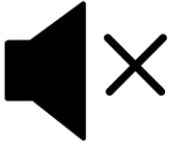Informatica

Feb 20, 2024

Release Readiness and Communication Channels for IDMC Platform Activities – February 2024

- Vikesh Paramel, Manager, GCS

- Shweta Dattatreya, Principal Support Engineer, GCS

Where data & AI come to LIFE

Housekeeping Tips

- Today's Webinar is scheduled for 1 hour

- The session will include a webcast and then your questions will be answered live at the end of the presentation

- All dial-in participants will be muted to enable the speakers to present without interruption

- Questions can be submitted to "All Panelists" via the Q&A option and we will respond at the end of the presentation

- The webinar is being recorded and will be available on our Success Portal - where you can download the slide deck for the presentation. The link to the recording will be emailed as well.

- Please take time to complete the post-webinar survey and provide your feedback and suggestions for upcoming topics.
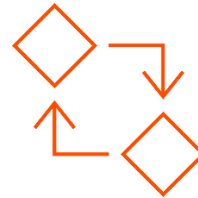
Feature Rich Success Portal
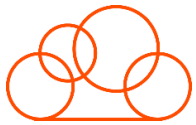
Bootstrap trial and POC Customers

Enriched Customer Onboarding experience

Product Learning Paths and Weekly Expert Sessions
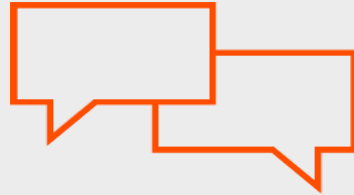
Informatica Concierge

Tailored training and content recommendations
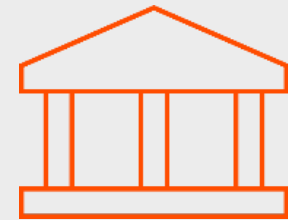
More Information

Success Portal

https://success.informatica.com

Communities & Support

https://network.informatica.com

Documentation

https://docs.informatica.com

University

https://www.informatica.com/in/services-and-training/informatica-university.html

Safe Harbor

The information being provided today is for informational purposes only. The development, release, and timing of any Informatica product or functionality described today remain at the sole discretion of Informatica and should not be relied upon in making a purchasing decision.

Statements made today are based on currently available information, which is subject to change. Such statements should not be relied upon as a representation, warranty or commitment to deliver specific products or functionality in the future.

IDMC Release Readiness and Communication Channels

Vikesh Paramel, Manager GCS

Shweta Dattatreya, Principal Engineer GCS

Agenda

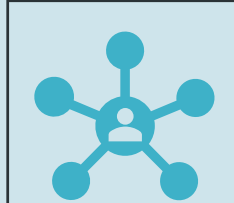**1** Introduction

2 IDMC Releases

3 Modes of notification

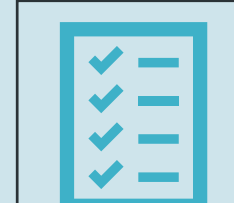**4** Action Required by consumers

Introduction

FOR BUSINESS AND TECHNICAL USERS

GAIN INSIGHT ON DIFFERENT IDMC RELEASE PROCESSES

OVERVIEW OF ACTIONS REQUIRED

IDMC Releases

- The IDMC platform undergoes multiple release cycles throughout the calendar year, regularly introducing updates and advancements to its cloud services.

- These are scheduled releases and once its finalized for the calendar year its published on the network portal Events page.

- The scheduled releases are categorized into three types, each with distinct scopes for the changes introduced.

<div align="center">

PATCH   **STANDARD**   **MAJOR**

</div>

- The pre-release pod undergoes an upgrade to the new release at least one day prior to a Patch or Standard release and at least three weeks before a Major release.

- The PODs undergo rolling upgrades staggered over 2-3 weeks. Please note that the deployment schedule may vary for each individual POD. The Events and Status page will list the deployment schedule for all PODs.

- Runtime continuity in IDMC services enables seamless upgrades without interrupting running jobs, schedules, or application payload processes. For more details, please refer to the Runtime Continuity FAQ

IDMC Different Types of Releases

Change Type	PATCH	STANDARD	MAJOR
Agent Upgrade			✔
IDMC Database Upgrade			✔
IDMC Infrastructure Upgrade/Changes			✔
IDMC UI Downtime			✔
New Features/Functionality		✔	✔
Security Fixes	✔	✔	✔
Bug Fixes & EBFs	✔	✔	✔

For an overview of release and the release process, refer to the IDMC Release Readiness document.

