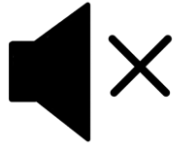


Nov 09, 2023

Effective Communication Channels for IDMC Platform Activities

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

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.

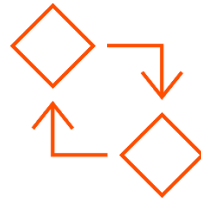
Feature Rich Success Portal



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>



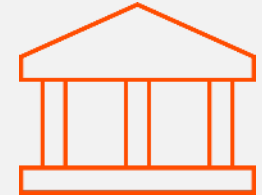
Communities & Support

<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.



November 9, 2023

Effective communication channels for IDMC platform activities

Vikesh Paramel, Manager GCS

Shweta Dattatreya, Principal Engineer GCS

Where data & AI come to The logo for "LIFE" with each letter in a different color and a stylized font.

Agenda

1 Introduction

2 Importance of notification

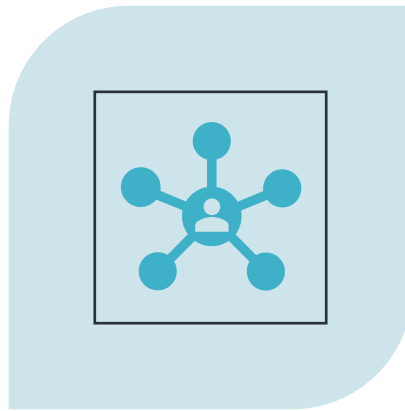
3 Modes of notification

4 Action Required by consumers

Introduction



FOR BUSINESS AND TECHNICAL
USERS



GAIN INSIGHT ON VARIOUS MODES
OF COMMUNICATION ABOUT
DIFFERENT ACTIVITIES



OVERVIEW OF ACTIONS REQUIRED

Importance of notification



COGNIZANT



BUSINESS
PLANNING



PRECAUTIONARY
MEASURES



UPDATE
STAKEHOLDERS

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 \(informatica.com\)](#)

Support Flash

[Monthly Support Newsletter](#)

(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 \(informatica.com\)](#)

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

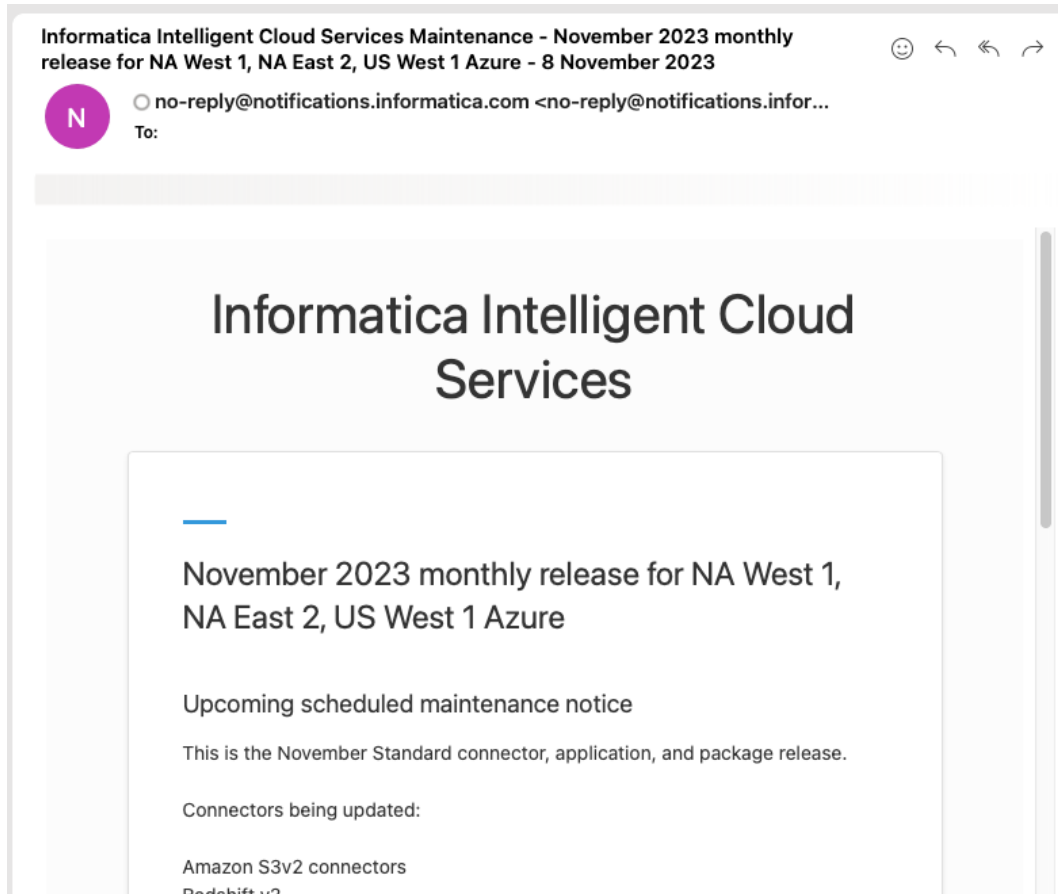
[Informatica Intelligent Cloud Services Status](https://status.informatica.com/) - <https://status.informatica.com/>

