What's Up Doc(Ops)?

John Baker
Casie Oxford
Pam Sarantos
CA Technologies

IUA/CA IDMS™ Technical Conference May 7-11, 2018

Abstract

- Those rascally rabbits in CA Information Engineering are at it again! What's up doc(ops), you ask? DocOps is changing, and changing fast. Why? Because you asked for it! Join Casie Oxford, Manager of Info Engineering in Plano, Pam Sarantos, Senior Information Engineer, and John Baker, Media Developer to talk about what's new, what's coming, and to share your feedback and ideas for making your documentation help you.
- Pam will talk about the current DocOps platform. Casie will talk about DocOps futures, and gather your feedback on the platform, the product doc, and your pet subject areas for improvements. John will talk about CA's overall moves toward including more rich media in its documentation, the new Media Development Team within Info Engineering, demo some new videos, and he'll poll you for future topics.

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Agenda

- DocOps Navigation
- What's Coming?
- Video: Did you know…?
- Questions

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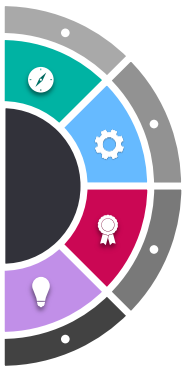
Information Engineering Content Strategy



Deliver accurate, useful **information** in a timely and relevant manner to improve the customer experience.

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What's New?

DocOps Features

- **Intuitive Searching**
  Find information & answers quickly
- **Feedback and Collaboration**
  Rate or comment on any topic & create a community of users who can share best practices
- **Anywhere Browser Access**
  Findable on Google or internet searches
- **Rapid Response**
  Faster for CA to respond to documentation issues
- **One Stop Shop**
  New media, videos, education, blogs, announcements
- **Exportable Content**
  PDF and e-pub files
- **Mobile Device Friendly**
  Android and Apple

