



KNOWLEDGE CENTER

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AGENDA

In today's session, we will do a walk through of the IBM Knowledge Center and also take a look at how the Collaborative lifecycle management help is designed.

IBM KNOWLEDGE CENTRE

IBM Knowledge Center

- Strategic portal
- One-stop shop for customer post-sales information needs
- A place to connect with users and subject matter experts to share knowledge

IBM Knowledge Center (KC) is a single, customizable interface for delivering post-sales technical information for IBM products and solutions.



KNOWLEDGE CENTER IS THE INFORMATION DELIVERY VEHICLE

When you architect content for publication in IBM Knowledge Center:

- You are designing for a particular information experience
 - Navigation patterns
 - Content types
- Use scenario-driven information modeling
 - Scenarios helps you identify:
 - What content your users need?
 - What content is ideally suited for IBM Knowledge Center
 - What content belongs closer to the product user interface
- Ensure content retrievability
 - Taxonomy and metadata
 - Optimize content for search

RATIONAL COLLABORATIVE LIFECYCLE MANAGEMENT ON KNOWLEDGE CENTER

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Rational Collaborative Lifecycle Management Solution

[Rational Collaborative Lifecycle Management Solution 6.0.2](#)

[Rational Collaborative Lifecycle Management Solution 6.0.1](#)

[Rational Collaborative Lifecycle Management Solution 6.0.0](#)

[Rational Collaborative Lifecycle Management Solution 5.0.2](#)

[Rational Collaborative Lifecycle Management Solution 5.0.1](#)

[Rational Collaborative Lifecycle Management Solution 5.0.0](#)

[Rational Collaborative Lifecycle Management Solution 4.0.7](#)

[Rational Collaborative Lifecycle Management Solution 4.0.6](#)

[Rational Collaborative Lifecycle Management Solution 4.0.5](#)

[Rational Collaborative Lifecycle Management Solution 4.0.4](#)

[Rational Collaborative Lifecycle Management Solution 4.0.3](#)

[Rational Collaborative Lifecycle Management Solution 4.0.2](#)

[Rational Collaborative Lifecycle Management Solution 4.0.1](#)

[Rational Collaborative Lifecycle Management Solution 4.0.0](#)

[Rational Collaborative Lifecycle Management Solution 3.0.1](#)



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Rational Collaborative Lifecycle Management Solution 6.0.1

Welcome

- ▶ Rational solution for Collaborative Lifecycle Management
- ▶ Jazz Team Server
- ▶ Rational DOORS Next Generation
- ▶ Rational Team Concert
- ▶ Rational Quality Manager
- ▶ Reporting
- ▶ Configurations: Global and project area
- ▶ Rational Engineering Lifecycle Manager
- ▶ Design Management
- ▶ Administering help content for web applications
- ▶ Configuring help content for Eclipse client applications
- ▶ Configuring help content for RCP applications

Rational Collaborative Lifecycle Management is a set of seamlessly integrated tools that work together as one.

CONSISTENCY IN STRUCTURE AND PRESENTATION IN KNOWLEDGE CENTER

▼ Rational solution for Collaborative Lifecycle Management

- ▶ Overview
 - ▶ Video tours
 - ▶ Tutorials
 - ▶ Samples
 - ▶ Scenarios
 - ▶ Installing
 - ▶ Upgrading and migrating
 - ▶ Integrating
 - ▶ Administering
 - ▶ Collaborating
 - ▶ Reference
 - ▶ Glossary
 - ▶ Using the help
- ▼ Rational Team Concert
 - ▶ Overview
 - ▶ Video tours
 - ▶ Tutorials
 - ▶ Scenarios
 - ▶ Installing
 - ▶ Upgrading and migrating
 - ▶ Integrating
 - ▶ Administering
 - ▶ Collaborating
 - ▶ Managing change and releases
 - ▶ Reporting
 - ▶ Extending product function
 - ▶ Troubleshooting and support
 - ▶ Reference