- 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.

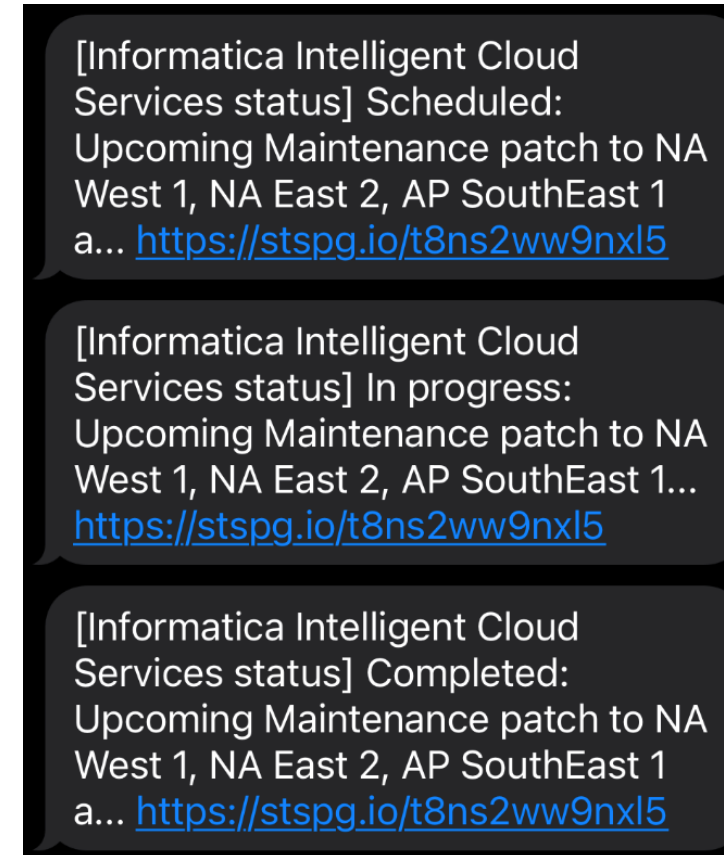
The screenshot displays the Informatica Intelligent Cloud Services Status page. At the top, there is a navigation bar with the Informatica logo and the text 'Intelligent Cloud Services Status'. A prominent orange button labeled 'SUBSCRIBE TO UPDATES' is visible. Below the navigation bar, there are several sections: 'All Systems Overview', 'Scheduled Incidents', and 'Status History'. A modal window is open, prompting the user to subscribe via email. The modal text reads: 'Get email notifications whenever Informatica Intelligent Cloud Services creates, updates or resolves an incident. Email address: [input field] SUBSCRIBE VIA EMAIL'. The 'Scheduled Incidents' section lists three upcoming releases for November 2023: 'November 2023 release for Pre-Pod', 'November 2023 release for Fec', and 'November 2023 release for NA East 2, US West'. The 'Status History' section shows 'Nov 2, 2023' with 'No incidents reported today'.

