

Request for Enhancements (RFE) for DB2 for z/OS Customer Requirements



Agenda

- What is RFE? Why the move to RFE?
- Working with RFEs
- RFE and DB2 for z/OS
- RFE and GSE DB2 z/OS Belux

What is RFE?

RFE

=

Request For Enhancement

Requirements Management

- Historically... internal IBM **FITS** tool
 - Used to manage/track customer requirements, customers do not have direct access to their requirements
- Going forward via a social media paradigm... **Request for Enhancements (RFE) online portal**
 - Customers can directly manage/track their requirements – greater accessibility
 - Plus access and ability to vote/comment/watch other public requirements

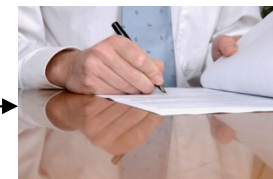
RFE already used by [Rational](#), [Tivoli](#), and [WebSphere](#)



Customers

RFE Community

- Submit and Edit
- Search and View
- Attachments
- Voting
- Commenting
- Watching
- Notifications (email and RSS)
- Groups
- Metrics portal
- Administrative portal
- Escalation process
- And more...



IBM
Brand Development

What is the IBM RFE Community?

<http://www.ibm.com/developerworks/rfe/>

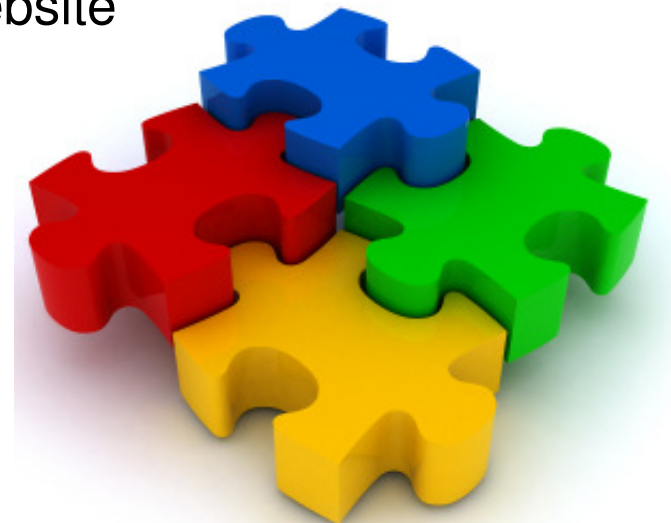
A partnership to provide transparency in product support

- A community where IBM and IBM Customers interact and collaborate on Requests for Enhancements (RFEs) for IBM products
- Hosted on the IBM developerWorks website

- Tivoli
- PureSystems
- Rational
- Security Systems
- Websphere
- Information management
- B2B & Commerce



Business Analytics



How it works

Community submits an RFE

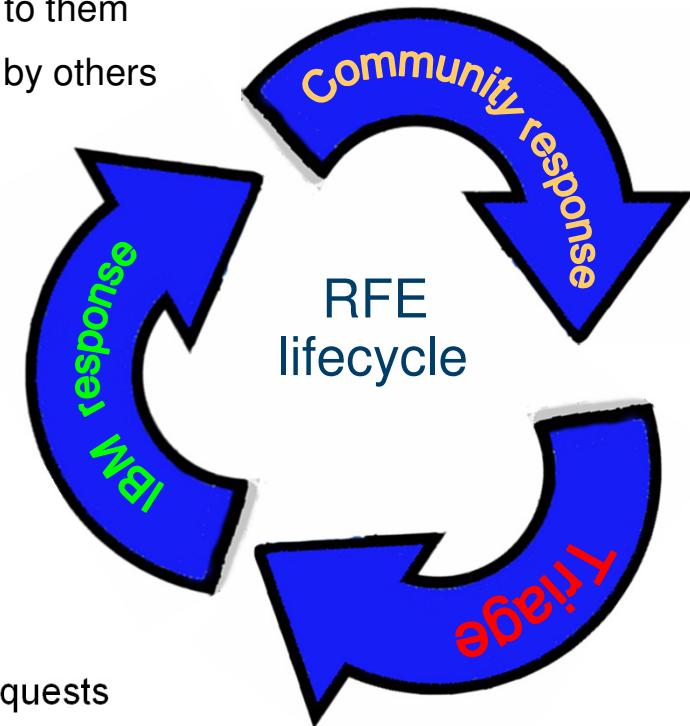
- Breaks down barriers between client & product engineers
- Empowers clients to influence product direction
- Provides engineering with first-hand understanding of the enhancement request
- Enables the community to vote and define what's most important to them
- Fosters collaboration with users commenting on RFEs submitted by others

