



# DocOps Evolution

## Documentation at CA

Sam Beckwith, Trevor Robinson, and Adriel Vasquez – May 30, 2018 – 5.11

Prague Technology Days  
May 30 - June 1, 2018



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## How Did We Get Here?

- Changing technology
- Changing needs
- Changing products

The screenshot shows the CA Mainframe Application Tuner - 12 documentation page. The top navigation bar includes links for Why CA, Products, Education & Training, Services & Support, Partners, and My Account. The page title is "CA Mainframe Application Tuner - 12" with a sub-header "Documentation powered by DocOps". A search bar is present. The left sidebar lists various sections: Release Information, Using, Using PMA, Installing, Administering PMA, Symbolic Support, Messages, PMA Messages, Additional Resources, Product Names and Abbreviations, Product Accessibility Features, and Documentation Legal Notice. The main content area features a banner for "Prague Technology Days May 30 - June 1, 2018" with a "Click for Details!" link. Below the banner is a tip about Version 12.0.01 and a link to CA Support Online. There is also an "Announcements & News" section with links to "Product Feedback 2017: Survey Closes December 3, 2017", "Mainframe Virtual Summit", and "NEW EDUCATION COURSE: CA Mainframe Application Tuner Version 11 - User Basics 200". A "Tips" section provides guidance on viewing restricted content, finding versions, and considering buying CA Mainframe Application Tuner. At the bottom, there are three tabs: "Release Information" (Discover new features, enhancements, fixes and more.), "Using" (Use monitors to gather and analyze application performance data.), and "Administering" (Manage CA MAT users and groups, security settings, and Performance Management).

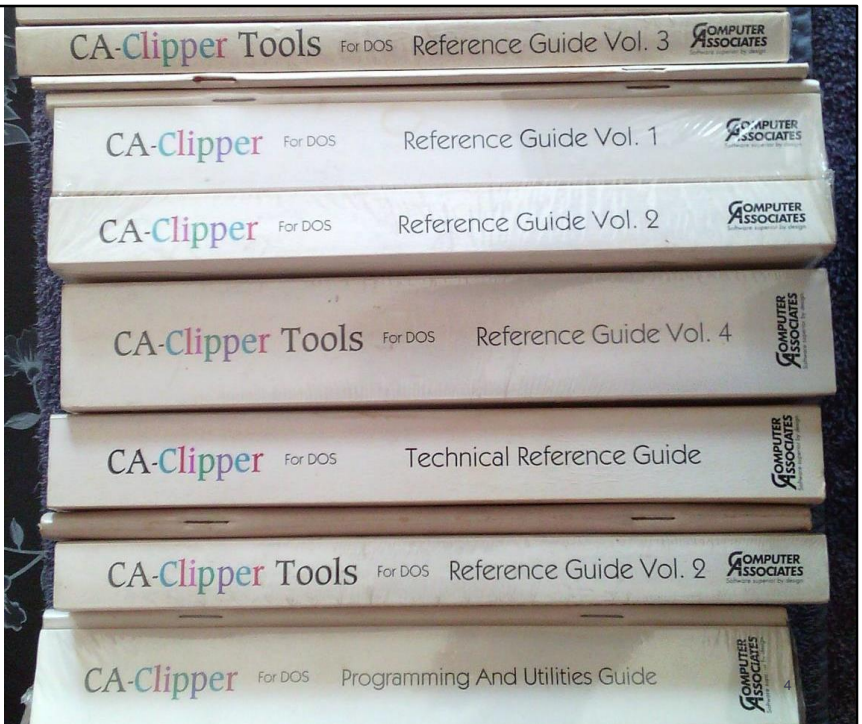
In 2014, CA launched DocOps, its new wiki-based documentation platform. There were push and pull factors behind this decision.

On the one hand, CA's documentation needed to keep pace with Agile development.

And on the other, the technology was now available to move beyond the static "book" format.

## Legacy Doc

- Printed books
- Downloadable guides
- Online 'bookshelves'



In the beginning, we had printed manuals, like the ones you see here, and – despite some technological advances – all our documentation until DocOps followed the "book" paradigm.

We later switched to downloadable guides.

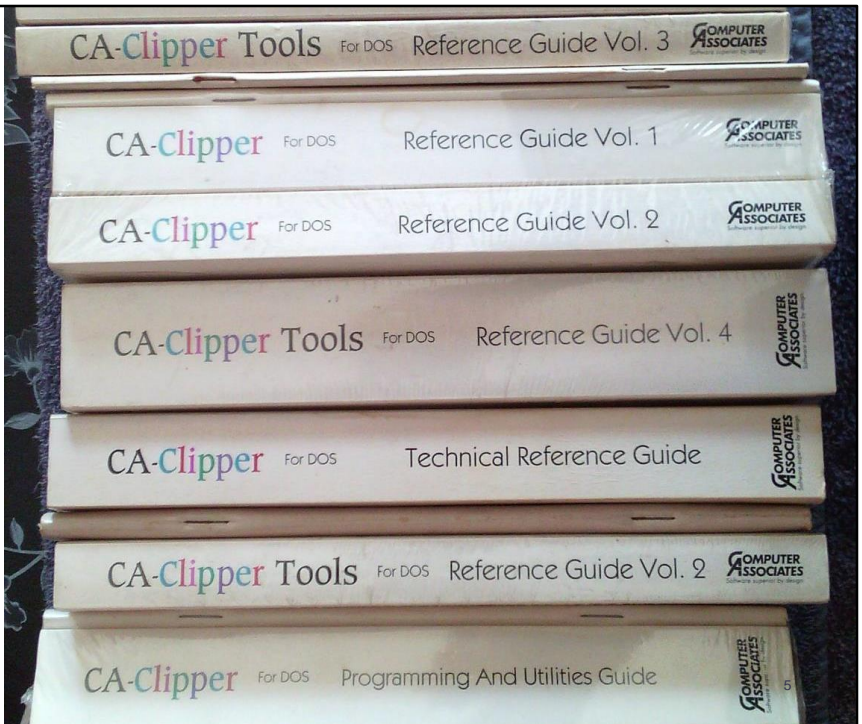
And more recently, we moved to online HTML “bookshelves”, which also offer downloads.

