

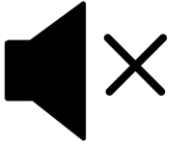
21 May, 2024

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

- Vikesh Paramel, Manager, GCS
- Shweta Dattatreya, Principal Support Engineer, GCS

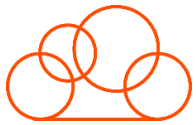
Where data
& AI come to 

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.

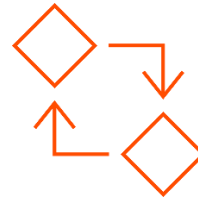
Feature Rich Success Portal



**Bootstrap trial and
POC Customers**



**Enriched Customer
Onboarding
experience**



**Product
Learning Paths
and Weekly
Expert Sessions**



**Informatica
Concierge**



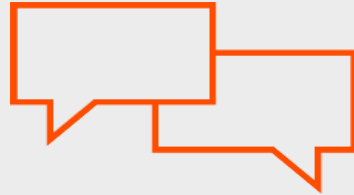
**Tailored training
and content
recommendations**

More Information



Success Portal

<https://success.informatica.com>



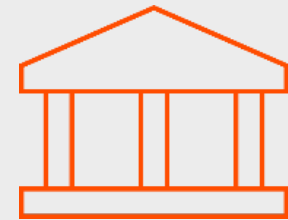
Communities & Support

<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

Where data
& AI come to 

Agenda

1 Introduction

2 IDMC Releases

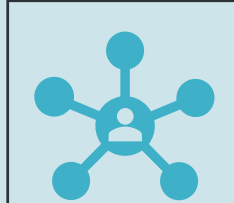
3 Modes of notification

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.

PATCH

STANDARD

MAJOR

- 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

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.

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.

Additional Modes of Notification

Release FAQ

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

(IDMC) Intelligent Data Management Cloud - 2023 Release FAQ

🕒 Oct 21, 2023 · Knowledge 000203556

Solution

Are you facing issues after an IDMC Release? We are here to help. We have identified some of the common issues encountered by users and pulled together a list of solutions to help you address them. Read on to know more.

Note: If you have any technical issues, [click](#) here to open a support case or to contact Global Customer Support.

SUMMARY

We have a running list of known issues for the IDMC Releases (including Major, Standard, and Patch) queries and solutions. We will continue to update this list so check back later for more updates. If you already have a [network.informatica.com](#) login, we recommend following this post so that you can automatically receive updates for any new issues when they are posted.

October 2023 Major Release

New features, changes, and documentation - October 2023 Major Release

- [IDMC October 2023 Major Release Calendar \(informatica.com\)](#)
- Discover the latest capabilities in our What's New Guide: <https://onlinehelp.informatica.com/IICS/prod/WhatsNew/en/index.htm>

Platform Change:

- [Change in Package Dependency Manager IP Addresses and Domain for IDMC \(all pods\) \(informatica.com\)](#)
- [Change in Package Dependency Manager IP addresses and Domain for IDMC orgs with Private Link enabled \(informatica.com\)](#)

CDI Change:

- **DH Key Size:** [October 2023 Major Release: Notice on upcoming change with regards to support of DH Key size of 1024 bits on Secure Agents. \(informatica.com\)](#)
- **Snowflake JDBC Driver Upgrade:** [October 2023 Major Release: Notification of impact due to Snowflake JDBC Driver upgrade for Snowflake Data Cloud Connector \(informatica.com\)](#)

Support Flash

[Monthly Support Newsletter](#)

SupportFlash Informatica

October 2023

Informatica Success Accelerators
Accelerate your IDMC purchase to value with the new Informatica Success Accelerators!
[START EXPLORING](#)

Introducing the new Informatica Data Engineering Foundational Certification!

