IBM Knowledge Center v2

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CIDM Santa Fe: September 2016

Note: statements regarding IBM future direction and intent are subject to change or withdrawal, and represent goals and objectives only.

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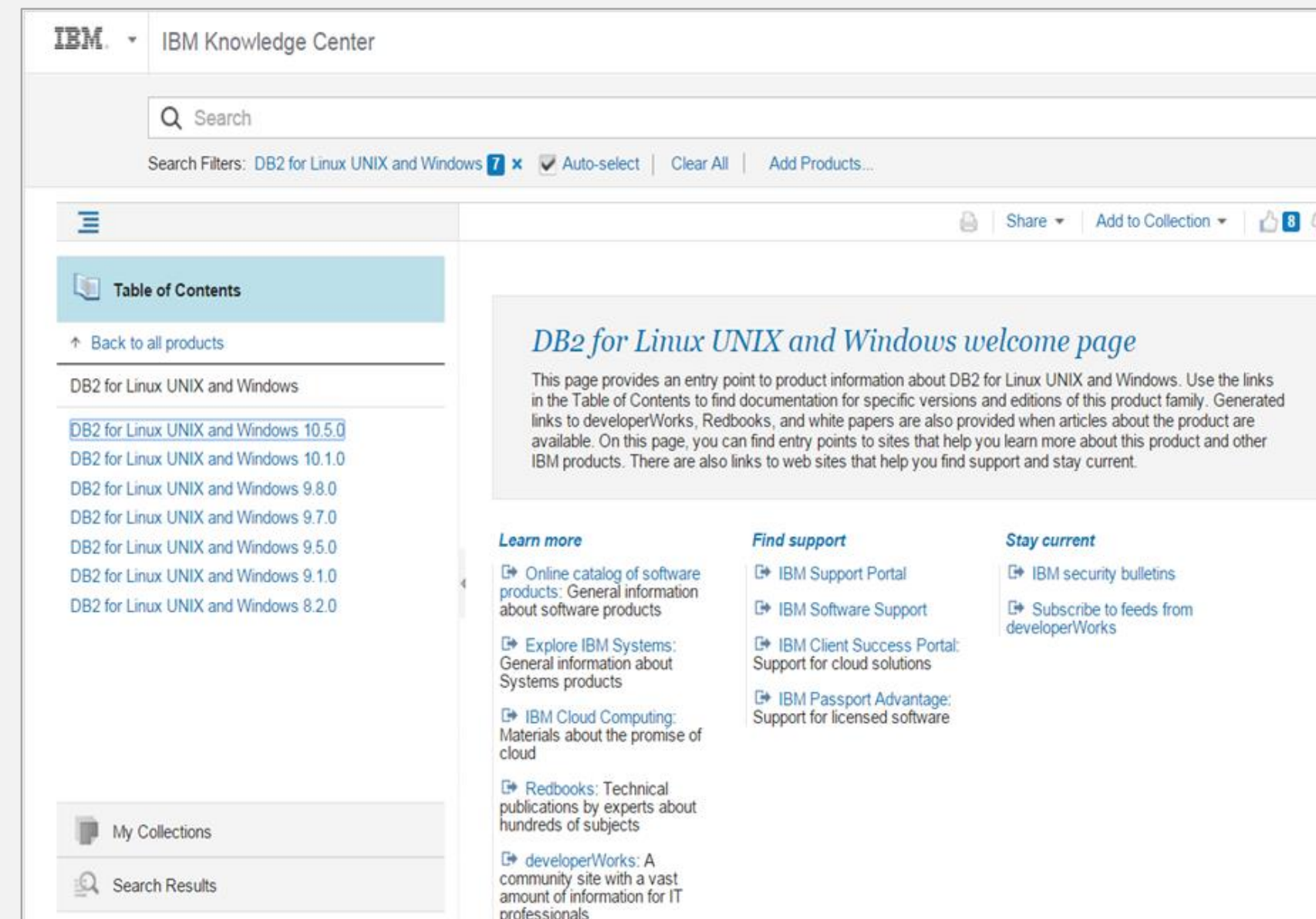
Agenda