But these all basically mimicked the format and frequency of the old printed guides.

We published them when a new release came out and usually didn’t touch them again.

## Legacy Doc Challenges

- Slow to update
- No collaboration
- No analytics
- Limited findability
- Limited searchability
- Dead trees



Our old documentation platforms all had limitations that switching to Agile development allowed us to address:

First, there was no quick and easy way for customers, developers or support engineers to provide the writers with feedback on the doc.

And even if the writers did get feedback, updating the doc could be a painfully slow process.

We also had very little idea how our customers were using the doc: which pages were popular, which pages were unpopular...

# Documentation + DevOps = DocOps

DocOps means:

- Doc developed and released in lockstep with product
- No waiting for the end of the development cycle
- Agile approach: collaboration, speed, continuous release



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The DocOps platform was designed to address all those issues.

Our DocOps platform allows us to update our documentation much more easily and much more quickly. It also allows customers, developers and support engineers to leave feedback directly on the doc.

If necessary, writers can then update or correct the existing documentation, often in a matter of minutes. It's continuous improvement brought to documentation.

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Jim Turcotte: "DocOps means crowdsourced, single-sourced software documentation housed in a central repository – in our case, a wiki-based platform. DocOps means documentation that is developed and released in lockstep with DevOps applications. DocOps means that software companies can no longer afford to wait for code freezes or localization drops at the end of the development cycle; product information has to be developed using an Agile approach with tools that enable collaboration, agility, and continuous release."

# Impact of DocOps

A solid blue horizontal bar that spans the width of the slide, positioned directly beneath the title.

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The move to DocOps wasn't just a case of migrating the old content to a new platform.

It also required us to rethink the existing documentation.

The new platform and the new delivery cadence meant that we couldn't do things in exactly the same way anymore.

## Release Notes

CA MICS® Resource Management

Release 12.9



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### Rate This Page

The content on this page was useful to me. —

Disagree strongly 1 2 3 4 5 Agree strongly

[Submit rating and optional comments about this page](#)

First of all, we wanted to avoid pages like this.

One of the key changes we made was to the structure of a lot of the documentation.

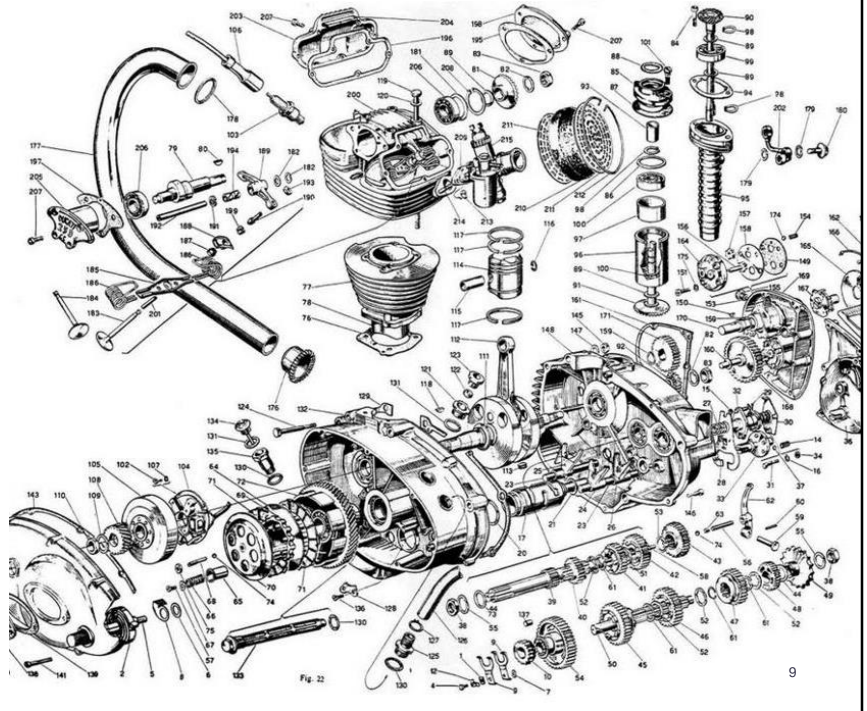
Because customers were now finding our doc via Google searches, we had to weed out pages like these, and replace them with articles that made sense out of context.

Taking scattered pieces of information and fashioning them into a coherent article is known internally as “chunking”, and it remains an ongoing process.



## The 'Car Manual' Analogy

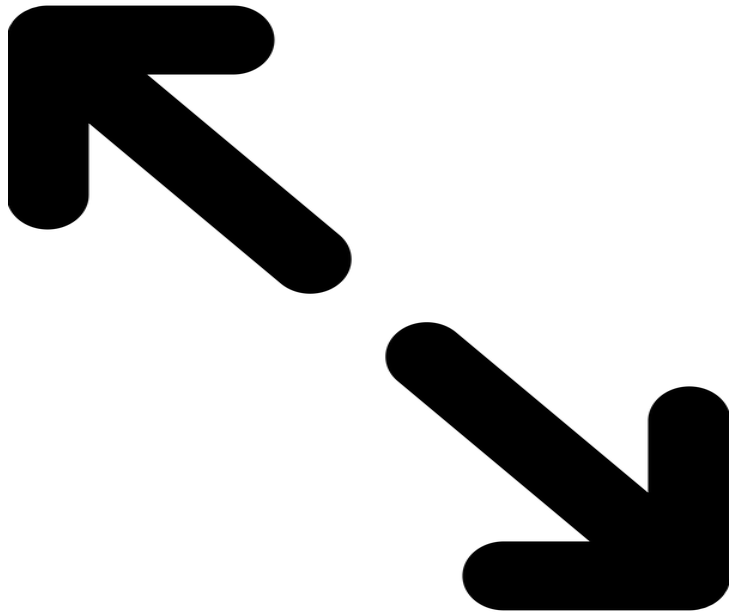
- Explain how to drive from A to B
- Don't describe every nut and bolt



The analogy we sometimes use is a car manual. If they're planning a trip, most people don't need a description of every nut and bolt in the engine...