Disclaimer: Informatica may, at its discretion, modify the scope of, change the schedule for, revise deployment window or cancel a release, if required.

Release Pod Deployment Cycle

PATCH

- Pre-Release pod upgraded a day before first set of pods.

- The patch release is divided into a **two-week schedule** across all IDMC pods, taking place on **weekdays**.

- Release FAQs are updated as needed.

Pre-Release (One day Before)

Second Set pods

First Set pods

STANDARD

- Pre-Release pod upgraded a day before first set of pods.

- The patch release is divided into a **three-week schedule** across all IDMC pods, taking place on **weekdays**.

- Release FAQ updated constantly for any details or issues found.

Pre-Release (One day before)

Second Set pods

First Set pods

Third Set pods

MAJOR

- Pre-Release pod upgraded 3 weeks before first set of pods.

- The major release is divided into a **three-week schedule** across all IDMC pods, taking place on **weekends**.

- Release FAQ updated constantly for any details or issues found.

- IDMC UI will be down during deployment.

- 3 Major Releases in a calendar year.

Pre-Release (3 weeks before)

Second Set pods

First Set pods

Third Set pods

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Incident & Maintenance

Incident

- Incidents are unexpected events or disruptions that affect the normal operation or performance of a system or service.

- In the event of an unexpected incident, our status page is swiftly updated with comprehensive details, serving as the definitive source for real-time progress updates on issue resolution. Rely on our status page for the latest information during any incident.

- Incidents communications only via Status Page.

Maintenance

- Our maintenance activities fall into two categories:
  - **Patch maintenance** – These are emergency maintenances that demand immediate attention, addressing critical product issues, EBFs (Emergency Bug Fixes), or restoring service operations. Notifications to customers are communicated via the status page only. Most of these maintenances entail no downtime and necessitate no action from customers unless specifically indicated. Updates on the status page are typically provided 30-45 minutes before deployment.

  - **Infrastructure maintenance** – These are planned activities that includes scheduled updates, enhancements, and routine maintenance that could impact service availability or necessitate customer action. Customers will receive notifications through the status page, which will be updated with a minimum of 5 business days' advance notice.

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Modes of Notifications

	Status Page	Events	In Product	Email
Incidents	✓			
Patch Maintenance	✓			
Infrastructure Maintenance	✓	✓		
Major Release	✓	✓	✓	✓
Standard Release	✓	✓	✓	
Patch Release	✓	✓		
Potential Impact Notice				✓

Disclaimer: Informatica may, at its discretion, modify the scope of, change the schedule for, revise modes of communications, as required.

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Additional Modes of Notification

Release FAQ

[(IDMC) Intelligent Data Management Cloud - 2023 Release FAQ (informatica.com)](#)

Support Flash

[Monthly Support Newsletter](#)

Status Page

[Informatica Intelligent Cloud Services Status](#) - https://status.informatica.com/

- Serves as the central hub for communicating upcoming maintenances, releases and any incidents.

- Transparency by providing near-real-time information about the health and availability of cloud services.

- Keep users informed about the operational status of cloud services, reducing uncertainty.

