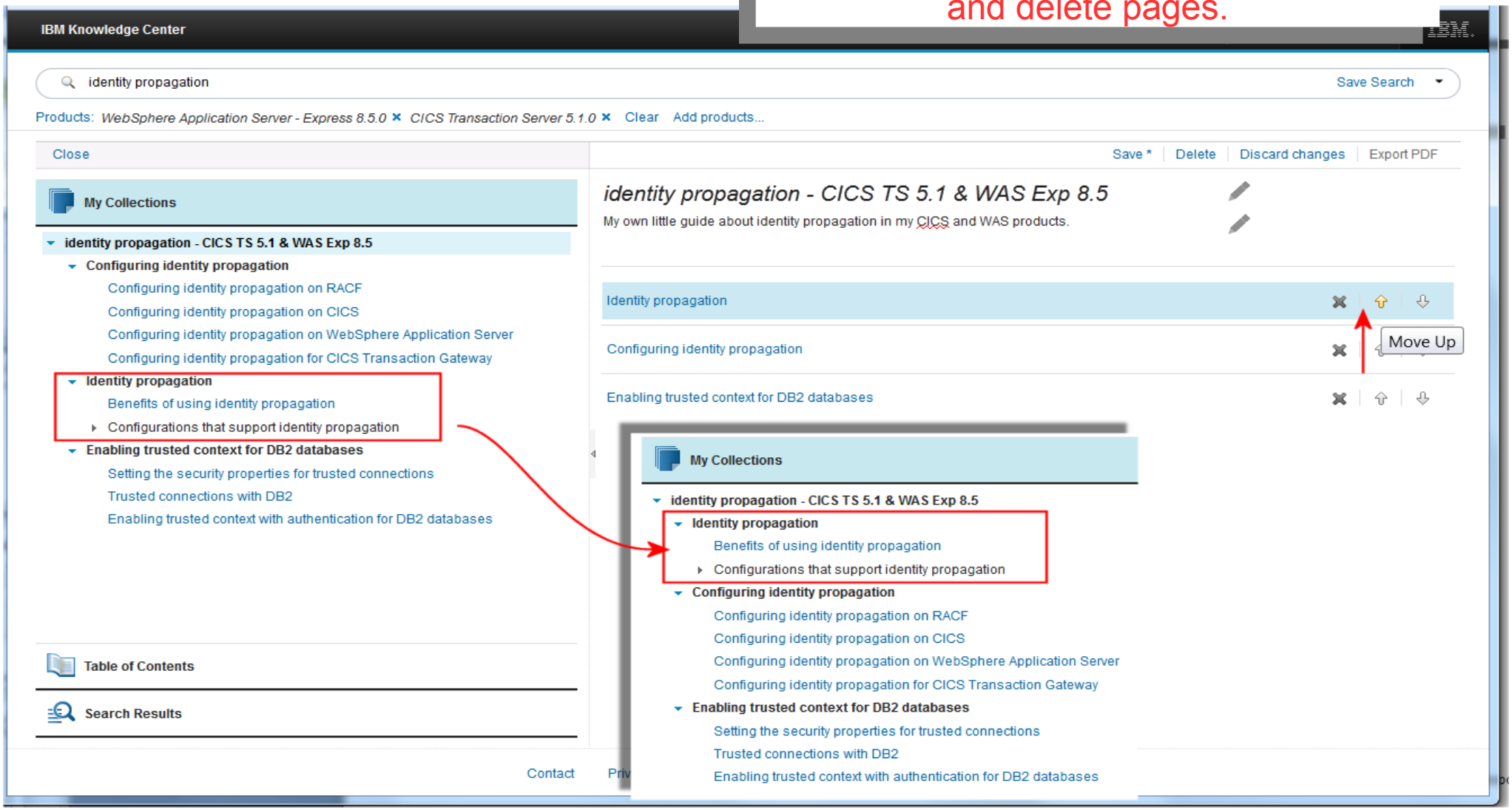
Create your own collections of pages (2)

