Informatica® Operational Insights
Fall 2020 October

Operational Insights What's New

Informatica Operational Insights Operational Insights What's New
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Preface

Read Operational Insights *What's New* to learn about new features, enhancements, and changed behavior in the Operational Insights service for the Fall 2020 release.

Informatica Resources

Informatica provides you with a range of product resources through the Informatica Network and other online portals. Use the resources to get the most from your Informatica products and solutions and to learn from other Informatica users and subject matter experts.

Informatica Documentation

Use the Informatica Documentation Portal to explore an extensive library of documentation for current and recent product releases. To explore the Documentation Portal, visit https://docs.informatica.com.

If you have questions, comments, or ideas about the product documentation, contact the Informatica Documentation team at infa_documentation@informatica.com.

Informatica Intelligent Cloud Services web site

You can access the Informatica Intelligent Cloud Services web site at http://www.informatica.com/cloud. This site contains information about Informatica Cloud integration services.

Informatica Intelligent Cloud Services Communities

Use the Informatica Intelligent Cloud Services Community to discuss and resolve technical issues. You can also find technical tips, documentation updates, and answers to frequently asked questions.

Access the Informatica Intelligent Cloud Services Community at:

https://network.informatica.com/community/informatica-network/products/cloud-integration

Developers can learn more and share tips at the Cloud Developer community:

https://network.informatica.com/community/informatica-network/products/cloud-integration/cloud-developers

Informatica Intelligent Cloud Services Marketplace

Visit the Informatica Marketplace to try and buy Data Integration Connectors, templates, and mapplets:

https://marketplace.informatica.com/

Data Integration connector documentation

You can access documentation for Data Integration Connectors at the Documentation Portal. To explore the Documentation Portal, visit https://docs.informatica.com.

Informatica Knowledge Base

Use the Informatica Knowledge Base to find product resources such as how-to articles, best practices, video tutorials, and answers to frequently asked questions.

To search the Knowledge Base, visit https://search.informatica.com. If you have questions, comments, or ideas about the Knowledge Base, contact the Informatica Knowledge Base team at KB_Feedback@informatica.com.

Informatica Intelligent Cloud Services Trust Center

The Informatica Intelligent Cloud Services Trust Center provides information about Informatica security policies and real-time system availability.

You can access the trust center at https://www.informatica.com/trust-center.html.

Subscribe to the Informatica Intelligent Cloud Services Trust Center to receive upgrade, maintenance, and incident notifications. The Informatica Intelligent Cloud Services Status page displays the production status of all the Informatica cloud products. All maintenance updates are posted to this page, and during an outage, it will have the most current information. To ensure you are notified of updates and outages, you can subscribe to receive updates for a single component or all Informatica Intelligent Cloud Services components. Subscribing to all components is the best way to be certain you never miss an update.

To subscribe, go to https://status.informatica.com/ and click **SUBSCRIBE TO UPDATES**. You can then choose to receive notifications sent as emails, SMS text messages, webhooks, RSS feeds, or any combination of the four.

Informatica Global Customer Support

You can contact a Customer Support Center by telephone or online.

For online support, click **Submit Support Request** in Informatica Intelligent Cloud Services. You can also use Online Support to log a case. Online Support requires a login. You can request a login at https://network.informatica.com/welcome.

The telephone numbers for Informatica Global Customer Support are available from the Informatica web site at https://www.informatica.com/services-and-training/support-services/contact-us.html.

CHAPTER 1

New features and enhancements

The Fall 2020 October release of Informatica Intelligent Cloud Services℠ Operational Insights includes the following new features and enhancements.
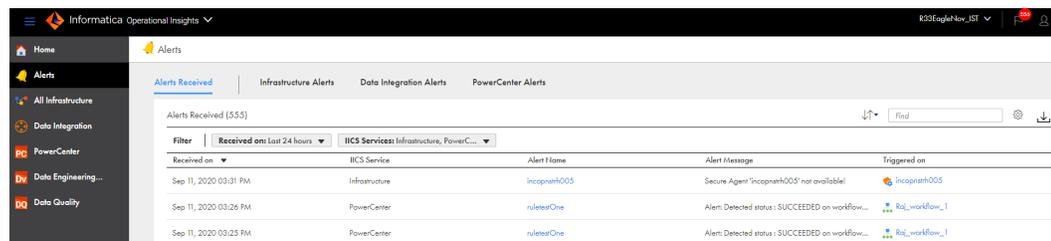
Managing alerts

Manage Operational Insights alerts on the **Alerts** page in the navigation bar on the left side of the page.

