

IBM watsonx Assistant for Z for Technical Sales Level 3 Demonstration Guide

Description	IBM watsonx Assistant for Z for Technical Sales Level 3 Demonstration Guide
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Welcome

Welcome to the **IBM watsonx Assistant for Z for Technical Sales Level 3** lab and demonstration guide! The goal of this lab is to provide you with the knowledge and tools to demonstrate **IBM watsonx Assistant for Z**.

This lab is not intended to serve as an in-depth study of IBM watsonx Assistant for Z, watsonx, or IBM Z, rather the focus is on learning how to deliver a client demonstration of IBM watsonx Assistant for Z. More specifically, the focus is on the *end-user* creating queries and using trusted automations through skills that are suggested by IBM watsonx Assistant for Z.

Other aspects of IBM watsonx Assistant for Z including creating and configuring assistants, importing and creating new skills, and ingestion of client documentation are **not** covered in this demonstration guide. To learn more and get hands-on with these additional capabilities, check out the Velocity Pilot information in IBM Technology Zone (ITZ) [here](#). Watch for a Level 4 course in the future.

Obtaining the IBM watsonx Assistant for Z Technical Sales Intermediate badge (Level 3)

Business Partner technical sellers must pass a short quiz upon completing the course. This quiz consists of multiple-choice questions, with four possible responses (and only one correct answer) for each question. The questions do not test your understanding of IBM watsonx Assistant for Z, rather, they validate your use of the provided demonstration environment.

IBM technical sellers must develop and record a Stand and Deliver presentation. This video is intended to simulate your delivery of a “live” demo in front of a client. IBMers have the flexibility to define a hypothetical client, the challenges the client has, and the goals they aspire to achieve. Your recording must be a demonstration that pitches the value of this solution by using the environments and techniques that are described in the demonstration guide. Specific criteria that must be demonstrated as part of the Stand and Deliver recordings are provided within the documentation that accompanies the Level 3 course in Your Learning.



Keep the demonstration guide and ITZ environment active



Business Partners, keep the demonstration guide and ITZ environment active while you take the quiz.

IBM technical sellers, keep the demonstration guide and ITZ environment active until you complete your Stand and Deliver.

Support

Think something is down? Check the applicable status pages for any known issues like a site or service not available:

- [IBM Technology Zone](#)

For issues with provisioning the ITZ environment for this lab (for example, a failed reservation request due to insufficient quota capacity) open a ticket with ITZ support:

- Web: [IBM Technology Zone](#)
- Email: techzone.help.ibm.com

For issues related to specific steps found in the demonstration guide after the ITZ environment is provisioned, contact the authors:

- Slack: [#watsonx-assistant-z-technical](#) - IBM only
- Email: andrewj@us.ibm.com; maxwell.g.weiss@ibm.com

Business Partners should use the IBM Training live Chat Support service or other support methods that are found on the IBM Training portal [here](#).

Using the demonstration guide

Use these helpful tips to take full advantage of the IBM watsonx Assistant for Z for Technical Sales Level 3 Demonstration Guide.



Printing the demonstration guide



Printed or saved copies can be out of date

The IBM watsonx Assistant for Z for Technical Sales Level 3 Demonstration Guide changes regularly to match the IBM watsonx Assistant for Z offering and associated ITZ environment. Printed or saved copies of the demonstration guide can become out-of-date quickly and result in failed steps.

A ready-to-print PDF version of the IBM watsonx Assistant for Z for Technical Sales Level 3 Demonstration Guide is [here](#).



Viewing images



Images in the demonstration guide can be enlarged by clicking on the image. Press the  Esc key or click the **X** to dismiss the enlarged image.



Image highlighting



In some images, the following styles of highlighting are used:

- **Solid highlight box:** This style of box highlights where to click, enter, or select an item.



- **Dash highlight box:** This style of box highlights one of two things: the path to follow to get to a specific location in the user interface, or areas to explore on your own.





Copying commands and prompts



Copying and pasting commands and prompts from this demonstration guide is easy and can eliminate typographical errors.

Click the highlighted copy icon and then use your operating system's paste function. For example, `^ Ctrl1` + `V`, or right-click and select `Paste`.

Prompt 1

What is the APF list in z/OS? Provide a detailed explanation.



Acronyms and terminology



IBM employees, and the tech industry in general, enjoy using acronyms. In the demonstration guide, most acronyms will appear with a dashed underline. Hover over the acronym to learn its meaning. A question mark (?) icon will first appear and after a second the tool tip with the acronym's meaning is displayed. Try it here: LPAR.

The screenshot shows a documentation page for 'IBM watsonx Assistant for Z'. The page has a blue header with the title 'Guidance for delivering a demonstration' and a search bar. The main content area is divided into three columns. The left column contains a table of contents with links like 'Welcome', 'Reserve the IBM Technology Zone environment', 'Guidance for delivering a demonstration', 'Demonstration scenarios', and 'Next steps'. The middle column is titled 'Specific guidance for IBM watsonx Assistant for Z and the ITZ environment' and contains text about following scripts for a successful demonstration. A dashed green box highlights the acronym 'ITZ' in the text, with a question mark icon above it. A tooltip appears over the question mark, displaying 'IBM Technology Zone'. The right column contains a 'Table of contents' with links to 'General demonstration guidance' and 'Specific guidance for IBM watsonx Assistant for Z and the ITZ environment'.



The Demonstration Guide table of contents



This **Demonstration Guide** uses a responsive browser-based interface to ensure a pages are usable on various devices with different screen sizes. The Demonstration Guide table of contents may be displayed as highlighted in the green dashed box in this image:

IBM watsonx Assistant for Z for Technical Sales Level 3 Demonstration Guide

Search

Welcome

Welcome to the **IBM watsonx Assistant for Z for Technical Sales Level 3** course and demonstration guide! The goal of this course is to provide IBM and Business Partner technical sellers the knowledge and tools to demonstrate **IBM watsonx Assistant for Z**.

This course is not intended to serve as an in-depth study of IBM watsonx Assistant for Z, watsonx, or IBM Z; rather the focus is on learning how to deliver a client demonstration of IBM watsonx Assistant for Z. More specifically, the focus is on the *end-user* creating queries and by using trusted automations through skills that are suggested by IBM watsonx Assistant for Z.

Other aspects of IBM watsonx Assistant for Z including creating and configuring assistants, importing and creating new skills, and ingestion of client documentation are **not** covered in this demonstration guide. To learn more and get hands-on with these additional capabilities, check out the Velocity Pilot information in IBM Technology Zone (ITZ) [here](#).

Obtaining the IBM watsonx Assistant for Z Technical Sales Intermediate badge

However, if the browser window is sized smaller, the table of contents can be accessed by clicking the main menu icon (☰):

IBM watsonx Assistant for Z for Technical Sales Level 3 Demonstration...

Search

Welcome

Welcome to the **IBM watsonx Assistant for Z for Technical Sales Level 3** course and demonstration guide! The goal of this course is to provide IBM and Business Partner technical sellers the knowledge and tools to demonstrate **IBM watsonx Assistant for Z**.

Click the main menu icon (☰) to expand the table of contents.

Demonstration guidance

Whether for a client, a session at a conference, or performing your Stand and Deliver, preparation for a demonstration is critical. Included are both general demonstration guidance and helpful tips for using IBM watsonx Assistant for Z and the IBM Technology Zone (ITZ) environment that is associated with the IBM watsonx Assistant for Z for Technical Sales Level 3 learning plan.

General demonstration guidance

Knowing the audience that you are presenting to is critical. Having a basic understanding of a client's business and their challenges enables you to customize the conversation, so it resonates with the audience. It is also important to understand the roles of the individuals in your audience to know at what level of technical detail to present.

In addition, it is always a good idea to:

- Know how much time is allotted for your demonstration.
- Anticipate what questions your audience will ask.
- Anticipate what objections your audience may raise.
- Have a backup plan (like a video recording of the demonstration) in case of unforeseen events like network failures and unexpected errors.
- If your demonstration is to be delivered virtually, make sure everything works using the e-meeting technology.
- Do not deviate from this demonstration script. Straying from the planned script can lead to unexpected results and failure.
- If possible, and time permits, make your demonstration interactive with your audience. If that isn't possible, be sure to leave time for questions.
- Always conclude with a **call to action** (for example, next steps, follow-on activities, and so on).

And, most importantly, practice, practice, and practice.

Specific guidance for IBM watsonx Assistant for Z and the ITZ environment

Following the scripts that are provided in the IBM watsonx Assistant for Z for Technical Sales Level 3 Demonstration Guide helps assure a successful demonstration. Use these tips to help assure success with IBM watsonx Assistant for Z and the ITZ environment:

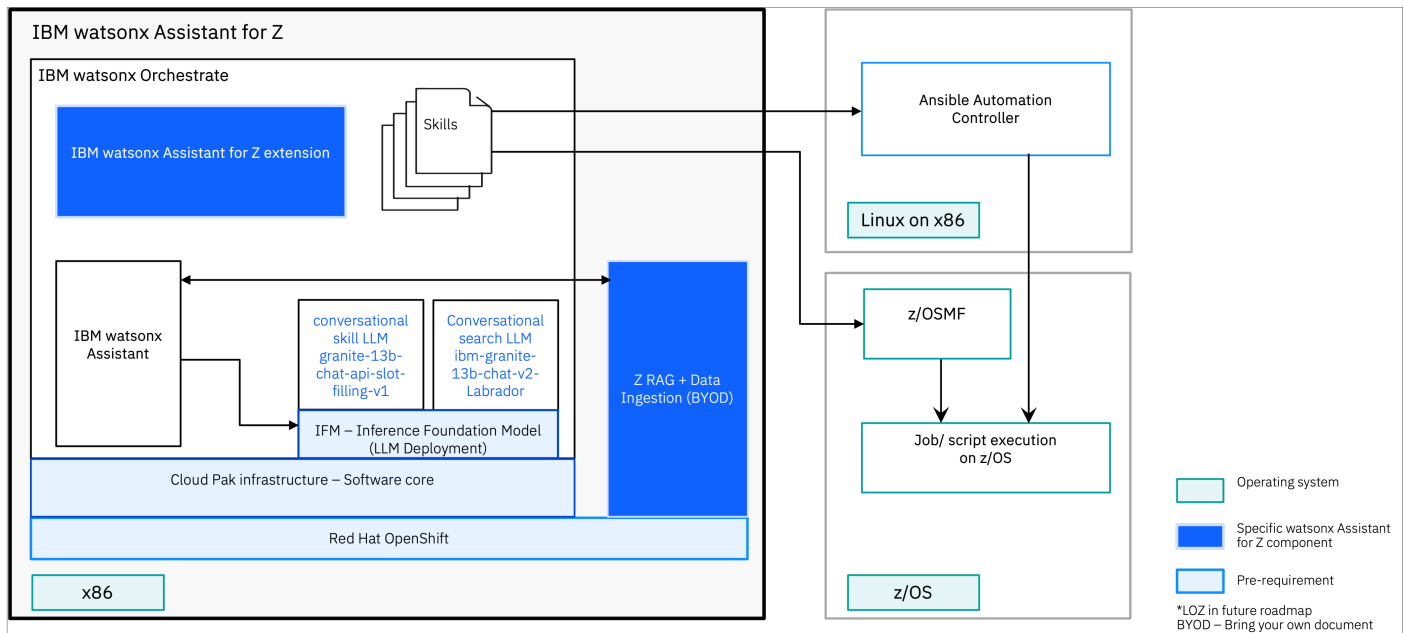
- While running many of the automated skills of IBM watsonx Assistant for Z, there will be times when the responses take 30 to 45 seconds to complete. You should be prepared to fill these wait times with some type of commentary. During these wait periods consider explaining in more detail what is being performed in the background, values of the automation, general values of the offering, or answering questions the client may have.
- **Google Chrome is the recommended browser for this environment.** Some users have experienced intermittent errors with running some of the skills when using other browsers.
- Run all prerequisites steps before starting the demonstration. Prerequisite steps are described with each scenario.
- Anticipate different responses from the scripted queries. The ITZ environment is a live and changing demonstration environment. Responses are subject to change as updates are made to the large language model (LLM) and retrieval augmented generation (RAG) used by IBM watsonx Assistant for Z.
- Follow the scripts in the IBM watsonx Assistant for Z for Technical Sales Level 3 Demonstration Guide for the automations and skills to run as expected.
- When issuing other prompts:
 - Procedural questions provide better structure to responses. For example, in a query it is better to use "Explain how to estimate space requirements for Db2 table spaces without using Db2 admin tool. Provide a step-by-step answer." versus "How to estimate space requirements for table spaces?"
 - When asking a generic question, responses are more accurate when possessive adjectives are avoided. For instance, "How do I check the Db2 for z/OS version on a logical partition (LPAR)?" versus "How do I check my Db2 for z/OS version on my LPAR?"
 - Compound questions perform better. As an example, "Categorize the various zparms available." versus "What is zparm?"
 - Question styles like pros and cons and A versus B work better. For instance, "What are the pros and cons for setting GMTRAN to EXIT? Provide a detailed answer."