Announcements

Intelligent Data Management Cloud (IDMC)

Upcoming changes in IDMC

- October 2023 Major Release: [Notice on upcoming change with regards to support of DH Key size of 1024 bits on Secure Agents. \(informatica.com\)](#)
- October 2023 Major Release: [Change in Package Dependency Manager IP Addresses and Domain for IDMC \(All pods\)](#)
- October 2023 Major Release: [Change in Package Dependency Manager IP addresses and Domain for IDMC orgs with Private Link enabled](#)
- October 2023 Major Release: [Allow Additional Domain to be Whitelisted for Advance Integration \(CDI-Elastic\) in IDMC \(informatica.com\)](#)
- October 2023 Major Release: [Informatica Cloud Application Integration: Change in behavior in Data Access Service Connector in October](#)

Don't Miss

Shine Bright in the Data Engineering!
Your Data Engineering prowess deserves recognition, and we're thrilled to introduce the Informatica Data Engineering Excellence Award! Your journey inspires others. Don't miss this opportunity to shine a spotlight on your data achievements. Submit your nominations for the Award [here!](#)

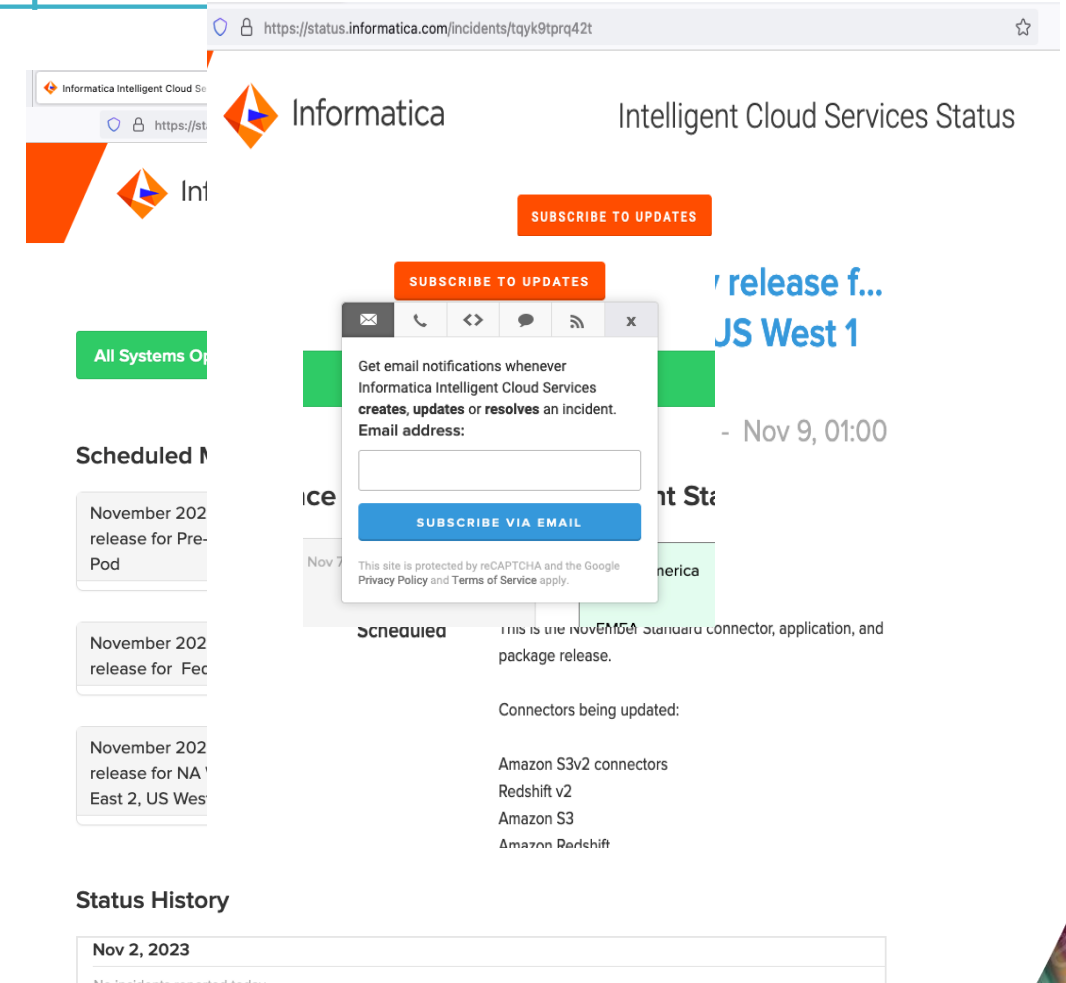
Modernize from PowerCenter to Intelligent Data Management Cloud
Informatica has augmented its proven [PowerCenter to Cloud Modernization solution](#) for a seamless, accelerated modernization path for its PowerCenter customers that accelerates time to value with 100% reuse, reduces migration cost, time, risks, and effort while minimizing disruption to their ongoing mission-critical business operations.

