Document Control Facility (DCF) Training for Accelerated Value Program (AVP)

Tivoli® software

Tivoli TechnicalEnablement
Driving software success through skills enablement

Agenda

- **Overview of Knowledge Program**

- **Document Control Facility (DCF) Databases**

- **Installing DCF Databases**

- **Searching DCF Databases**

- **Info Center and Training**

- **Helpful Tools – Kickstart and online help**

- **Additional Topic: CAST**

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Importance of Our Knowledge Entries

Delivering knowledge, proactively through online solutions is a core and key component of Knowledge Centered Support (KCS).

High quality, relevant knowledge:
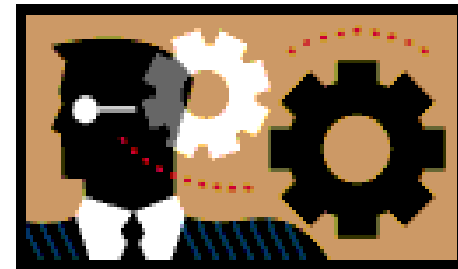
- **Is critical to increasing the capacity of support teams**

- **Improves the time to solve the problem**

- **Improves the customer's satisfaction with our support**

- **Assists new employees with relative, accurate product details, speeding their effectiveness and education**

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Paradigm Shift – Culture Change

- **Yesterday we:**
  - Supported customers through PMRs [Assisted Support] primarily
  - Documented knowledge [Self-Assist] as a secondary activity

- **In order to remain competitive, we need to:**
  - Help our customers help themselves [Self-Assist] first and foremost, by providing quality, relevant written knowledge
  - Support customers through PMRs [Assisted Support] when all else fails

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Document Control Facility (DCF) Databases

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Key DCF Databases …

- **DCF Technotes (Tivoli)** **- FAQs, Troubleshooting, Flashes**

Title	DCF Technotes (Tivoli)
Server	G01ZCIDBS003/01/A/IBMEXT
Filename	support\swg\tivtech.nsf

- **DCF Techdocs** **- Forums, product information, white papers**

Title	DCF Techdocs
Server	G01ZCIDBS003/01/A/IBMEXT
Filename	support\swg\swgdocs.nsf

- **DCF Downloads** **- Fixes published by Level 3**

Title	DCF Downloads
Server	G01ZCIDBS003/01/A/IBMEXT
Filename	support\swg\swgdnld.nsf

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Key DCF Databases …

- **DCF Archives and Deletes - Documents can be restored**

Title	DCF Archives
Server	G01ZCIDBS003/01/A/IBMEXT
Filename	support\dcf\dcfarch.nsf

- **DCF Resource - Used by DCF Administrators to define individuals, teams, roles, platforms, and versions**

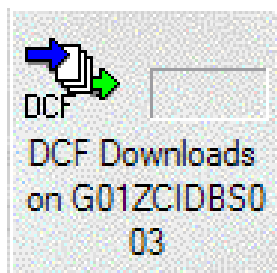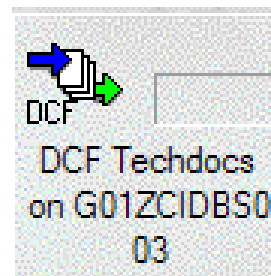|	
Title	DCF Resource
Server	G01ZCIDBS003/01/A/IBMEXT
Filename	support\swg\swgri.nsf

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Key DCF Databases …

Technotes
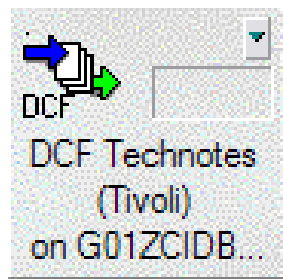
Techdocs
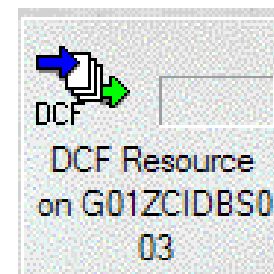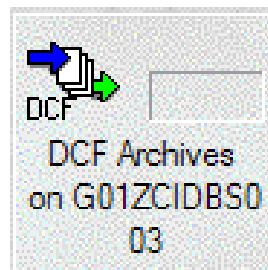
Downloads