- Subscribe to the status page for specific services and components to receive updates.
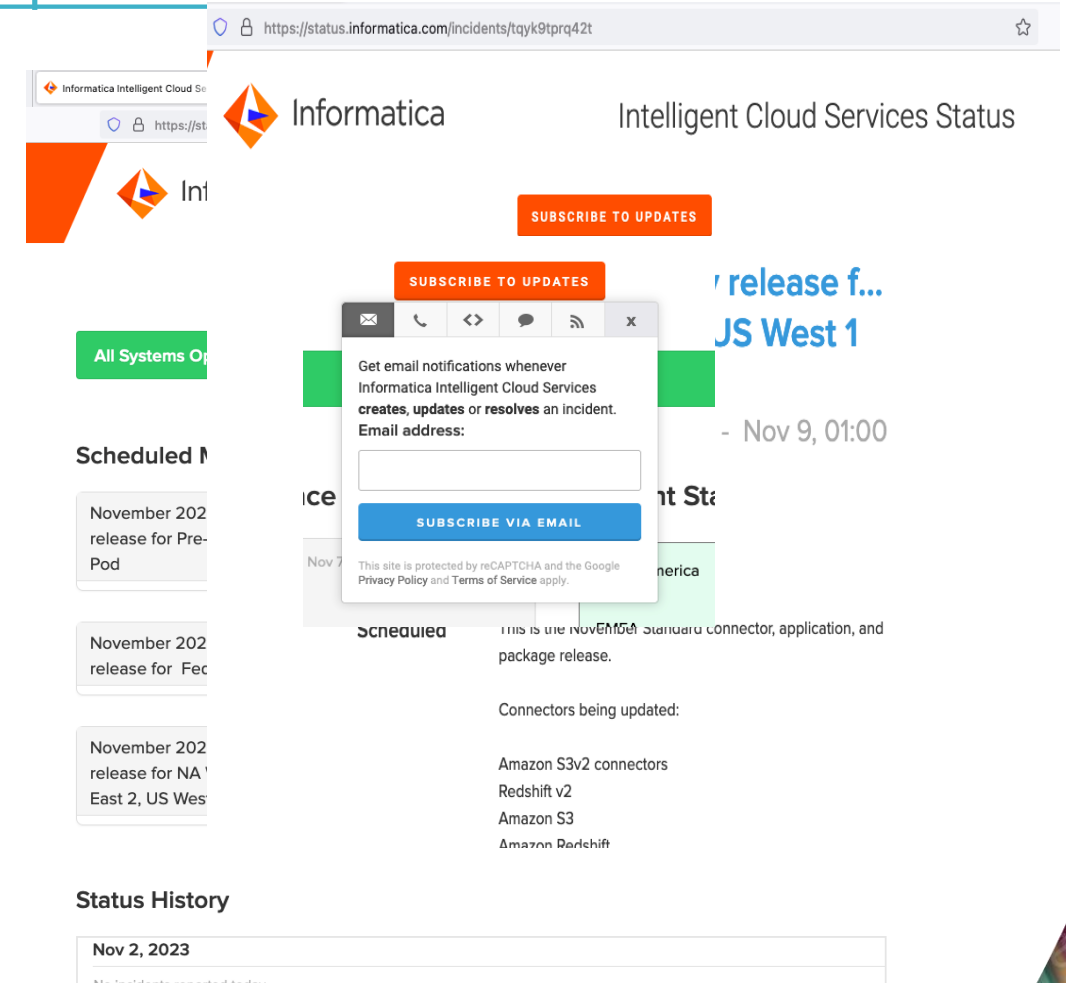
Status Page – Update based on Subscription

Subscribe via Email

Informatica Intelligent Cloud Services Maintenance - November 2023 monthly release for NA West 1, NA East 2, US West 1 Azure - 8 November 2023

N   ○ no-reply@notifications.informatica.com <no-reply@notifications.infor...
     To:

Informatica Intelligent Cloud Services

—

November 2023 monthly release for NA West 1, NA East 2, US West 1 Azure

Upcoming scheduled maintenance notice

This is the November Standard connector, application, and package release.

Connectors being updated:

Amazon S3v2 connectors
Redshift v2

Subscribe via Text Message

[Informatica Intelligent Cloud Services status] Scheduled: Upcoming Maintenance patch to NA West 1, NA East 2, AP SouthEast 1 a... https://stspg.io/t8ns2ww9nxl5

[Informatica Intelligent Cloud Services status] In progress: Upcoming Maintenance patch to NA West 1, NA East 2, AP SouthEast 1... https://stspg.io/t8ns2ww9nxl5

[Informatica Intelligent Cloud Services status] Completed: Upcoming Maintenance patch to NA West 1, NA East 2, AP SouthEast 1 a... https://stspg.io/t8ns2ww9nxl5

Events

Informatica Community - https://network.informatica.com/s/

- You can find our events page at out Informatica Community - https://network.informatica.com/s/

- Provides a comprehensive overview of upcoming scheduled events (releases & maintenance).

- Events for the calendar year are added at the beginning.

- The event pages are continuously updated as additional details become available.