IBM Knowledge Center on ibm.com

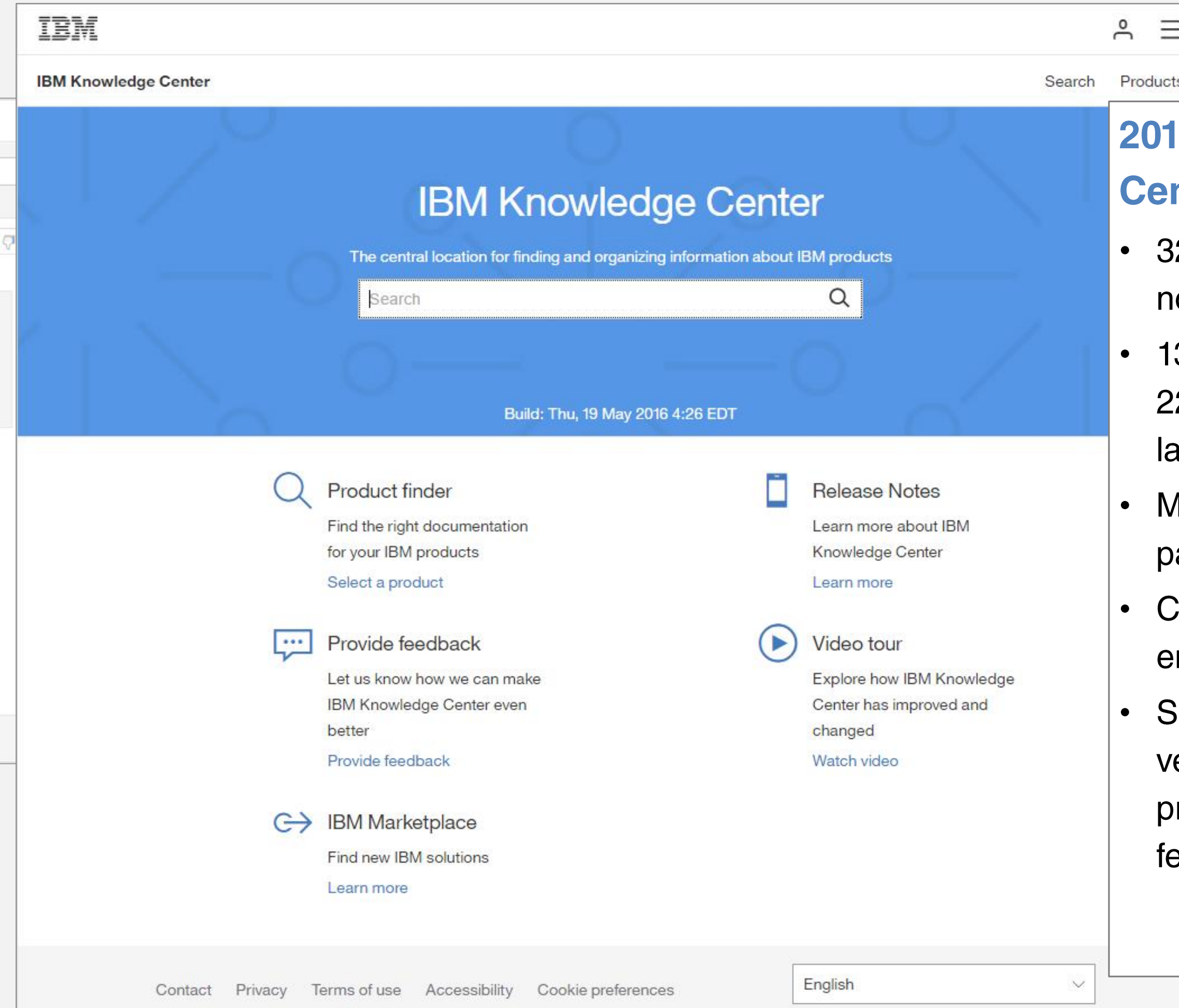IBM KC v2 platform overview

Demo

IBM KC future directions

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IBM Knowledge Center @ibm.com: **evolution of IBM product documentation**