Archives

Resource

Icons above appear on Lotus Notes Desktop

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Installing DCF Databases

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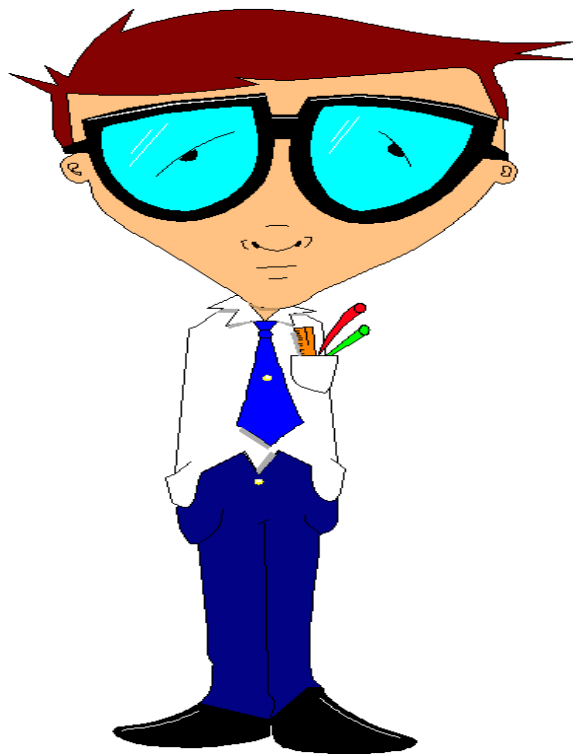
Installing DCF Databases

To install the DCF databases in your Lotus Notes Workspace, follow these steps:

1. Open the Notes Workspace tab where you want to create the DCF database icon.
2. Right click in your Notes Workspace and select Open Database....
3. Enter G01ZCIDBS003 in the Server field and click Enter. Notes populates the Database list with databases available on the specified server.
4. Select the support folder and then click Open.
5. Select the swg folder which contains the DCF databases for Tivoli.
6. Add each database individually (Technotes, Techdocs, Archives, etc.)

Note: You can only select and install one database at a time, so repeat this process as necessary to install the DCF databases you need.

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Installing DCF Databases (continued)

Connection details for the DCF databases

- **If the preceding steps for adding the DCF database result in an error message about being unable to locate the server, use the following information to manually create a connection document to the DCF databases:**

Server name

- o G01ZCIDBS003/01/A/IBMEXT

Destination server address

- o g01zcidbs003.ahe.pok.ibm.com

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DCF Document Life Cycle

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Overview

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What is a DCF?

- **DCF stands for Document Control Facility. DCF is a Notes-based content management application. However, when you hear someone refer to a DCF they mean:**

  - DCF document
    - **Technote**
    - **Techdoc**
    - **Download**
  - Knowledge Entry
  - KE

- **A DCF is information or a download that is relevant and of high quality that has been placed in one of IBM's Knowledge Databases to assist customers with answers to questions or solutions to problems, or to provide additional information that is meaningful for our customers as it pertains to our products.**