## The 'Car Manual' Analogy

- Explain how to drive from A to B
- Don't describe every nut and bolt



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...they just want to know how to drive from A to B.

Similarly, for most customers, product documentation should provide a map that gets them from where they are to where they need to be, by documenting the most common scenarios.

## Standards

- Unified look and feel
- One size *doesn't* fit all



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Another factor that affects our documentation is our standards, which not only cover what we write but how we present it.

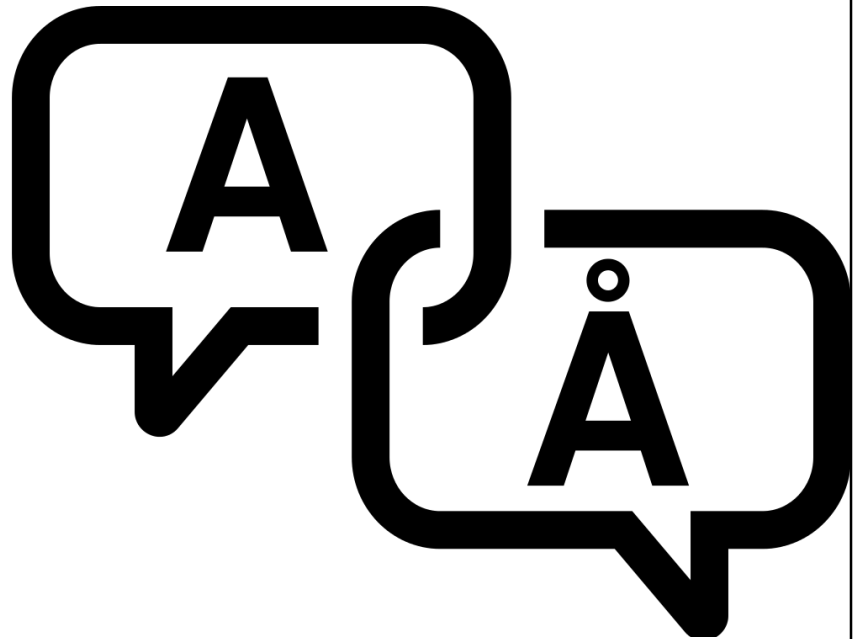
Standards give our documentation a unified look and feel, which means that a customer who's familiar with the documentation of one CA product will be instantly familiar with the documentation for another of our products.

But we also need to acknowledge that sometimes one size doesn't fit all: that a product sometimes has specific documentation needs, and that a well-established mainframe product has different requirements to a new web-based tool.

Finding that balance is an important part of our job.

## Translation & Localization

- 6.5 languages/product
- 342 translations
- 7.4 million words



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One of the key roles our Standards play is in making it easier for product documentation to be translated into different languages.

We currently handle nearly 350 translations – an average of 6.5 languages per product -- and need to leave the door open to further translations should the need arise.

Now I'll hand you over to my colleague and countryman Trevor Robinson, who'll talk you through some of the DocOps platform's main features.