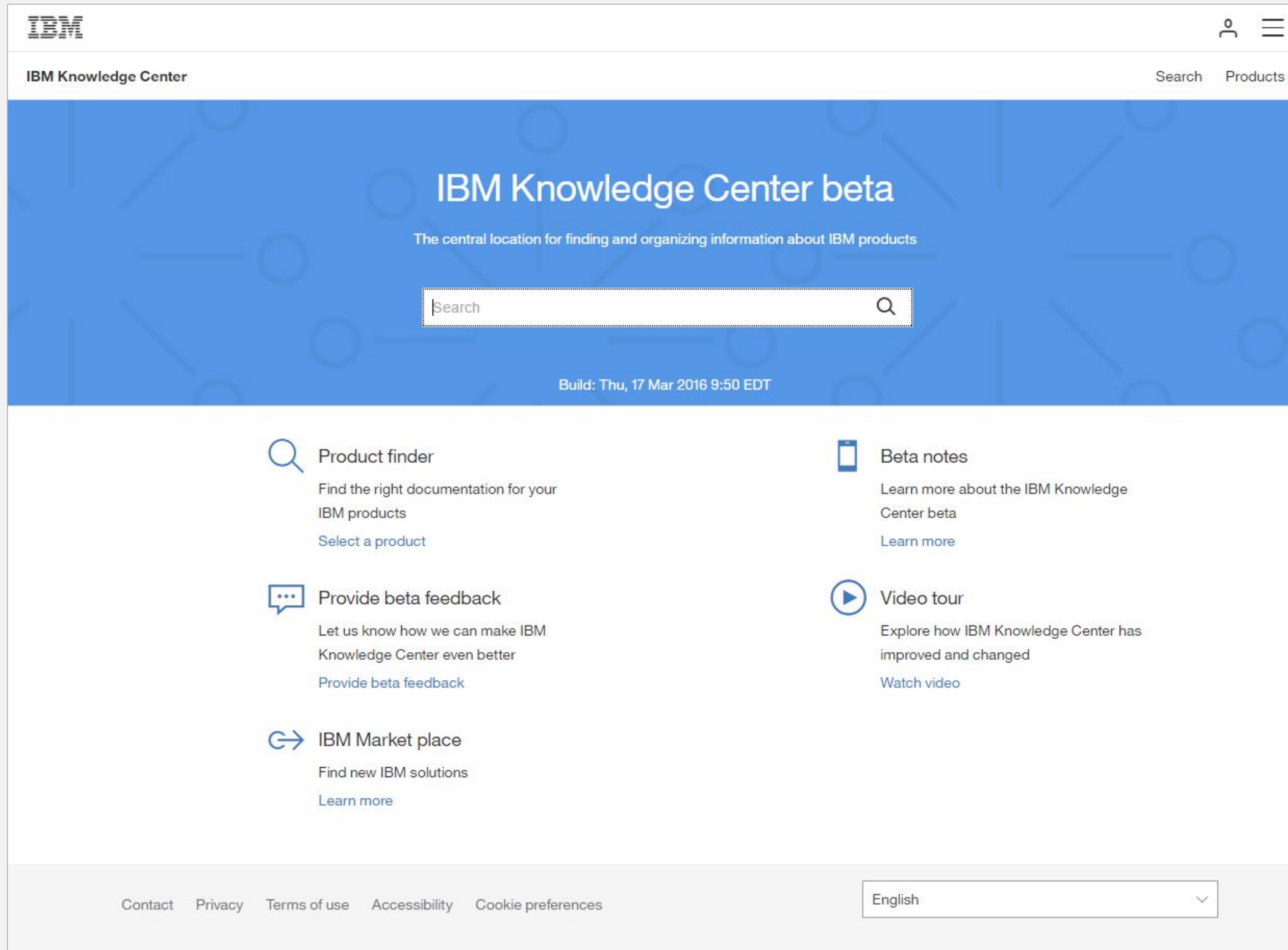## 2014: IBM Knowledge Center 1.5

- 970+ Information Centers in a single application

2016: IBM Knowledge Center v2

- 3200+ product's doc sets; normalized content
- 13M+ pages in English, 220M+ URLs across 36 languages
- Millions of visitors and page views per week
- Content services for IBM embedded cloud docs
- Simplified user experience: version switching, search preview, previous / next, feedback

IBM Knowledge Center v2: **delivered in this release**

User experience improvements

- **Improved search and application user experience** including ibm.com application design in multiple contexts: IBM Cloud, on-premise and ibm.com
- **Improved experience aggregating post-sale technical content** (like Support Technotes and Redbooks) from across ibm.com

Technical foundation:

- **Increasing performance, reliability and scalability** for all versions of IBM KC
- **Content discovery** and aggregation
- **Organic SEO** for all content in framework
- **Application and content alignment** with ibm.com and IBM Design standards

Content design (in progress):

- **Ibm.com compatible coherent and consistent** design for all IBM KC content on ibm.com (details in later slides)

www.ibm.com/support/knowledgecenter || **Video tour** ||

IBM Knowledge Center v2: **demonstration**

IBM KC user feedback

"Where is the table of contents?"

"TechNotes and DeveloperWorks results that match my keywords is incredibly useful."