Cloud Application Integration (CAI) is upgrading from XQuery 1.0 to XQuery 3.0. This upgrade will give you better performance, security, and scalability. It does not involve any downtime and

Status Page

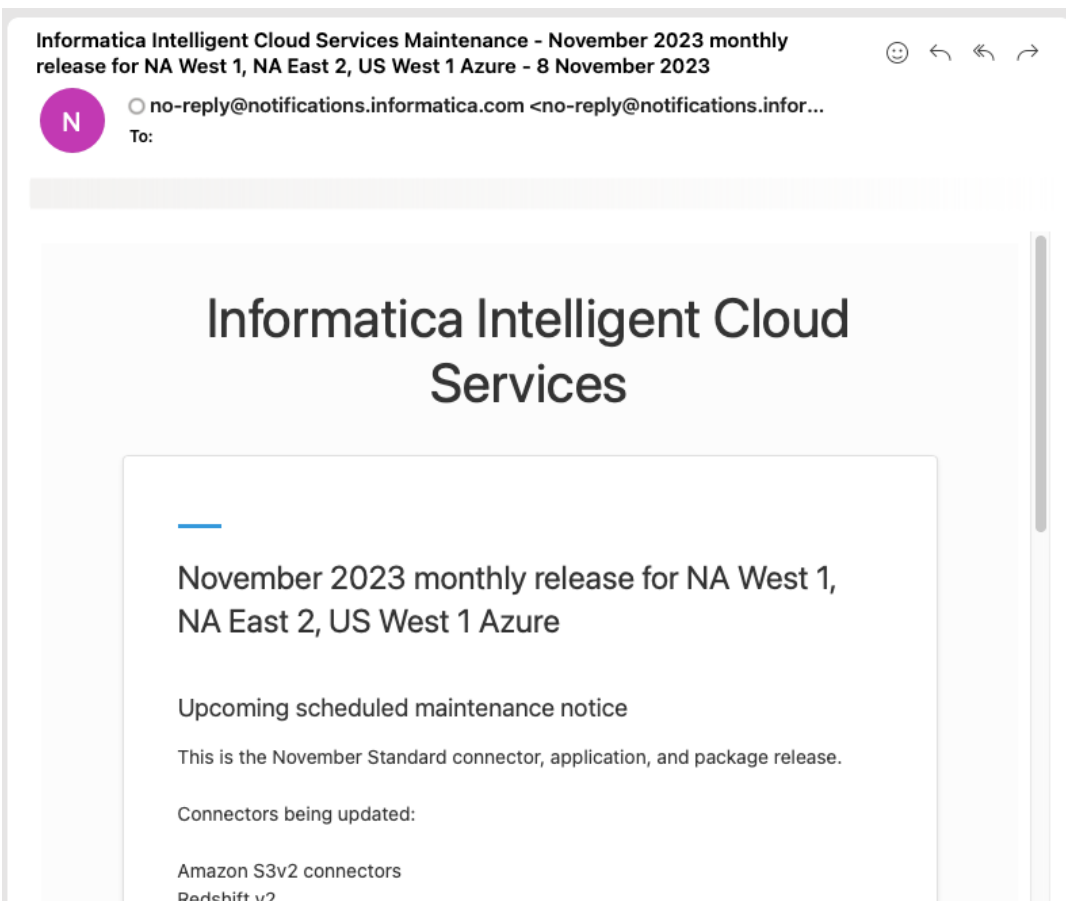
Informatica Intelligent Cloud Services Status - <https://status.informatica.com/>

- 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.