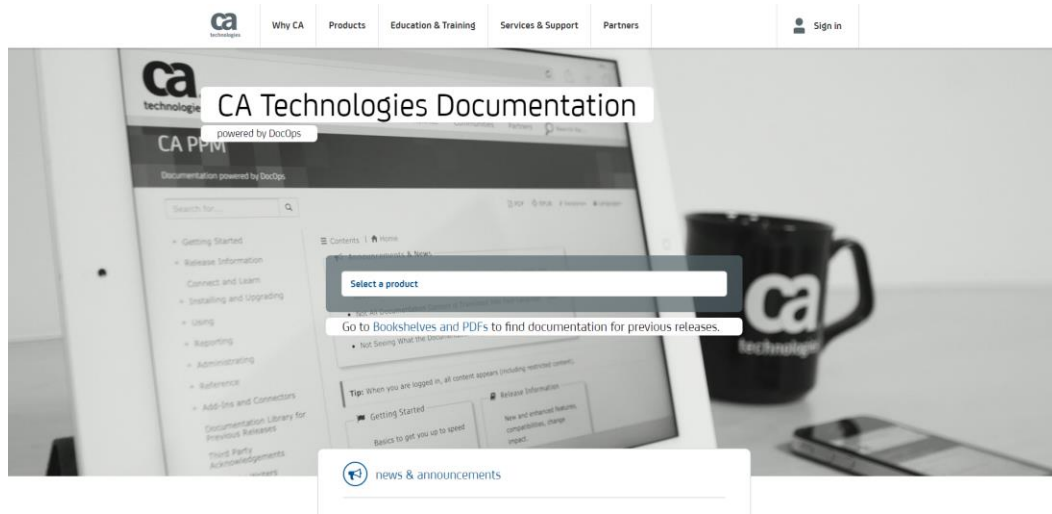
# Prague Technology Days

## DocOps Overview

Information Engineering

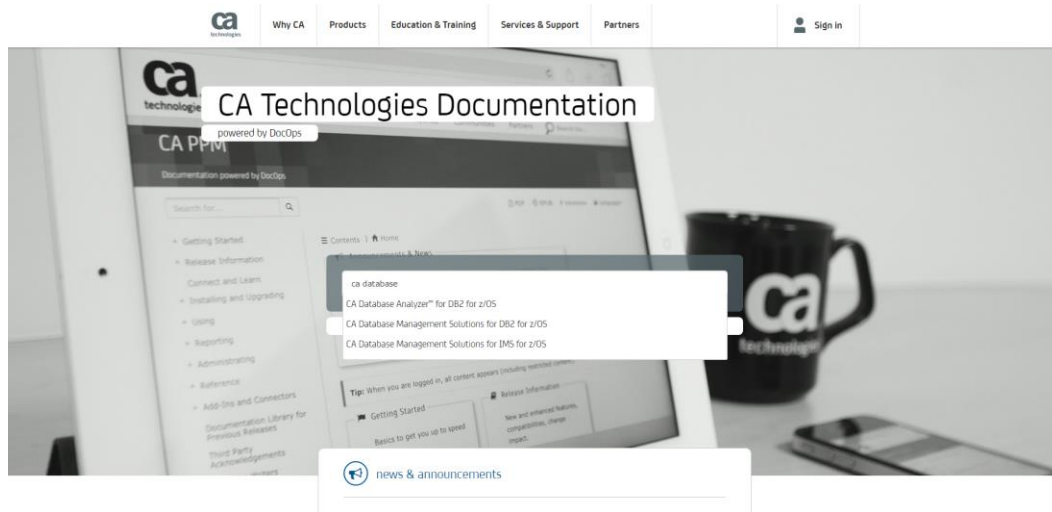
This part of the presentation won't look at the documentation in detail but will focus on a few key areas that might be of general interest and give a few tips for navigating around Docops and finding the information that you're interested in.

# DocOps Home Page <https://docops.ca.com/home>



This is the DocOps home page. This is the usual starting point for accessing the online documentation.

# DocOps Home Page <https://docops.ca.com/home>



Start by typing the name of your product or part of the name, then select it from the dropdown list. For example CA Database Management Solutions for DB2.

# Product Landing Page

CA Database Management Solutions for DB2 for z/OS - 19.0

Documentation powered by DocOps

Search this product

PDF EPUB Versions Language

18.0  
19.0  
20 Incremental

Contents | Home

Announcements & News

- Check out where we're going: attend a CA product roadmap session
- Mainframe Product Information
- Custom PDFs and EPUBs Available!

Release Notes

Describes release-specific information including enhancements, DB2 version support, ZIP support, and release compatibility and support.

Installing

Includes install, maintenance, upgrade, configuration, and upgrade procedures.

Product Documentation

Provides links to the product-specific documentation (DocOps sites) for the CA Database Management Solutions for DB2 for z/OS.

Using General Facilities

Describes how to use the shared general facilities, like the product authorizations facility.

Using Value Pack Components

Describes how to use the value pack components, like the Batch Processor Interface and DB2 Command Processor.

Using Cross Product Features

Describes how to use other shared features like the interproduct interface, EQF, global defaults, xmanager, and more.

Using Utilities Quick Reference

Summarizes parmids settings and keyword syntax for the utility products.

Messages

Enter Message Code

Additional Resources

Describes CA Reference Tools for DB2, Education and Training, Social Media, and User Communities and

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You are taken to the product landing page, usually the latest full GA version. For CA Database Management Solutions for DB2, that means version 19.

In the top right corner, use the version picker to switch between different versions of the product.



# Searching the Doc

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The Announcements and News section contains ... announcements and news such as upcoming events like this one, ways to actively participate in product development.

There's an expandable table of contents in the navigation pane on the left, and a set of task-based boxes in the main part of the page.

Expand the ToC entry at the left to drill into the content hierarchy, or click on one of the task-based boxes.

Note the search box at the top left. Use this search field to search the entire product doc set – more on the next slide.

To search for messages, use the "Messages" search box. This will search only the messages documentation and provide more focused search results.

You can enter the whole message code, or a part of the message followed by \*, or even part of the actual message text.

EXAMPLE : PFL0077W (Auxiliary)

# Search Tips



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### Search Tips

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### Search Tips

Last update March 12, 2018

Review the following search tips for answers to common CA Technologies DocOps search questions.

**Note:** DocOps is powered by Atlassian Confluence. For detailed information about the Confluence search engine, see the Atlassian Documentation.

- How do I search for content in DocOps?
- Can I search for an exact string in DocOps?
- How do I refine my search?
- Can I search for variable content?
- Why can I not find what I am looking for?
- Can I search for content offline?

### How do I search for content in DocOps?

To search for content, use the search field at the top of the navigation tree:

Documentation powered by DocOps

Search this product

To search for messages, use the following search field in the Messages section. Enter the message code or specific message text. To search for a message code, enter the full code, or part of the code followed by an asterisk, for example, SA051E or SA051\*.



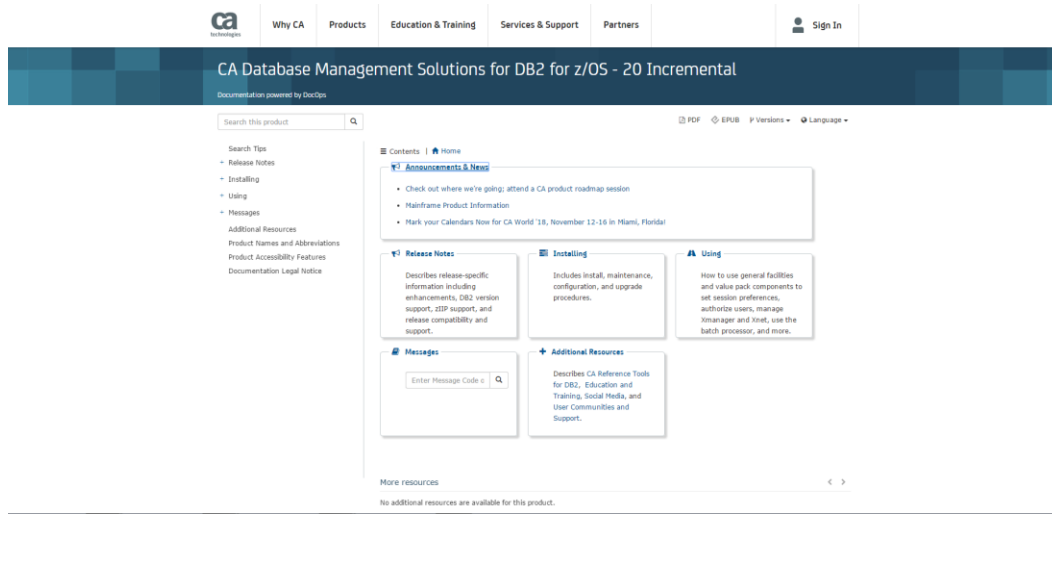
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On this page, you can find a few tricks and tips to help narrow down your search results.