You do not need to navigate to the specific product workspace in Operational Insights to create or manage an alert. You can use the **Alerts** page to create and manage alerts for different products in one place.

In this release, the Infrastructure and PowerCenter alerts that you previously managed or configured in the product-specific pages are now moved to the common **Alerts** page.

Additionally, the **Alerts** page also includes the **Data Integration Alerts** tab for managing alerts configured for Informatica Intelligent Cloud Services Data Integration.

The following image shows the **Alerts** page:

Note: Your organization must have a license to configure the Infrastructure, Data Integration, and PowerCenter alerts. If you do not have the license to configure alerts for a specific service or product, the related alert tab does not appear on the **Alerts** page.

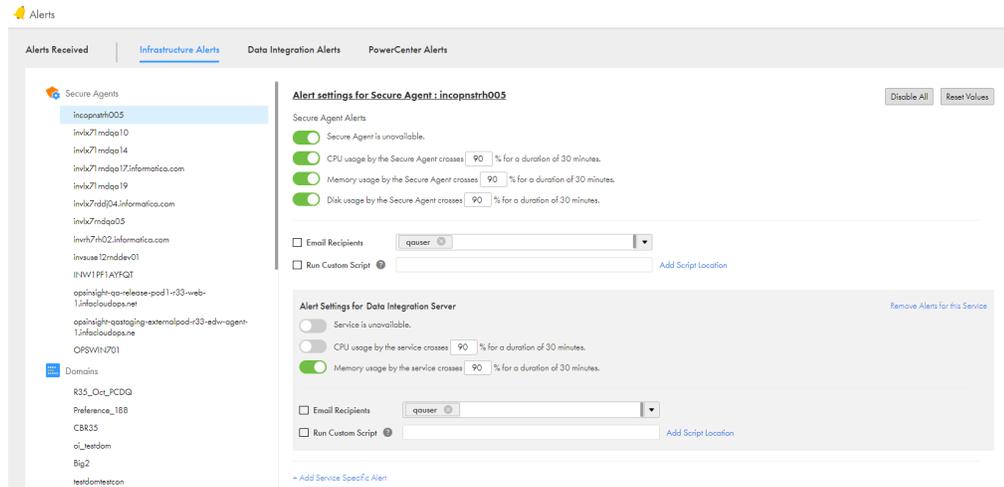The **Alerts** page includes the following tabs:

Alerts Received

> You can vew all alert notifications received for issues that occur with all the products or services. You can select the time period to display the notifications received. You can view data for the last 24 hours, the past week, or you can select a custom date range. You can also filter notifications based on product from the **Product/Services** list.

Infrastructure Alerts

> You can enable or disable individual alerts or all alerts for each domain or Secure Agent that Operational Insights monitors on the **Infrastructure Alerts** tab. You can also reset the alerts on this tab.

The following image shows the **Infrastructure Alerts** tab, with the Secure Agent alerts on the top and the domain alerts on the lower portion of the page:
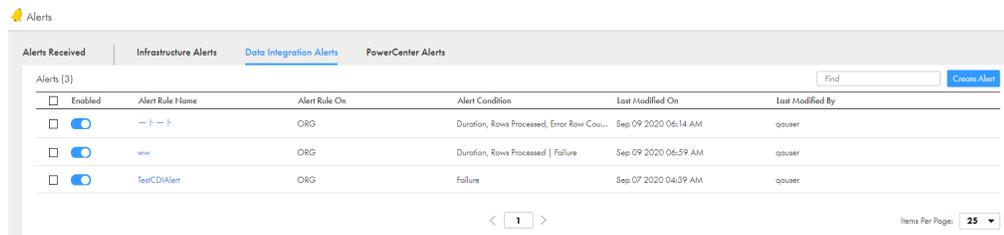

You can specify the Informatica Intelligent Cloud Services users or user groups that receive alert notifications or you can create alert scripts on this page.