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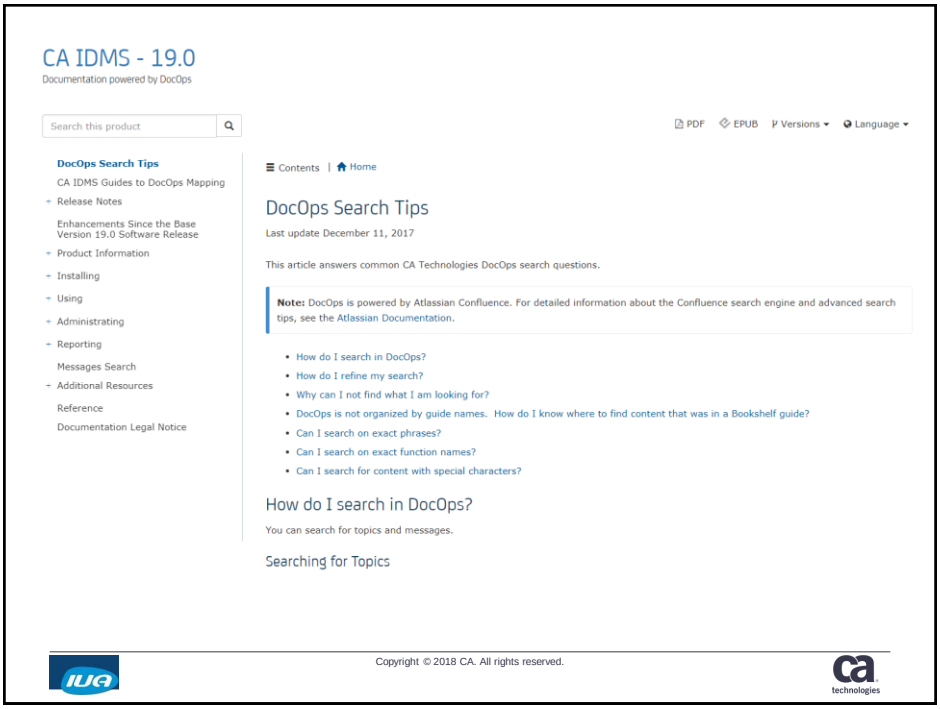
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DocOps Search Tips
Last update December 11, 2017
This article answers common CA Technologies DocOps search questions.
Note: DocOps is powered by Atlassian Confluence. For detailed information about the Confluence search engine and advanced search tips, see the Atlassian Documentation.
How do I search in DocOps?
How do I refine my search?
Why can I not find what I am looking for?
DocOps is not organized by guide names. How do I know where to find content that was in a Bookshelf guide?
Can I search on exact phrases?
Can I search on exact function names?
Can I search for content with special characters?
How do I search in DocOps?
You can search for topics and messages.
Searching for Topics
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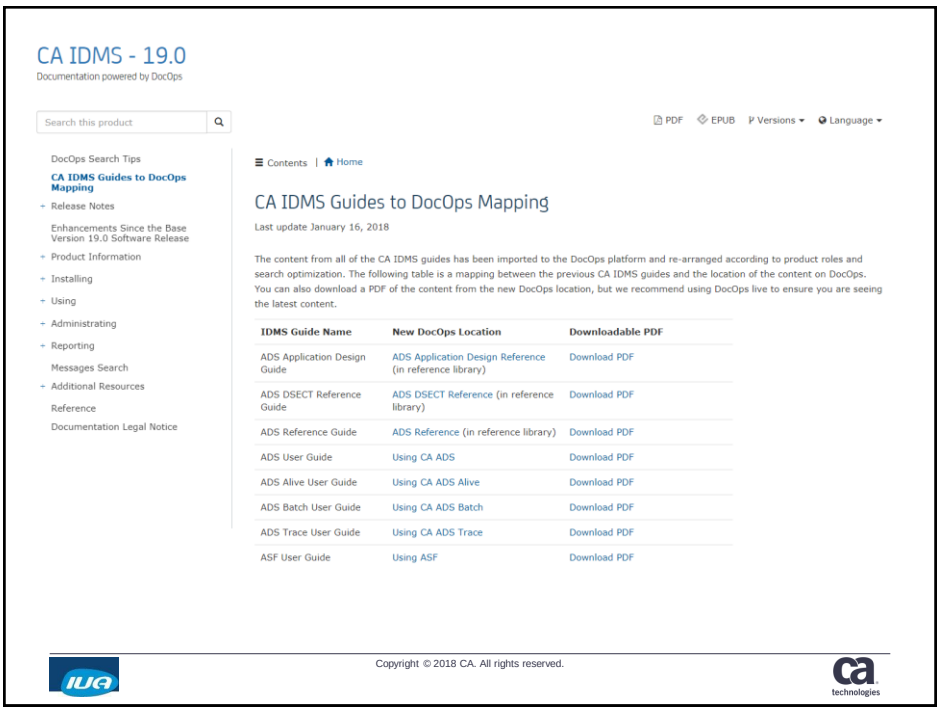
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CA IDMS Guides to DocOps Mapping
Last update January 16, 2018
The content from all of the CA IDMS guides has been imported to the DocOps platform and re-arranged according to product roles and search optimization. The following table is a mapping between the previous CA IDMS guides and the location of the content on DocOps. You can also download a PDF of the content from the new DocOps location, but we recommend using DocOps live to ensure you are seeing the latest content.
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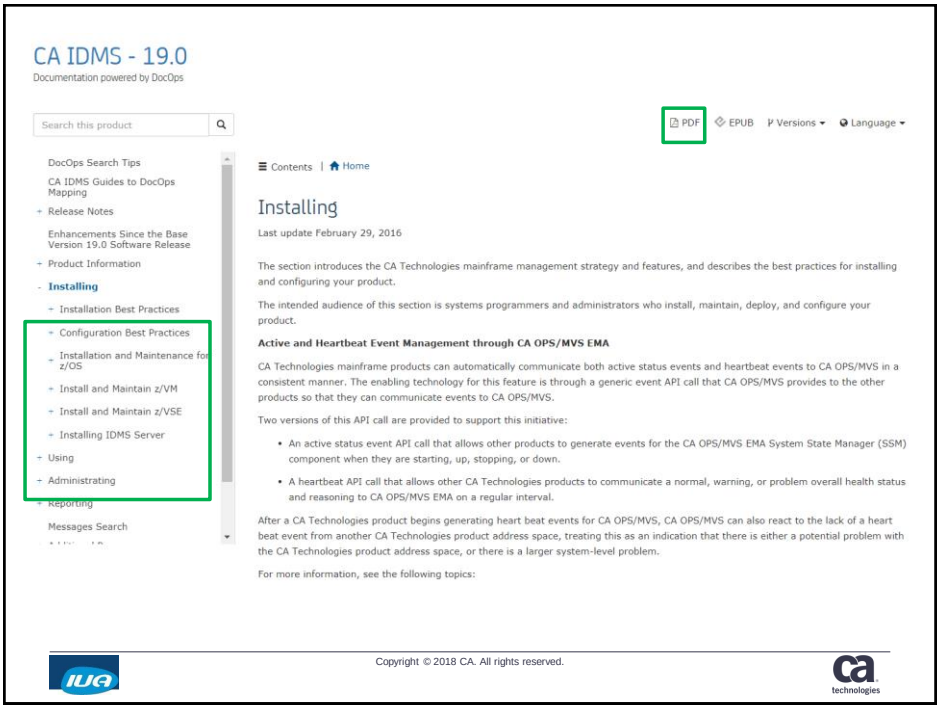
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Installing
Last update February 29, 2016
The section introduces the CA Technologies mainframe management strategy and features, and describes the best practices for installing and configuring your product.
The intended audience of this section is systems programmers and administrators who install, maintain, deploy, and configure your product.
Active and Heartbeat Event Management through CA OPS/MVS EMA
CA Technologies mainframe products can automatically communicate both active status events and heartbeat events to CA OPS/MVS in a consistent manner. The enabling technology for this feature is through a generic event API call that CA OPS/MVS provides to the other products so that they can communicate events to CA OPS/MVS.