If you know your client and their environment well, client-specific questions will add value to your demonstration. However, it is critical to validate the accuracy of the responses before attempting in a live demonstration.

Next, explore the scripted demonstrations that are created by IBM watsonx Assistant for Z experts.

IBM Technology Zone environment

To enable sellers to demonstrate IBM watsonx Assistant for Z, an environment was created in IBM Technology Zone (ITZ). This environment mimics a typical client deployment of IBM watsonx Assistant for Z, similar to this deployment architecture.



Follow the instructions in this section to create a new reservation request, extend the reservation, and access the [ITZ](#) demonstration environment.

Create a reservation request

Follow these steps to create a reservation in [ITZ](#).

1. Click the following link to open a browser to the reservation page of the **IBM watsonx Assistant for Z**.

You may be asked to authenticate to IBM Technology Zone

The steps to authenticate to [ITZ](#) are not detailed here as they may vary between users.

[IBM watsonx Assistant for Z - reservation page](#)

2. Click **Reserve now**.

The **Reserve now** option creates a reservation for immediate use. Optionally, schedule the reservation for a later date, like when you will be at your client's office.

3. Complete the reservation request and click **Submit**.

a. Optionally, change the **Name** field for the reservation.

b. Select the **Education** purpose tile.

c. Enter a **Purpose description**.

d. Select any geography in the **Preferred Geography** drop-down.

e. The **End date and time** will be set to 2 days after the current date and time.

f. Accept the IBM Technology Zone's terms and conditions and security policies.

g. When satisfied with the parameters, click **Submit**.

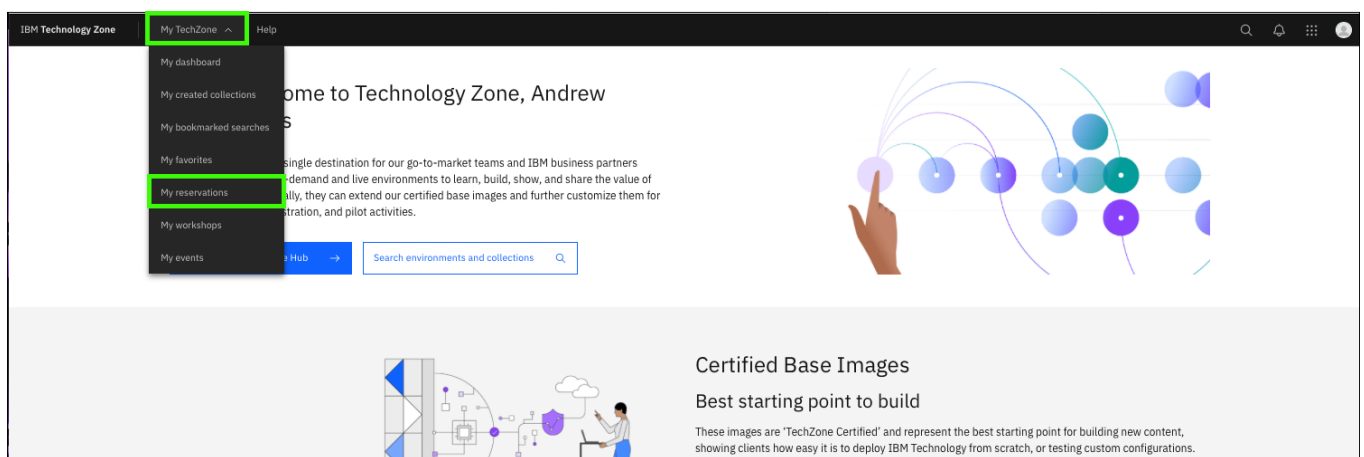
Extend the reservation

The ITZ provisioning process takes approximately 15 minutes. Multiple emails are sent to you from ITZ as the provisioning process runs. One email states the reservation is provisioning and the other email states that the environment is **Ready**.

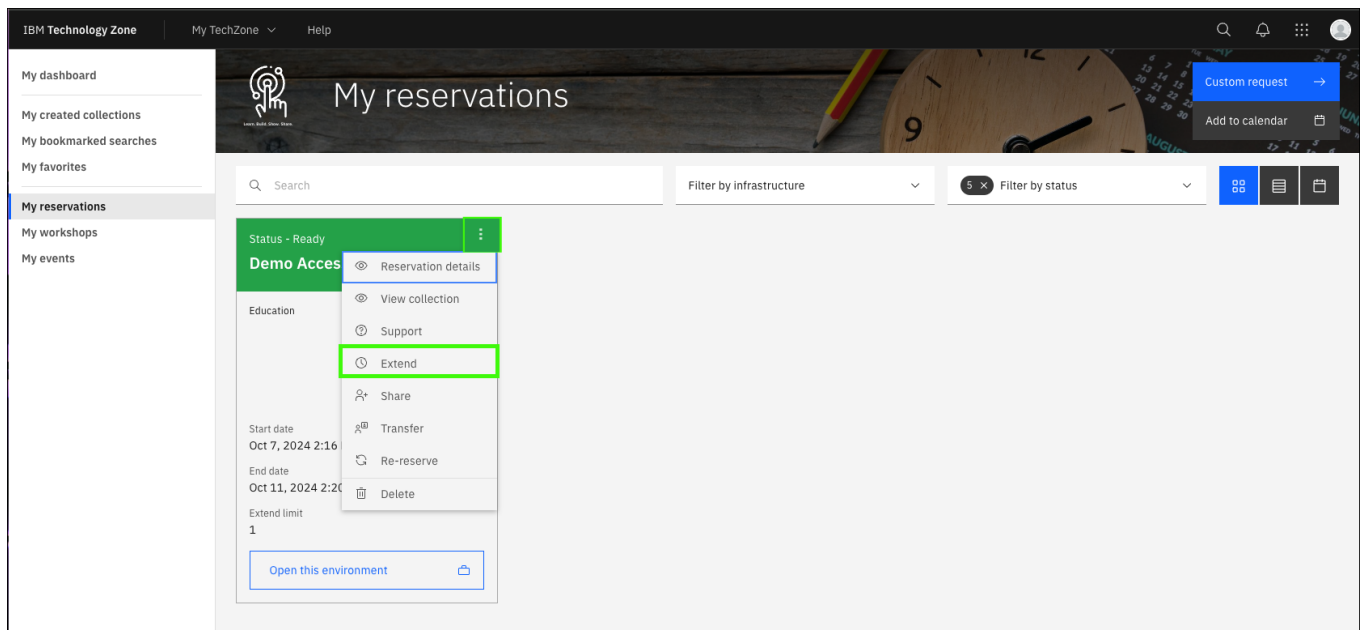
In rare cases, the provisioning process may fail. If you receive an email stating the reservation failed, try again by repeating Steps 1-3.

When the reservation is in the **Ready** state, you can extend your reservation to a total of 6 days. Remember, IBM sellers need the environment to record their Stand and Deliver and Business Partners need an environment to answer quiz questions.

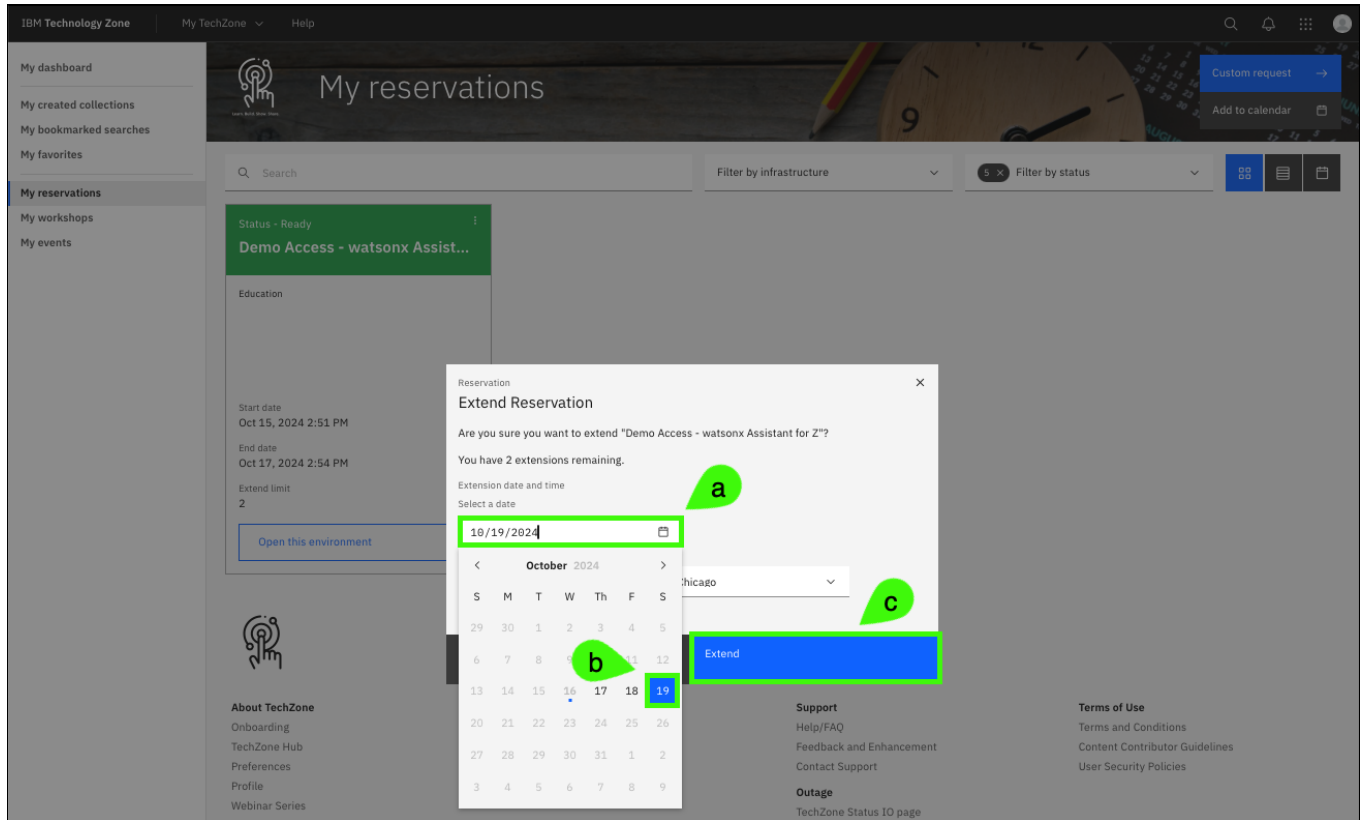
4. In the IBM Technology Zone portal, expand **My TechZone** at the top and select **My Reservations**.