For example, you can find information about how Boolean operators, or regular expressions can be used to fine tune your search.

# Download PDF or EPUB



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Back on the main Landing page, next to the version picker you can see a PDF icon, and an EPUB icon to download the documentation in an offline format. The EPUB version is suitable for use on mobile devices.

**NOTE: YOU NEED TO BE LOGGED IN TO DOWNLOAD THE DOCUMENTATION.**

There are other advantages of being logged in:

- You can choose to be a page watcher and be notified any time a page changes
- You can leave comments on a page

Both of these are covered in more detail in the next slides.

Also, we can use DocOps analytics data to understand which pages are popular/unpopular with our customers, where we should focus on improving the documentation. Adriel will provide more insight in the next part of this presentation.

From this page you can download the offline PDF or EPUB version of the entire documentation set.

The whole doc set is a large document.

If you're interested in a specific part of the documentation, you can download just a sub-set of the documentation, or even a single page.

# Download PDF or EPUB



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## CA Database Management Solutions for DB2 for z/OS - 20 Incremental

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Search Tips

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Review Interface Basics

Use the Product Authorizations Facility

Use the Batch Processor

Use the DB2 Command Processor

Use the Dataset Facility

Define Global Profile Variables

Use the Interactive SQL Facility

Use Alternate Catalog Mapping (ACM)

Use the Space Calculator

Use Thread Termination (Dynamic DOWNSHA)

Use the Log Maintenance Facility

Use the Utility Manager

Use the Utilities Online Interface

Use the RI Manager

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Using

Last update: October 23, 2017

The CA Database Management Solutions for DB2 for z/OS are an integrated set of products that enable DB2 database administrators (DBAs) to manage DB2 databases. These products provide database administration, database performance management, database backup and recovery capabilities. These products also share a common ISPF interface from which you can access the products and shared functions and configuration components. The shared functions are included with the license of any product in the CA Database Management Solutions for DB2 for z/OS.

The following sample panel shows the products and shared functions that are accessible from the products main menu; (use the links to access more information about the product or component documentation).

**Note:** This panel either displays all ISPF enabled products or only licensed products. This setting is controlled by the FULLMENU option in the SETUP global permit member. For more information about the SETUP options, see the Installing documentation.

38-B CA Database Management Solutions For DB2 For z/OS yyyy/mm/dd hh:mm

OPTION ==>

DB2 SIZD ==> scif LOCATION ==> LOCAL DB2 VERSION: db2vrm

ACM ==> OFF ACCTD ==> USERBAS SQLID ==> USERB00

<-> Backup and Recovery

.. LK Log Analyzer

.. RM Merge/Modify

.. Z Recovery Analyzer

<-> Report Facility

.. R Report Facility Menu

<-> Utilities

.. U DB2 Object Manager

<-> Database Administration

.. S RC/Query

<-> Value Pack

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For example, you can download the documentation for just the “Using” section. If you click on either of the icons on this page, it will download the PDF only for this page and all of its child pages, if it has any.

You can search the downloaded pdf doc using the standard CTRL+F shortcut. Or better, use the Advanced Search option (Edit> Advanced Search or type CTRL-ALT-F on Windows or CMD-OPT-F on the Mac.) In the Advanced Search window, simply type in the word or phrase you are looking for and hit the Search button. Acrobat will return a contextual list of all hits.

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# Watching Pages

CA Database Management Solutions for DB2 for z/OS - 20 Incremental

Documentation powered by DocOps

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Watch PDF EPUB Versions Language

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**Announcements & News**

- Check out where we're going: attend a CA product roadmap session
- Mainframe Product Information
- Mark your Calendars Now for CA World '18, November 12-16 in Miami, Florida

**Release Notes**

Describes release-specific information including enhancements, DB2 version support, z/OS support, and release compatibility and support.

**Installing**

Includes install, maintenance, configuration, and upgrade procedures.

**Using**

How to use general facilities and value pack components to set session preferences, authorize users, manage ImageStar and Inst, use the batch processor, and more.

**Messages**

Enter Message Code

**Additional Resources**

Describes CA Reference Tools for DB2, Education and Training, Social Media, and User Communities and Support.

More resources


no additional resources are available for this product.

After you log in, you will also see a “Watch” button next to the PDF icon.  
EXPAND.

This enables you to set a Watch on some or all of the pages in the DocOps space for this product. Whenever a change is made to a watched page, you will receive an email notification informing you about the change.

When you click on the Watch button, a dialogue box opens and asks you if you want to watch the current page only, or the whole space.

# Release Notes


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Search Title

Release Notes

Is an Incremental Release Right for You?

New Product Features and Enhancements

DB2 12 Continuous Delivery Support

Installation and Configuration Enhancements

CA Bind Analyzer Enhancements

CA Database Analyzer Enhancements

CA Detector Enhancements

CA Enduser SCM Interface for DB2 Enhancements

CA Fast Check Enhancements

CA Fast Index Enhancements

CA Fast Load Enhancements

CA Fast Recover Enhancements

CA Fast Unload Enhancements

CA Log Analyzer Enhancements

CA Merge/Modify Enhancements

CA Plan Analyzer Enhancements

CA Quick Copy Enhancements

CA Recod Entry

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Release Notes

## New Product Features and Enhancements

Last update April 27, 2018

CA Technologies is pleased to announce Incremental Release 20.0 of the CA Database Management Solutions for DB2 for z/OS. This release includes new product features and fixes that were introduced in Release 19 (GA). As the incremental release progresses, new product features and enhancements to existing features are documented on this page.

**Note:** To request product enhancements, contact a product manager or post your request as an "idea" in the CA Database Management for DB2 and DMS Community.

The following list provides a high-level summary for increment of the new features and enhancements that have been delivered in this release to date. This list also includes enhancements that may have been published between increments. Be sure to download all available maintenance to ensure availability of all features and fixes.


