IBM Knowledge Center v2

James H (Jamie) Roberts, IBM Knowledge Center product manager **CIDM Santa Fe**: September 2016

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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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DB2 for Linux UNIX and Windows	This page provides an entry point to product information about DB2 for Linux UNIX and Windows. Use the links in the Table of Contents to find documentation for specific versions and editions of this product family. Generated				 13M+ pages in English,
DB2 for Linux UNIX and Windows 10.5.0 DB2 for Linux UNIX and Windows 10.1.0 DB2 for Linux UNIX and Windows 9.8.0	links to developerWorks, Redbooks, and white papers are also provided when articles about the product are available. On this page, you can find entry points to sites that help you learn more about this product and other IBM products. There are also links to web sites that help you find support and stay current.	Build: Thu, 19 May 2016 4:2			220M+ URLs across 36
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IBM Knowledge Center v2: delivered in this release

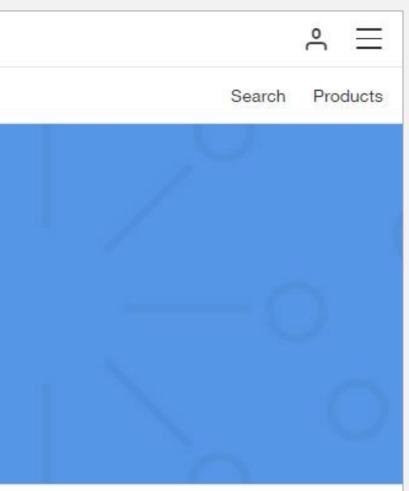
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	IBM Knowledg	e Center beta
	The central location for finding and organ	nizing information about IBM products
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bout the IBM Knowledge

IBM Knowledge Center has changed

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)







IBM Knowledge Center v2: demonstration

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IBM KC user feedback

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

"Search previews are really great"

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

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

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- "Where is the table of contents?"
- "I feel like you've designed "my" Knowledgecenter."

"Why doesn't this work in IE9"?

"Great job on the new, uncluttered interface"



IBM Knowledge Center: building on our base user experience

3M Knowledge Center					
	IBM Knowled	ge Center			
	The central location for finding and organizing information about IBM products				
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	Build: Thu, 19 May 20	10 4.20 ED1			
(Product finder	Release Notes			
	Find the right documentation	Learn more about I	BM		
	for your IBM products	Knowledge Center			
	Select a product	Learn more			
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	Let us know how we can make	Explore how IBM K	nowled		
	IBM Knowledge Center even	Center has improve			
	better	changed			
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Search	Pro	ducts

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)

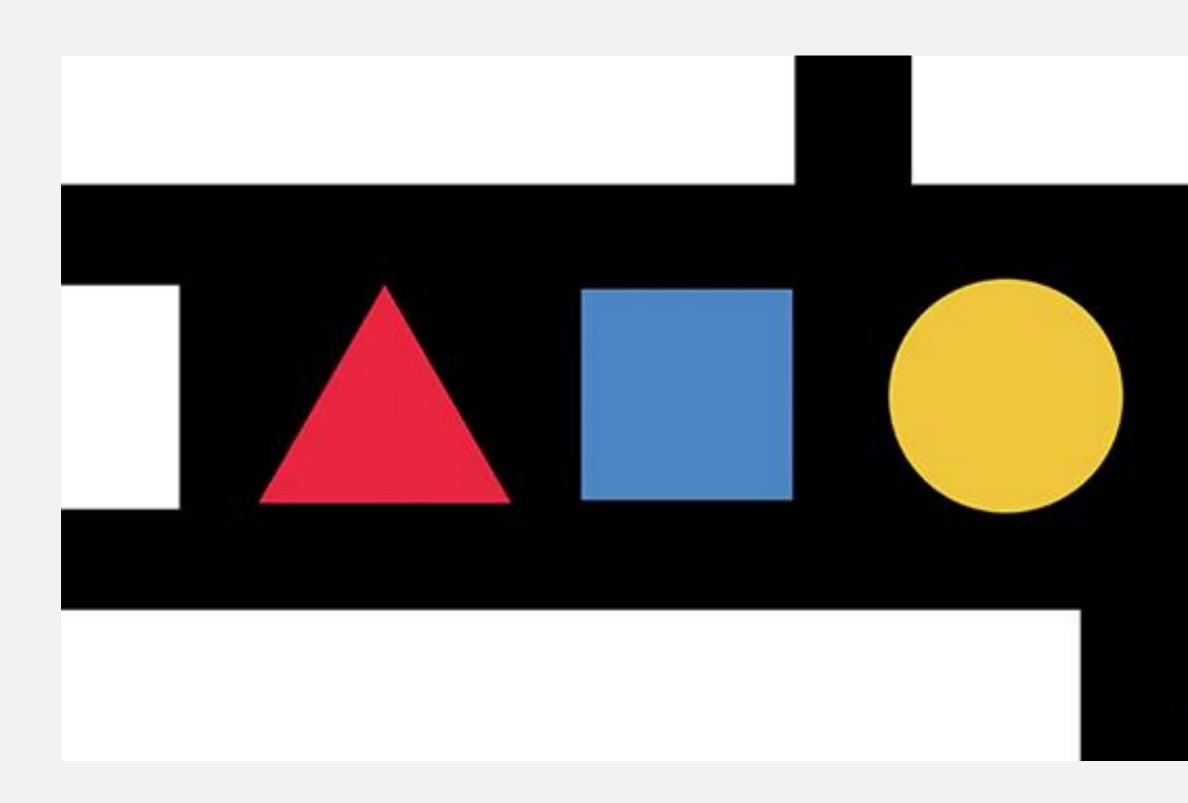
Technical foundation

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





DRAFT: IBM Knowledge Center v2 future directions and investigations



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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



IBM Knowledge Center v2: questions?

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