5. Click the **overflow icon** (≡) on the reservation tile and select **Extend**.



6. Click the **Select a date** option, specify the date to extend to, and then click **Extend**.

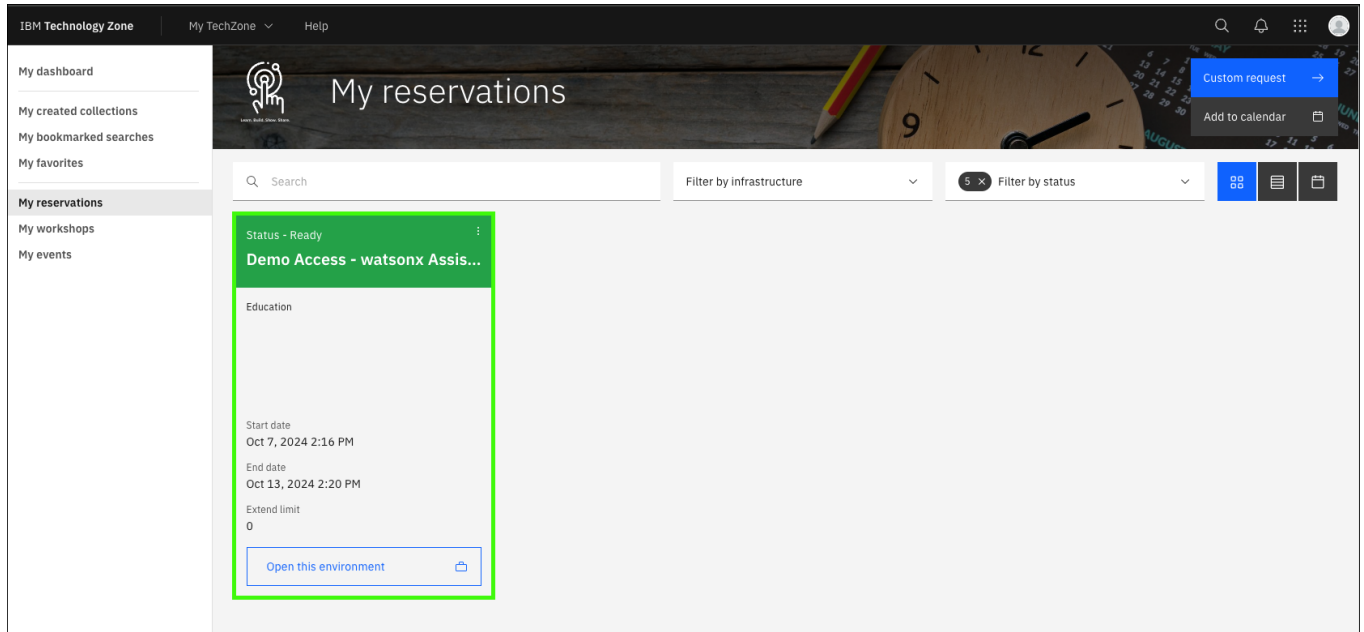


If you anticipate needing more time, repeat Steps 5 and 6 to extend the reservation to the maximum of 6 days.

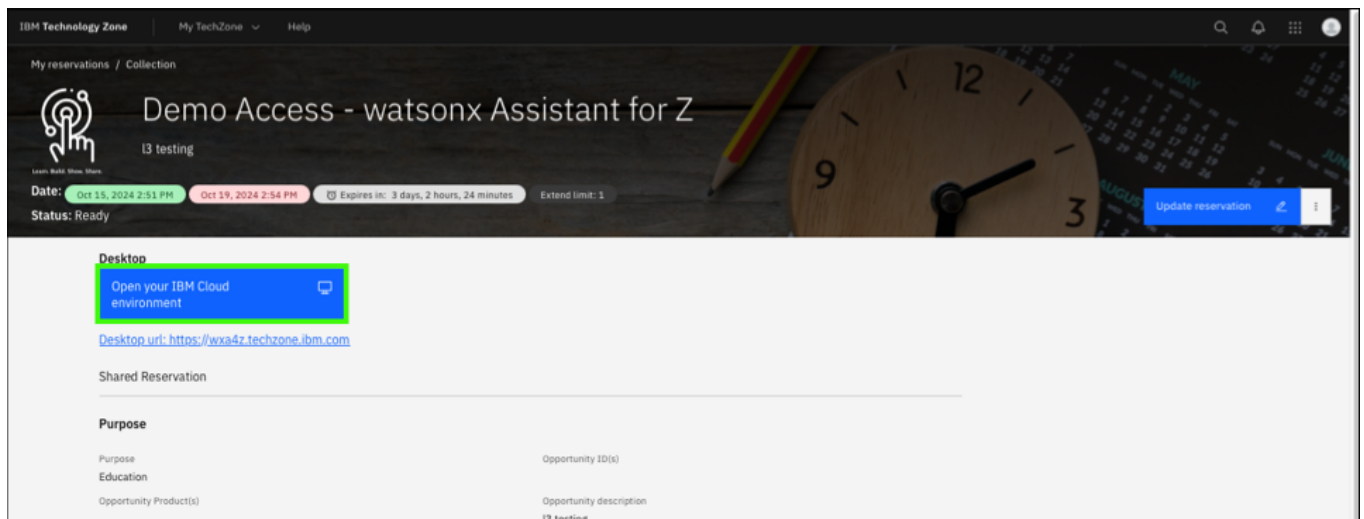
Accessing the demonstration environment

Access to the IBM watsonx Assistant for Z demonstration environment is provided through a web interface to a fictitious company's intranet website.

7. Click on reservation tile in the **ITZ** **My reservations** page.



8. Click **Open your IBM Cloud environment**.



For best results, use the Google Chrome browser.

Issues may be encountered with some browsers when accessing the demo environment. If the page does not load, try loading the page in the Google Chrome browser.

**You may be prompted to authenticate**

In some instances, you may be prompted to authenticate when attempting to access the **Open our IBM Cloud environment** link. Use the same IBM ID and password used to reserve the ITZ environment.

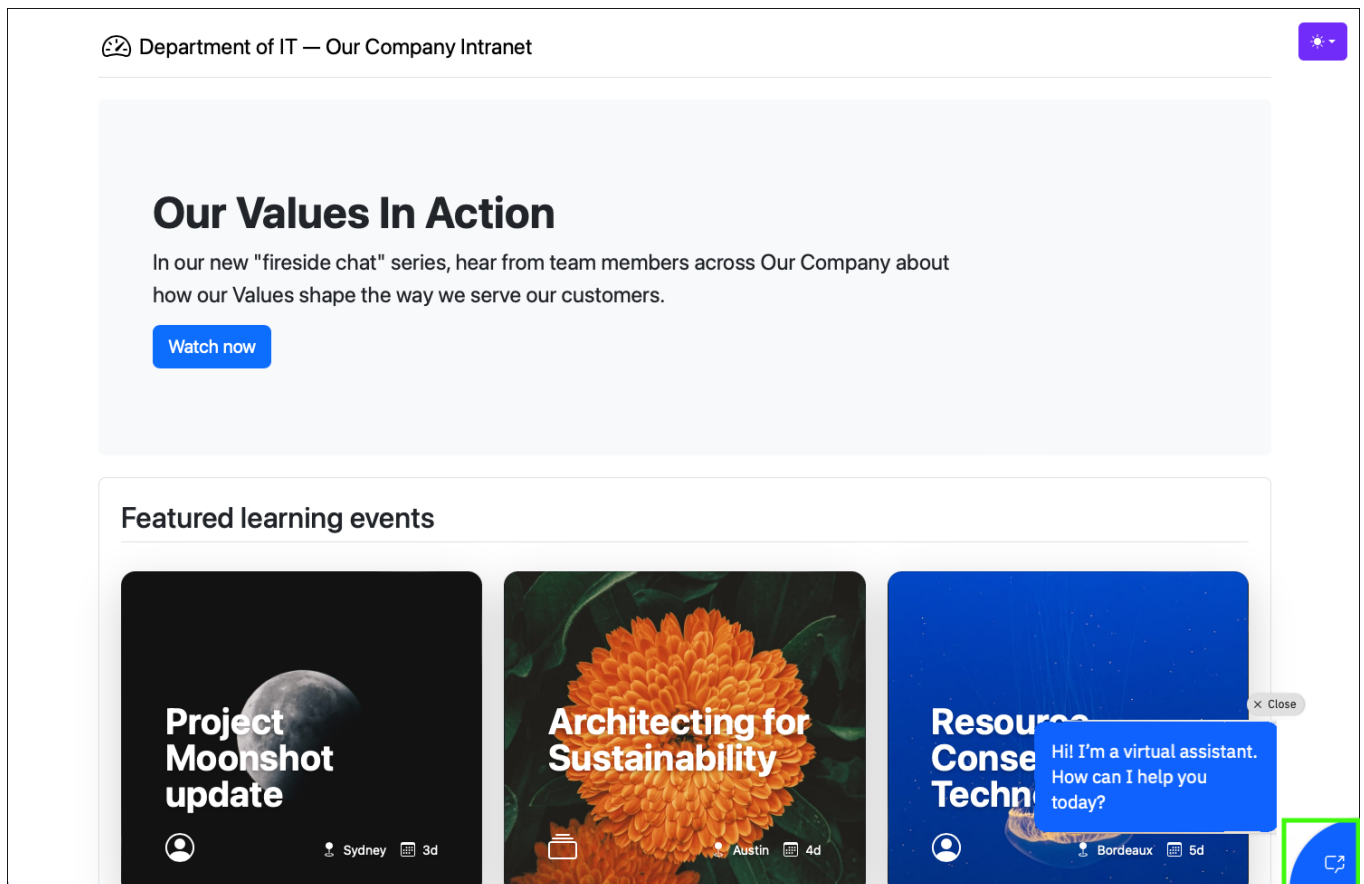
The demonstration portal page

The demonstration portal page provides two ways of accessing the IBM watsonx Assistant for Z virtual assistant.

The chat icon

The first method is to use the assistant chat icon that appears at the lower right of the page. The **Hi! I'm a virtual assistant. How can I help you today?** dialog appears after a few seconds as the page loads.

9. Click the **Virtual Assistant chat icon**.



This action opens the virtual assistant in the current browser page as a pop-up dialog. This approach provides an integrated view of the web page and the virtual assistant dialog; however, the dialog could be considered small for giving a live demonstration if the audience is expected to read the output.

10. Close the **Virtual Assistant** dialog.

The screenshot shows a company intranet page titled "Department of IT — Our Company Intranet". The main content area features a section titled "Our Values In Action" with a subtext: "In our new 'fireside chat' series, hear from team members across Our Company about how our Values shape the way we serve our customers." Below this is a "Watch now" button. A "Featured learning events" section displays three cards: "Project Moonshot update" (Sydney, 3d), "Architecting for Sustainability" (Austin, 4d), and "Resilient Core Technology". A blue "Z Assistant" dialog box is overlaid on the right side of the page. The dialog box contains the text: "Hi! I'm a virtual assistant. How can I help you today?". Below the text is a text input field with the placeholder "Type something..." and a send button. At the bottom of the dialog box, it says "Powered by IBM watsonx" with a small icon.

Department of IT — Our Company Intranet

Our Values In Action

In our new "fireside chat" series, hear from team members across Our Company about how our Values shape the way we serve our customers.

[Watch now](#)

Featured learning events

Project Moonshot update

Sydney 3d

Architecting for Sustainability

Austin 4d

Resilient Core Technology

Z Assistant

Hi! I'm a virtual assistant. How can I help you today?

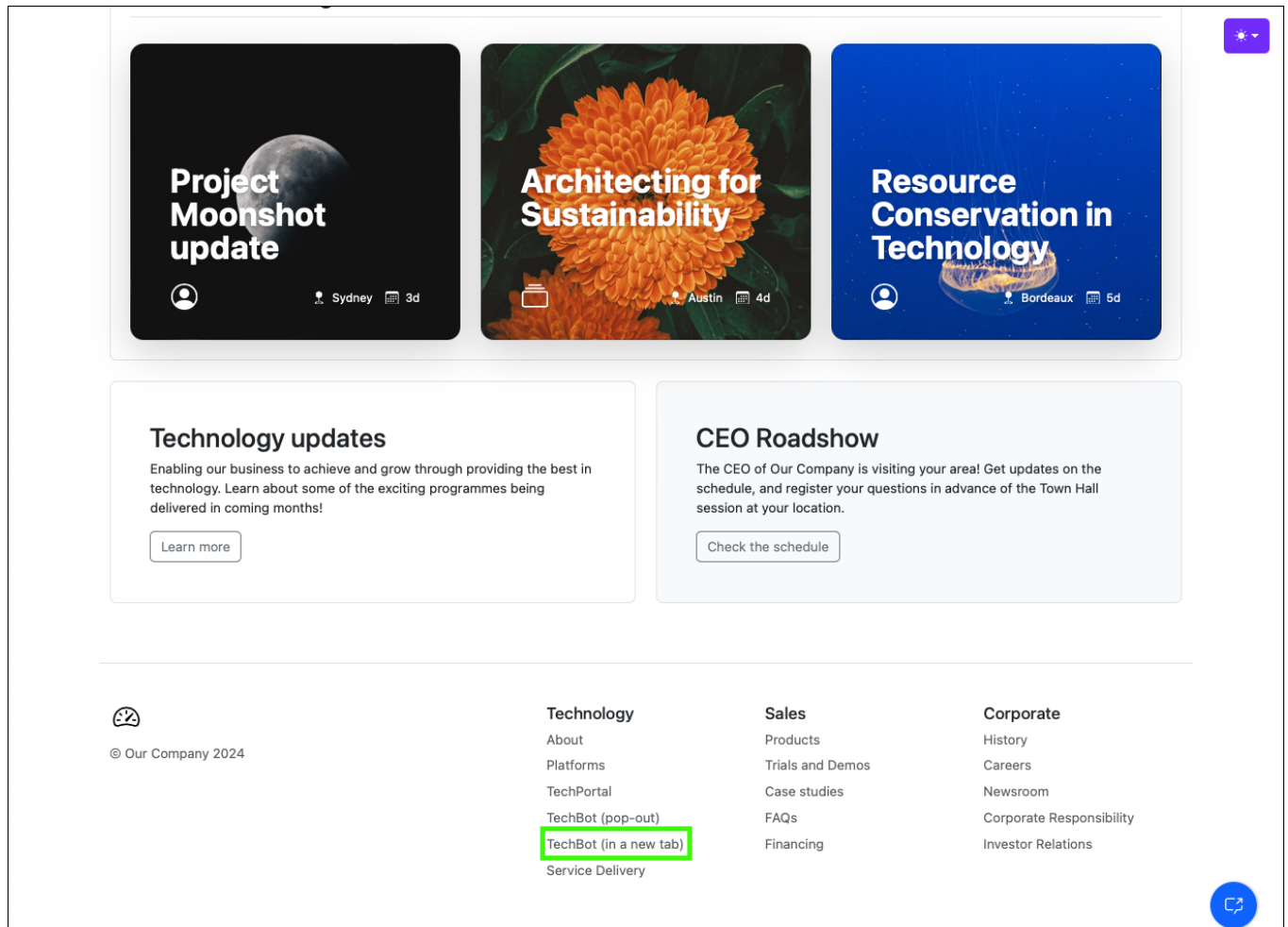
Type something...