Status Page – Update based on Subscription

Subscribe via Email



Subscribe via Text Message



Events

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

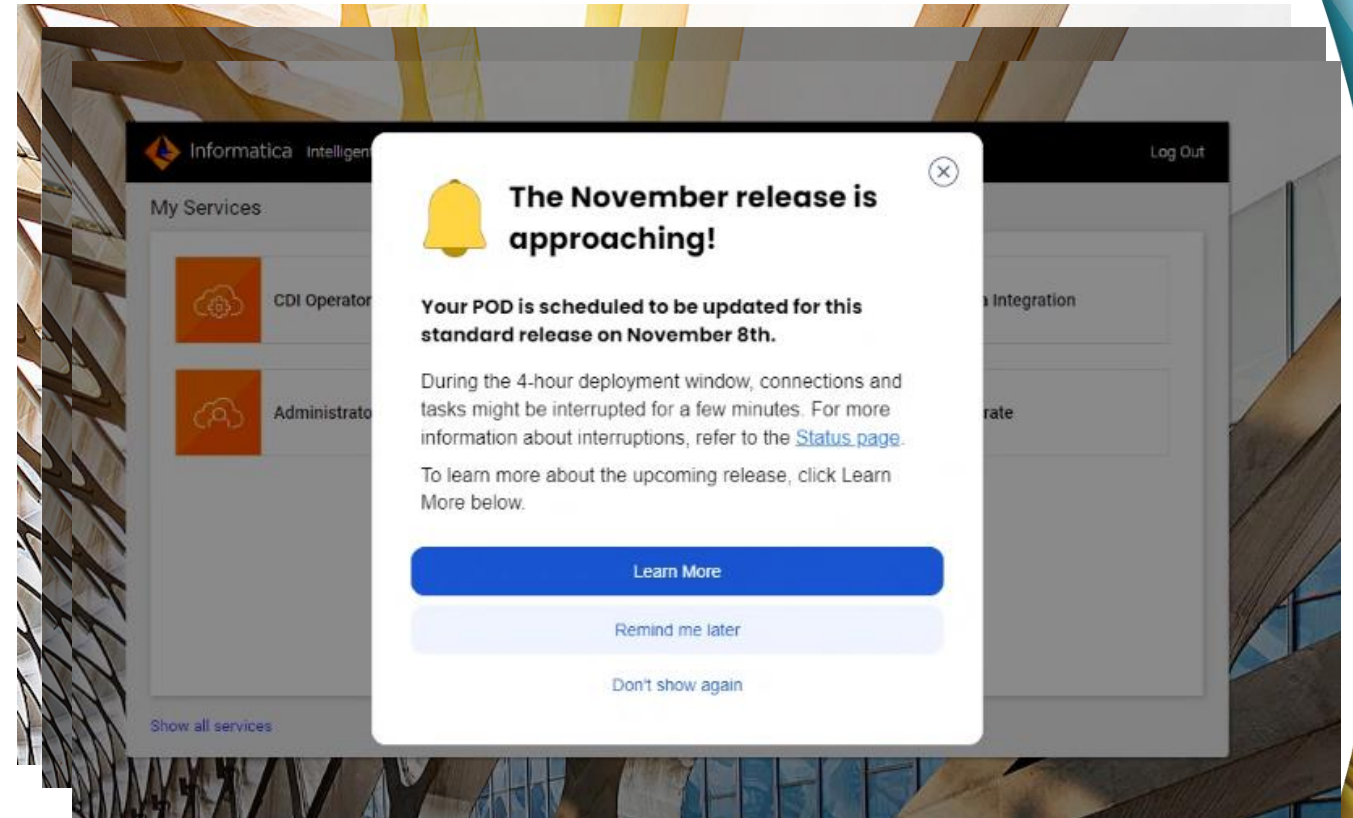
- You can find our events page at our Informatica Community - <https://network.informatica.com/s/>
- Provides a comprehensive overview of upcoming scheduled events (releases & maintenance).
- Events for the calendar year are added at the beginning.
- The event pages are continuously updated as additional details become available.
- Helps in planning for the calendar year.

The screenshot displays the Informatica Community Events page. At the top, there is a search bar and navigation links for Success, Communities, Knowledge Center, Learn, and Resources. The main heading is 'Events'. Below this, there are filter and sort options. The filter section includes 'FILTER BY' with dropdowns for 'Select User Group', 'Select Event Type', and 'Select Period', and a 'SORT BY' dropdown set to 'Ascending'. A 'Future' filter is active, and there is a 'CLEAR ALL FILTERS' button. The event list shows three entries, each with a 'CLOUD RELEASE' tag, a date and time, a location, and a 'JOIN EVENT' button.