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DCF Life Cycle

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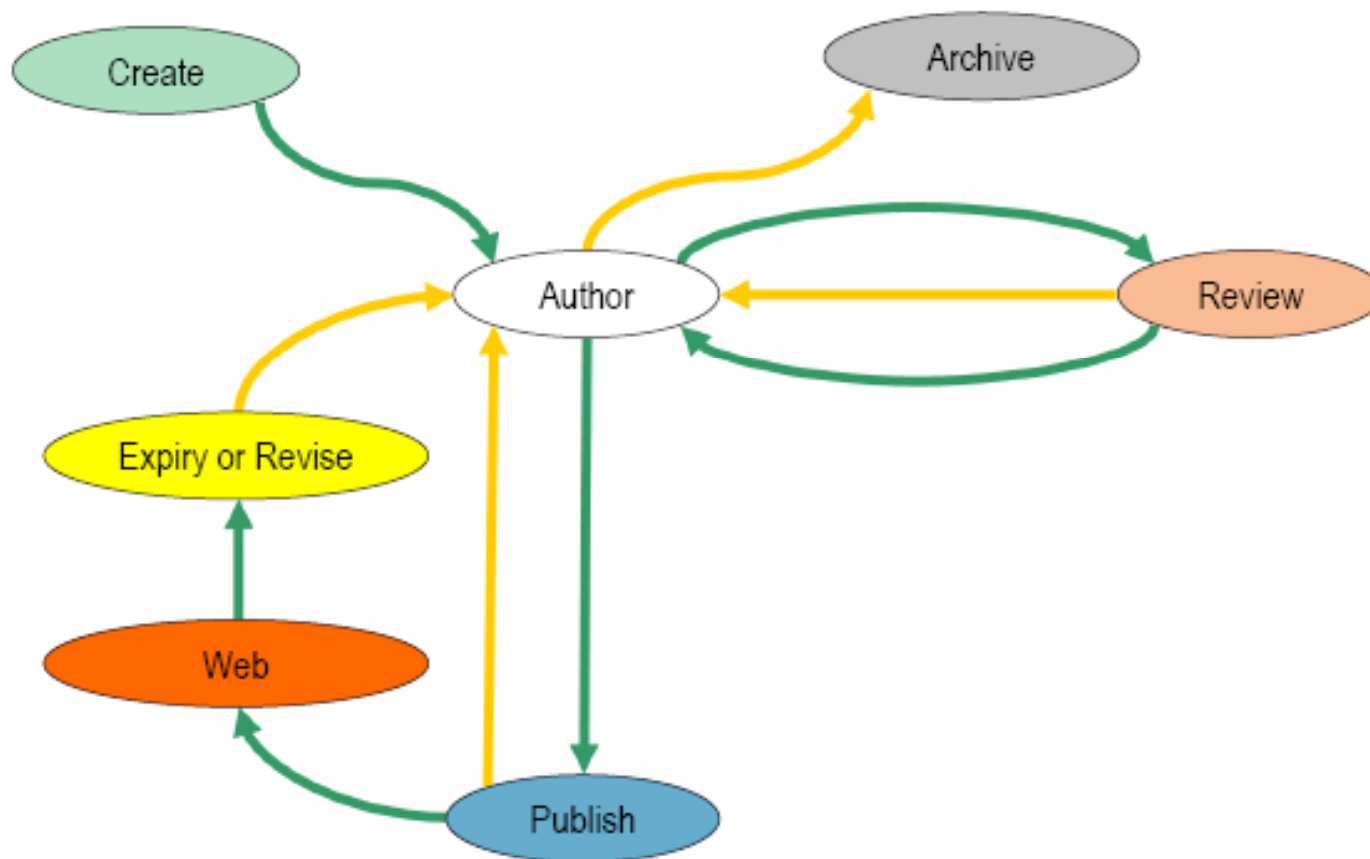
Searching the DCF Databases

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Open the DCF database

Technotes
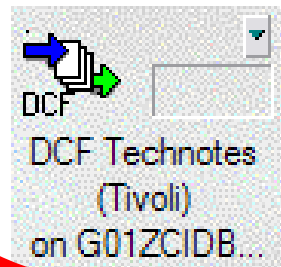
Techdocs

Downloads

Archives

Resource

Icons above appear on Lotus Notes Desktop

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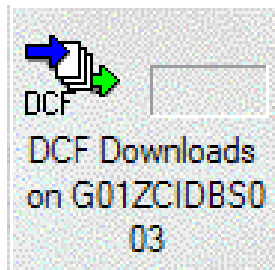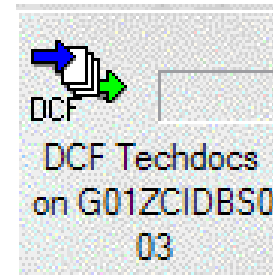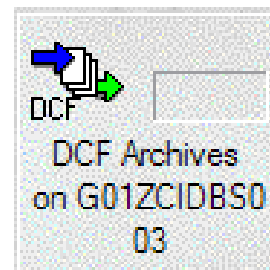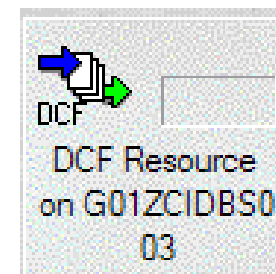
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Select "Search This View" under the View menu

Toggle showing and hiding the search bar

File   Edit   View   Create   Actions   Tools   Help

Refresh   F9
✓ Search This View
Show
Preview Pane
Expand/Collapse
Customize This View...

Go To...
Starts With...

Agents
Image Resources...