Powered by IBM watsonx

The full page virtual assistant

The second user interface available for the virtual assistant is a full browser page experience.

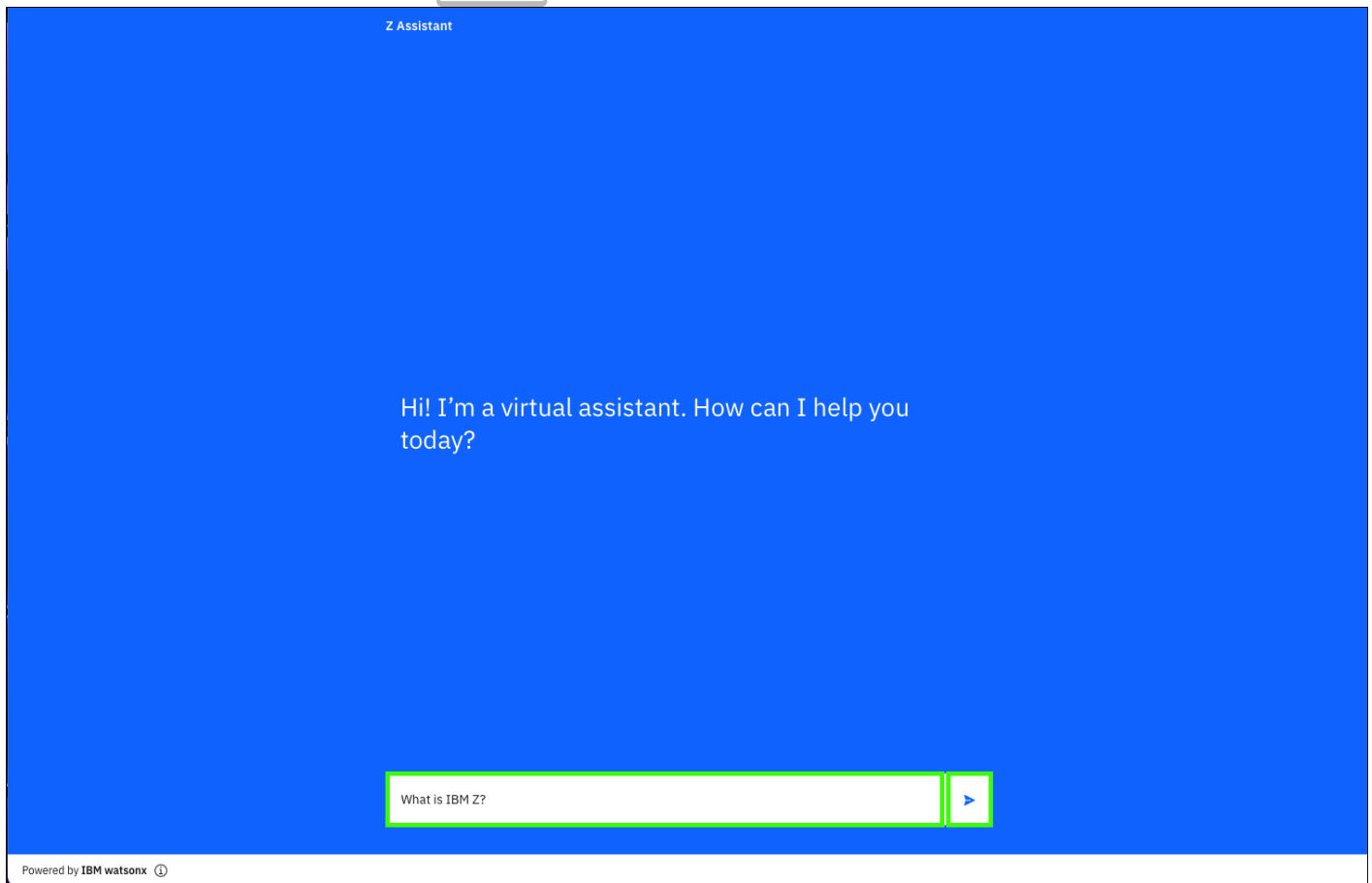
11. Scroll to the bottom of the page and click **Techbot (in a new tab)** under **Technology**.



The full-page virtual assistant interface opens in a new browser window or tab (this is dependant on your browser preferences). The full-page virtual assistant interface is used for all screen captures in later chapters.

Using the virtual assistant

Enter a query into the field and press **Enter** or click the **Send** icon (▶).



Z Assistant

Hi! I'm a virtual assistant. How can I help you today?

What is IBM Z?

Powered by IBM watsonx ⓘ

Proceed to the next section to run through different IBM watsonx Assistant for Z client scenarios detailed in this demonstration guide.

Demonstration scenarios

Scenarios

This section includes expert-created a set of scenarios that illustrate the domain-specific knowledge of IBM watsonx Assistant for Z. Each scenario includes step-by-step guidance based on actual client interactions and workflows with IBM Z. Each scenario provides:

- A brief overview of the scenario.
- Any prerequisite or setup steps necessary for the scenario to work in the demonstration environment.
- A list of queries and Example output that illustrate the scenario.
- Any cleanup steps that must be run after the scenario.



Responses from the virtual assistant are likely to change

Responses generated by IBM watsonx Assistant for Z are likely to change over time. The responses you see when you run through the scenarios may differ from the screen images captured in this guide. Using the exact queries specified will help assure a successful demonstration.

Each scenario overview is written as if they are being presented to a client versus the typical prose of the demonstration guide. The **Speaker's script** illustrates the style and how to start a client demonstration.



Speaker's script

Hello **[insert customer name]**. Welcome to this demonstration of IBM watsonx Assistant for Z. Today, many early tenure IBM Z administrators spend hours looking for current information, accurate information, and performing time-consuming manual tasks. And they are very dependent on the Subject Matter Experts to complete their tasks.

IBM watsonx Assistant for Z is a new generative AI assistant that melds automation with conversational AI to help transform how system programmers, operators, and developers of all experience levels engage with and manage their IBM Z. IBM watsonx Assistant for Z understands over 200 IBM Z products and is designed to enable clients to:

- Expedite the onboarding process, quickly enhancing platform expertise of early tenure professionals with a side-by-side AI assistant, accelerating their journey to productivity with confidence.
- Improve productivity, autonomy, and confidence across *all* skill levels, by offering a central place to find answers and running automation to perform common and complex tasks.
- And you can also leverage the platform to ingest your own documentation further benefiting from this solution. I won't be covering this capability today, but as we move forward we can show how easy this is done, along with adding other skills using your own automation through Ansible, REXX, and JCL.

In this demo, we will run through a couple of scenarios that highlight the value IBM watsonx Assistant for Z can provide to various roles in your organization regardless of skill level. These scenarios also leverage skills using Ansible Automation to provide great flexibility when it comes to automating Z-specific tasks as part of your enterprise automation strategy.

Let's get started.

Other Speaker's scripts are included in some scenarios for some prompts. This [sample client demonstration video](#) also provides additional talking points for the Db2 and certificate renewal scenarios.

When you plan your demonstration, choose the scenarios that best fit your client's requirements.

Scenario: Authorized Program Facility

Scenario overview

Speaker's script

Imagine you are an early-tenure systems programmer (sysprog) that is tasked with updating the Authorized Program Facility (APF) authorized list on an logical partition (LPAR) and would like to quickly find guidance on doing this without having to read a bunch of manuals. In z/OS, the APF list includes information about libraries that contain APF-authorized programs. You would also like to take advantage of some simple automation to complete this task if possible.

As you will see, in the last prompt, IBM watsonx Assistant for Z will respond with the command to run to add the library to the APF authorized list, followed by prompting you to run a skill (issuing a z/OS console command) on your behalf which will perform the task.

Responses from the virtual assistant are likely to change

Responses generated by IBM watsonx Assistant for Z are likely to change over time. The responses you see when you run the queries in this section may differ from the screen images captured in the IBM watsonx Assistant for Z for Technical Sales Level 3 Demonstration Guide. Using the exact queries specified will help assure a successful demonstration. Also, as updates to the environment are made, some confirmation dialogs may no longer be displayed as illustrated in the Example outputs.

Prerequisite steps

None.

Prompts and Example outputs



Copy and paste the prompt

Use the copy icon (📋) to copy prompts from this demonstration guide and then paste the prompt using `^ Ctrl + V`, or right click and select `Paste`.

1. Ask the assistant what the APF list is.

Prompt:

What is the APF list in z/OS?

Example output:

You 7:35 PM

What is the APF list in z/OS?



7:36 PM

The APF list in z/OS is a system component that contains the names of libraries containing APF-authorized programs. These libraries are considered trusted and have elevated privileges to access system resources. The APF list can be either static or dynamic. Static APF lists are defined at IPL time via parmlib members like IEAAPFxx or PROGxx, while dynamic APF lists can be updated without requiring a system re-IPL. The APF list helps ensure system integrity by controlling which programs have access to sensitive system functions. ▼

Accuracy of generated answers may vary.



Speaker's script

Notice the detailed level of the response, and more importantly, notice the expandable section at the bottom of the response.

2. Expand the results.

You 7:35 PM

What is the APF list in z/OS?



7:36 PM

The APF list in z/OS is a system component that contains the names of libraries containing APF-authorized programs. These libraries are considered trusted and have elevated privileges to access system resources. The APF list can be either static or dynamic. Static APF lists are defined at IPL time via parmlib members like IEAAPFxx or PROGxx, while dynamic APF lists can be updated without requiring a system re-IPL. The APF list helps ensure system integrity by controlling which programs have access to sensitive system functions.

 Accuracy of generated answers may vary.

Example output:

You 7:35 PM

What is the APF list in z/OS?



7:36 PM

The APF list in z/OS is a system component that contains the names of libraries containing APF-authorized programs. These libraries are considered trusted and have elevated privileges to access system resources. The APF list can be either static or dynamic. Static APF lists are defined at IPL time via parmlib members like IEAAPFxx or PROGxx, while dynamic APF lists can be updated without requiring a system re-IPL. The APF list helps ensure system integrity by controlling which programs have access to sensitive system functions.

Specifying the APF list

You can use either member, but IBM® suggests using PROGxx, which offers the following advantages over IEAAPFxx: You can specify multiple PROGxx parmlib members using the...

[View source](#)


Description

Note that programs that are marked as coming from an authorized library could have come from one of these libraries or from the link pack area.
,DSNAME=libname Specifies a field (o...

[View source](#)


Troubleshooting DFHKE0104 inc...

Alternatively, if you have the required authorization, you can use the DFHCSVCU utility program to install the CICS Type 3 SVC dynamically, without the need to perform an IPL of the z/O...

[View source](#)


Accuracy of generated answers may vary.



Speaker's script

You expand this section and can see the referenced sources that were used to build the answer. This illustrates just part of the explainable AI capabilities of watsonx. Click on any of the document tiles to display the source document.

3. Ask the assistant how to update the APF list.

Prompt:

How do you update the APF list in z/OS?

Example output:

How do you update the APF list in z/OS?



10:53 AM

To update the APF list in z/OS, you can use the SETPROG APF command with the appropriate parameters. The SETPROG APF command allows you to change the format of the APF list from static to dynamic, add or delete libraries from a dynamic APF list, and update the contents of the APF list during normal processing. The command requires system (AUTH(SYS)) or higher authority and UPDATE authority to the RACF FACILITY resource class entity CSVAPF.libname or CSVAPF.MVS.SETPROG.FORMAT.DYNAMIC, depending on the task. You can also use the SET PROG=xx command to update the APF list using parameters specified in the PROGxx parmlib member. ▼

4. Ask the assistant what the parmlib member to update the APF list.

Prompt:

What is the parmlib member to update the APF list in z/OS?

