

Applying Cognitive Computing to Message Delivery in Enterprise Systems: A Multidisciplinary Team Approach

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This presentation will relate cognitive computing, specifically the attributes of adaptive, intuitive, interactive, and contextual, to z/OS information development and the delivery of several thousand user and console messages in z/OS. We will discuss our multidisciplinary approach using our respective backgrounds in computer science, technical writing, information architecture, XML, and user technology, and how we apply our knowledge to enhance the search and information experience for Enterprise Computing customers.

- **Introduction:** Our presenters bring a diverse set of experiences to the conference. One of us is a recent hire employee who has a background in information technology, computer science, and web services. Three of us are experienced software engineers who practice content development and information planning for many z/OS operating system releases. We vary by decades in our user technology experience and collaborate from different viewpoints, with our interdisciplinary backgrounds. All four of us have a commonality that we will use as an example, producing documentation for z/OS MVS system messages.
- **The Operating System:** We will present a chart showing the design and flow of the z/OS operating system for Enterprise Computing mainframe software. This is a historical chart that shows the z/OS elements, including JES2, JES3, MVS, TSO/E, z/OS UNIX, z/OSMF, and other critical components. We will relate the chart to the information that we deliver with the operating system, which includes a large number of component messages.
- **Tools and Infrastructure:** Bringing disciplines together helps us to better innovate. As information developers, we work with XML source files. As technical writers, we use these files to create and update content by release. As tools and infrastructure team members, we work to use this data to create metadata and to program its use for customers to find information more easily.
- **Collaborative Teamwork:** As technical writers, we collaboratively produce XML in the most efficient way possible. We achieve concurrence as a result of sharing various techniques and ideas about XML tagging. We work to use more effective tagging, such as indexing and classification, to assist customers in finding information more quickly and easily.
- **Information Architecture:** As information strategists, we work with the current infrastructure to transform the way information is delivered. We look ahead at what's coming next to develop new solutions for Enterprise customers and to improve tools and provide automation for our teams.

Our goal is to have the first result of a google search direct end users to the correct message ID in IBM Knowledge Center for z/OS. Our presentation will share how our efforts in using our knowledge collaboratively help us reach that goal.

In summary, we have found it effective, rewarding, and enjoyable to coordinate our expertise with frequent feedback from customers, to provide an information solution for z/OS messages.

About the authors, z/OS Software Engineers at IBM Poughkeepsie:

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