AllDocNumberOnTheWeb
AllDocNumber
BottleNeck
In-Progress By Owners
In-Progress By Products
In-Progress By Teams
Notes or Web
Owners
✓ Products

Other...
Text Size

✓ Advanced Menus

w/Hide Search Bar   📝 New Technote

'Products'   ○ Indexed   ? ✕

[Search]   Search tips   ▸ More

Type	Title ◇	#	Modified ◇	Size (bytes) ◇	Status ◇
370		1			
Monitor for z/OS		1			
		3			
frame		5			
Business Intelligence		1			
for z/OS		6			
ouse Manager		2			
Control Facility		1			
urity Systems Appliances and Support		3			
Burst		39			
for Messages		2			
for Messages for Distributed Systems		10			
ation Archive		198			
e Metric Tool		313			
b Adapter for Microsoft Project		29			
b Adapter for Primavera		9			
▸ IBM Maximo Archiving with Optim Data Growth Solution		4			
▸ IBM Maximo Asset Configuration Manager		17			
▸ IBM Maximo Asset Management		3436			
▸ IBM Maximo Asset Management Essentials		7			
▸ IBM Maximo Asset Management for Energy Optimization		12			
▸ IBM Maximo Asset Management Scheduler		10			
▸ IBM Maximo Asset Navigator		2			

Technote
In-Progres
 - Own
 - Tear
 - Prod
Published
 - Num
 - Own
 - Tear
 - Prod
OnTheW
 - Num
All Docu
 - Inbo
 - Num
 - Own
 - Tear
 - Prod
 - Segr
 - Statu
 - Bottl
 - Flash
Docume
Using the
->Technotes
Techdocs
Downloads
Resource Index
RETAIN Transfer
Archives & Deletions
System Options (Admin only)

✗ Disconnected   Bonnie

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Search DCF using keywords

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Searching DCF databases

- **For Lotus Notes v8.5.1 FP5, you must use the "and" separator between keywords**

- **For later versions of Lotus Notes (v8.5.3, for example), you do not need to use "and" between keywords**

- **For all versions, the usual search rules still apply for "or"**

- **The more keywords used, or the more specific keywords you can use, the fewer documents will be returned.**

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Search DCF using a few keywords – 333 returns

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Search DCF using a few more keywords – 27 returns

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Search DCF using more specific keywords – 1 return

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Searching Techdocs is very similar to searching Technotes, except that this is a search for documents that reference product information documents. Forum / Discussion Groups,

Online Publications, Product Information, and White Papers.

Technotes

DCF Technotes (Tivoli) on G01ZCIDB...

Techdocs

DCF Techdocs on G01ZCIDBS0 03

DCF Downloads on G01ZCIDBS0 03

Downloads

DCF Archives on G01ZCIDBS0 03

Archives

DCF Resource on G01ZCIDBS0 03

Resource

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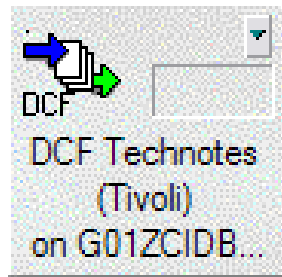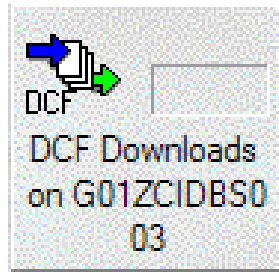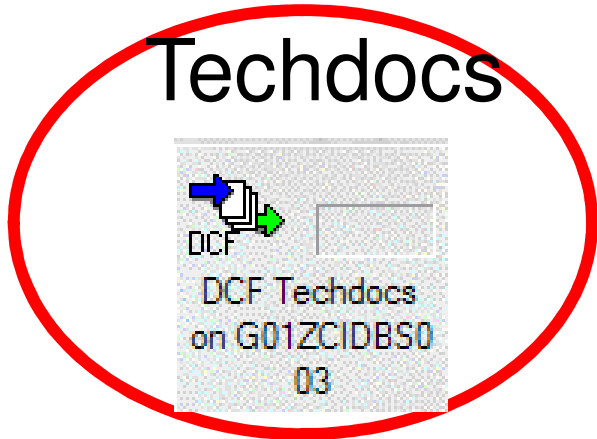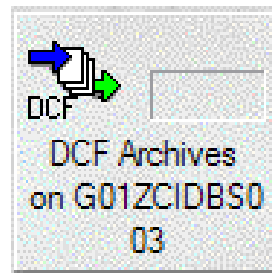
Searching Downloads is very similar to searching Technotes, except this search is for documents that reference downloadable product code, like Tool/Utility or Update files.
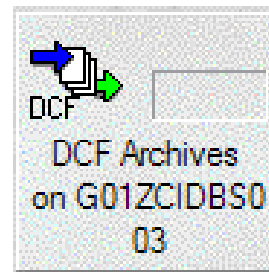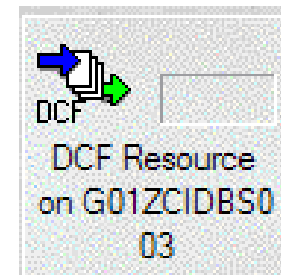
Technotes

DCF Technotes (Tivoli) on G01ZCIDB...