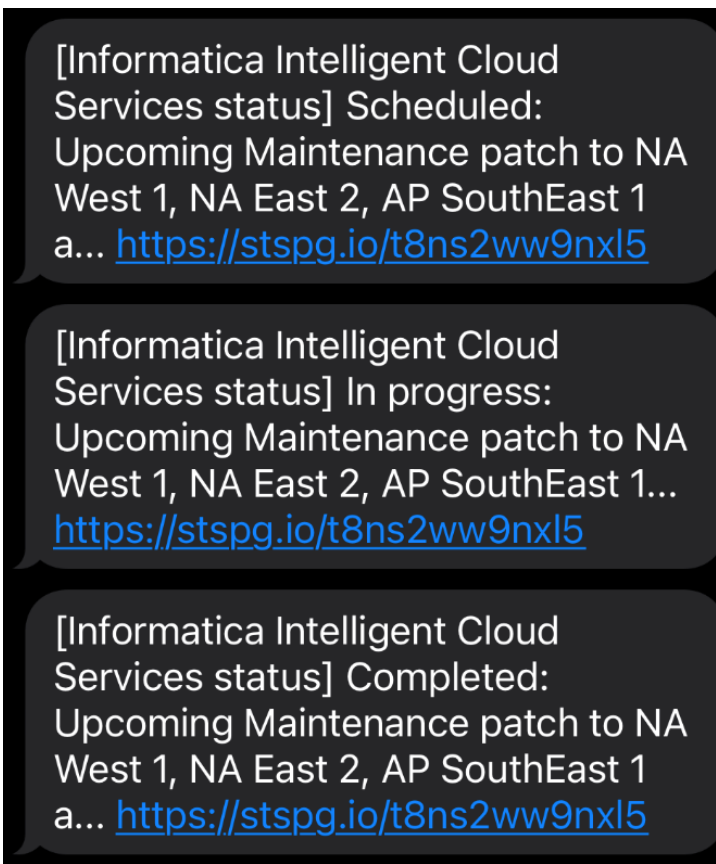


Status Page – Update based on Subscription

Subscribe via Email



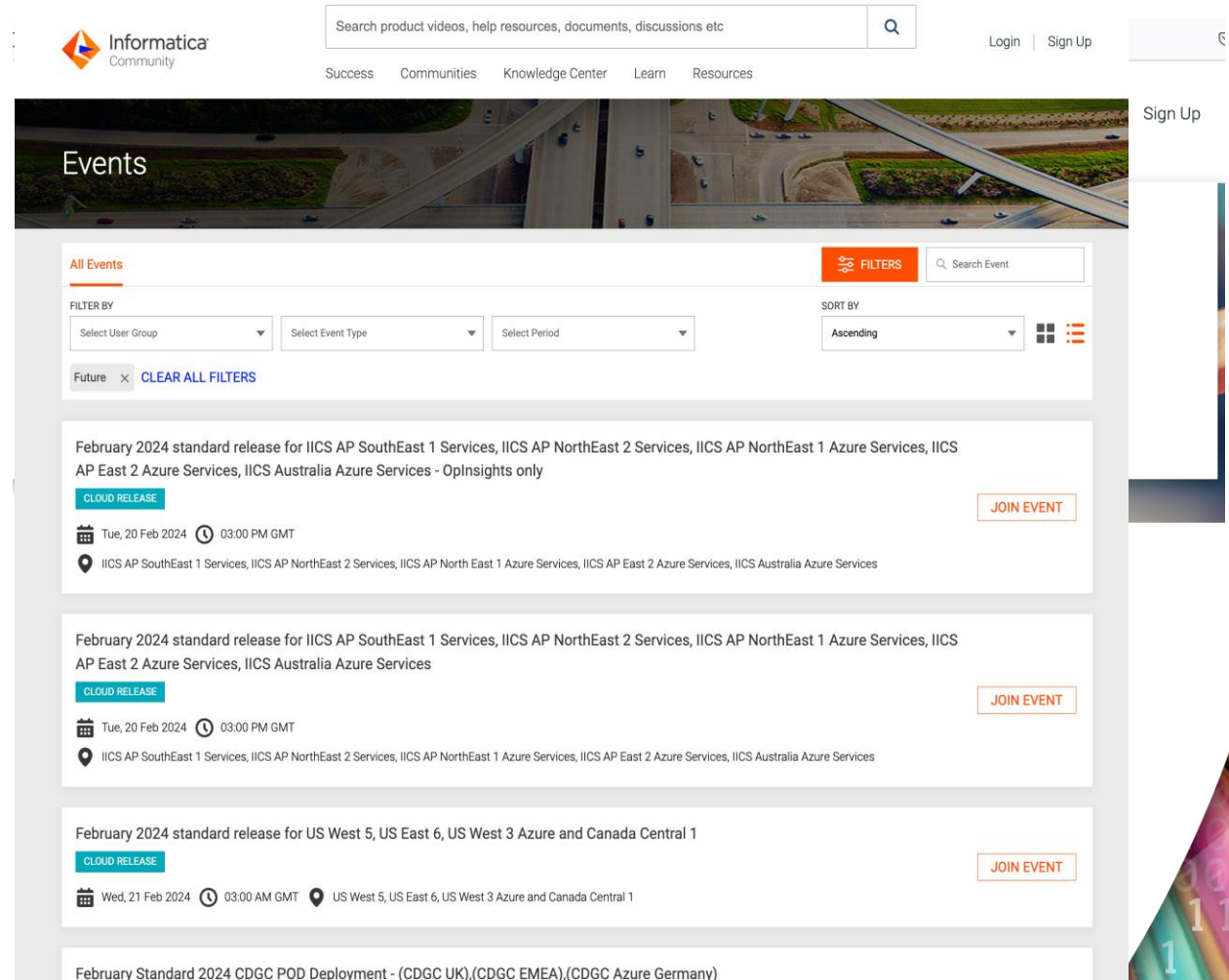
Subscribe via Text Message



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.



The screenshot displays the Informatica Community Events page. At the top, there is a navigation bar with the Informatica Community logo, a search bar, and links for Login and Sign Up. Below the navigation bar, the page title "Events" is prominently displayed. The main content area features a filter section with options to filter by user group, event type, and period, along with a "CLEAR ALL FILTERS" button. A "FILTERS" button and a "Search Event" input are also present. The event list shows three upcoming events, each with a "CLOUD RELEASE" tag, a date and time, a location, and a "JOIN EVENT" button. The events are for February 2024 standard releases for various Informatica Cloud Service (ICS) regions and for the February Standard 2024 CDGC POD Deployment.

Informatica Community

Search product videos, help resources, documents, discussions etc

Login | Sign Up

Success Communities Knowledge Center Learn Resources

Events

All Events FILTERS Search Event

FILTER BY

Select User Group Select Event Type Select Period

Sort BY

Ascending

Future x CLEAR ALL FILTERS

February 2024 standard release for IICS AP SouthEast 1 Services, IICS AP NorthEast 2 Services, IICS AP NorthEast 1 Azure Services, IICS AP East 2 Azure Services, IICS Australia Azure Services - Opinsights only

CLOUD RELEASE

Tue, 20 Feb 2024 03:00 PM GMT

IICS AP SouthEast 1 Services, IICS AP NorthEast 2 Services, IICS AP NorthEast 1 Azure Services, IICS AP East 2 Azure Services, IICS Australia Azure Services

JOIN EVENT

February 2024 standard release for IICS AP SouthEast 1 Services, IICS AP NorthEast 2 Services, IICS AP NorthEast 1 Azure Services, IICS AP East 2 Azure Services, IICS Australia Azure Services

