

z/OS Management Services Catalog Style Guide

Release 1

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What is this document

This style guide is a set of standard for the writing of the UX copy in z/OS Management Services Catalog. It provides guidance and explanation for UX copy decisions, and provides a framework for future UX writing. This document is intended to establish and help create consistency in writing and language use across the product.

Role of Carbon & IBM style

This IBM product is designed in the Carbon Design System X. Carbon provides rules and guidance for the UX writing in general and specific to the components. This guidance is not all-encompassing. When Carbon guidance is not available, IBM Style is the secondary resource. This style guide provides guidance specific to z/OS Management Services Catalog and where Carbon and IBM Style do not have a specified rule. It also includes instances where Carbon or IBM Style was not followed, with justification as to why.

View the [Carbon Design System](#)

View [IBM Style](#)

Important rules from Carbon & IBM Style

Sentence case

All UX copy writing should be in sentence case. This applies to long form as well as headers, data table columns, and button labels.

Action labels

Labels on buttons should refer to exact action that will result from clicking it. If it's a multi-step process the buttons should not reflect the end goal until the last step, such as "Create" a service

This is why shopping websites will usually use the label "Checkout" to initiate buying your items. The word "Buy" is only used at the final step when the transaction is processed. This is to help users know and be confident in when exactly they are being charged.

Contractions

Contractions such as "don't" and "aren't" are ok to use. They are natural and more readable. Language that is written as we talk is faster to process.

About the product

Services

How to write about and refer to them

Services

Services are what is created by the workflow definition and service definition. It is in the Administration table and in the Catalog if published.

To differentiate from service submissions you can say “Services in the Catalog” or add other descriptors.

Service submission

Service submissions are instances of a services that are created when a user clicks to “Submit” or “Run now”. Do you surface the phrase “service instance.” This is to tie the object to the action that creates it (Clicking *Submit*)

Service submissions in Activity are considered “active service submissions”.

Service statuses

Service statuses are generally formatted as a part participle of a verb. This verb should be the action that is taken to put the service in the current state when possible (such as *Terminate* leading to a status of *Terminated*).

Exceptions are Running and Being modified, as they are both services that reflect what is currently happening, not the last action taken.

Expandable/collapsible content

Content that can be partially hidden or shown through user interaction uses the phrase “Show more” and either “Show fewer” or “Show less” depending on whether it is a quantifiable quantity.

Text paragraph of an input description: **Show less**

Service cards in a category: **Show fewer**

Workflow, workflow, and Workflow Editor

Other z/OSMF products

Target system nicknames

Target systems can be given nicknames (and are titled as such) elsewhere in z/OSMF. Nickname is not used as a proper noun and therefore not capitalized. Where possible, keep the nickname coupled with the corresponding target system and both label and write them as **Target system (nickname)**.

runAsUser

runAsUser refers to a workflow step that is performed by a user ID other than the one running the workflow (or service). For other products, you might see it written as “Run As User” or “RAU”. We use either shorthand “runAsUser” or when writing out in a complete sentence we describe the step as “performed as another user ID.” (This longer form exists elsewhere in IBM Documentation.)

This solution avoids creating a proper noun or an acronym.

Workflow files

Workflow definition files are referred to directly as such, but when speaking more generally about a the structure of a workflow, you can use broadly “workflow definition.” “workflow definition file” is for discussing the discrete file specifically. The workflow definition file defines the workflow and makes up the workflow definition.

For the file that pre-populated variable values in the workflow, we use “Variable input file”. You will see it for other products written as “Workflow variable input properties file,” or any combination of the five nouns.

z/OSMF plug-ins

Refer to other z/OSMF plug-ins to by name as written in the [IBM Documentation](#). Some are called a “service” and others are called a “task”. To avoid confusion from any z/OSMF plug-in called a “service”, refer to it as the “*IBM z/OSMF <plug-in name> service/task*”. (Use of service or task depends on the IBM Documentation entry for the product.)

Target systems available to z/OSMF are configured in the IBM z/OSMF settings service.

<userID> will be notified in the Notifications task.

In buttons or direct links, use the name of the z/OSMF plug-in without the “service” or “task” qualifier. Capitalize the name and treat it as a proper noun.

Open in Workflows

Grammatical person

Use of first person and second person

Use of first person possessive

First person possessive is exclusively employed to signal parts of the plug-in that are not collaborative, or visible to all users. When used in a title, the full title is written in sentence case.

My drafts
My favorites

Use of second person

When possible, avoid using second person. Use command syntax instead.

View service in History
Not: "You can view the service in History"

Pages & navigation

Within z/OS Management Services Catalog

All main “pages” within the products are named and used as proper nouns. The titles were chosen all as nouns.

Activity | History | Administration | Settings

Referencing pages within the product

All pages are referred to as proper nouns and should therefore have the first letter capitalized. The preposition used for discussing an object in a page is “in <page name>”. If an object moves from one page to another the preposition should be “to <page name>”, usually accompanied by “moved” or “published”. One exception is the use of an article (*the*) to reference “the Catalog”.

Archived services are in History

The service is published to the Catalog

Button or link navigation within z/OS Management Services Catalog

Any in-product link or button that navigated to the user to another page should use the action label “Go to...”. This is primarily seen as a secondary action in an empty state.

**Scenario L first log in
Go to Administration**

Sample services

Labels and descriptions within the workflow and service definitions

Labels and descriptions of the sample services

XML abstracts

Sentence fragments without punctuation and units in parentheses

...the storage size in megabytes of the...

Input help text

Full sentences with command syntax to provide instruction. If the variable is text entry input, begin with *Enter*. If it is a selection input (even if there is a custom option), begin with *Select*.