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



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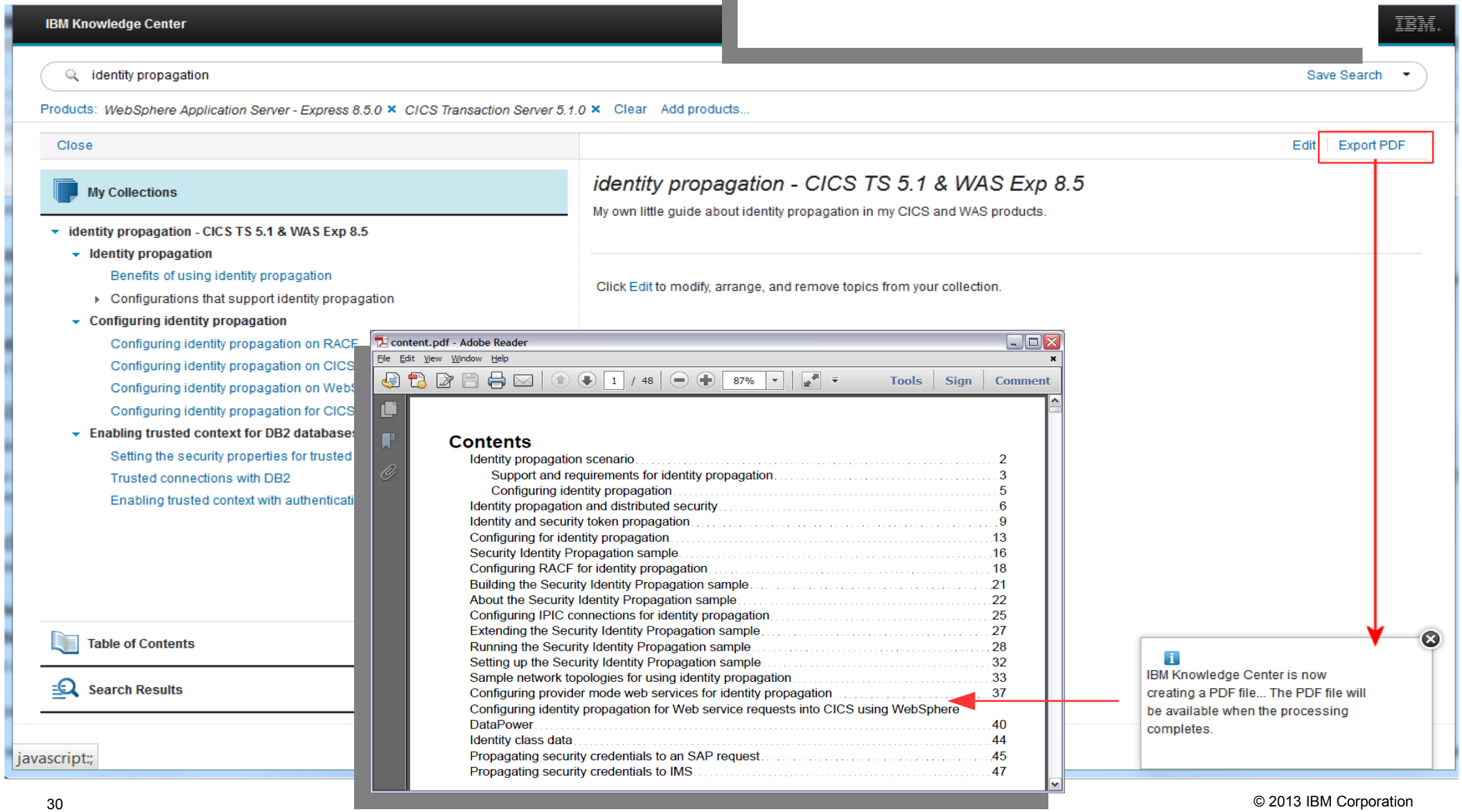
Create custom docs and download or share (2)

Export your collection as PDF (or epub?)