Event Title	Date	Time	Location	Action
TENTATIVE : December 2023 Patch release for IICS Pre-release Pod	Tue, 12 Dec 2023	05:00 AM GMT	IICS Pre-release Pod	JOIN EVENT
TENTATIVE : December 2023 Patch release for IICS FedRamp Pod	Tue, 12 Dec 2023	04:00 PM GMT	IICS FedRamp Pod	JOIN EVENT
TENTATIVE : December 2023 Patch release for NA West 1, US West 3, US West 5, AP Southeast 1, US West 1 Azure, Canada Central 1, AP East 2, Private Pod 1, IICS Private pod 2, IICS AP NorthEast 2 Services and IICS Canada Central 1 Azure Services	Wed, 13 Dec 2023	05:00 AM GMT	NA West 1, US West 3, US West 5, AP Southeast 1, US West 1 Azure, Canada Central 1, AP East 2, Private Pod 1, IICS Private pod 2, IICS AP NorthEast 2 Services and IICS Canada Central 1 Azure Services	JOIN EVENT

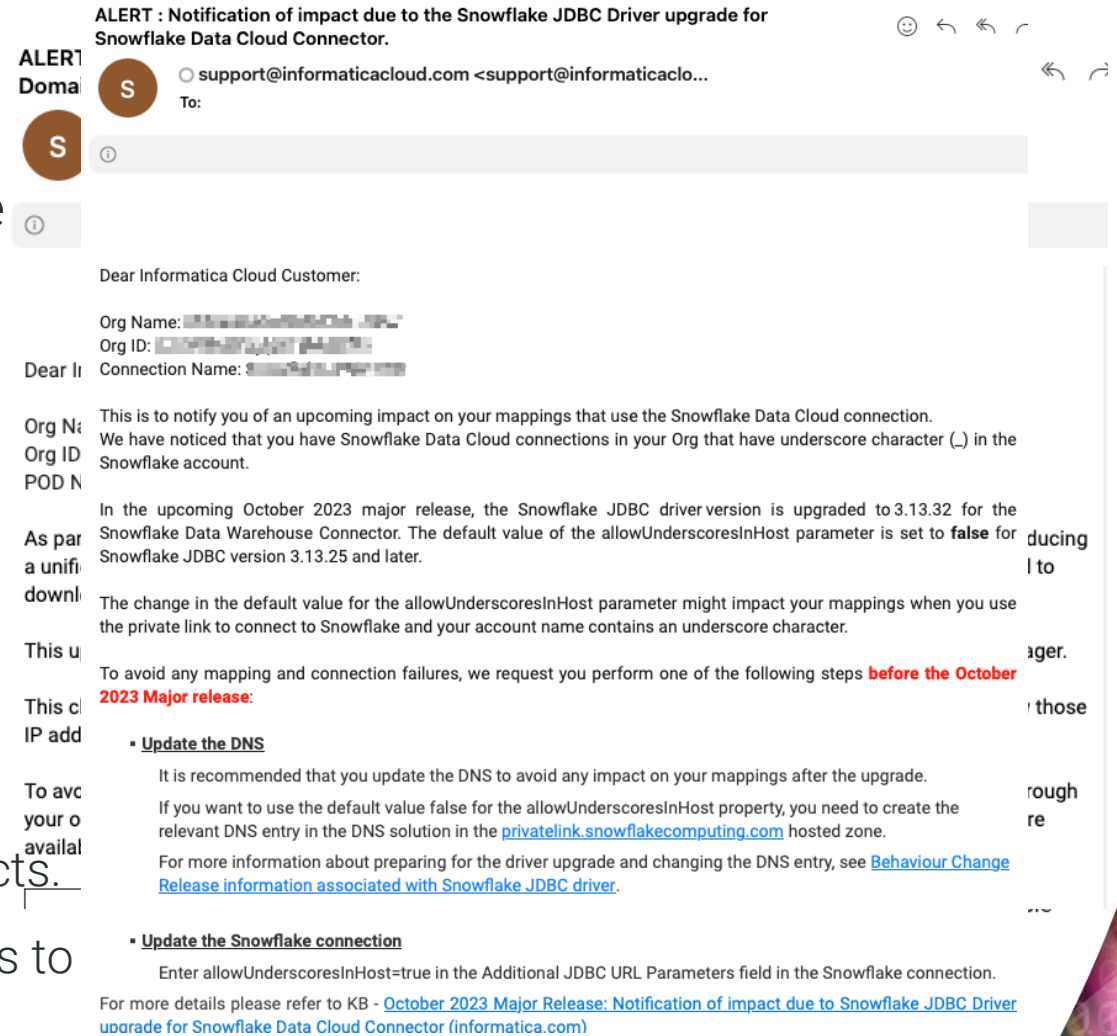
In product notification

- 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](#).

Q&A

Thank you