Example output:

You 7:40 PM

What is the parmlib member to update the APF list in z/OS?



7:40 PM

The PROGxx and IEAAPFxx parmlib members are used to update the APF list in z/OS. However, IBM recommends using PROGxx due to its advantages such as specifying multiple PROGxx parmlib members, choosing between dynamic or static APF list formats, and allowing an unlimited number of libraries in the APF list. ▼

AI Accuracy of generated answers may vary.

5. Ask the assistant what is the command to add loadlib for a volume in the APF list.

Prompt:

What is the command to add PROD1.LOADLIB on volume PRD001 to the APF list?

Example output:

You 7:44 PM

What is the command to add PROD1.LOADLIB on volume PRD001 to the APF list?

 7:44 PM

To add PROD1.LOADLIB on volume PRD001 to the APF list, you would use the command:

SETPROG APF,ADD,DSNAME=PROD1.LOADLIB,VOLUME=PRD001 

AI

 Accuracy of generated answers may vary.

Would you like me to run this SETPROG command to add to the APF list?

Yes

No

6. Click **Yes** to run the command.

You 7:44 PM

What is the command to add PROD1.LOADLIB on volume PRD001 to the APF list?

 7:44 PM

To add PROD1.LOADLIB on volume PRD001 to the APF list, you would use the command:

SETPROG APF,ADD,DSNAME=PROD1.LOADLIB,VOLUME=PRD001 

AI

 Accuracy of generated answers may vary.

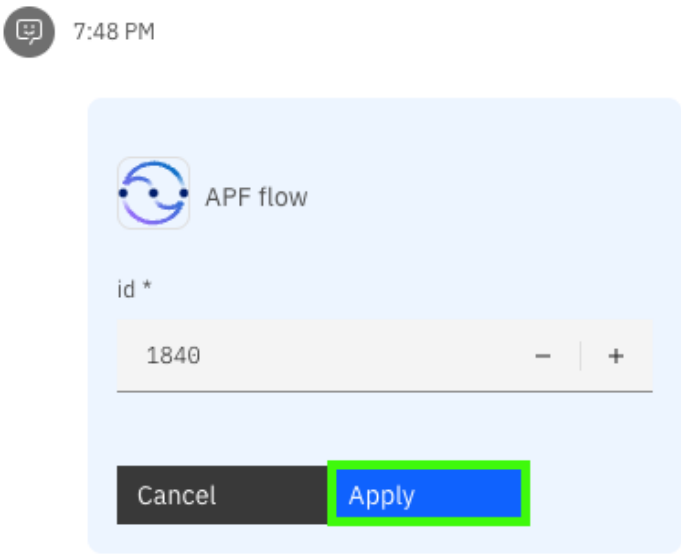
Would you like me to run this SETPROG command to add to the APF list?

Yes

No

7. Wait approximately 10 seconds and then click **Apply**

Note: there are no additional parameters required in this form, this is why you see the “**Form is empty**” message.



The screenshot shows a chat interface with a timestamp of 7:48 PM. A light blue modal window titled 'APF flow' is displayed. It contains a form with a label 'id *' and a text input field containing the value '1840'. To the right of the input field are minus and plus icons. At the bottom of the modal are two buttons: 'Cancel' and 'Apply'. The 'Apply' button is highlighted with a red border.

Example output:



APF flow

content

Identity added: /runner/artifacts/1840/ssh_key_data (/runner/artifacts/1840/s
[1;35m[WARNING]: Collection ibm.ibm_zos_core does not support Ansible ver

PLAY [zos_host] *****

TASK [Submit z/OS operator command.] *****
[0;33mchanged: [zos_host] [0m

TASK [Response from operator command.] *****
[0;32mok: [zos_host] => { [0m
[0;32m "msg": [[0m
[0;32m "VS01 2025020 21:48:56.00 ISF031I CONSOLE IBMU00
[0;32m "VS01 2025020 21:48:56.00 -
[0;32m SETPROG APF,ADD,DSNAME=PROD1.LOADLIB,VOLUME=PRD001 ", [0m
[0;32m "VS01 2025020 21:48:56.00 CSV410I DATA SET PROD1
[0;32m] [0m
[0;32m} [0m

PLAY RECAP *****
[0;33mzos_host [0m : [0;32mok=2 [0m [0;33mchanged=1 [0m

Speaker's script

Notice the Assistant's response for this command informs you that LOADLIB was added to the APF list.

Cleanup steps

None.

Scenario: Certificate renewal

Scenario overview

Speaker's script

Now, change your role to that of a security administrator. You have just been informed that one of your SSL certificates signed by a Certificate Authority is expiring soon. Secure Sockets Layer (SSL) certificates, sometimes called digital certificates, are used to establish an encrypted connection between communicating parties over a network. Certificate management is crucial for maintaining the security of our company's z/OS environment, but it has been a while since you have performed this action. You recall there are many steps required on z/OS and various RACF commands that need to be run to renew a certificate. Rather than going to your senior security administrator for assistance, you leverage watsonx Assistant for Z to help automate the certificate renewal process. By automating these processes with Ansible, you ensure critical certificates are always up to date and reduce the risk of expired certificates disrupting your services.

Responses from the virtual assistant are likely to change

Responses generated by IBM watsonx Assistant for Z are likely to change over time. The responses you see when you run the queries in this section may differ from the screen images captured in the IBM watsonx Assistant for Z for Technical Sales Level 3 Demonstration Guide. Using the exact queries specified will help assure a successful demonstration. Also, as updates to the environment are made, some confirmation dialogs may no longer be displayed as illustrated in the Example outputs.

Prerequisite steps

To run this scenario, a certificate must first be created.



Copy and paste the prompt



Use the copy icon () to copy prompts from this demonstration guide and then paste the prompt using   , or right click and select **Paste**.

Using the virtual assistant:

1. Create a certificate.

Prompt:

```
create a certificate
```

Example output:

You 8:18 AM

[create cert](#)

8:18 AM



z/OS Certs - Create Cert

Certificate Label *

TESTSITE

CERT TYPE *

SITE

Expiration date *

2030-01-01

Common name *

test.com

SIGN WITH *

Self

SIGN LABEL *

TESTCA

[Show all fields](#)

Cancel

Apply

2. Complete the form for the (a-f) **z/OS Certs - Create Cert** skill and click (g) **Apply**.

Input values:

- (a) **Certificate Label:** <Enter a unique label of your choice, for example "yourNameCert". Record the label as it is needed later.>
- (b) **CERT TYPE:** SITE
- (c) **Expiration date:** <Enter an expiration date within the next 30 days in the format YYYY-MM-DD>
- (d) **Common name:** <Enter a unique label of your choice, for example "company.com". Record the name as it is needed later. Do NOT use test.com**>
- (e) **SIGN WITH:** CERTAUTH
- (f) **SIGN LABEL:** TESTCA

 **Z Assistant**

You 8:20 AM

create a certificate

8:20 AM

 z/OS Certs - Create Cert

Certificate Label *

a

CERT TYPE *

b

Expiration date *

c

Common name *

d

SIGN WITH *

e

SIGN LABEL *

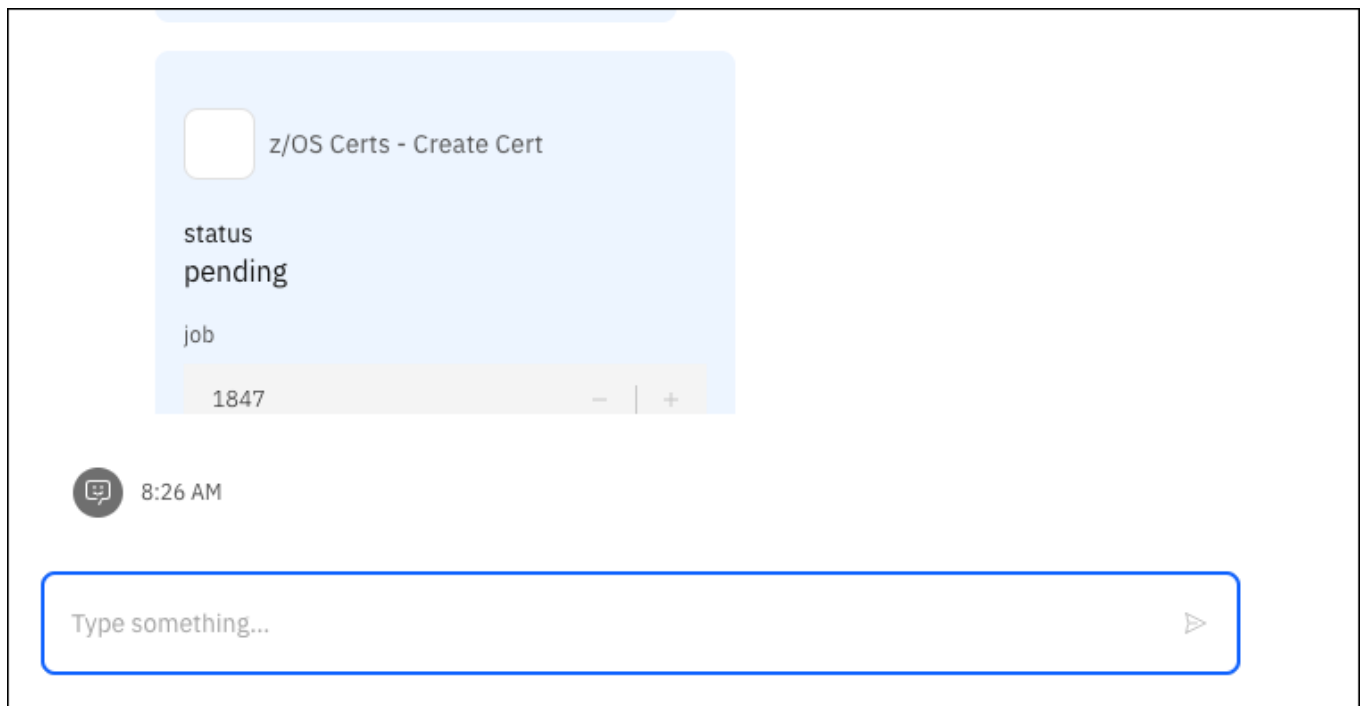
f

[Show all fields](#)

Cancel

g

Example output:



The new certificate is created (despite the last message status of **pending**).

Prompts and Example outputs

1. Ask the assistant how to check on an expiring certificate and then click **Yes** to retrieve the certificate details.

Prompt:

I have a SSL certificate on z/OS expiring soon. How do I check when my certificate is going to expire?

Example output:

You 7:57 PM

I have a SSL certificate on z/OS expiring soon. How do I check when my certificate is going to expire?

7:57 PM

To retrieve the expiration date of your z/OS certificate, you can use the RACDCERT LIST command followed by the certificate label. For instance, if your certificate label is 'cdpDSCert', you would run the command:

```
RACDCERT ID(HBOLGF) LIST(LABEL('cdpDSCert'))
```

This will display detailed information about the certificate, including its expiration date.

Alternatively, you can use the RACF_CERTIFICATE_EXPIRATION check, which extracts each certificate from the RACF database and lists those whose ending date is equal to or less than the warning date. The warning date is the current date adjusted by the warning period specified by the installation.