- DBM 20 GA IR 4 Summary (April 2018)
- DBM 20 GA IR 3 Summary (December 2017)
- DBM 20 GA IR 2 Summary (September 2017)
- DBM 20 GA IR 1 Summary (July 2017)

**Important!** Do not skip increments. All increments are required. We recommend that you use the CA SMP/E Internet Service Retrieval service to download product maintenance and keep current with all updates.

### DBM 20 GA IR 4 Summary (April 2018)

The following enhancements are now available in solution DBM 20 GA IR 4:

- Common and post-install related enhancements:
  - The APPLCOMPAT BIND option setting in your DB2 environment is now shown used to bind packages when executing the Bind Product Plans and Packages post-installation configuration task.
  - All SQL parser content has been moved from PRMID C20X00 to PRMID CSQ0300 CA Common Services for DB2 for z/OS.



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We're currently looking at the space for CA Database Management Solutions for DB2, which is actually a suite of products.

In the Release Notes section you can find release information related to CA DB management Solutions for DB2, e.g. new features per increment.

# Release Notes



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## CA Database Management Solutions for DB2 for z/OS - 20 Incremental

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- Release Compatibility and Support
- Support for z/OS Processors

### Product Documentation

- Installing
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- Messages
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- Product Names and Abbreviations
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### Product Documentation

Last update April 13, 2017

You can access the CA Technologies product documentation through web searches or directly from <https://docops.ca.com>. You can also use the links in the following table to access the CA Database Management Solutions for DB2 for z/OS product documentation directly.

**Note:** Use the Versions button on each product page to switch between releases. Sign-in to add comments and to expand search results.

Product	URL
CA Database Management Solutions for DB2 for z/OS Install and Common Functions	<a href="https://docops.ca.com/db2mgmt">https://docops.ca.com/db2mgmt</a>
CA Bind Analyzer™ for DB2 for z/OS	<a href="https://docops.ca.com/db2bindanl">https://docops.ca.com/db2bindanl</a>
CA ComplexREF	<a href="https://docops.ca.com/db2report">https://docops.ca.com/db2report</a>
CA Database Analyzer™ for DB2 for z/OS	<a href="https://docops.ca.com/db2dianl">https://docops.ca.com/db2dianl</a>
CA Detector® for DB2 for z/OS	<a href="https://docops.ca.com/db2detect">https://docops.ca.com/db2detect</a>
CA Endeavor® Software Change Manager Interface for DB2 for z/OS	<a href="https://docops.ca.com/db2escom">https://docops.ca.com/db2escom</a>
CA Fast Check® for DB2 for z/OS	<a href="https://docops.ca.com/db2fastc">https://docops.ca.com/db2fastc</a>
CA Fast Index® for DB2 for z/OS	<a href="https://docops.ca.com/db2fastix">https://docops.ca.com/db2fastix</a>
CA Fast Load for DB2 for z/OS	<a href="https://docops.ca.com/db2fastl">https://docops.ca.com/db2fastl</a>
CA Fast Unload® for DB2 for z/OS	<a href="https://docops.ca.com/db2fastul">https://docops.ca.com/db2fastul</a>
CA Fast Recover™ for DB2 for z/OS	<a href="https://docops.ca.com/db2fastr">https://docops.ca.com/db2fastr</a>



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There are also links to all the respective product spaces.

We're now going to switch to the REPORT FACILTY product space.



# Release Notes

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## CA Report Facility and CA Compile/PRF - 20 Incremental

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Search this product

Search Tips

- Release Notes
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- Installing
- Getting Started
- Administering
- Using CA Report Facility
- Using CA Compile/PRF
- Generated COBOL Program Reference

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Additional Resources

- Product Names and Abbreviations
- Documentation Legal Notice

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**Announcements & News**

- Check out where we're going: attend a CA product roadmap session
- Mainframe Product Information

**Product Information**

CA Report Facility features, performance monitoring, release compatibility and support.

**Installing**

Install CA Report Facility and CA Compile/PRF.

**Getting Started**

CA Report Facility authorization, CA Compile/PRF authorization, operational considerations, help facility.

**Administering**

System profiles, exits, batch jobs, tables, conversion program. These features require Administrator authorization.

**Using CA Report Facility**

Build queries, forms, procedures, non-query SQL. Run reports.

**Using CA Compile/PRF**

Generate a program. Submit a batch program. Run an online program.

**Generated COBOL Programs**

**Messages**

# New Features and Enhancements



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## CA Report Facility and CA Compile/PRF - 20 Incremental

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### New Features and Enhancements

Last update November 29, 2017

This release is an incremental release that initially matches the functionality that is provided in the previous release. As the incremental release progresses, new product features and enhancements to existing features will be documented on this page.

- To receive notifications as new features and enhancements are added, we recommend that you "watch" this page (log in and click the "watch" icon).
- To request product enhancements, contact a product manager or post your request as an "idea" in the CA Database Management for DB2 and IMS Community.

The following enhancements have been made to CA Report Facility and CA Compile/PRF over the course of this incremental release:

- DRAW command added to EDIT NON-QUERY SQL screen**  
Frames an SQL SELECT query with all columns of a DB2 table specified in the DRAW command.
- KEEP command**  
Allows you to save a table to a remote DB2 location.
- TIMESTAMP added to list of Recently Used Objects and object library screens**  
Indicates the last date and time that an object was created, browsed, modified or run.
- SORT option added on library screens**  
Enables you to sort objects by any of the displayed fields.

Was this helpful? Yes No

Comments



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On this page, you can see what new features and enhancements have been delivered so far in the current incremental version of Report Facility.