"I feel like you've designed "my" Knowledgecenter."
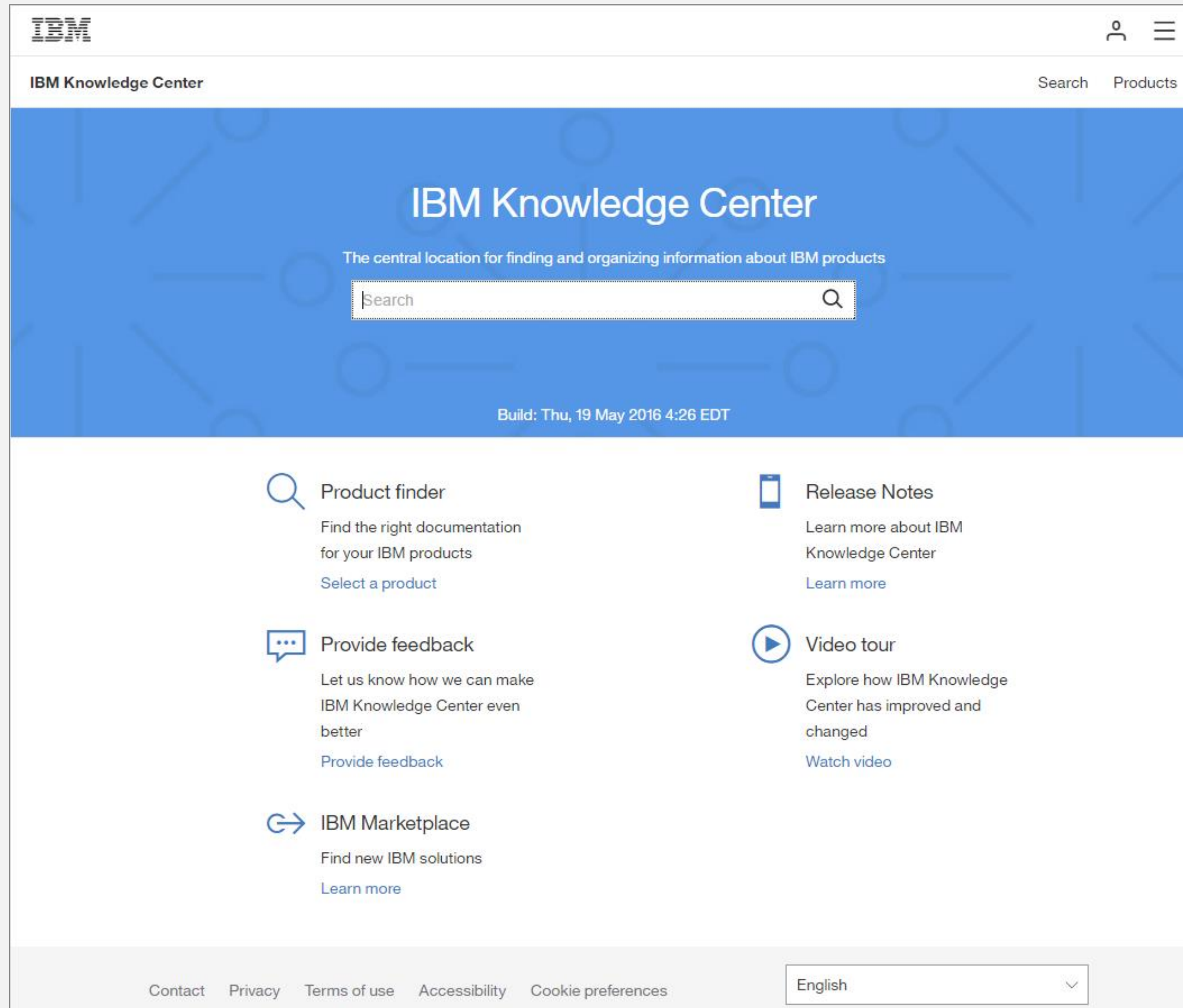
"Search previews are really great"

"Fix search. I don't want to get to all this old stuff unless I search for it."

"Why doesn't this work in IE9"?

"I'm a really lazy guy. I want less clicks."

"Great job on the new, uncluttered interface"

IBM Knowledge Center: **building on our base user experience**

IBM Design Thinking and agile: backlog, "cupcakes" and "hills"

- **IBM KC backlog:** items from our previous release / Hills that require refinement or additional UX work (with or without additional sponsor feedback)
- **IBM Design Thinking cupcakes:** low-hanging fruit that eases user pain, typically easier and faster to deliver
- **IBM Design Thinking hills:** market-focused goals for end-users

IBM compliance and business growth:

- **Features and functionality that are important to IBM's business**, growth or user commitments (for example, standards compliance)

Technical foundation

- **Application infrastructure and deployment improvements** for availability, reliability, performance or for strategic goals.