- Helps in planning for the calendar year.

In product notification

- Pop up on login to IDMC org.

- Timely added for release announcement.

- Notification is curated to specific pod/org release schedule.

- Currently for Major, Standard release and few major updates.
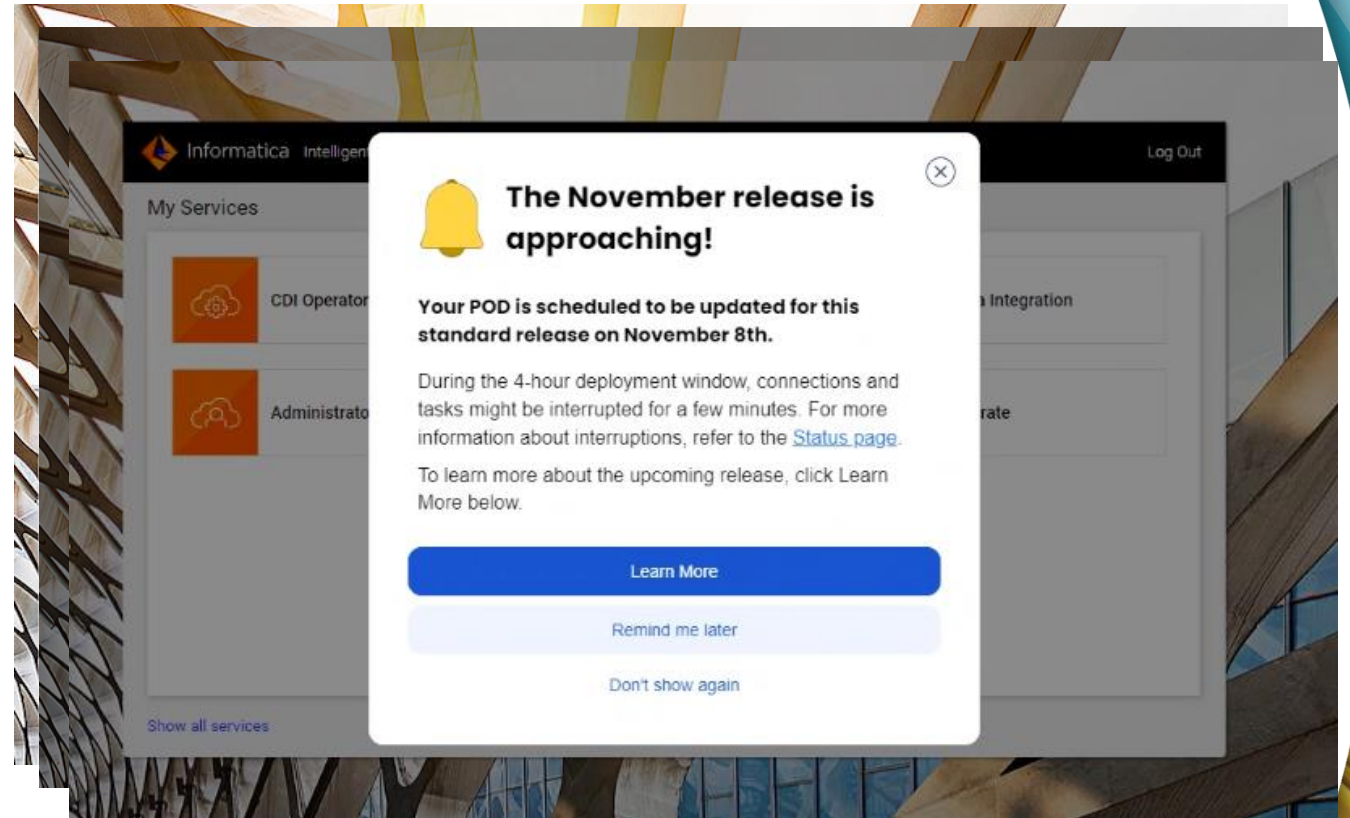
Email notification

- Sender Identification: Emails from support@informaticacloud.com.

- Recipient Scope: Sent to all users in the respective IDMC Org.

- Email Categories:
    - Major Release announcements.
    - Important announcements/alerts on service & platform changes.
    - Alerts/Actions required on any behavior changes.