IBM triages RFE

- Provides a mechanism for interaction between IBM and the community to ensure proper understanding of the enhancement requested.
- Ensures consistent closed loop communication to clients across products

Community receives IBM response

- Drives client satisfaction as clients see the direct results of their requests



The RFE community is open to everybody

ENGAGE

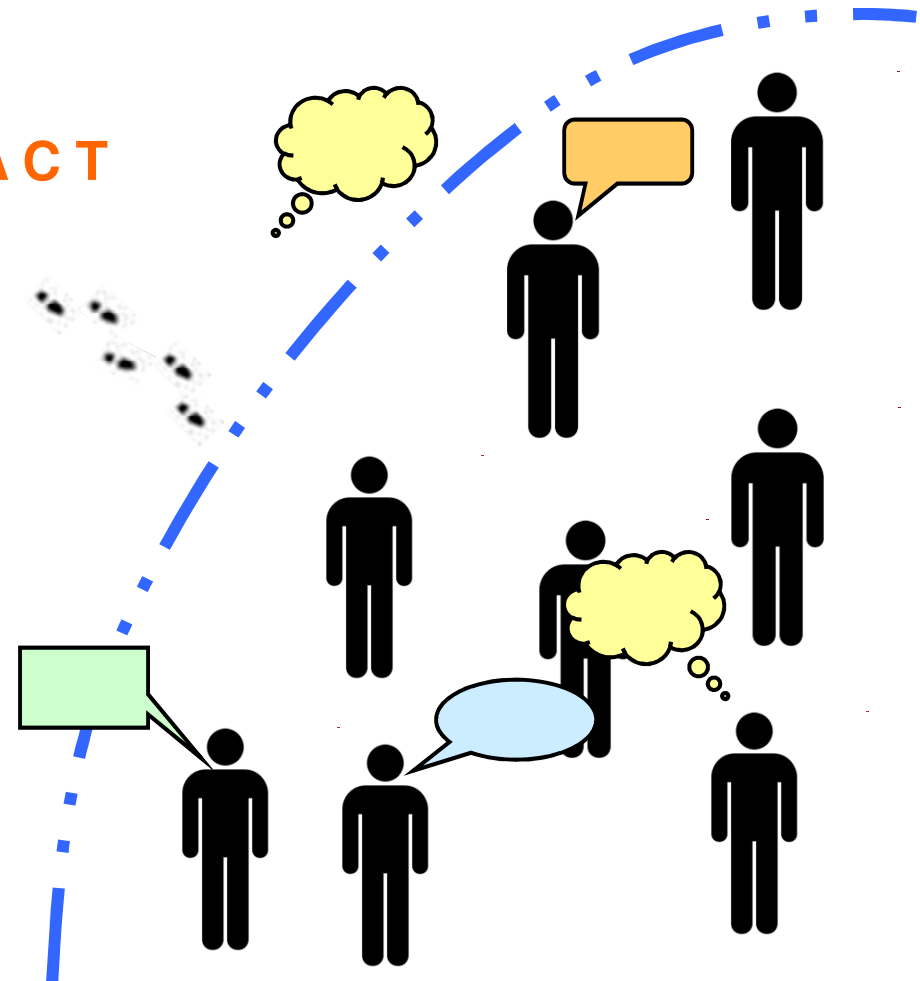
Create RFEs

COLLABORATE / INTERACT

- Vote on RFEs
- Watch RFEs
- Comment on RFEs
- Attachments on RFEs
- Start / Join a group to discuss RFEs
- Search for RFEs
- View RFEs

NOTIFY

- Email this RFE
- Watchlist email notifications
- RSS feeds



Why are we adopting RFE?

- Customer Satisfaction – close the black hole that ERs currently go into
- Greater visibility regarding customer adoption of specific features
- Better view of importance of a specific request throughout the customer community
- Consistency across IBM on management of ERs
 - Product Management would have to commit to maintaining and responding to ERs
- Remove the burden on Support for managing the messaging around the status of an ER

Working with RFEs

Submitting RFEs – external view

Overview Search **Submit** Releases My stuff Groups Help

Use this form to submit an idea for a new product feature. The product development team will review your input and provide status updates as decisions are made regarding the request.