Please note that you should have appropriate permissions to execute these commands. ▾

AI

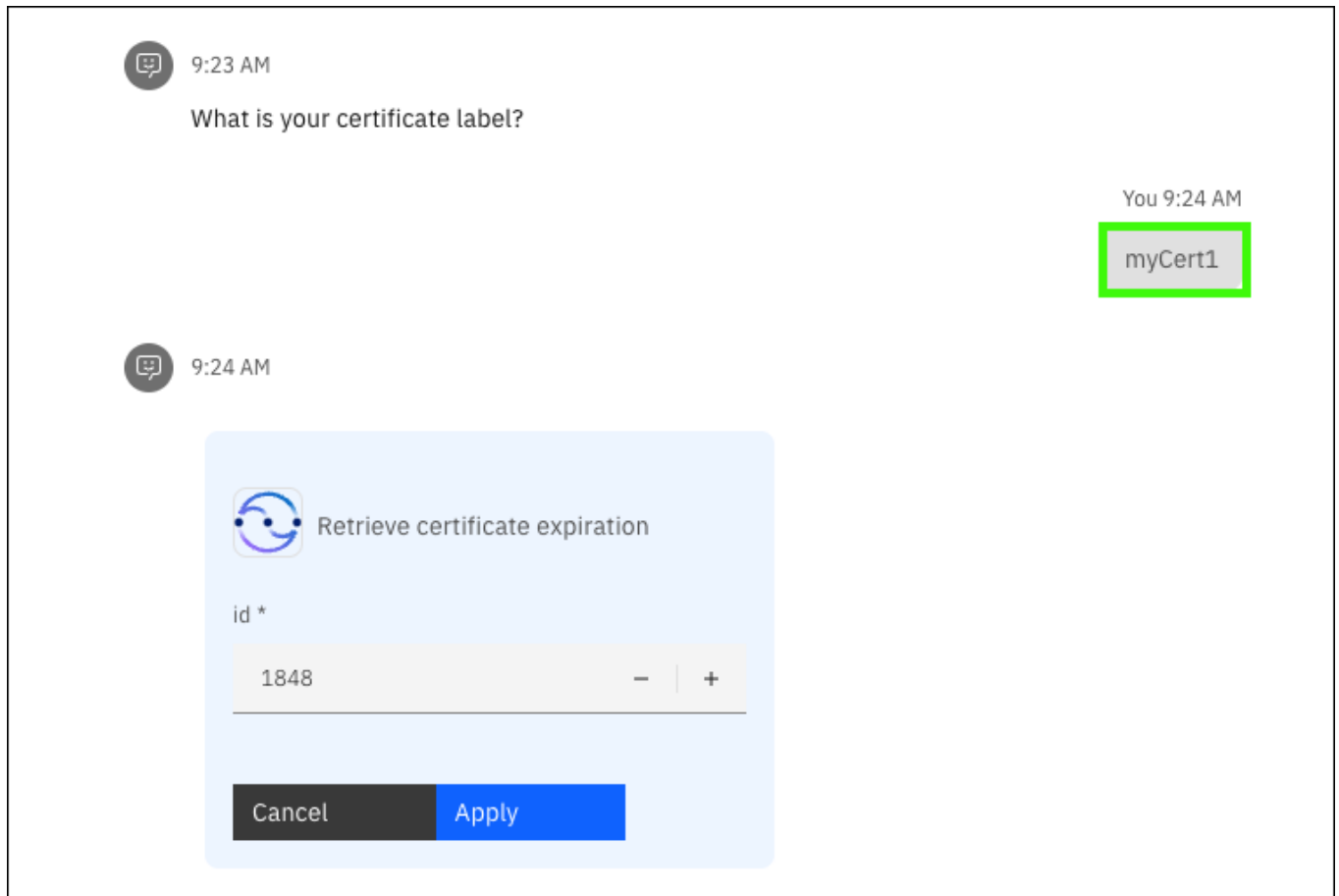
 Accuracy of generated answers may vary.

Would you like to run the skill to retrieve your certificate's expiration date?

Yes

No

3. Enter the certificate label of the certificate created earlier.



The screenshot shows a chat interface with two messages. The first message, from the assistant at 9:23 AM, asks "What is your certificate label?". The second message, from the user at 9:24 AM, is a text input field containing "myCert1", which is highlighted with a green border. Below the user's input is a blue card titled "Retrieve certificate expiration" with a circular refresh icon. The card contains a label "id *" and a text input field with the value "1848". At the bottom of the card are two buttons: "Cancel" and "Apply".

9:23 AM

What is your certificate label?

You 9:24 AM

myCert1

9:24 AM

Retrieve certificate expiration

id *

1848

Cancel Apply

4. Wait approximately 10 seconds and then click **Apply**.

9:23 AM

What is your certificate label?

You 9:24 AM

myCert1

9:24 AM

 Retrieve certificate expiration

id *

1848 - +

Cancel Apply

5. Review the certificate information and then click **Yes** to renew the certificate.

9:24 AM



Retrieve certificate expiration

id *

1848

- | +

9:37 AM

Below is your certificate's expiration date:

{"certificate expiration date": "2025/01/30 23:59:59"}

Would you like to renew your certificate?

Yes

No

Type something...



6. Enter a new date for the certificate in the form of **YYYY-MM-DD**.

The screenshot shows a chatbot interface with two messages. The first message, at 9:39 AM, asks for a new expiration date in YYYY-MM-DD format. The user's response, at 9:40 AM, is '2025-06-30', which is highlighted with a green border. The second message, also at 9:40 AM, informs the user that renewal is taking place and asks for verification. Below the messages are 'Yes' and 'No' buttons and a text input field with a placeholder 'Type something...' and a send button.

9:39 AM

What date would you like to set the renewed certificate's expiration date to? **Please enter in the form of YYYY-MM-DD.**

You 9:40 AM

2025-06-30

9:40 AM

Renewing your certificate using Ansible automation....this could take up to a minute. **Please wait one minute before selecting an option below.**

Would you like to verify the new expiration date for your certificate?

Yes No

Type something... ➤

7. Wait approximately 1 minute and then click **Yes**.

This screenshot is identical to the previous one, but with additional highlights. A green dashed rectangle encloses the second message and the 'Yes' button. The 'Yes' button itself is also highlighted with a solid green border, indicating the correct action to take.

9:39 AM

What date would you like to set the renewed certificate's expiration date to? **Please enter in the form of YYYY-MM-DD.**

You 9:40 AM

2025-06-30

9:40 AM

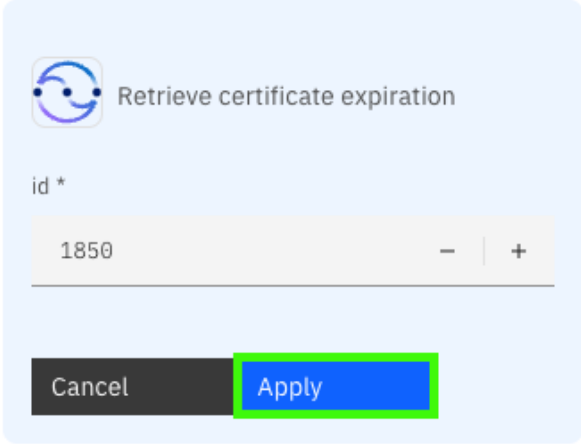
Renewing your certificate using Ansible automation....this could take up to a minute. **Please wait one minute before selecting an option below.**

Would you like to verify the new expiration date for your certificate?

Yes No

Type something... ➤

8. Wait approximately 30 seconds and then click **Apply**.



9:52 AM

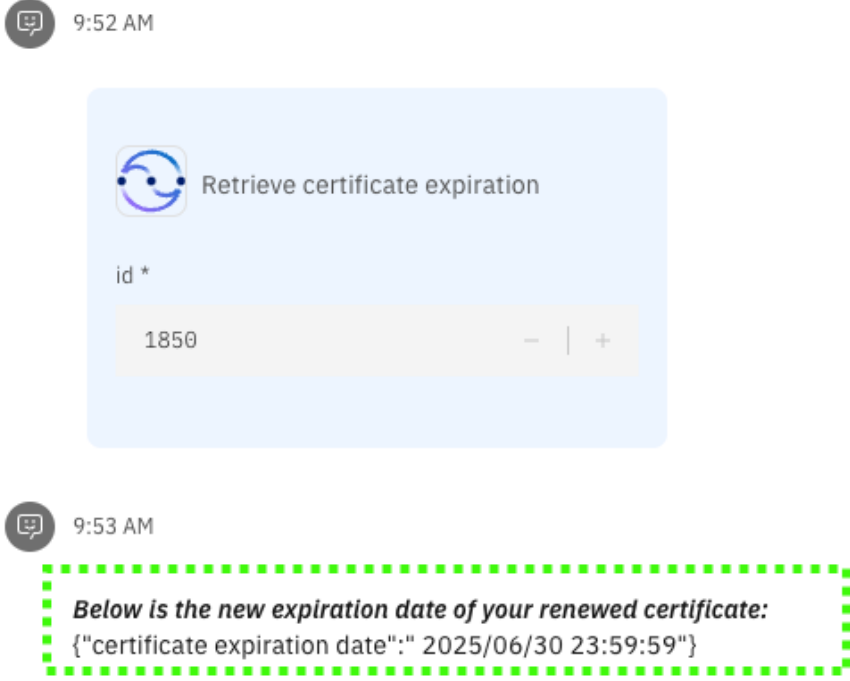
Retrieve certificate expiration

id *

1850

Cancel Apply

9. Verify the certificate expiration date has changed to the value specified in step 6.



9:52 AM

Retrieve certificate expiration

id *

1850

9:53 AM

Below is the new expiration date of your renewed certificate:
{"certificate expiration date": "2025/06/30 23:59:59"}

Cleanup steps

Following the demo, cleanup the system by deleting the original certificate created.

Using the virtual assistant:

1. Delete the certificate.

Prompt:

```
delete cert
```

Example output:

The screenshot displays a virtual assistant chat interface. In the top right corner, a timestamp "You 10:01 AM" is shown above a grey button labeled "delete cert", which is highlighted with a green rectangular border. On the left side, a circular avatar icon is positioned next to the timestamp "10:01 AM". The main content area features a light blue rounded rectangle representing a confirmation dialog titled "z/OS Certs - Delete Cert". This dialog contains two required input fields: "CERT TYPE *" with the value "myCert1" and "CERT LABEL *" with the value "SITE". Below these fields is a blue link labeled "Show all fields". At the bottom of the dialog are two buttons: a dark grey "Cancel" button and a blue "Apply" button.

2. Complete the form and click **Apply**.

Input values:

- **CERT LABEL:** <Enter the original certificate label that you created.>
- **CERT TYPE:** SITE

You 10:01 AM

delete cert

10:01 AM

z/OS Certs - Delete Cert

CERT TYPE *

myCert1

CERT LABEL *

SITE

Show all fields

Cancel

Apply

Scenario: Db2 versioning

Scenario overview

Speaker's script

You are now a new database administrator (DBA) and need to quickly familiarize yourself with the Db2 subsystem in your company's IBM Z environment. You would like to understand more about Db2 on z/OS versus other platforms, the latest supported version of Db2, and the process for migrating to a newer version. Most early-tenure DBAs don't have this experience. You leverage the virtual assistant that is customized with pre-existing automation your team has in place. And by leveraging the retrieval augmented generation (RAG) grounded on IBM Z-specific knowledge, you have confidence that the responses generated from the questions are accurate. You like the fact that you can go to one place to get answers to any question, on-demand, and can help automate some of the tasks, which in turn reduces your learning curve and increases your efficiency.

Responses from the virtual assistant are likely to change

Responses generated by IBM watsonx Assistant for Z are likely to change over time. The responses you see when you run the queries in this section may differ from the screen images captured in the IBM watsonx Assistant for Z for Technical Sales Level 3 Demonstration Guide. Using the exact queries specified will help assure a successful demonstration. Also, as updates to the environment are made, some confirmation dialogs may no longer be displayed as illustrated in the Example outputs.

Prerequisite steps

None.

Prompts and Example outputs



Copy and paste the prompt



Use the copy icon (📋) to copy prompts from this demonstration guide and then paste the prompt using `^ Ctrl + V` or right click and select `Paste`.

1. Ask the assistant what is different about Db2.

Prompt:

Why is Db2 different than other database systems?

Example output:

You 11:20 AM

Why is Db2 different than other database systems?

11:20 AM

Db2 is different from other database systems because it operates as a subsystem of z/OS, managing data stored in databases and providing a layer of abstraction between the application program and the physical data structure. This allows application programs to deal with data on a logical level, while Db2 handles the physical data management concerns. Additionally, Db2 supports distributed data and offers features like constraints and triggers to ensure data integrity and validity. ▼

Type something... ➤



Speaker's script

Notice the detailed level of the response, and more importantly, notice the expandable section at the bottom of the response.

2. Ask the assistant how Db2 differs on the z/OS platform and distributed platforms.

Prompt:

What is the difference between Db2 for z/OS and Db2 on distributed?

Example output:

You 11:22 AM

What is the difference between Db2 for z/OS and Db2 on distributed?

 11:22 AM

Db2 for z/OS is a version of the Db2 database management system designed to operate as a subsystem within the z/OS operating system on IBM mainframes. It's optimized for high-performance, security, and scalability, and integrates tightly with z/OS and System z architecture.

On the other hand, Db2 on distributed refers to the version of Db2 that runs on non-mainframe platforms, such as Windows, Linux, or UNIX. It's designed to operate in a client/server environment, enabling communication between applications and database systems on disparate operating systems.