Techdocs

DCF Techdocs on G01ZCIDBS0 03

Downloads

DCF Downloads on G01ZCIDBS0 03

Archives

DCF Archives on G01ZCIDBS0 03

Resource

DCF Resource on G01ZCIDBS0 03

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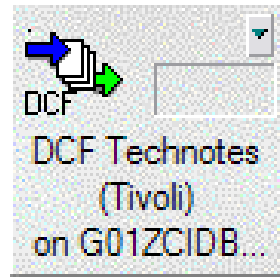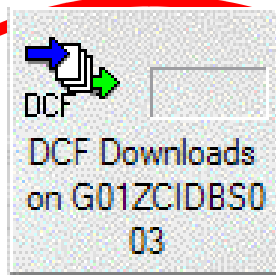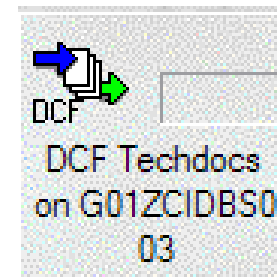
DCF Document Life Cycle

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Archived DCFs

Archives Database

DCF Archives & Deletions	Close				
	Search in View 'Archived'				
Deletions	Search for				Search
-by Product		**Subject**	**Archived on**	**By**	**Source**
-by Authors		▼ **TIVOLI WORKLOAD SCHEDULER**			
		▶ --			
		▶ DB2			
		▶ EVENT MANAGEMENT (EDWA)			
		▶ JOB SCHEDULING CONSOLE			
		▶ NOT APPLICABLE			
Archives		▶ ORACLE			
Archived		▼ TIVOLI DYNAMIC WORKLOAD CONSOLE			
		Define event rule that submits a job stream	12/03/2011	Expiring Agent	Notes
		Configuring TDWC to use the same LTPA token_keys for ser	12/02/2011	Expiring Agent	Notes
		TDWC hangs or crashes due to heapsize	10/19/2011	Expiring Agent	Notes
		Running 'planman deploy -scratch' returns an error	09/08/2011	Expiring Agent	Notes
		Use of Manage Groups on the TDWC	08/31/2011	Expiring Agent	Notes
Document Control Facility		Job filtering from JSC - WEBUI	08/31/2011	Expiring Agent	Notes
Using the DCF		Generating report	08/31/2011	Expiring Agent	Notes
->Archives & Deletions		Very slow response times using TDWC	08/14/2011	Expiring Agent	Notes
RETAIN Transfer		WebUI z/OS: Connection fails with z/OS engine without reporti	08/12/2011	Expiring Agent	Notes
System Options (Admin only)		View all TDWC define tasks for all users	08/03/2011	Pete Soto	Notes
		Unable to save an event rule in the Tivoli Dynamic Workload	07/28/2011	Expiring Agent	Notes
		IBM Tivoli Dynamic Workload Console v8.5.1 Fix Pack 1, 8.5.	06/11/2011	Expiring Agent	Notes
		▶ WEBSPHERE APPLICATION SERVER			
		▶ WORKLOAD SCHEDULER			

- **Archives DB includes both Deleted and Archived Documents**
  - Deleted Documents get purged after 14 days
  - Archived Documents remained archived indefinitely
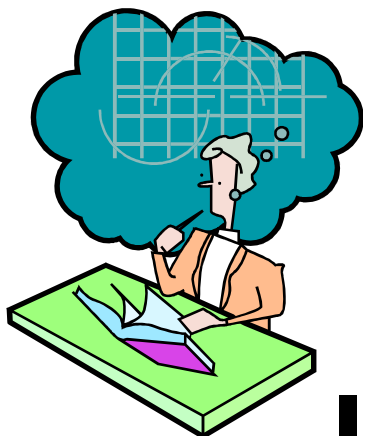
Information Center

and

Further DCF Training

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Tivoli DCF Author Access and Training