Before you submit a new request, please [view requests that have already been submitted](#). If your idea has already been submitted, you can add comments to the existing request, thereby indicating your agreement with the idea. We may use this information to help prioritize development of new features.

Note: The company and business justification will not be visible on the Jazz.net site for requests submitted for Jazz products.

The fields indicated with an asterisk (*) are required to complete the transaction. If you do not want to provide us with the required information, please use the Back button on your browser to return to the previous page.

🔑 A key icon indicates that the field is displayed only to the original submitter. The key icon next to a request indicates that the request is a private request.

Submitter:* Sue03

🔑 Company:* IBM (You have 37 characters left)

Headline:* Test Request (You have 113 characters left)

Submitter's ranking of priority:* [Priority definitions](#) Medium (You have 113 characters left)

Brand:* PureSystems

Product family:* PureData System

Product:* PureData System for Operational Analytics

Component:* Performance

Operating system:* IBM i

PMR ID: (You have 13 characters left)

Description:* [Description example](#) (You have 4996 characters left)

Use Case:* [Use case example](#) (You have 4996 characters left)

🔑 Business justification: (You have 4996 characters left)

Request actions: Add vote Add to My watchlist

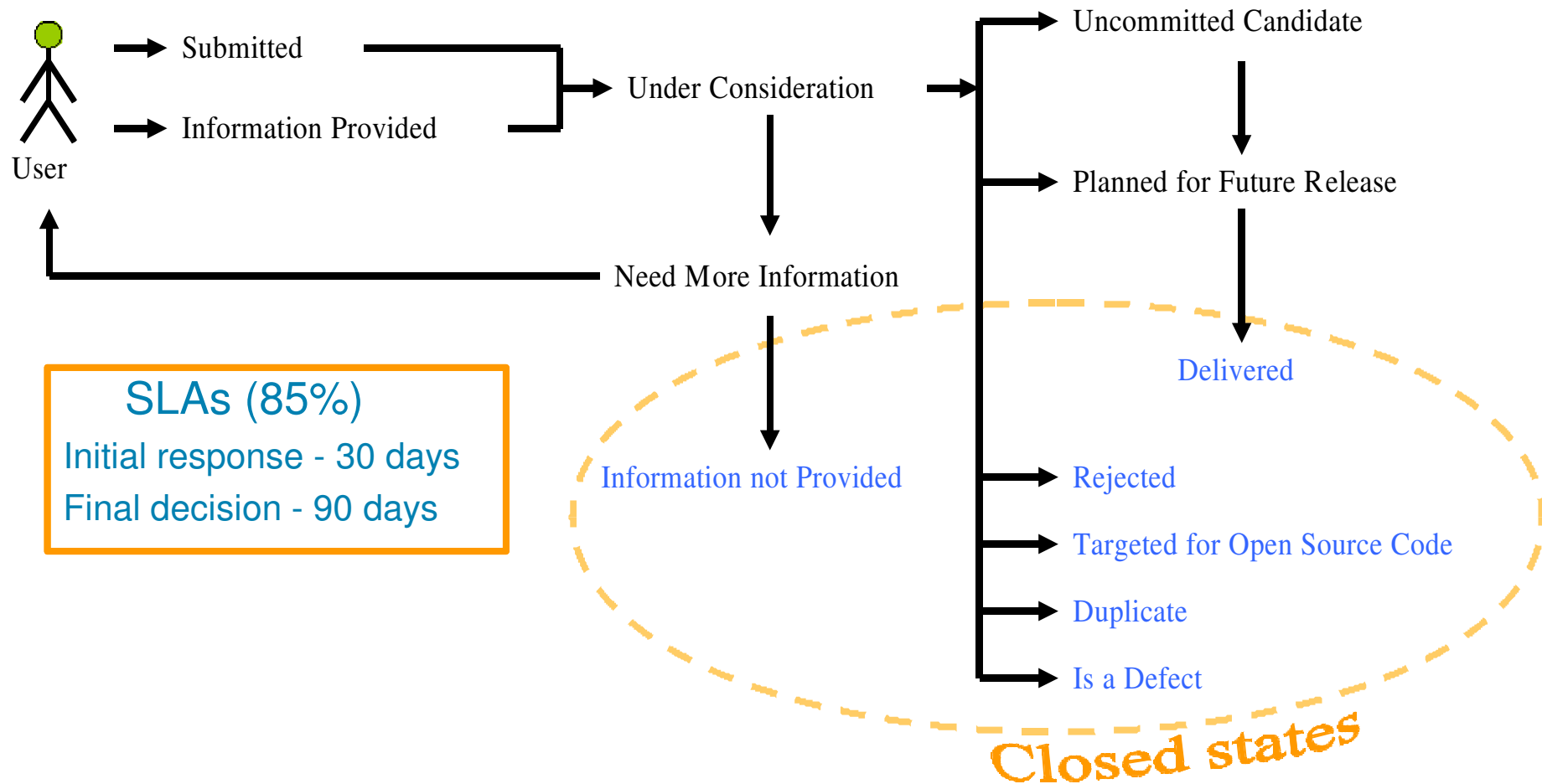
Attachments

No file is attached to this request.

File attachments:

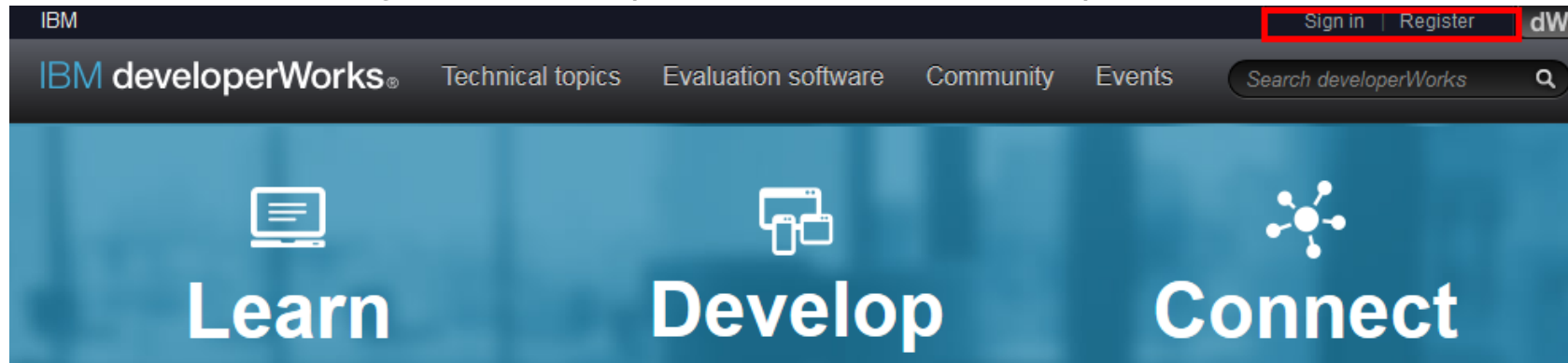
📎 The maximum number of files allowed per user per request is 4.