# Release Comparison



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## CA Report Facility and CA Compile/PRF - 20 Incremental

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### Release Comparison

Last update January 26, 2018

The following table compares the key features in the currently supported versions of CA Report Facility:

Key Features	Version 20.0	Version 19.0	Version 18.0
DRW command: enables you to select all columns of a DB2 table	yes	no	no
KEEP command: enables you to save a table to a remote location	yes	no	no
SSPF Editor: support for both free form query and non-query objects	yes	yes	no
Wide text area in column and table forms: Text areas of up to 31,999 characters	yes	yes	no
List of recently used objects on the main menu panel	yes	yes	no
Temporary queries to obtain quick reports in default format	yes	yes	no
Reports in HTML format	yes	yes	no
DB2 subsystem selection: change the SSID without exiting CA Report Facility	yes	yes	no
Support for OLAP functions	yes	yes	no
Reports for empty tables: generate empty tables for null results	yes	yes	no
REXX logic in procedures	yes	yes	yes
Menu driven facility to build queries, forms, procedures, and non-queries	yes	yes	yes



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Also in the Release Notes section, the Release Comparison page provides an overview of the main feature differences between the currently supported versions.

This was one of the improvements we made in response to feedback that we received from customers, who wanted a clear overview of the differences between versions.

# Leaving Feedback

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## CA Report Facility and CA Compile/PRF - 20 Incremental

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Release Notes

- Is an Incremental Release Right for You?
- New Features and Enhancements
- CA SHRVE Internet Service Retrieval Release Comparison
- Release Compatibility and Support
- CA Report Facility Features and Benefits
- Installing
- Getting Started
- Administering
- Using CA Report Facility
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### Release Notes

Last update November 28, 2017

CA Report Facility is an end-user reporting tool for DB2, VSAM, and QSAM that executes under all SAA-approved teleprocessing environments. It provides easy data access to data processing departments without forfeiting any measure of control.

CA Compile/PRF lets you access DB2 data easily. CA Report Facility is an end-user query and reporting format tool that generates and executes SQL SELECT operations.

When using CA Report Facility in a production environment, you might encounter performance issues because of catalog contention, on demand query and report backlog, and the need for customized COBOL reports. CA Compile/PRF resolves these issues by letting you generate COBOL programs from CA Report Facility queries and forms. You can compile the COBOL programs for stand-alone execution, or you can generate COBOL source code for report prototyping.

Visit CA Report Facility product page for additional product and solution information.

Was this helpful?

☐ Yes
 ☐ No

0 Comments

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At the bottom of each page there is a *moderated* comment section. If you are logged in, you can leave any comments here about any issues in the documentation, questions or suggestions for improving the documentation. DocOps is a highly collaborative platform and feedback from the people that use the documentation helps us to continually improve it.

The Information Engineer responsible for the product receives an automatic notification about the comment and our goal is to reply to any comments normally within 48 hours.

If you found it difficult to find the information you were looking for, leave us a comment about that. Your comments will help us to improve the documentation.

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# Leaving Feedback

CA Plan Analyzer® Messages
CA Quick Copy Messages
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## TGR0004

Created by Hana Prokopova, last modified on Aug 25, 2014

**Snapshot General Services subsystem is not active**

**Reason:**  
The Snapshot General Services subtask for Xmanager could not find an active Snapshot General Services subsystem. The subtask will terminate.

**Action:**  
If you are not intending to use Snapshot General Services, this message can be ignored. If you intend to use Snapshot General Services, initialize a Snapshot General Services subsystem before starting Xmanager.

[snapshot\\_general\\_services](#) | [messages](#) | [ca\\_database\\_management\\_for\\_ims\\_for\\_pqs](#) | [db2\\_tools](#) | [database\\_administration](#)

### 5 Comments

**Michael Andom**  
Please provide more detailed information for what Snapshot General Services...

Reply • Edit • Delete • Apr 15, 2018

**Trevor Robinson**  
Hi Michael,

thank you for the question. I will check this with our development team and come back to you with an answer very soon.

Reply • Edit • Delete • Apr 16, 2018

**Michael Andom**  
i.e. is it CAENP? If so it's up. Is there a command we can issue to determine if it's up or not?

Reply • Edit • Delete • Apr 15, 2018

**Trevor Robinson**  
I will also provide more information about this.

Reply • Edit • Delete • Apr 16, 2018

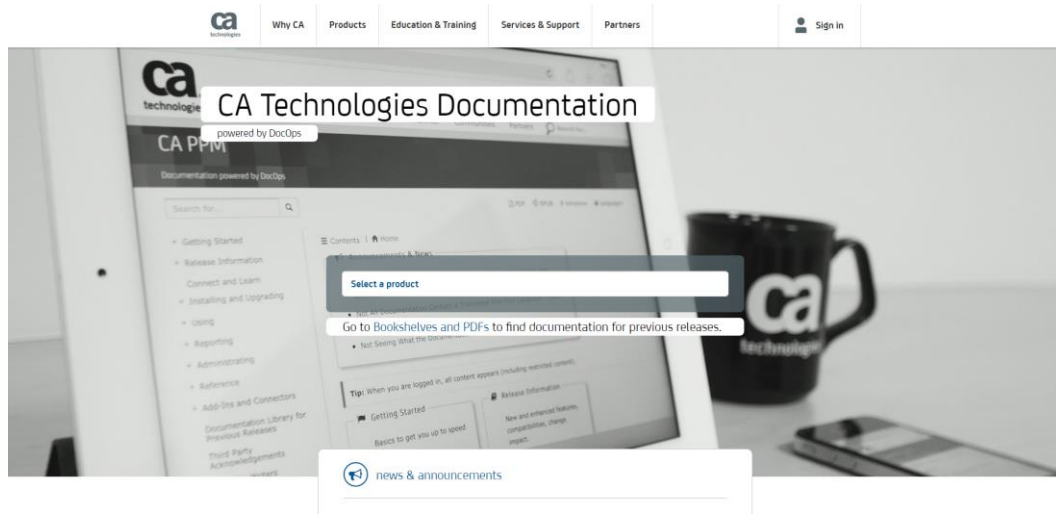
**Trevor Robinson**  
Hello again Michael,

By default Snapshot General Services runs on the subsystem CATG. However, if you want it to run on a different subsystem, you can define the required subsystem in the ddname #TGRSUBSYS DD SUBSYS=STGRS.

If the subsystem on which SGS runs isn't active the task will terminate.