Request DCF access to "author" Technotes by contacting:

Segment/Product	Segment Manager	Backups
NSA	Stuart Asbury/UK/IBM@IBMGB	
Bruce Urquhart/Raleigh/IBM		Steve Bunting/Seattle/IBM, (PSM products)
MON	Stephen Fediuk/Raleigh/IBM@IBMUS	
Kathy Takemura/Los Angeles/IBM		Donna Martin/Raleigh/IBM
SPA	Francesco Davidde/Italy/IBM@IBMIT	
Petra Unglaub		Bonnie Towns/Austin/IBM
STOR	Nick Abbott/San Jose/IBM,	
Kathy Pang/San Jose/IBM,		Todd Owczarzak/San Jose/IBM,
MAX	Pat McHale/Bedford/IBM@IBMUS	
Darlene Nerden/Atlanta/IBM		Jonathan Lawrence/Bedford/IBM,

Training for DCF authors is available at this link:
https://d01db034.pok.ibm.com/q_dir/qmx/swg/qh0dl.nsf/procnum/tra-0020

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Tivoli DCF Author Training

It is highly recommended to review the available training before writing DCF Technotes!

Tivoli DCF Author training
No. TRA-0020 Rev. 0 Production Date: 11/07/2011
Owner: **Darrius Plantz**

Online Version is the Master

)00046 Document hits

This Tivoli training is to be read and used by anyone new to creating documents in the
Document Control Facility or "DCF" as it is known.

DCF_Author_Training_Nov_2011.odp
▸ General Information
▸ Summary of Changes
▸ Approval Information

http://1risc.fishkill.ibm.com/igets2/comm/igets_fdbk.nsf/dBlueCom
m/6522A05661295BA085256C8B002151A9?OpenDocument

DCF Info Center : http://dmsupport.torolab.ibm.com/dcfic/index.jsp

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Helpful Tools

Helpful Tools and links…

- **DCF Kickstart Tool** – **Lets you create DCFs quickly from CCWIN**
  - Training Video: http://w3.tap.ibm.com/medialibrary/media_view?id=71296

- **CAST** – **Perform searches of PMRs, Technotes, APARs, Defects, etc. all in one place**

- **TWS Information Center** – **TWS online documentation**
  http://publib.boulder.ibm.com/infocenter/tivihelp/v47r1/index.jsp?topic=/com.ibm.tivoli.itws.doc_8.6/welcome_TWA.html

- **Tivoli Workload Scheduler DeveloperWorks Wiki** – **cool TWS stuff!**
  https://www.ibm.com/developerworks/mydeveloperworks/wikis/home?lang=en#/wiki/Tivoli%20Workload%20Scheduler/page/Home

Helpful Tools: DCF Kickstart Tool

The DCF Kickstart tool

- Allows creation of DCFs directly from CCWIN or workstation

- Does compliancy checks on the spot

- Lets you drag and drop from the PMR

- Provides a passthru to the DCF Database

The DCF Kickstart tool does not:

- Submit the DCF for review or publishing

To start using the tool you will need to load the Microsoft .Net Framework from the following link:

http://www.microsoft.com/downloads/details.aspx?FamilyID=ab99342f-5d1a-413d-8319-81da479ab0d7&displaylang=en

Training Video: http://w3.tap.ibm.com/medialibrary/media_view?id=71296

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Helpful Tools: DCF Kickstart Tool …

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Helpful Tools: DCF Kickstart Tool …

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Additional Topic: CAST

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CAST

- ## What is CAST?
  – Comprehensive Archive Search and Submission Tool
  – Searches multiple types of information (e.g. APARs, PMRs, technotes)
  – PMRs are available longer than 1 year after closure (unlike CCWIN or RETAN searches)

- ## Registration is required
  – http://ausgsa.ibm.com/projects/i/isstl2sup/cast/access.html

- ## Where can I access CAST?
  – https://w3-01.ibm.com/software/cast/cgi-bin/wcast.cgi

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Contacts

For questions regarding this presentation, please contact one of the following:

- Joe Lopez/Austin/IBM
- Bonnie Towns/Austin/IBM

For assistance with DCF in general, see this link:

http://scinfo.torolab.ibm.com/dcfic/topic/com.ibm.help .dcf/Welcome_to_DCF_WebHelp.htm

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The End

- Questions?

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