RFE Community supports consistent states for a predictable flow

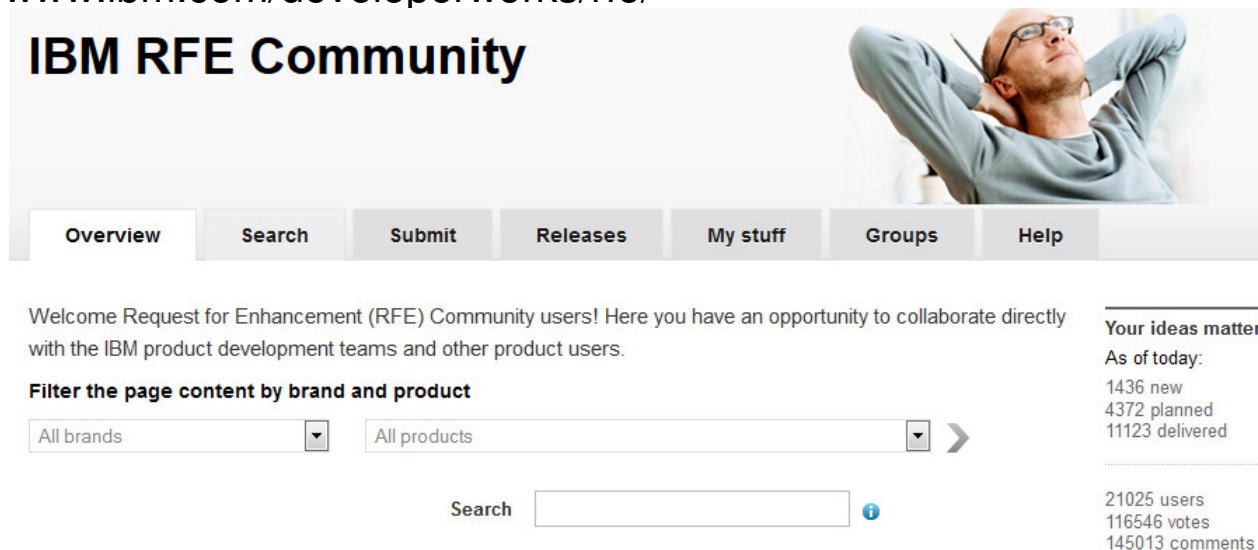


RFEs for DB2 for z/OS

- Accessing RFE requires a developerWorks ID (IBM ID)
 - To obtain one, register here: <https://www.ibm.com/developerworks/>



- Login to the IBM RFE Community (using your dWID / IBMID)
<https://www.ibm.com/developerworks/rfe/>



IBM RFE Community

Overview Search Submit Releases My stuff Groups Help

Welcome Request for Enhancement (RFE) Community users! Here you have an opportunity to collaborate directly with the IBM product development teams and other product users.

Filter the page content by brand and product

All brands All products

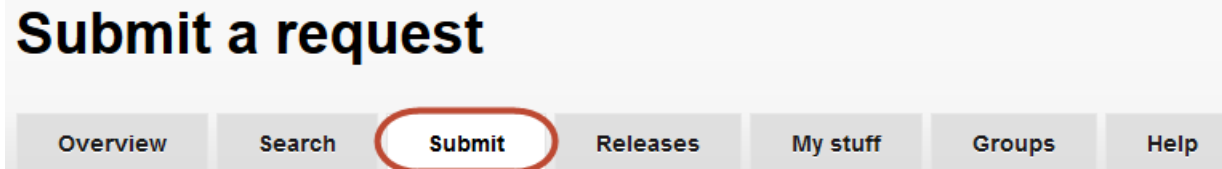
Search

Your ideas matter!
As of today:
1436 new
4372 planned
11123 delivered

21025 users
116546 votes
145013 comments

RFEs for DB2 for z/OS

- To submit an RFE to DB2 for z/OS start here:
https://www.ibm.com/developerworks/rfe/execute?use_case=submitRfe












- Specify
 - Brand = Information management <=== this may be changing to something like 'Analytics' in the near future
 - Product family = DB2 for z/OS
 - Product = DB2 for z/OS
- Complete the RFE form, providing as much detail as possible in the Description, Use Case, and Business Justification fields to help the IBM team understand the requirement
- Fields with the 'key' field e.g. Company Name and Business Justification will be kept private for confidentiality purposes, so if you want the RFE visibility to be changed to Public, do NOT include any sensitive data in the Description or Use Case fields
- When your ready to submit your requirement, click Submit
 - After submitting you have about 24 hours where you can still make changes to the request (or delete it) – After that it will become 'locked'

RFEs for DB2 for z/OS

- To make sure others can see your RFE check the public box
 - Some fields will still remain invisible from others

Asterisks (*) indicate fields required to complete this transaction.

 A key icon indicates that the field is displayed only to the original submitter. The key icon next to a request indicates that the request is a private request.

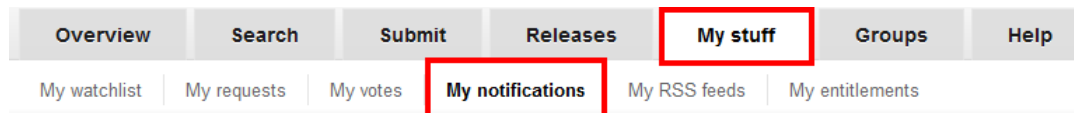
Product: *	<input type="text" value="DB2 for z/OS"/>
Brand:	Information management
Product family:	DB2 for z/OS
<hr/>	
Component:*	<input type="text" value="Performance"/>  
Operating system:*	<input type="text" value="IBM z/OS"/> 
Source:	<input type="text" value="GSE"/>  
Visibility:	 Private 
I would prefer the RFE be public:	<input checked="" type="checkbox"/> Yes 

RFEs for DB2 for z/OS

- After you click Submit
- The RFE will 'arrive' in our (DB2) RTC backend system within 26 hours following submission
- The RFE is assigned to a (DB2) Subject Matter Expert in DB2 development
 - State changed to 'Under Consideration'
- SME reviews and decides the disposition of the RFE
 - Try to do within 90 days but that is not always possible

RFEs for DB2 for z/OS for GSE DB2 Belux

- I created a public group **GSE DB2 z/OS Belux**
 - You can search it (as it is public) via the Groups option
 - You can request to join it
- After joining the group, add yourself to the group watch list



Manage your email notifications. You can subscribe to receive an email for either your watchlist or a group watchlist. Note that you must be a member of a group to receive an email for the group's watchlist. The email notifications are sent if there has been a status change, a new comment, visibility change, or an IBM response for any of the requests on the watchlists. An email notification is also sent if an attachment has been added to any request in the watchlist.