- Targeted Communication:
    - We aim to limit emails to Orgs with potential impacts.
    - But some changes may necessitate sending emails to all Orgs. Goal is to ensure we keep everyone well-informed about changes affecting them.

ALERT : Notification of impact due to the Snowflake JDBC Driver upgrade for Snowflake Data Cloud Connector.

support@informaticacloud.com <support@informaticaclo...
To:

Dear Informatica Cloud Customer:

Org Name:
Org ID:
Connection Name:

This is to notify you of an upcoming impact on your mappings that use the Snowflake Data Cloud connection. We have noticed that you have Snowflake Data Cloud connections in your Org that have underscore character (_) in the Snowflake account.

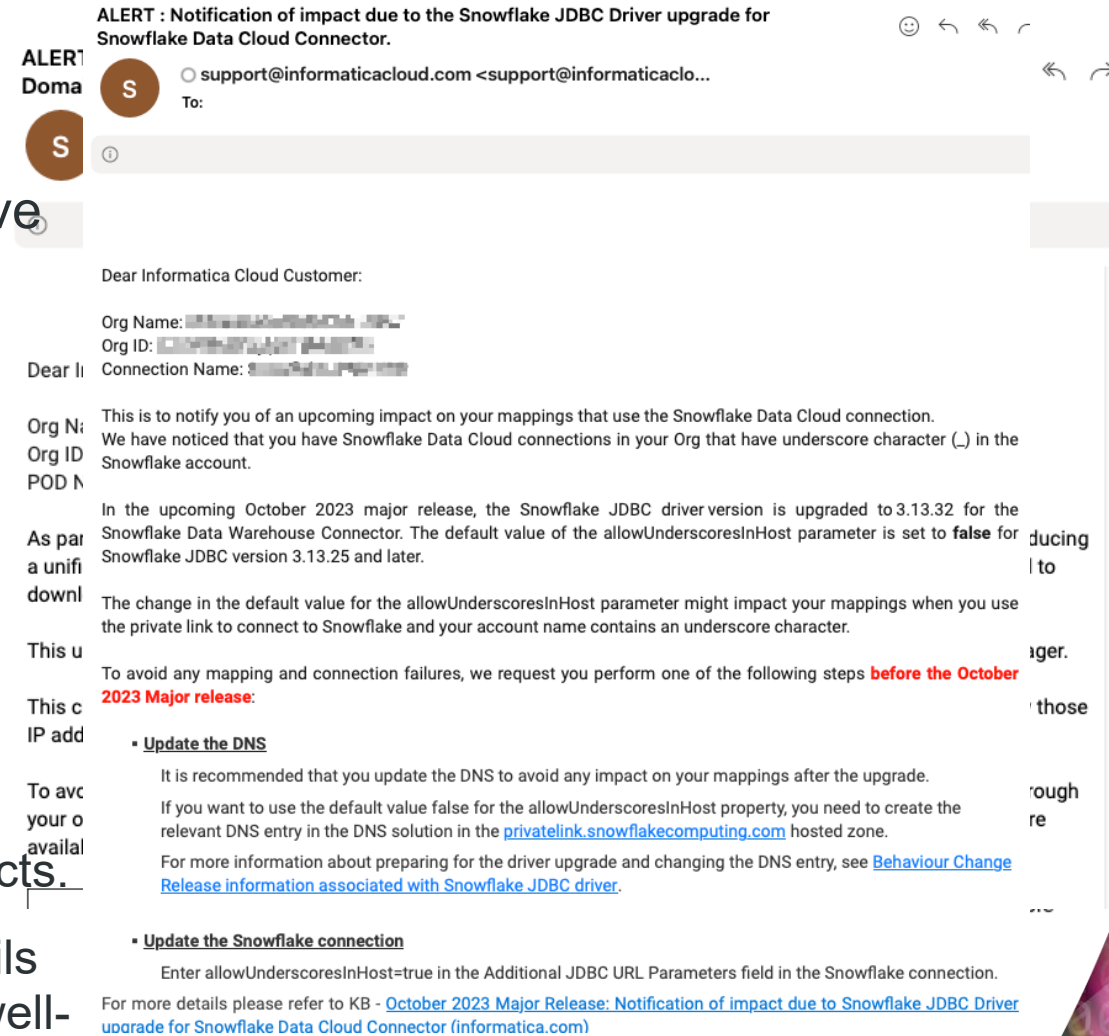In the upcoming October 2023 major release, the Snowflake JDBC driver version is upgraded to 3.13.32 for the Snowflake Data Warehouse Connector. The default value of the allowUnderscoresInHost parameter is set to **false** for Snowflake JDBC version 3.13.25 and later.