Here's an example of a recent comment that was responded to, related to Snapshot General Services.

# Pre-DocOps Documentation



If the product release that you are interested in isn't listed in the drop down on the DocOps Home page, the documentation may be available as a PDF file.

Click Bookshelves and PDFs.

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CA Database Management Solutions for IMS
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CA Database Management Solutions Version 17.0.00
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### CA Database Management Solutions for DB2 for z/OS

Last update August 3, 2017

You might be asked to login to access a document. If after logging in you receive a message indicating that you do not have sufficient permissions or the page does not exist, you need a higher access level to access the document. Please go to <https://profile.ca.com> and click the help with Registration/Login link.

US English

Title	Release	Download
Best Practices Guide	17.0	<a href="#">PDF</a>
CA Compile/PRF User Guide	17.0	<a href="#">PDF</a>
CA Database Analyzer User Guide	17.0	<a href="#">PDF</a>
CA Detector User Guide for DB2 for z/OS	17.0	<a href="#">PDF</a>
CA Endevor SCH Interface for DB2 User Guide	17.0	<a href="#">PDF</a>
CA Log Analyzer User Guide	17.0	<a href="#">PDF</a>
CA NSM Database Option for DB2 for z/OS User Guide	17.0	<a href="#">PDF</a>
CA Plan Analyzer User Guide	17.0	<a href="#">PDF</a>
CA RC/Extract User Guide	17.0	<a href="#">PDF</a>

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Here for example, a PDF doc is available for release 17.0 of Database Management Solutions for DB2.

A search for "Interrest for CICS" reveals a range of documents that are available.

You can also use the navigation tree on the left to visually scan for the product name.





# Prague Technology Days

## DocOps Analytics

Information Engineering

This part of the presentation will provide a high level overview of the DocOps platform, including navigating around Docops and finding the information that you're interested in.

# DocOps is a wiki at heart.

*DocOps is a collaborative platform that invites stakeholders to influence the content that is created and edited.*

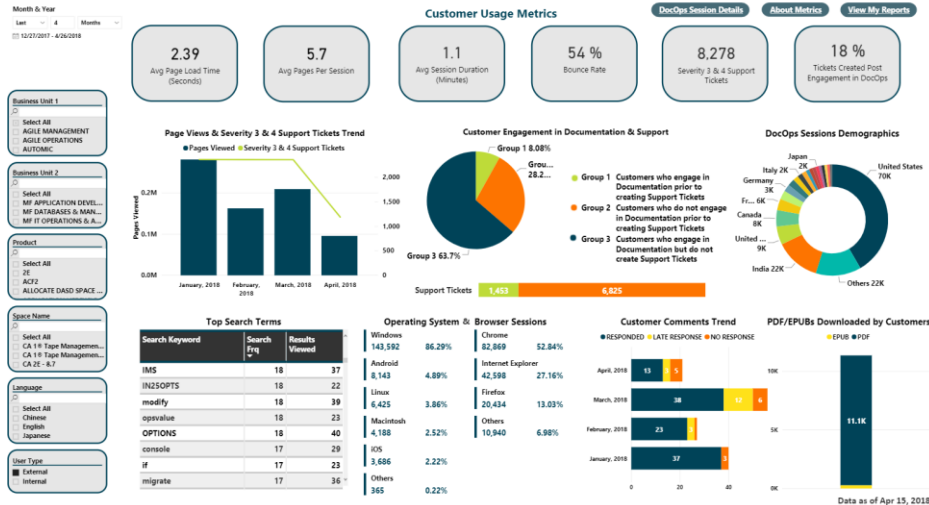
*Customers engage with CA Information Engineers (IEs) by commenting on sections of documentation ([more on that later](#)).*

*Also, IE's analyze reader patterns and behavior to detect insights that help to enhance customers' experience of DocOps.*

There are two dashboards that display these insights to IEs:

- **Customer Usage Metrics**  
Displays trends for customer engagement and content usage
- **Source Compliance Metrics**  
Displays compliance scores and status for DocOps content

# Customer Usage



# Key Performance Indicators

IEs, Product Owners, and Product Managers can choose their KPIs and then compare performance in segmented periods, demographics, or between products.

**KPIs include:**

- **Page**  
Displays every page viewed in a product space
- **Session**  
Displays session details like duration, pages visited, and bounce rate
- **Customer engagement**  
Did the customer comment? What was the result?

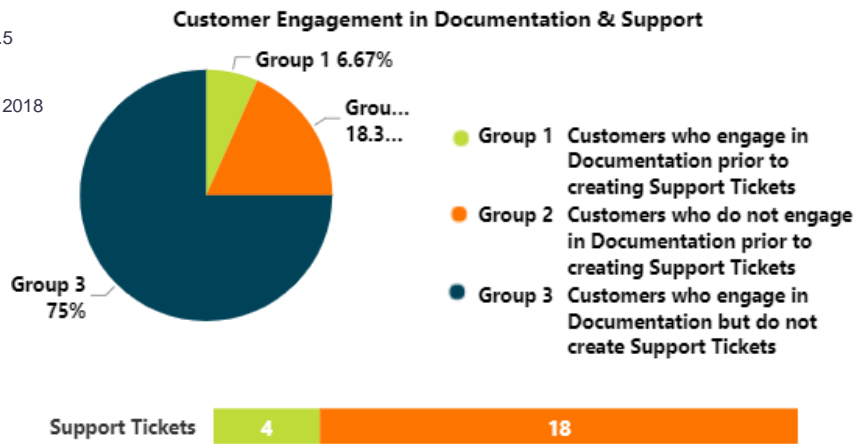
# Customer Engagement

## Product

Automation Point 11.5

## Range

January 27-April 26, 2018





# Pop Quiz

Which of the following is true about DocOps Analytics?

- Enhances DocOps as a collaborative, agile platform
- Streamlines access to CA Support
- Continuously improves SEO
- Helps IEs assess the strengths and weaknesses of their docs, elevating UX
- Enriches the quality of documentation
- All of the above



## Information Engineering

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in



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# Thank You.