Two versions of this API call are provided to support this initiative:
An active status event API call that allows other products to generate events for the CA OPS/MVS EMA System State Manager (SSM) component when they are starting, up, stopping, or down.
A heartbeat API call that allows other CA Technologies products to communicate a normal, warning, or problem overall health status and reasoning to CA OPS/MVS EMA on a regular interval.
After a CA Technologies product begins generating heart beat events for CA OPS/MVS, CA OPS/MVS can also react to the lack of a heart beat event from another CA Technologies product address space, treating this as an indication that there is either a potential problem with the CA Technologies product address space, or there is a larger system-level problem.
For more information, see the following topics:
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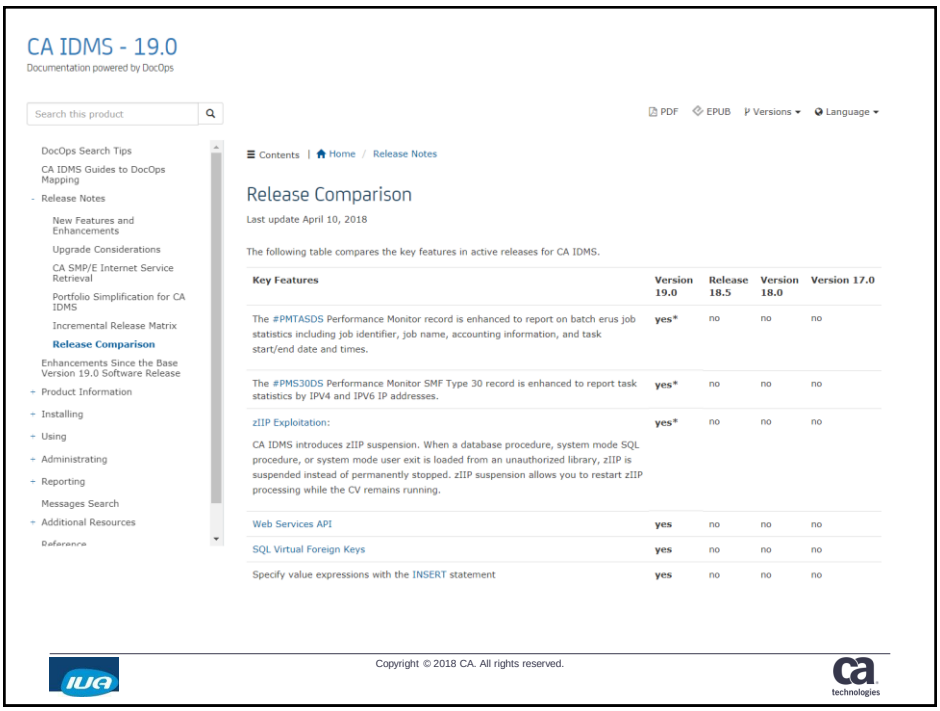
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Release Comparison
Last update April 10, 2018
The following table compares the key features in active releases for CA IDMS.
Key Features | Version 19.0 | Release 18.5 | Version 18.0 | Version 17.0
The #PMTASDS Performance Monitor record is enhanced to report on batch erus job statistics including job identifier, job name, accounting information, and task start/end date and times. | yes* | no | no | no
The #PMS30DS Performance Monitor SMF Type 30 record is enhanced to report task statistics by IPV4 and IPV6 IP addresses. | yes* | no | no | no
zIIP Exploitation: CA IDMS introduces zIIP suspension. When a database procedure, system mode SQL procedure, or system mode user exit is loaded from an unauthorized library, zIIP is suspended instead of permanently stopped. zIIP suspension allows you to restart zIIP processing while the CV remains running. | yes* | no | no | no
Web Services API | yes | no | no | no
SQL Virtual Foreign Keys | yes | no | no | no
Specify value expressions with the INSERT statement | yes | no | no | no
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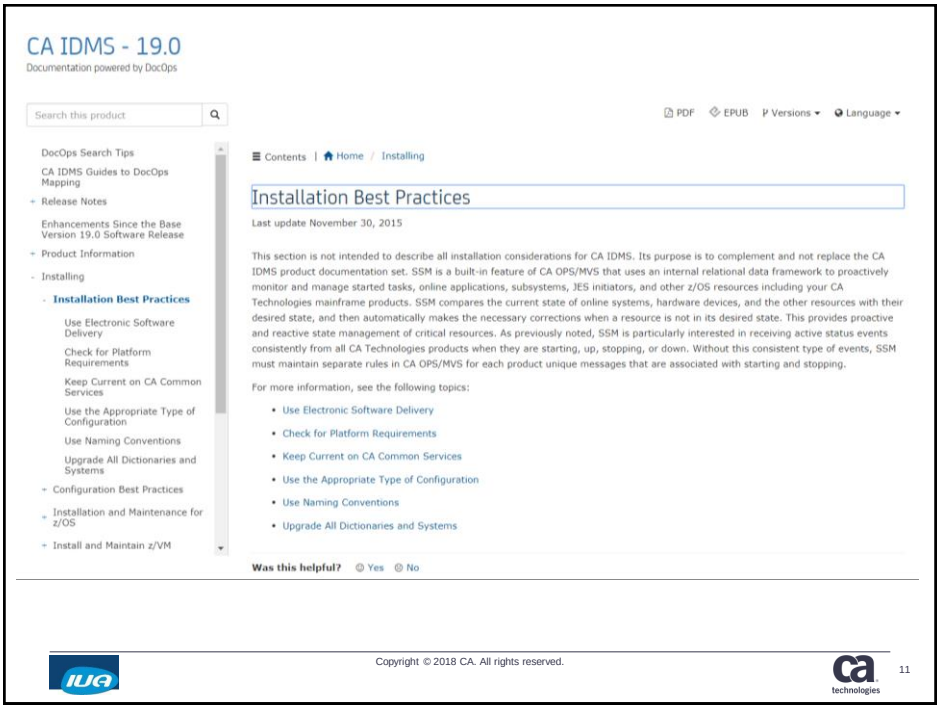