Data Integration Alerts

If your organization uses Data Integration, you can create and manage alerts for Data Integration jobs in the **Data Integration Alerts** tab. The **Data Integration Alerts** tab summarizes the alerts that are enabled, the configured jobs, and the alert condition.
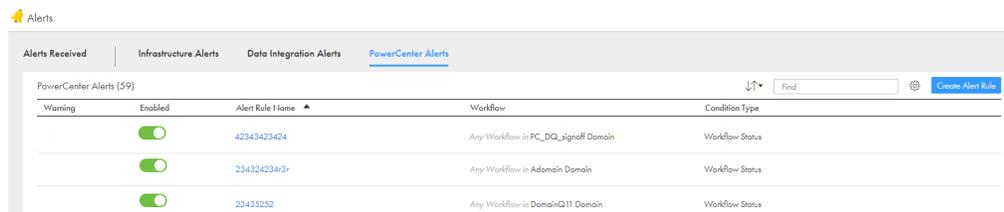
The following image shows the Data Integration Alerts tab:

PowerCenter Alerts

The **PowerCenter Alerts** tab summarizes what alerts are enabled, the alert rule name for the PowerCenter workflows or tasks, and the alert type generated. You can select **Create Alert Rule** to create an alert rule to send email notifications to a user when an issue occurs in a PowerCenter workflow.

The following image shows the **PowerCenter Alerts** tab:

"For more information about configuring alerts, see *Alerts* in the Operational Insights help.
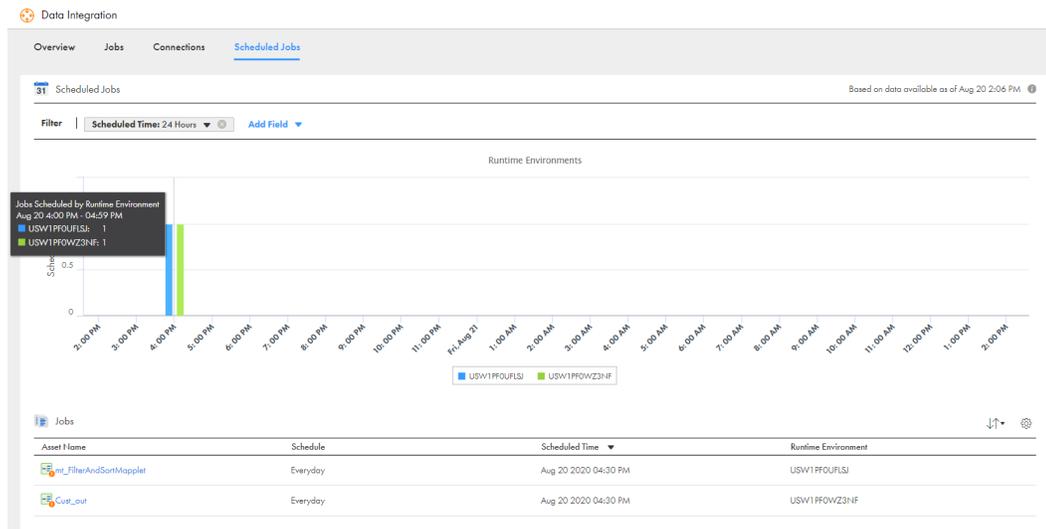
Data Integration job monitoring

Data Integration job monitoring includes the following updates:

Scheduled Jobs

You can view jobs that are scheduled to run in the next 24 hours on the **Scheduled Jobs** tab on the **Data Integration** page. The **Scheduled Jobs** page shows a graph of the number of scheduled jobs per hour for each runtime environment in the selected time frame. It also shows the job details for each job in the selected time frame. You can filter the page to view jobs that are scheduled to run in a particular time frame, runtime environment, or schedule.

The following image shows the scheduled jobs page:

Error remediation recommendations

When you view details for a failed job, you can view recommendations to resolve the failure error in the **Insights** area of the **Job Details** page. The **Insights** area displays links to relevant documentation to help you troubleshoot the error.

Serverless jobs

Jobs data in Operational Insights includes jobs that you run in a serverless runtime environment.

For more information about monitoring Data Integration jobs, see *Monitoring Informatica Intelligent Cloud Services Data Integration* in the Operational Insights help.

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