CLOUD RELEASE

Tue, 20 Feb 2024 03:00 PM GMT

IICS AP SouthEast 1 Services, IICS AP NorthEast 2 Services, IICS AP NorthEast 1 Azure Services, IICS AP East 2 Azure Services, IICS Australia Azure Services

JOIN EVENT

February 2024 standard release for US West 5, US East 6, US West 3 Azure and Canada Central 1

CLOUD RELEASE

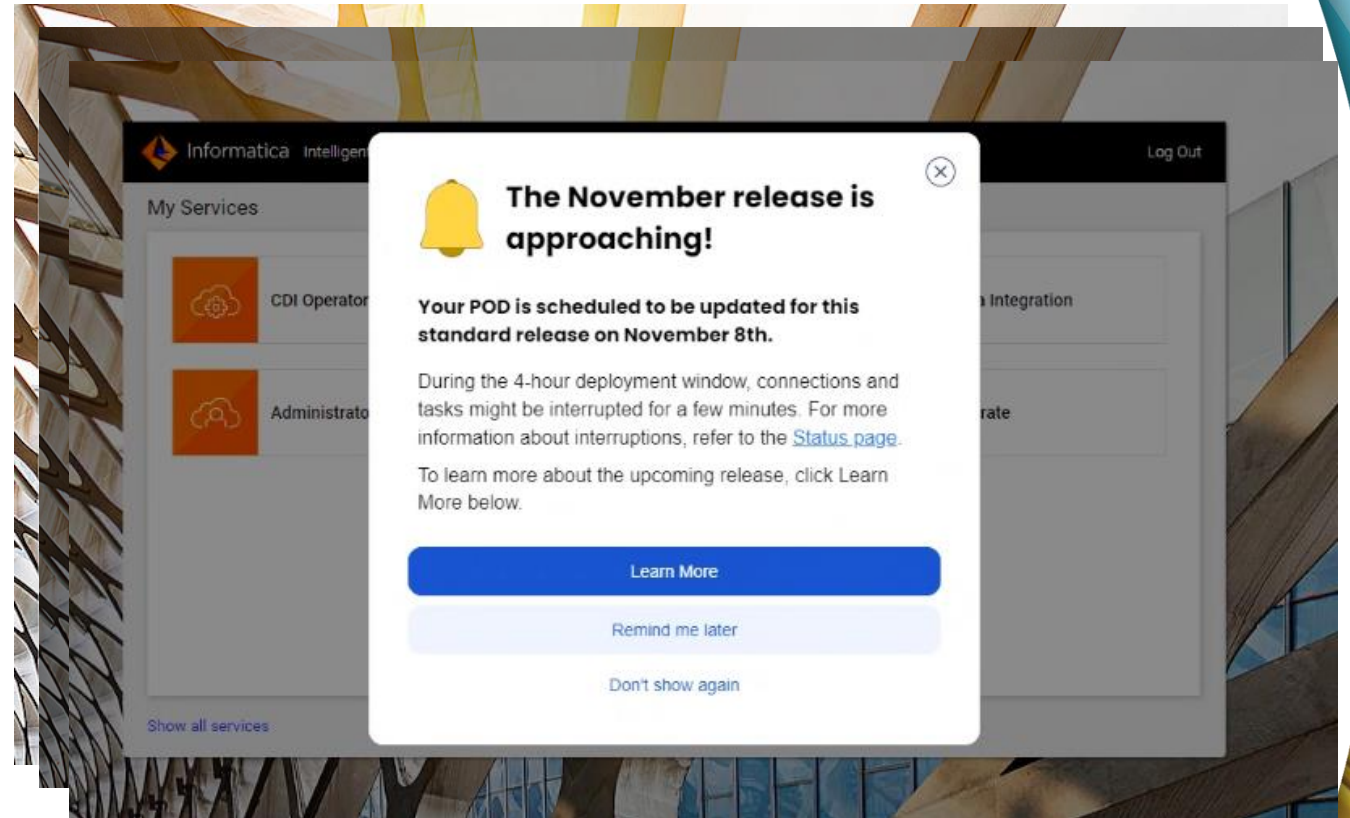
Wed, 21 Feb 2024 03:00 AM GMT US West 5, US East 6, US West 3 Azure and Canada Central 1