What's Coming?

FY19 Roadmap

- What are the priorities for Information Engineering?
  - Modernize Documentation Delivery Platform (Drupal)
  - Support What Customers Want
    - More Release Comparison
    - Release Overview Videos
    - Improvements to Install & Upgrade information
    - Improvements from NPS Feedback
    - More Best Practices?

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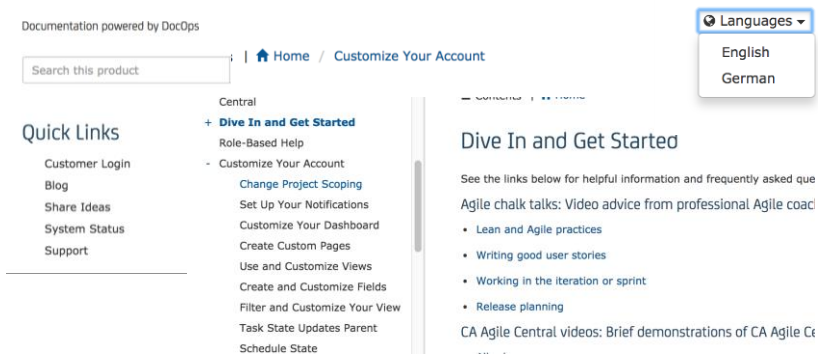
DocOps 2.0