Email notifications will be sent to **bart_steegmans@be.ibm.com**.

[Edit email address](#)

[Refresh email address](#)

My watchlist notifications

[My watchlist](#)

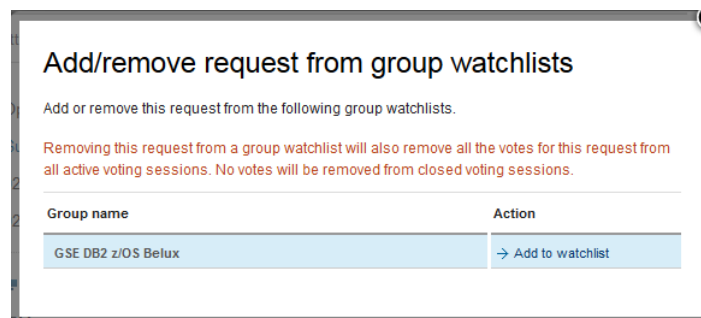
[Subscribe](#)

My groups watchlist notifications

Group	Action
GSE DB2 z/OS Belux	Subscribe

RFEs for DB2 for z/OS for GSE DB2 Belux

- Then each time after you have created a new RFE
 - Add it to the GSE DB2 z/OS Belux “group watchlist”
- You should be able to add existing RFEs to the Group as well, so we can share Belux requirements
- Members of the group that indicated that they want to be notified when the group watchlist changes will get an e-mail
 - (How to add you to a group watchlist see prev page)
- The group members can then vote for the request



Spotlight

- Announcements
- Give us your feedback

Brands

- All brands
- Business Analytics
- Cloud
- Commerce
- **Information management**
- Internet of Things
- PureSystems
- Security Systems
- Servers and Systems Software
- Smarter Workforce
- WebSphere

Request stats

1 vote(s)
0 comment(s)
0 user watchlist(s)
0 attachment(s)

Request actions

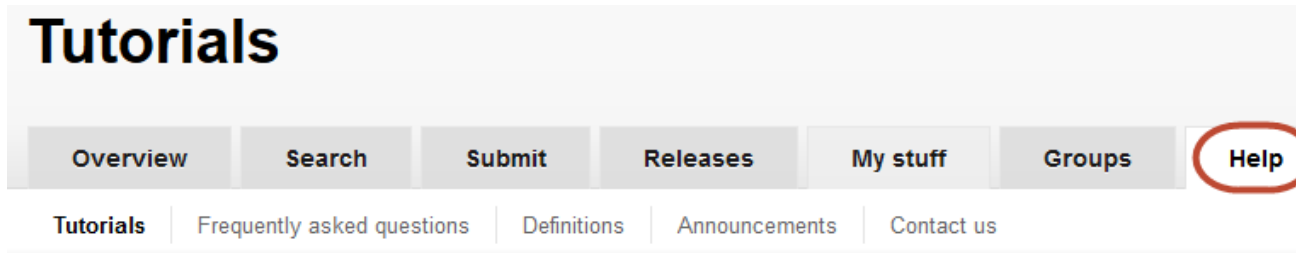
- ✕ Remove vote
- Add to My watchlist
- **Add/remove request from group watchlists**
- ✉ Email this request

RFEs for DB2 for z/OS for GSE DB2 Belux

- Please give it a try
- We can evaluate in 6-12 months (or so) , and decide to
 - Continue
 - Abandon
 - Change
 - Enhance
 - ...

RFEs for DB2 for z/OS

- The 'Help' tab provides several YouTube video clips



Learn about the request process

Learn how the request process works in the IBM RFE Community. In the RFE Community, you can collaborate with IBM development teams and other product users through your ability to search, view, comment on, submit, and track product requests.

[→ View transcript](#)



- Learn about the request process
- Learn about how to submit, view and send out notifications on requests
- How to search for requests
- How to vote for requests
- How to watch for and get notified on requests
- How to use groups

THANK YOU

Questions ?