The change in the default value for the allowUnderscoresInHost parameter might impact your mappings when you use the private link to connect to Snowflake and your account name contains an underscore character.

To avoid any mapping and connection failures, we request you perform one of the following steps **before the October 2023 Major release**:

- **Update the DNS**

    It is recommended that you update the DNS to avoid any impact on your mappings after the upgrade.

    If you want to use the default value false for the allowUnderscoresInHost property, you need to create the relevant DNS entry in the DNS solution in the privatelink.snowflakecomputing.com hosted zone.

    For more information about preparing for the driver upgrade and changing the DNS entry, see Behaviour Change Release information associated with Snowflake JDBC driver.

- **Update the Snowflake connection**

    Enter allowUnderscoresInHost=true in the Additional JDBC URL Parameters field in the Snowflake connection.

For more details please refer to KB - October 2023 Major Release: Notification of impact due to Snowflake JDBC Driver upgrade for Snowflake Data Cloud Connector (informatica.com)

Action Required by consumers

- Subscribe to updates for your POD on status page. - How to Subscribe to Informatica Status Page Notifications in IICS – YouTube

- Please ensure close attention to any email notifications from support@informaticacloud.com.

- Notify the respective stake holders.

- Follow events page to plan for releases and maintenances. - https://network.informatica.com/s/event-landing

- For information about common issues or behavior changes related to IDMC releases, consult the FAQs article.

Important links

Status Page: https://status.informatica.com/

To access information about all the upcoming release and maintenance schedules for IDMC, visit the Events page.
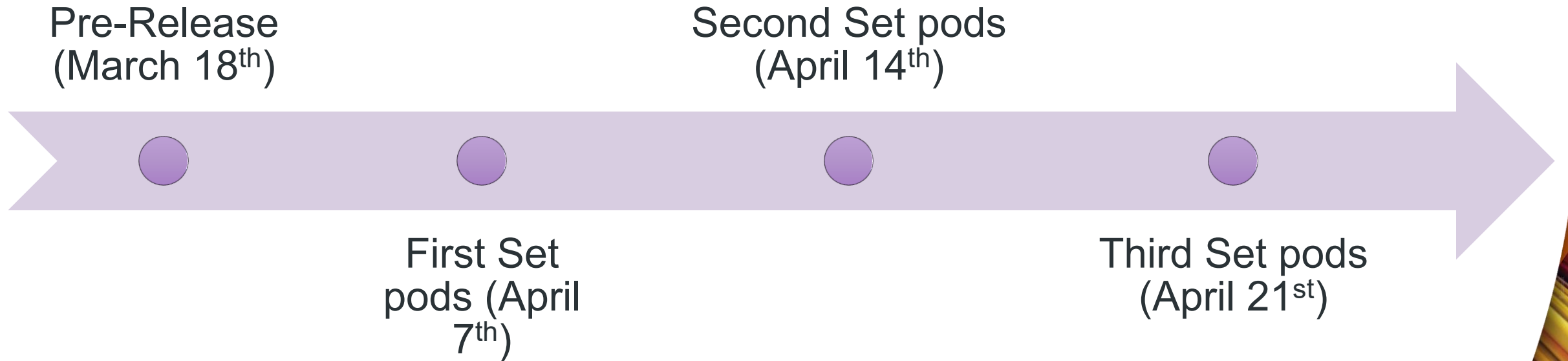
Support Flash: Search (informatica.com)

For an overview of release and the release process, refer to the IDMC Release Readiness document.

For an overview of Status page and Communication practices, refer to the Service Status and Communications document.

2024 Release Calendar

Patch	Standard	Major
January	February May August November	April July October

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April 2024 Major Release

Pre-Release
(March 18th)

Second Set pods
(April 14th)

First Set
pods (April
7th)

Third Set pods
(April 21st)

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Thank

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Q&A