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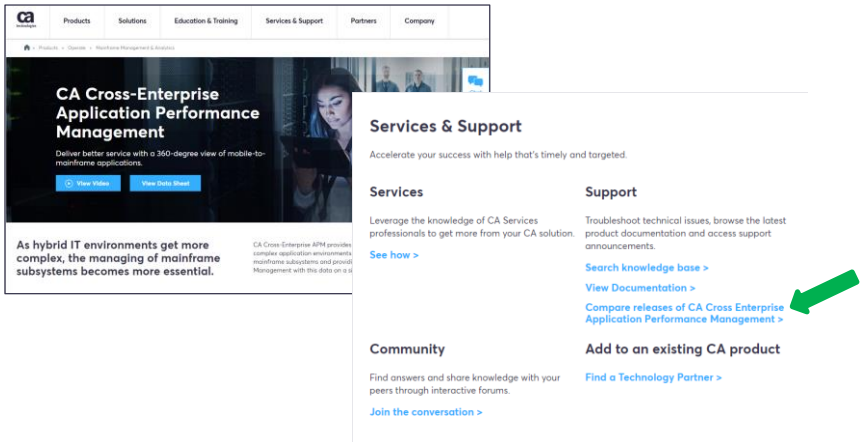
Release Comparisons



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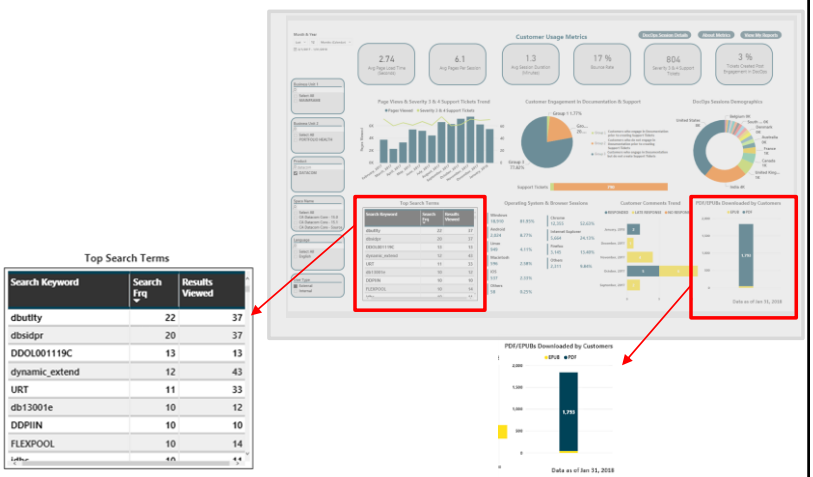

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Rich Media

SOLUTION:

- Deliver short, easy to follow videos
- FY18: Created 50 videos and integrated 50 more

NEXT STEPS:

- Analyze customer video access using new Rich Media Analytics Dashboard
- Refine rich media strategy

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More About Video

More About Video

- Did you know…?
- Media Development Team
- Questions

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Videos? Where!?

- Two YouTube channels:
  - CA Technologies
  - CA eduCAte
- DocOps (especially 2.0)
- Communities
  - Links to YouTube and DocOps