JOIN EVENT

February Standard 2024 CDGC POD Deployment - (CDGC UK),(CDGC EMEA),(CDGC Azure Germany)

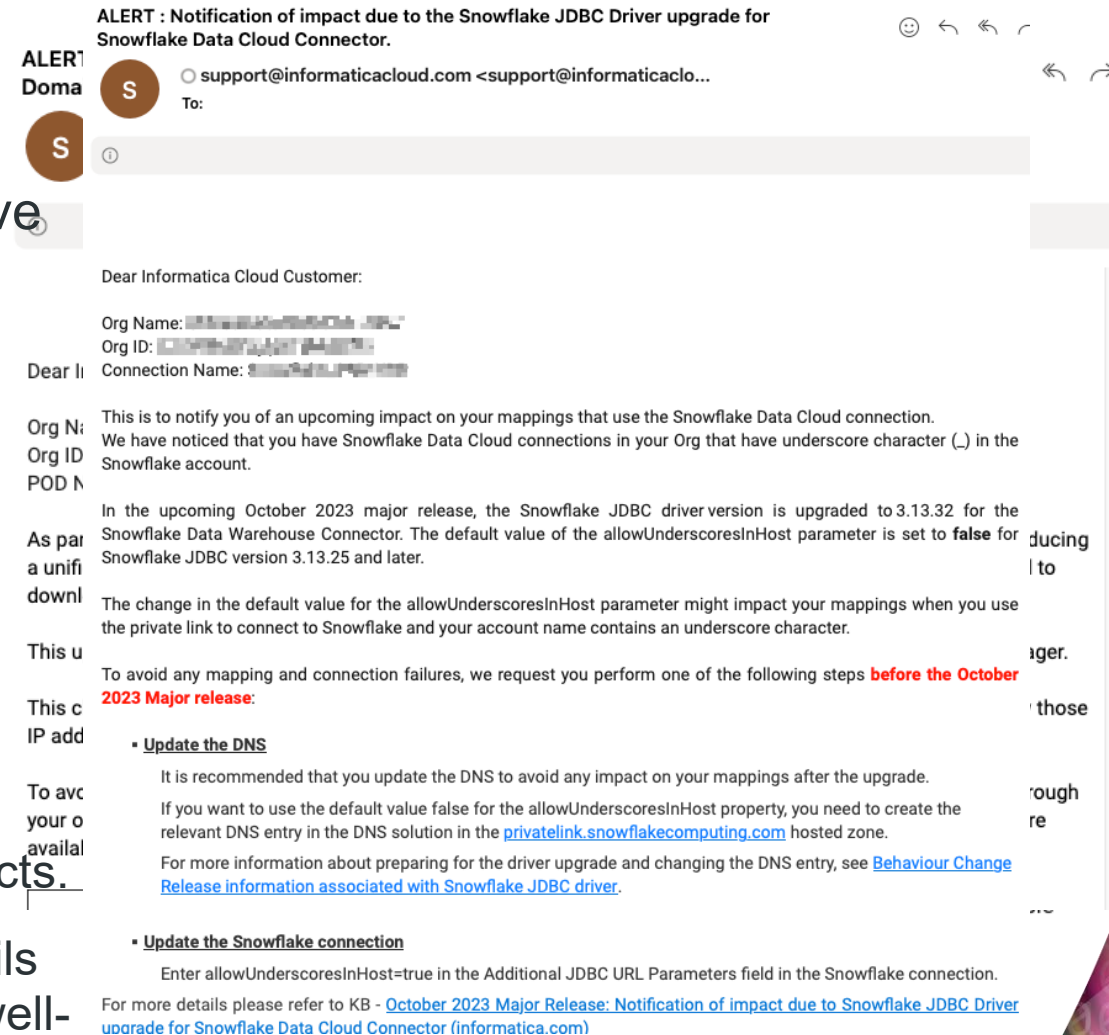
In product notification

- 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.