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Share, rate and comment on info

Share pages with communities/email.
Comment and rate pages
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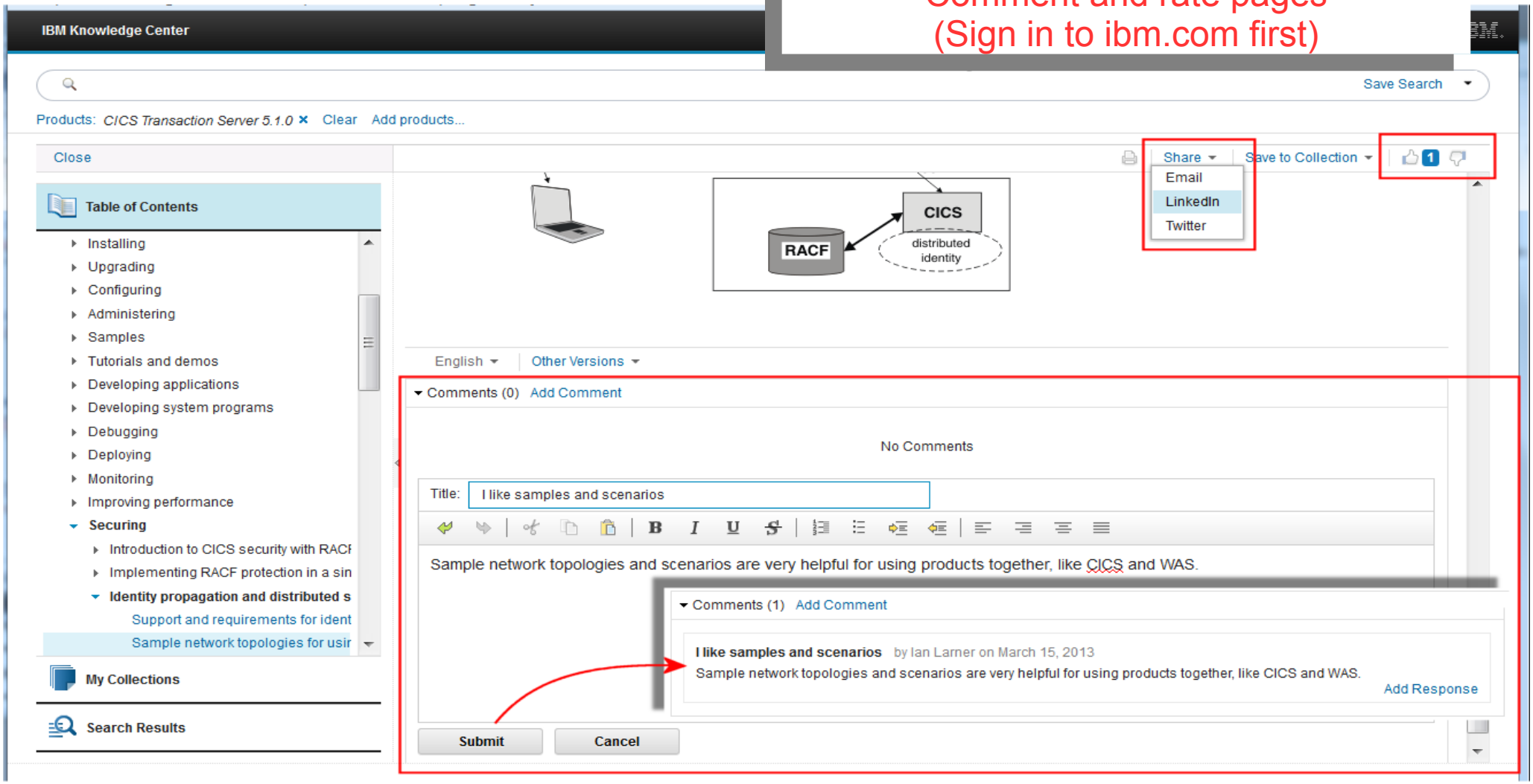

- ✓ Rate and comment on information from IBM and other customers.
- ✓ Connect with community and IBM experts.