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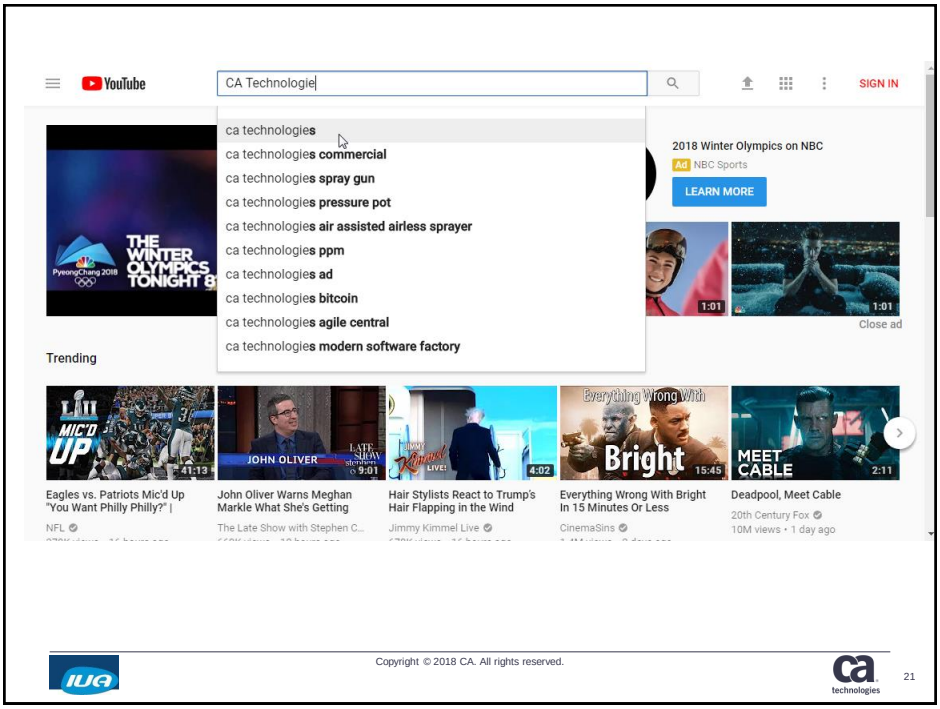
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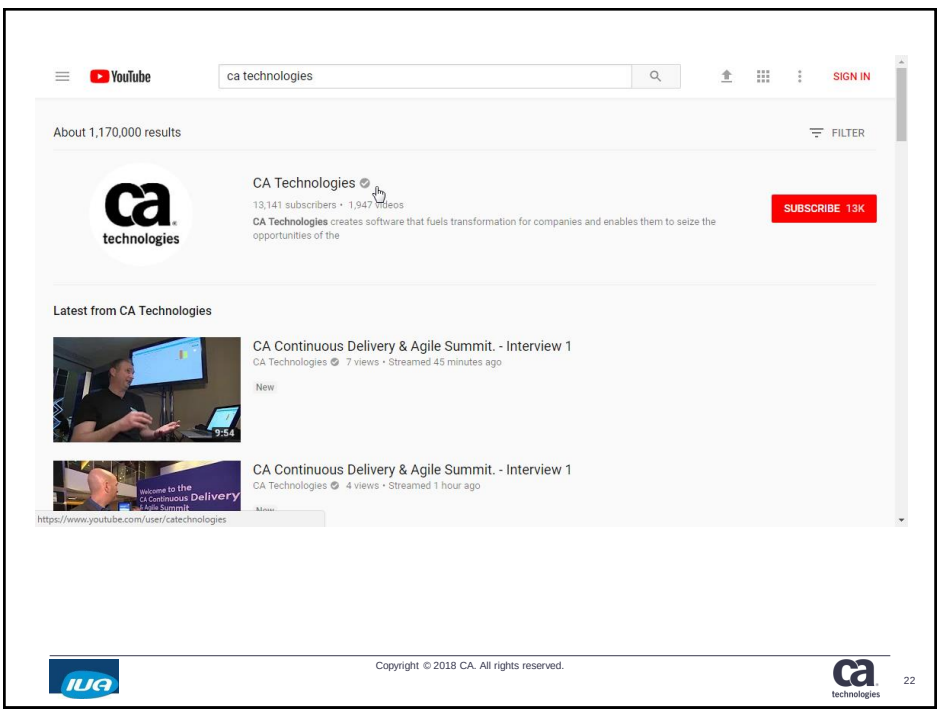
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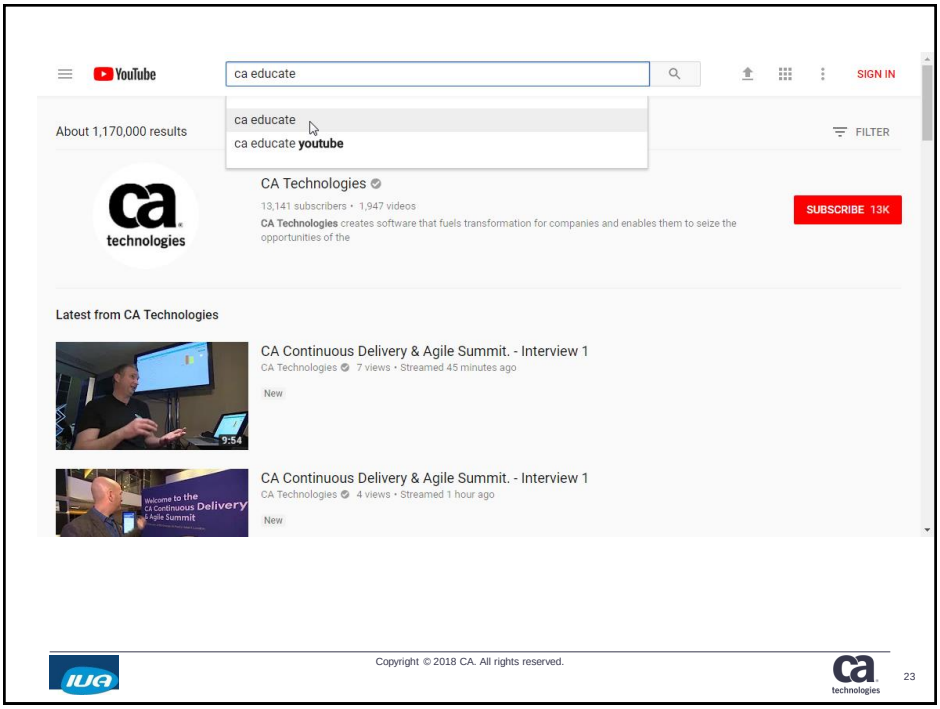