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 \(informatica.com\)](#)

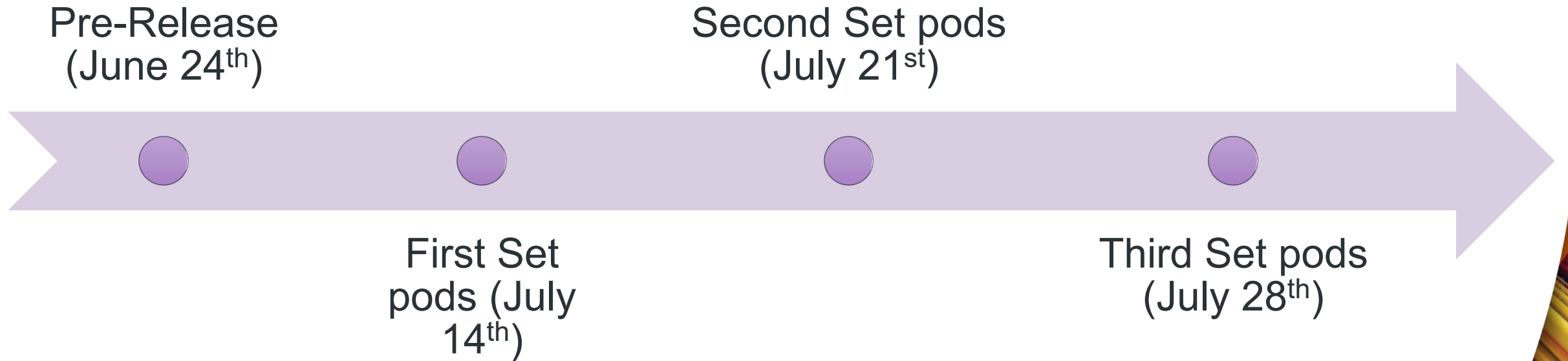
For an overview of release and the release process, refer to the [IDMC Release Readiness document](#).

For an overview of Status page and Communication practices, refer to the [Service Status and Communications document](#).

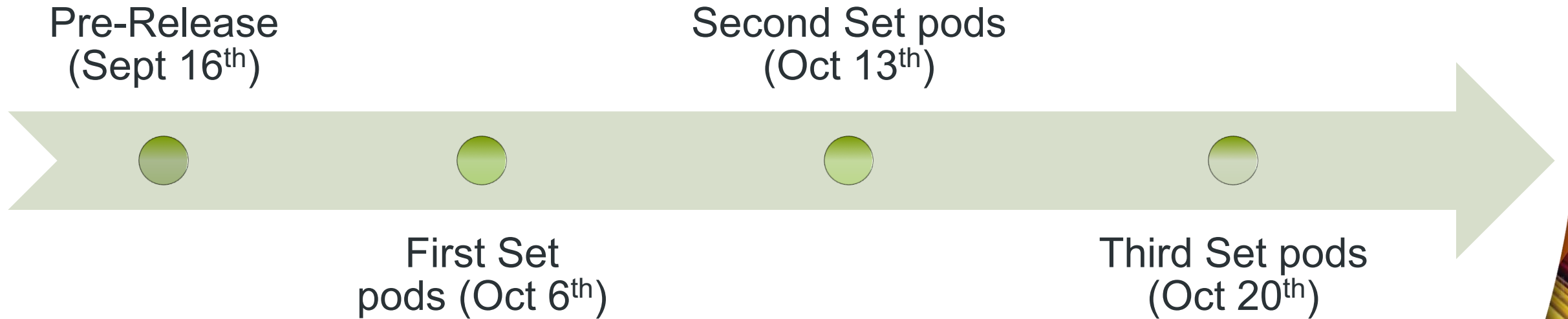
2024 Release Calendar

Patch	Standard	Major
January	February May August November	April July October

July 2024 Major Release



October 2024 Major Release



Q&A

Where data & AI come to **LIFE**

Where data & AI come to



Informatica

Thank