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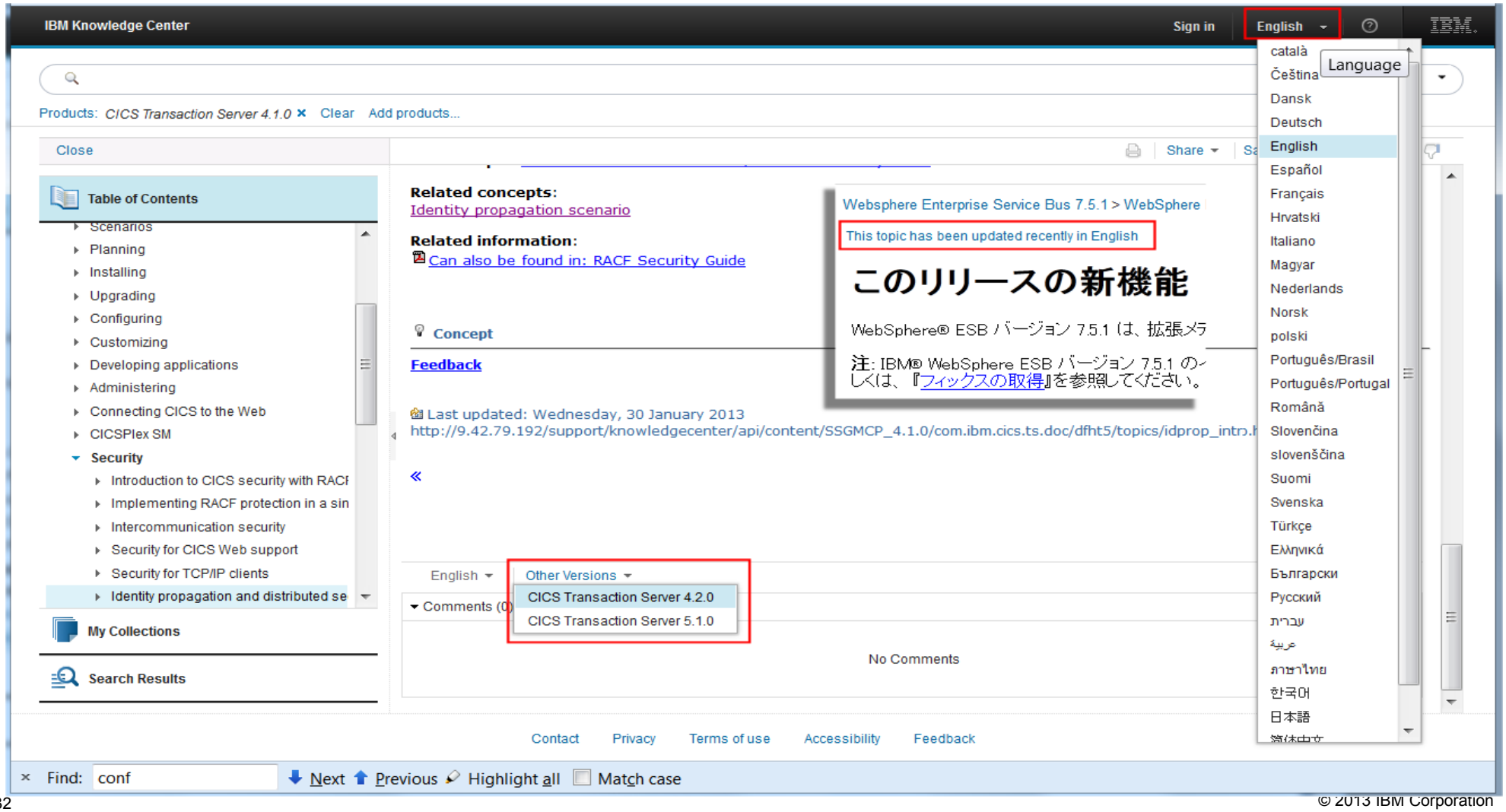
Browse other versions and national languages

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



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