▼ Rational Quality Manager

- ▶ Overview
 - ▶ Video tours
 - ▶ Tutorials
 - ▶ Scenarios
 - ▶ Installing
 - ▶ Upgrading and migrating
 - ▶ Integrating
 - ▶ Administering
 - ▶ Collaborating
 - ▶ Reporting
 - ▶ Testing
 - ▶ Extending product functio
 - ▶ Troubleshooting and sup
 - ▶ Reference
- ▼ Rational DOORS Next Generation
 - ▶ Overview
 - ▶ Video tours
 - ▶ Tutorials
 - ▶ Installing
 - ▶ Upgrading and migrating
 - ▶ Integrating
 - ▶ Administering
 - ▶ Collaborating
 - ▶ Managing and composing requirements
 - ▶ Reporting
 - ▶ Extending product function
 - ▶ Troubleshooting and support

Deliver a seamless, consumable user experience for our customers

CONSISTENCY IN OUR CONTENT ITSELF

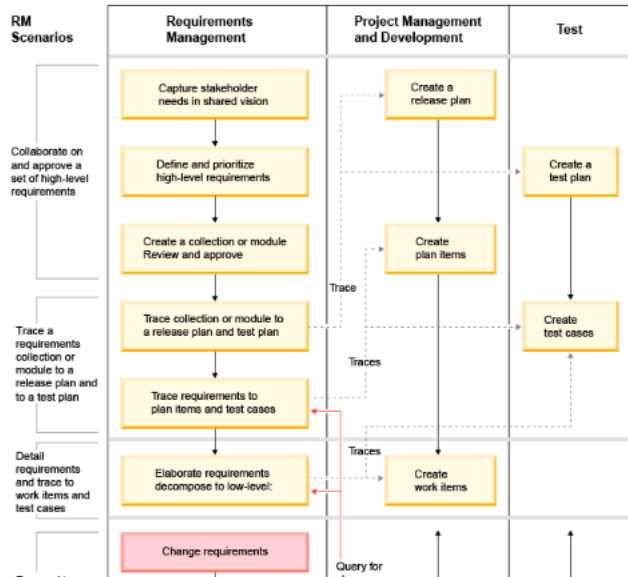
Getting started with Rational DOORS Next Generation

This topic presents an example of a typical process for project managers, product managers, and req. Your process might vary depending on the state of the subject system, your stakeholders, your team.

As of version 5.0, IBM® Rational® Requirements Composer is renamed to IBM Rational DOORS® Next Generation.

For an introduction to IBM Rational DOORS Next Generation, see [Overview of Rational DOORS Next](#).

The following diagram shows a simplified workflow for the requirements definition and management section. Click a box in the diagram for more information on a specific task.



Getting started with Rational Quality Manager

The tasks that you can do in a quality management project depend on your goals and managing the test effort” topic.

The following interactive diagram groups common getting started tasks by their area.



Getting started with Rational Team Concert

This topic guides you to the information you need to get started using the different

The boxes in the following figure are links to corresponding topics that describe each



Deliver a consistent information experience, so customers always know what to expect and where to find what they need



CONSISTENCY FRAMEWORK

- Topic-based writing
- Use the correct type of DITA topic
- Proper chunking
- Use a valid welcome page template
- Follow guidelines for collection titles
- Request graphics from the approved design team



OPTIMIZING CONTENT FOR SEARCH

- Correctly adding metadata. Taxonomy is used to place your content in the KC browse tree and to add your content to the list of filters available for scoping search.
- Use accurate and approved product names consistently
- Try to use the keyword or phrase in the topic title.
- Make sure that the topic has a search title that uses the keyword or phrase. Your search title can be more detailed than the topic title.
- Add the keyword or phrase to the short description.



OPTIMIZING CONTENT FOR SEARCH

- Add related links to the topic - Link to related topics inside the help and outside the help.
- Update help home page to link to the key topics.
- Incoming links are also important. Identify external sites with related content to add links.
- Optimize images, flow charts and videos.

HOSTING ENVIRONMENTS



The Preprod environment is for internal use only. It is available for documentation content coming from the UA team builds. The purpose is for preview of that content within the large content set (content from all UA teams together). This environment contains content that is in near constant churn from daily or weekly UA team content builds. UA Teams are still encouraged to use a locally installed instance of KC code to preview their content locally outside of the context of content coming from all other UA teams in IBM.

The Preview environment is for content that is nearly ready for being made live on the external IBM Internet site. This stage is for final readiness verification of that content. It will allow content teams to verify their content within a relatively stable set of KC Content. This environment is the smallest of the 3 environments. It is not designed or intended to sustain heavy daily content loads or user traffic.

The Production environment is the external IBM Knowledge Center site that general users will use, both external and internal customers.