In summary, the primary differences lie in the underlying hardware platform, integration with the operating system, and specific features tailored to each environment. 

Type something... 

3. Ask the assistant what is the latest release of Db2 for z/OS.

Prompt:

What is the latest release of Db2 for z/OS?

Example output:

What is the latest release of Db2 for z/OS?

 12:09 PM

The latest release of Db2 for z/OS is Version 13. 

4. Ask the assistant what version of z/OS is required for Db2 v13.

Prompt:

What version of z/OS does Db2 v13 run on?

Example output:

What version of z/OS does Db2 v13 run on?



12:10 PM

Db2 v13 runs on z/OS 2.4 or later. 

5. Ask the assistant how to check the version of Db2 on an LPAR.

Prompt:

What is the operator command used to check the Db2 for z/OS version level?

Example output:

You 11:24 AM

What is the operator command used to check the Db2 for z/OS version level?

 11:24 AM

The operator command to check the Db2 for z/OS version level is 'DISPLAY GROUP'. 

Type something...



6. Ask the assistant if it can run the version check.

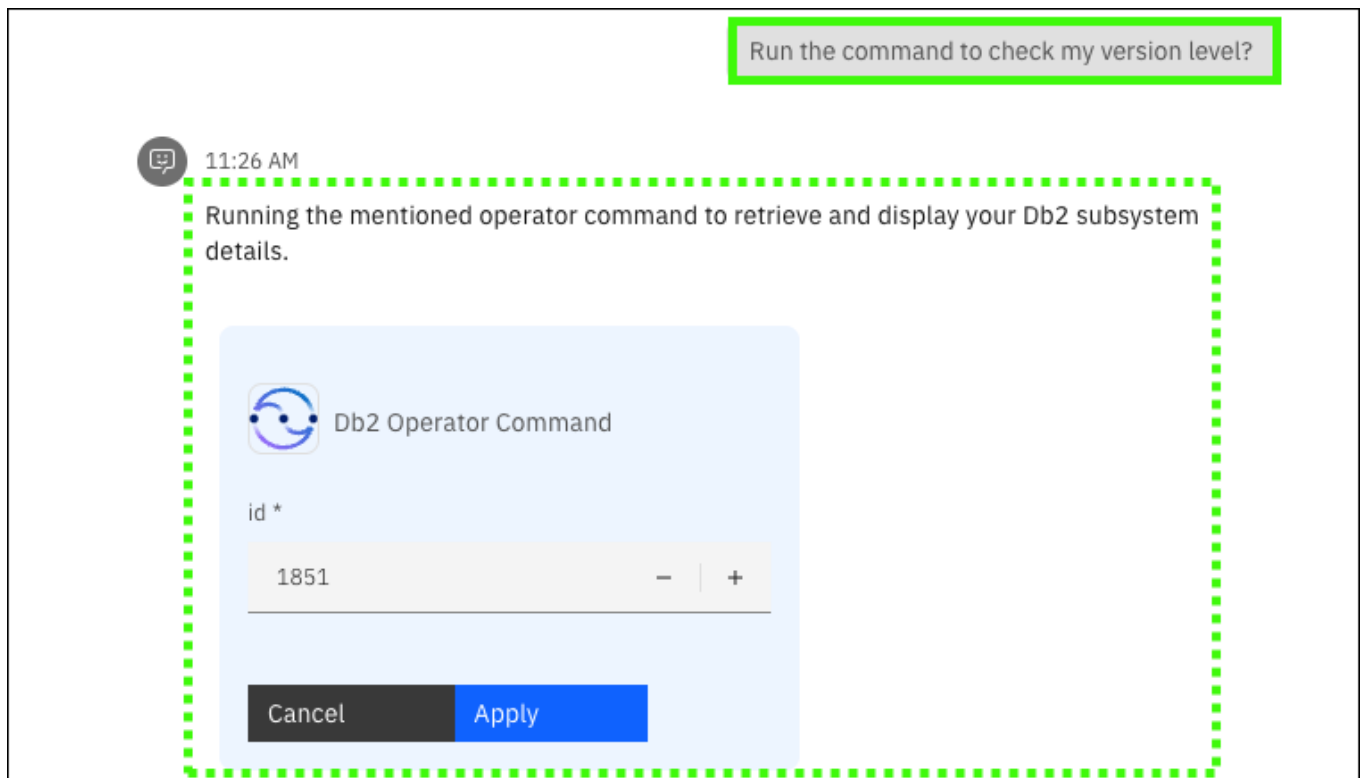
Prompt:

Run the command to check my version level?

Example output:

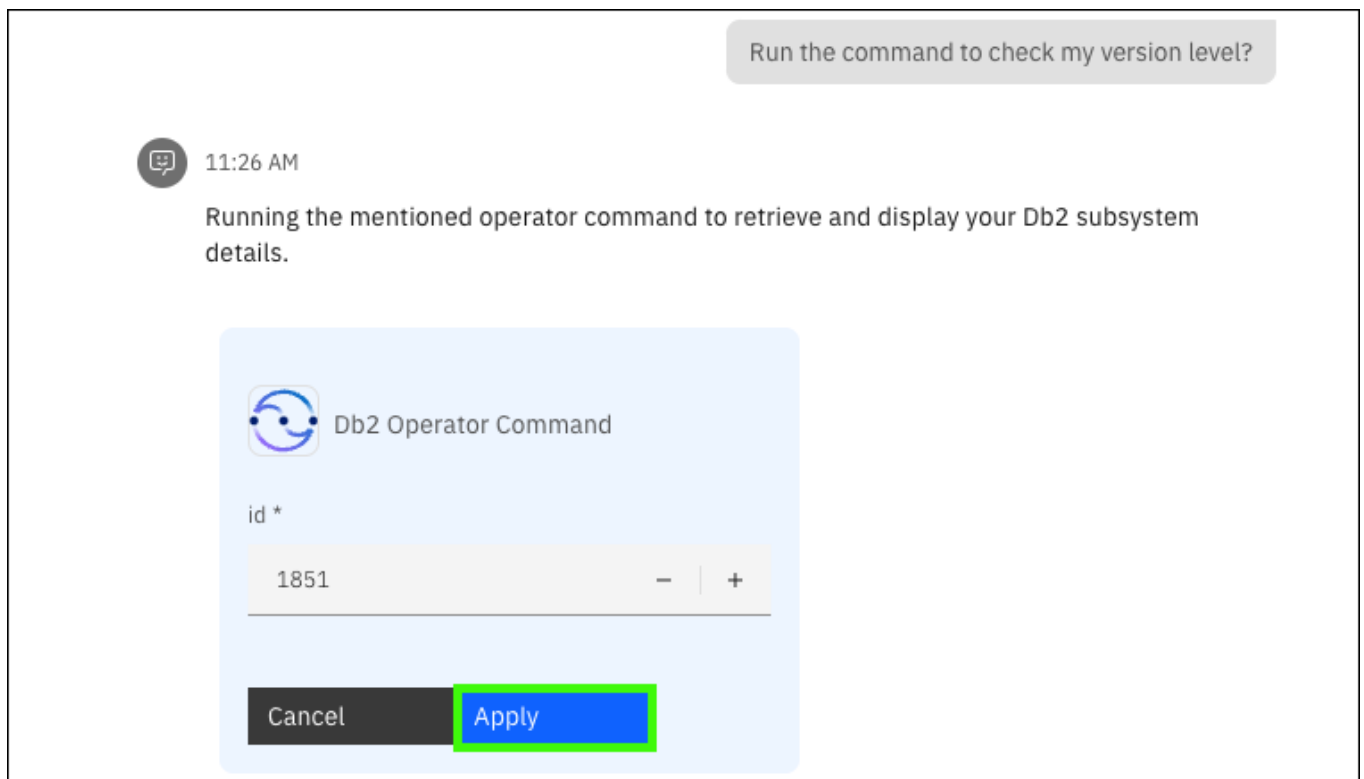
 **Speaker's script**

A skill is triggered to use an Ansible playbook that runs the referenced operator command to return the Db2 details.



7. Wait approximately 10 seconds and then click **Apply**.

Sample input



Example output:

 Speaker's script

See the skill returned the version of Db2 running on the LPAR.



Db2 Operator Command

content

Identity added: /runner/artifacts/1851/ssh_key_data (/runner/artifacts/1851/s
[1;35m[WARNING]: Collection ibm.ibm_zos_core does not support Ansible ver

PLAY [zos_host] *****

TASK [Submit z/OS operator command.] *****
[0;33mchanged: [zos_host] [0m

TASK [Response from operator command.] *****
[0;32mok: [zos_host] => { [0m

[0;32m "msg": [[0m

[0;32m "VS01 2025022 13:27:00.00 ISF031I CONSOLE IBMU00

[0;32m "VS01 2025022 13:27:00.00 --

DBC1 DISPLAY GROUP ", [0m

[0;32m "VS01 2025022 13:27:00.00 DSN7100I -

DBC1 DSN7GCMD", [0m

[0;32m " *** BEGIN DISPLAY OF GROUP(.....) CATA

[0;32m " CURRENT FUNCTION LEVEL(V12P

[0;32m " HIGHEST ACTIVATED FUNCTION

[0;32m " HIGHEST POSSIBLE FUNCTION L

[0;32m " PROTOCOL LEVEL(2)", [0m

[0;32m " GROUP ATTACH NAME(....)", [0m

[0;32m " -----

-----", [0m



11:28 AM

Type something...



8. Ask the assistant how to migrate from one version of Db2 to another.

Prompt:

How do I migrate from Db2 v12 to Db2 v13 on z/OS?

Example output:

You 11:29 AM

How do I migrate from Db2 v12 to Db2 v13 on z/OS?

 11:29 AM

To migrate from Db2 v12 to Db2 v13 on z/OS, follow these steps:

1. Check readiness for migration to Db2 13.
2. Estimate storage needs for your Db2 13 environment.
3. Determine new capabilities you want to use in Db2 13 and plan other changes.
4. Install TCPIP, VTAM, or both if you're using distributed data.
5. Set up a Parallel Sysplex if you plan to use data sharing.
6. Use SMP/E to load the Db2 13 libraries.
7. After migration, run job DSNTIJRT to enable the administrative task scheduler.

Remember, after migration, you must verify your Db2 13 system using sample jobs from the previous release. Also, ensure that your z/OS system is at least version 2.4 for automatic data collection from SMF Type 1154 Subtype 81. 

Type something...



Cleanup steps

None.

Scenarios: Initial Program Load

Scenario overview

Speaker's script

You are now a Systems Programmer (sysprog) that is preparing for an upcoming Initial Programming Load (IPL) scheduled for one of your IBM Z systems. It's been a while since you helped prepare for an IPL and you want to refamiliarize yourself with this process. Rather than spending time reading through the wide array of documentation available online, you leverage the conversational AI capabilities provided by IBM watsonx Assistant for Z to get accurate responses to your questions quickly, along with step-by-step guidance and links to documentation to learn more. When asking the assistant "How to perform an IPL on IBM Z?", you realize there's some information needed about your system; for example, the IPL volume and the IPL LOAD PARM. The conversational skills capabilities provided by the assistant allows you to issue operator commands on the system directly within the assistant itself, serving as a one-stop shop for retrieving details required for the IPL process to go smoothly and increasing efficiency.

Responses from the virtual assistant are likely to change

Responses generated by IBM watsonx Assistant for Z are likely to change over time. The responses you see when you run the queries in this section may differ from the screen images captured in the IBM watsonx Assistant for Z for Technical Sales Level 3 Demonstration Guide. Using the exact queries specified will help assure a successful demonstration. Also, as updates to the environment are made, some confirmation dialogs may no longer be displayed as illustrated in the Example outputs.

Prerequisite steps

None.

Prompts and Example outputs



Copy and paste the prompt



Use the copy icon (📋) to copy prompts from this demonstration guide and then paste the prompt using `^ Ctrl + V`, or right click and select `Paste`.

1. Ask the assistant what happens during an IPL.

Prompt:

What happens during an IPL of a z/OS LPAR?

Example output:

You 11:32 AM

What happens during an IPL of a z/OS LPAR?

11:32 AM

During an IPL (Initial Program Load) of a z/OS LPAR, the system initializes system areas and establishes address spaces for various subsystems and system components. This process can be a cold start, quick start, or warm start depending on the circumstances. The IPL can be initiated from the Support Element (SE), Hardware Management Console (HMC), or a z/VM console. Messages related to the IPL appear on the operating system's console, either on the SE/HMC or z/VM user console. This process is also used when dumping the contents of an LPAR onto a disk.

Type something...