DRAFT: IBM Knowledge Center v2 **future directions and investigations**
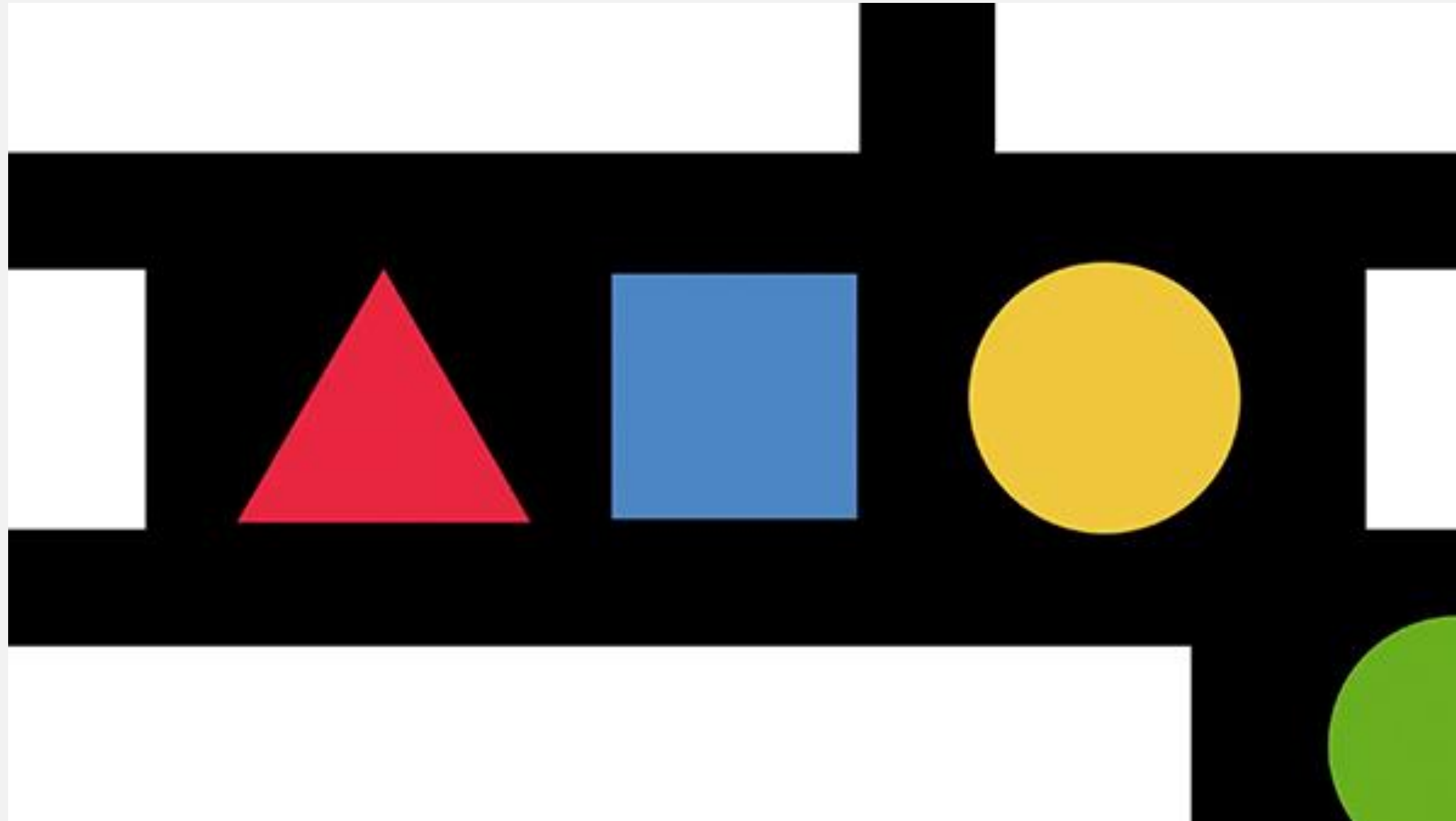
Hosting cloud content in IBM KC; building user assistance using IBM KC services to reduce development and infrastructure costs

Investigate content personalization, currency and notification

Investigation into extended social / community presence internal to IBM and external to IBM

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IBM Knowledge Center v2: **questions?**