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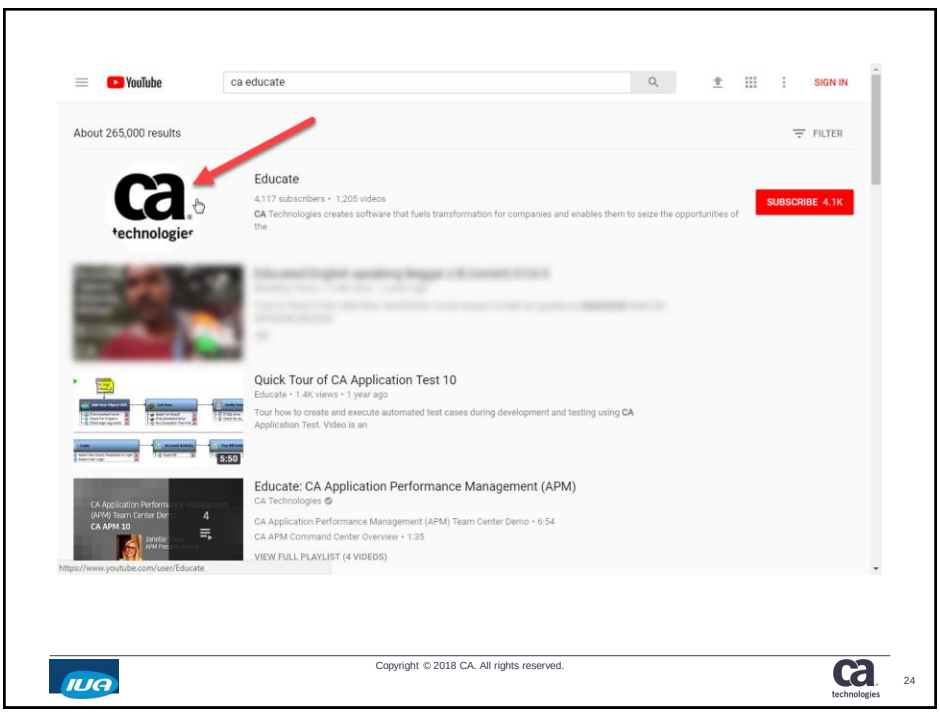
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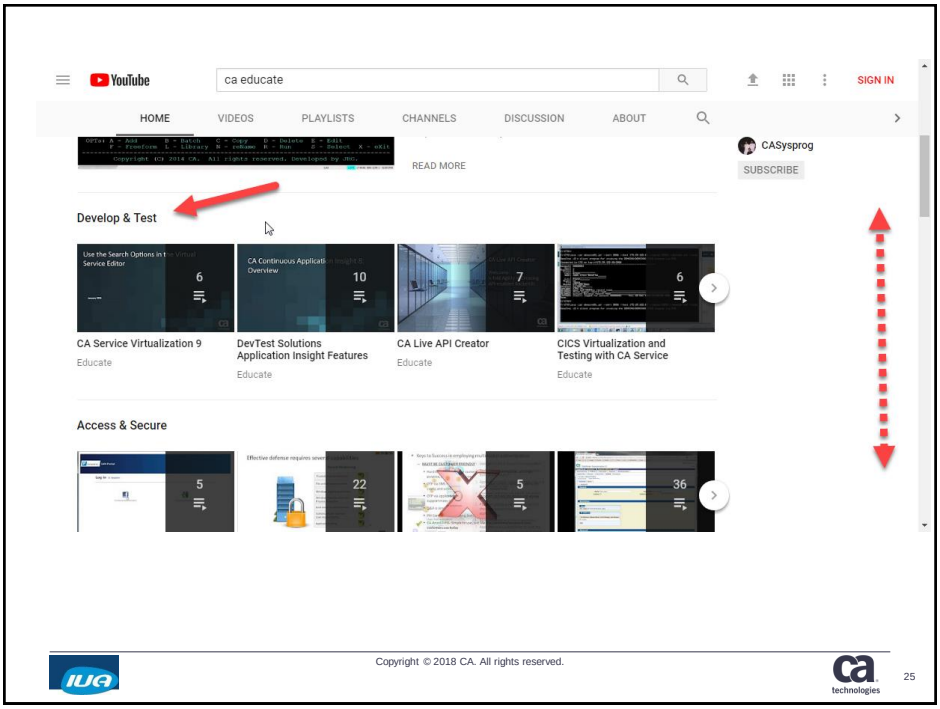
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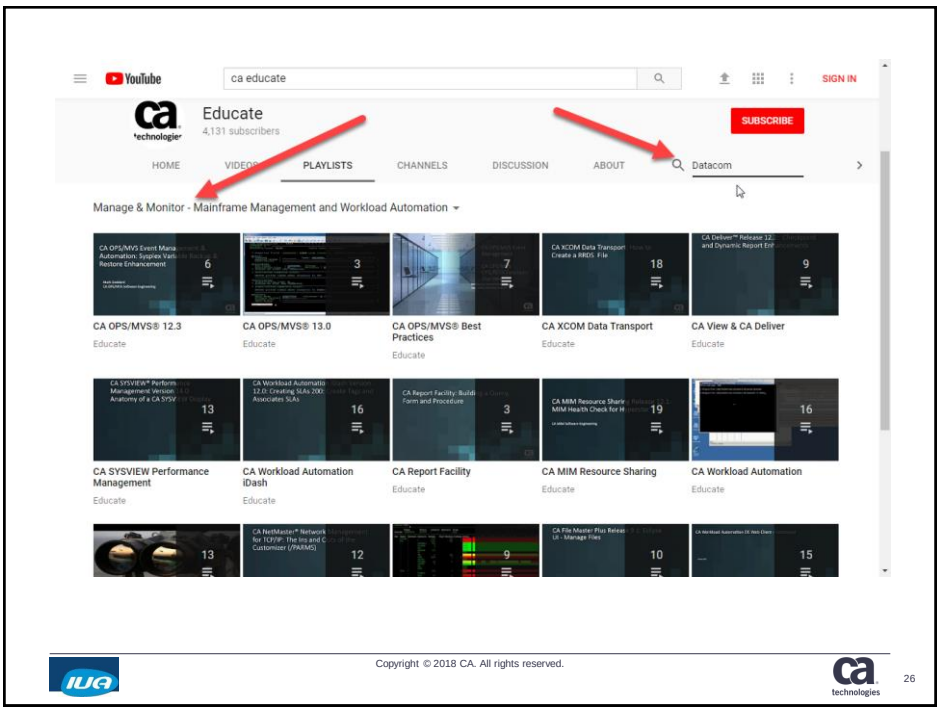
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Media Development Team