Enter the name of the data set.

Select whether to encrypt the file system.

Spell out units entirely

...the storage size in megabytes of the...

Remove/omit the word “specified” when used a qualifier for the noun itself.

...of the data set...

Not: ... of the specified data set...

Spell out numbers that are single digit or at the beginning of a sentence, unless it is an input value.

Minimum value is 1.

Not: *Minimum value is one.*

Resolving synonyms and ambiguous terms

For consistency of use

Ticket number/change record

The products uses “change record” exclusively. When providing the change record in the runner, there is a tooltip that defines change record as a “ticket number”.

Change record

Tooltip: The ticket number your organization uses to document system changes.

Editing services

Edit is only used as a verb. The noun for anything that has been edited is a *change* or *changes*.

<userID> is editing this service. Changes made by <userID> will be saved.

JOB Statements

Refer to JOB statements instead of JOB card or JOB statement cards. JOB should be fully capitalized.

Enter the default JOB statement

Inputs and values

An input is the surfacing of a workflow variable for the user to provide a value for. Variables refer to the workflow definition and inputs refer to the service. Users provide values for inputs.

Placeholder text for a text entry input: Enter value

Intentionally breaking Carbon

Duplicate vs Copy

Carbon specifies the label “Copy” for creating another instance of something. There was confusion over the term and its meaning by both our team and our sponsor users. Use the action “Duplicate” for copying a service submission. For copying a service, spell out “Copy as new service” to differentiate between services and service submissions.

Terminate service

The action “terminate” is used for moving service submission to History. This decision was made to avoid confusion with the frequent use of “Cancel” in modals. It is also a term familiar to our sponsor users with specific meaning. Cancel was very ambiguous to them.

- Terminate (action)
- Terminated (status)

Dates, times, clocks

Throughout the product

Date and time

Dates should be written in the following format. Use a twelve-hour clock and the first three letters on the month only.

1 Jan 2019, 8:45 AM

Elapsed time since save/refresh/update

Use “moments ago” if not providing a quantity of time.

Use “<X> seconds ago” if providing a quantity of time. Use seconds, minutes, or hours as appropriate for the measurement of time.

Saved moments ago

Saved 40 seconds ago

Empty states

Throughout the product

Format

- Header is a fragmented sentence.
- Body copy contains additional information to help the user understand why there is an empty state and the next steps to take
 - If applicable there can be primary and secondary action buttons to guide the user to their next steps
- Empty state from search: If referring to *only* a search, use “No results for <search term>”. If referring to search and/or filters, use “No results found”.

No results for <search term>

Try adjusting your search to find what you’re looking for.

No results found

Try adjusting your search to find what you’re looking for.

Carbon components

Tooltips

Carbon component

Icon tooltips

For a hover tooltip on an icon, use a single word (or as few as possible) to describe the action or meaning of the icon. If the icon is click-able, this word should be a verb.

Refresh

Definition tooltips

Definition tooltips are written as fragmented sentences with punctuation (like a dictionary definition entry). Keep to a single sentence if possible. Do not repeat the defined term in the tooltip itself.

- If the tooltip is for a noun, begin the text with “A”, “The”, or “<Plural noun>” as appropriate.
- If the tooltip is for an adjective (likely status), begin in the text with the past participle of an adjective.
- If the tooltip is for a verb or action, begin the text with a verb.

Copy a tooltip

Exception for JOB statement in the Runner that starts with an adjective because describing what it does not what it is

Context tooltips

Some tooltips we use are closest to definition tool tips, but instead of defining a term they are clarifying what it means in this content. Here, it is okay to break the definition tooltip syntactic structure and repeat the phrase in the tooltip.

[Target system tooltip in the Runner] Target system on which the service will run.

Notifications

Carbon component

All toast and banner notifications

Notifications consist of a title line and a body. Notifications can be written as just the title line (referred to in Carbon as *title as body*). The entire notification is written in sentence case.

Titles do not have punctuation (including *title as body*) and body copy does.

Passive voice is often used and acceptable to avoid “blaming” the user.

Use an administrator’s `<userID>` in lieu of the title “*administrator*”. Use of the title “*submitter*” is OK.

When possible, include the target system in the notification about service instances, to differentiate these notification from those about services in the Catalog.

Differences between toast and banner notifications

Toast notifications include the `<service name>` because they are presented out of the context of the service. Banners do not include the `<service name>` because they are in context of the specific service.

For the same reasons, toast notifications refer to “*the service*” and banner notifications refer to “*this service*”.

Toast notification-specific guidance

The general title line format for Activity and History is *Service <past participle>*.

For the body text, use past perfect verb tense instead of present perfect to lower character count (such as “Service was suspended” instead of “Service has been suspended”).

**Exception for a notification that a service is running, which uses present tense “Service is running”*

Error notification

The general format for an error task-generated notification is “*Problem*”. This phrase should be the title, and diagnostic info about the error should be used as the body. This diagnostic information should include an action for how to resolve the error.

Relevant Carbon patterns

New // Add // Create

Carbon pattern

New

Triggers the start of a new instance. User must take additional action or give input before it is created.

New service [From Administration, before entering the Builder]

Create

Upon clicking this, a new instance of the object is created. There are no additional steps for the user to take before the instance exists.

Create service [end of Builder]

Add

Takes an existing object and puts it in a new context.

Add variable input file

Save // Apply

Carbon pattern

Save

Saves pending modifications made to a file or document. Does not close the window or panel.

[Not used in z/OS Management Services Catalog]

Apply

Saves changes without closing the dialog. These properties often affect subsequent system behavior.

Apply [Changes to target system settings]