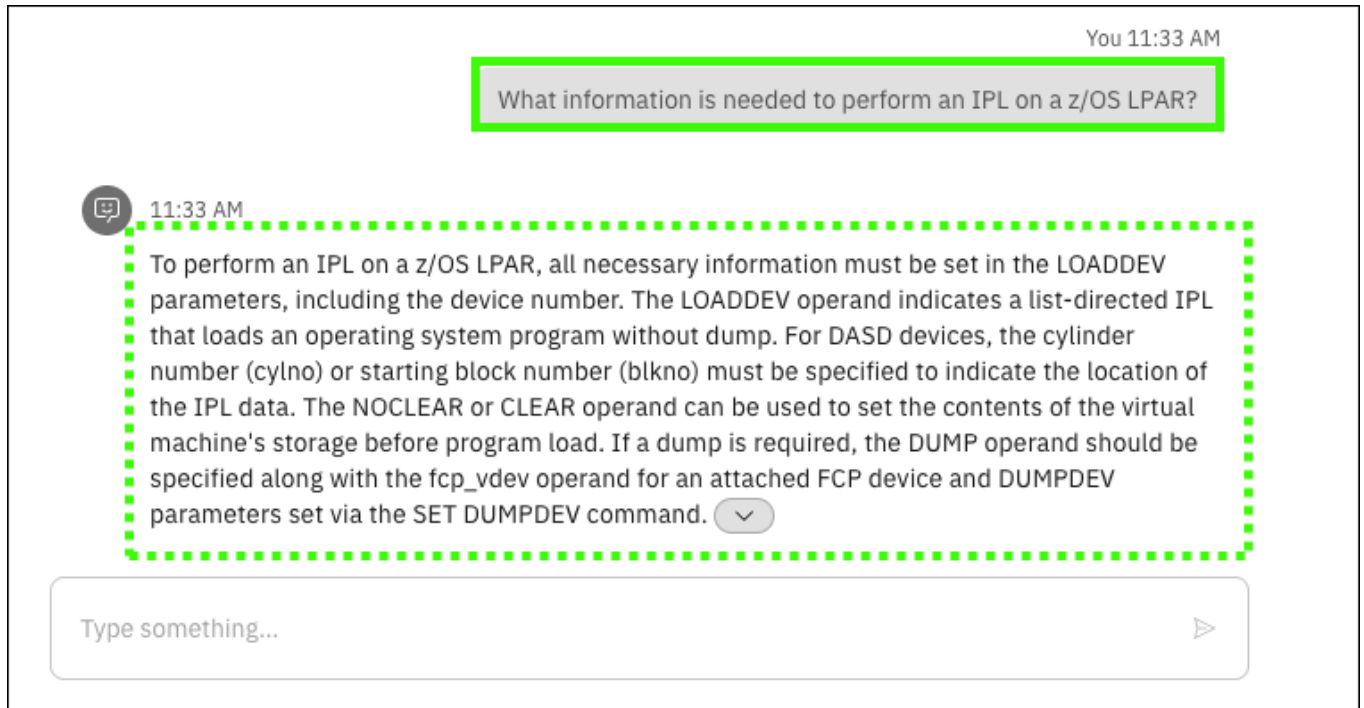


2. Ask the assistance how to perform an IPL.

Prompt:

What information is needed to perform an IPL on a z/OS LPAR?

Example output:



3. Ask the assistant what information is need to perform an IPL.

Prompt:

How do you retrieve the information needed to IPL a z/OS LPAR?

Example output:

You 11:34 AM

How do you retrieve the information needed to IPL a z/OS LPAR?



11:34 AM

To retrieve the necessary information for IPLing a z/OS LPAR, navigate to System Management > CPC Configuration > FCP Configuration on the Support Element (SE), where is your system's name. The easiest method to gather this data is by transferring the file containing World Wide Names (WWNs) for the z/VM LPAR to a remote FTP server via FTP.



Type something...



4. Ask the assistant to run the command to retrieve IPL information.

Prompt:

Run command from operator console?

Example output:

You 11:37 AM

Run command from operator console?

11:37 AM

 Operator Command

extra_vars.verbose_survey

false

extra_vars.wait_time_s_survey

1

extra_vars.zos_operator_command_survey

D M=CPU

Cancel

Apply

5. Change **extra_vars.zos_operator_command_survey** field to `D IPLINFO`, wait approximately 10 seconds, and then click **Apply**.

Input:

D IPLINFO

You 11:41 AM

Run command from operator console?

11:41 AM

 Operator Command

extra_vars.verbose_survey

false

extra_vars.wait_time_s_survey

1

extra_vars.zos_operator_command_survey

D IPLINFO

Cancel Apply

Example output: **Speaker's script**

In the output you can see the last time the system was IPLed, the z/OS version, the IPL LOAD PARM (LOADK2 member in SYS0.IPLPARM), and the IPL boot volume (D25VS1).



Operator Command

extra_vars.verbose_survey

false



extra_vars.wait_time_s_survey

1



extra_vars.zos_operator_command_survey

D IPLINFO



Operator Command

id *

1853



Cancel

Apply

6. Wait approximately 10 seconds and then click **Apply**.

Example output:

The image displays two screenshots of the 'Operator Command' configuration interface. The top screenshot shows the configuration for the 'Operator Command' widget, which includes three variables: 'extra_vars.verbose_survey' set to 'false', 'extra_vars.wait_time_s_survey' set to '1', and 'extra_vars.zos_operator_command_survey' set to 'D IPLINFO'. The bottom screenshot shows the same interface with the 'id' field set to '1853'. At the bottom of the interface, there are two buttons: 'Cancel' and 'Apply'. The 'Apply' button is highlighted with a green border.

7. Review the output of the command.

Example output:

 **Speaker's script**

In the output you can see the the returned information including the IPL LOAD PARM (LOADK2 member in SYS0.IPLPARM), the last time the system was IPLed, the z/OS version, and the IPL boot volume (D25VS1).

```

[0;32m "msg": [ [0m
[0;32m "VS01 2025022 13:44:37.00 ISF031I CONSOLE IBMU00
[0;32m "VS01 2025022 13:44:37.00 -D IPLINFO ", [0m
[0;32m "VS01 2025022 13:44:37.00 IEE254I 13.44.36 IPLINFO
[0;32m " SYSTEM IPLED AT 13.33.33 ON 09/05/202
[0;32m " RELEASE z/OS 02.05.00 LICENSE = z/OS'
[0;32m " USED LOADK2 IN SYS0.IPLPARM ON 0DE2
[0;32m " ARCHLVL = 2 MTLSHARE = N", [0m
[0;32m " VALIDATED BOOT: NO", [0m
[0;32m " IEASYM LIST = (00,K2)", [0m
[0;32m " IEASYS LIST = (00) (OP)", [0m
[0;32m " IODF DEVICE: ORIGINAL(0DE28) CURREN
[0;32m " IPL DEVICE: ORIGINAL(0DE27) CURRENT(
[0;32m " VM CPID = zHYPaaS", [0m
[0;32m " VM UUID = 5830CC30-8C9C-408B-
9334-6C7E0C0AD7FF", [0m
[0;32m " VM NAME = k8s_ea3b", [0m
[0;32m " VM EXT NAME = k8s_ea3bac67a91b4a46b
8c9c", [0m
[0;32m " -408b-9334-
6c7e0c0ad7ff", [0m
[0;32m " ", [0m
[0;32m " ", [0m
[0;32m " " [0m
[0;32m ] [0m
[0;32m} [0m

PLAY RECAP *****
[0;33mzos_host [0m : [0;32mok=2 [0m [0;33mchanged=1 [0m

```



11:46 AM

Type something...



8. Ask the assistant what needs to be done after an IPL finishes.

Prompt:

What are the next steps for z/OS initialization after an IPL completes successfully? Provide a detailed answer.

Example output:

You 11:50 AM

What are the next steps for z/OS initialization after an IPL completes successfully? Provide a detailed answer.



11:50 AM

After a successful IPL in z/OS, the next steps typically involve processing various JCL procedures to allocate space to static partitions and start them. This includes starting the system services address space (ssnmMSTR), the database services address space (ssnmDBM1), the IRLM address space (irlmproc), and possibly the DDF address space (ssnmDIST) and the administrative task scheduler stored procedure address space (ssnmADMT). If the administrative task scheduler starts and job DSNTIJRT hasn't been run, it will issue error message DSNA679I due to SQLCODE -805. The administrative task scheduler initiates if an address space procedure name is specified in the ADMIN SCHEDULER field on installation panel DSNTIPX. If Db2 doesn't start successfully, it usually abends with a reason code indicating the error location, which can be found by checking the associated resource's set of definitions. 

Type something...



Cleanup steps

None.

Scenario: Additional prompts

Scenario overview

There are many other queries that an early tenure IBM Z systems programmer may ask. Here are some others you can experiment with.

Example outputs for these prompts are not provided.

Prerequisite steps

None.

Prompts



Copy and paste the prompt



Use the copy icon () to copy prompts from this demonstration guide and then paste the prompt using `^ Ctrl + V` or right click and select `Paste`.

SMF data

Prompt:

What is SMF?

Prompt:

What are SMF records?

Prompt:

What is the difference between SMF records and syslogs?

Prompt:

Can I access SMF records in real time?

Prompt:

Which SMF types include information about CICS?

Prompt:

What kind of statistics information does SMF type 110, subtype 0002 include?

Prompt:

What type of information do SMF 30 records include? Please provide a detailed answer.

z/OS software maintenance**Prompt:**

What does applying maintenance mean in the context of a z/OS subsystem? Provide a detailed response on how to apply maintenance?

Prompt:

How to check prerequisite APARs or PTFs when applying maintenance to a z/OS system? Provide a detailed response.

Prompt:

How to check if a prerequisite APAR or PTF is already applied to the z/OS system?

ISPF and SDSF**Prompt:**

Which tool in ISPF can I use to edit a JCL job? Please provide a step by step guidance.

Prompt:

Which tool in ISPF can I use to submit a JCL job? Please provide a step by step guidance.

Prompt:

How can I find out if a job completed successfully in SDSF? I need a step by step description.

Prompt:

What is the expected return code when a job is executed successfully?

Prompt:

How can I use a search function in ISPF to find a JCL job by its name? Please provide a step by step description.

z/OS HIPERS and PEs

Prompt:

How does IBM identify problems that are found in z/OS software?

Prompt:

What happens during z/OS Problem Source Identification (PSI)? Provide a detailed response

Prompt:

Are PEs and HIPERS reported after the Problem Source Identification (PSI) process?

Cleanup steps

None.

Scenarios: Conclusion

As mentioned in the demonstration guidance section, it is important to conclude your demonstration with a call to action.

Speaker's script

So that wraps up my demonstration of IBM watsonx Assistant for Z. As you can see, in the case of an early-tenure mainframe system programmer, or even a more experienced system programmer, rather than spending hours searching through documentation to find answers, they can leverage the domain specific Retrieval-Augmented Generation (RAG) grounded on IBM Z specific knowledge to get trusted answers in seconds. And it also allows them to free up time by automating some of their more manual tasks that they can otherwise spend on building expertise.

Thank you for your time today. Would you agree to meeting again for a more comprehensive workshop?

Next steps

This IBM watsonx Assistant for Z for Technical Sales Level 3 demonstrated several of the IBM watsonx Assistant for Z capabilities. However, there is still more to learn about IBM watsonx Assistant for Z. Be sure to check out the [offering landing page](#) and the [product documentation](#).

Also, the focus of the IBM watsonx Assistant for Z for Technical Sales Level 3 Demonstration Guide was the *end-user* use of IBM watsonx Assistant for Z. To learn more about deploying, configuring, and customizing IBM watsonx Assistant for Z explore the other capabilities that are included in the [ITZ collection](#) [here](#). Included are guidance for running client pilots and the ability to manage an IBM watsonx Assistant for Z deployment. In the Velocity Pilot environment, you can explore all the capabilities of the offering like creating an assistant, importing documents, and adding automation skills.

Earn the badge

Finally, remember to complete the IBM watsonx Assistant for Z for Technical Sales Level 3 learning plan to earn the IBM watsonx Assistant for Z Technical Sales Intermediate badge.

IBM technical sellers must complete a Stand and Deliver exercise to validate their ability to demonstrate IBM watsonx Assistant for Z to potential clients. Refer to the evaluation checklist in the [YourLearning learning plan](#) for the Stand and Deliver.

Business Partners must pass the IBM watsonx Assistant for Z for Technical Sales Level 3 quiz that is located in the [IBM Training learning plan](#). The Business Partner quiz verifies use of the demonstration environment and click-through demonstrations, and not one's general knowledge of the offering.