- Multi-part mission:
  - Training Info Engineers to create quality video content
  - Developing video content ourselves
  - Assisting other groups in CA to raise their game
- Members come from a variety of backgrounds…
  - Instructional design, training delivery, video production, film and television production, video game artistry, television visual effects, commercial and narrative voice-over, tech writing, professional presenting, microbiology, telecom, and others.
  - Over 124 years in combined content delivery experience!

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Questions & Answers

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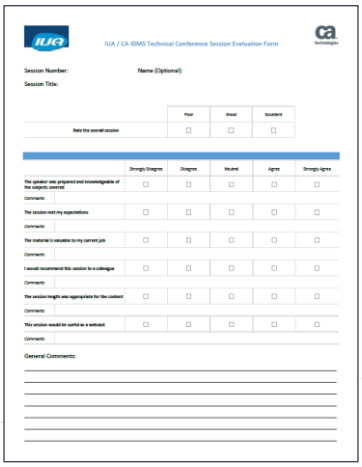

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Rate the overall session	☐	☐	☐

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The speaker was prepared and knowledgeable of the subjects covered	☐	☐	☐	☐	☐
Comments:					
The session met my expectations	☐	☐	☐	☐	☐
Comments:					
The material is valuable to my current job	☐	☐	☐	☐	☐
Comments:					
I would recommend this session to a colleague	☐	☐	☐	☐	☐
Comments:					
The session length was appropriate for the content	☐	☐	☐	☐	☐
Comments:					
This session would be useful as a webcast	☐	☐	☐	☐	☐
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General Comments:

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