

Informatica[®] Data Integration - Free & PayGo February 2025

Introduction

Informatica Data Integration - Free & PayGo Introduction February 2025

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Preface

Read Introduction to learn about the tasks you can perform using Informatica Intelligent Cloud Services[™] Data Integration.

CHAPTER 1

Introducing Informatica Cloud[®] Data Integration-Free and PayGo

Cloud Data Integration- Free and PayGo is a single data integration and data management solution that scales to fit your needs and budget. Use it to easily extract, transform, and load small or large data sets to a cloud data warehouse quickly and securely at no cost or low cost.

Cloud Data Integration-Free and PayGo provides complete, easy-to-use capabilities for your cloud data integration and data management projects. You can use pre-built templates or create customized assets that read your data from a source, transform it based on your needs, and load it to your desired target location. You can take advantage of in-product assistance and community support to help you along the way.

You can choose from the following editions:

Data Integration-Free

Provides full data integration capabilities but has monthly usage limits. Includes community access but not technical support.

To get unlimited access, you can upgrade to Data Integration-PayGo whenever you'd like by clicking the link on the **Home** page and entering your payment information.

Data Integration-PayGo

Provides full data integration capabilities without monthly usage limits. Your monthly charges vary based on your usage. Includes community access and technical support.

Azure Native Service - Data Integration-Free

Provides full data integration capabilities but has monthly usage limits. Includes community access but not technical support.

When you log in to any edition, the Data Integration **Home** page opens by default. Data Integration is where you create your data integration projects and run the tasks that move and transform your data.

If you click **Data Integration** in the upper left corner as shown in the following image, you can open the Administrator and Monitor services, which allow you to manage your organization and monitor your data integration projects.

atica Data Integration ~							dtqa_simple_di_paygo ~ P
Welcome T	'erry Smith!						
	If yes, we can set you up and optim	rehouse as your primary destinat size your processing so that it is faster and infunction					
	•			20		•••	
Create	Ingest a data loader task to load large data sets to a cloud da	ata warehouse quickly and securely.		Transform Create a mapping in ETL or ELT mode to load and transform your data.	Create a task	Orchestrate four to define the control flow logic for your dat	ta integration and ingestion tasks.
Recent asset	its			Recent jobs			Updated 3.51.10 PM PDT
	Name	Location	Last Accessed 4	Status	Instance Name	Start Time 1	
Status			Feb 28, 2024 118 PM		et Mapping, 17-4	Dec 13, 2023, 10:49 AM	
Status	Con_SQLELTPreviewTest	LT_Test					
	् m, SOLELTPreviewTest	UT_Test 04_Ankta_BUT_Task	Jan 24, 2024, 10:14 PM	C	Data Loader Task 42-1	Dec 13, 2023, 10.46 AM	

Data Integration

Use Data Integration to create your data integration projects and run the tasks that move and transform your data.

When you open Data Integration, the **Home** page appears. The **Home** page is customized for each user in an organization. It displays different panels based on your user roles, whether you've configured a primary cloud data warehouse, whether your organization has any runtime environments, and whether you've created assets or run jobs.

For example, if you're an administrator who has already created assets and run jobs, your **Home** page might look like the following image:

Wel	come Terry Smit	th!					
		If yes, we can set you up and optim	whouse as your primary destin ize your processing so that it is faster a nd mailater				
		•					0+0
	Create a data loader	Ingest task to load large data sets to a cloud da	ta warehouse quickly and securely.		Transform Create a mapping in ETL or ELT mode to load and transform your de	ta. Creat	Orchestrate te a taskflow to define the control flow logic for your data integration and ingestion tasks
Rec	ent assets				Recent jobs		Updated 3.31.10
94		Name	Location	Last Accessed i	Status	Instance Name	Start Time 4
•		eg m_SQLELTPreviewTest	LT_Test	Feb 28, 2024, 1:18 PM		og Mapping, JT-4	Dec 13, 2023, 10:49 AM
	-	C Data Loader Task_Sales_Snewflake	D4_Ankta_DLT_Task D5_Ankta_NonDLT_Task	Jan 24, 2024, 10:14 PM Dec 18, 2028, 10:49 AM	(internet	C Data Loader Task42-1	Dec 13, 2023, 10.46 AM Aug 1, 2023, 1158 AM
	Need help from some help.	colleague one in your organization? Use our form t		et connected! onnection to a source or destination	Use our data tra Use a wizard to read	nsfer task! and transform data from up to two sources (ETL)	Go to Explore Cn the Explore page, you can see all your projects, folders, and as
		rted ? We can get you up and running right as t our getting started information in the o				ur community bout the power of Cloud Data Integration. Join ou	ar community now and begin learning from our expents and your peers!
					Runtime environment Status	Runtime environments Updat	at time 4 Description
	O Usage				(Up and Running)		25.2024.9:20 PM
	Want to t	rack your consumption? Go to the Meteri	ng page in Administrator to see summ	ary metrics for your organization		invicon32.informatica.com Jun 2	
						PROD, TEST, AGENT Jul 25	9, 2022, 10:11 AM Manage suntime env

The page displays the following rows of panels:

Do you use a cloud data warehouse as your primary destination?

This panel appears if you haven't selected a cloud data warehouse as your primary destination. Click **Yes, let's go** to select a primary cloud data warehouse. If you load data to different destinations, you can dismiss this panel and move it to the bottom of the page.

Primary task panels

Use the following panels to load and transform your data:

- Ingest. Create a data loader task to load large data sets to a cloud data warehouse.
- Transform. Create a data transfer task or mapping to load and transform your data.
- Orchestrate. Create a taskflow to define the control flow logic for your tasks.

If you've chosen a primary cloud data warehouse, the panel names include the data warehouse type, for example, **Ingest into Snowflake**.

Recent assets, Recent jobs

These panels display the assets you've most recently modified and the jobs you've most recently run.

Secondary task panels

These panels allow you to perform other tasks like inviting users to join your organization, creating connections, or opening the **Explore** page.

Help panels

Use these panels to view getting started information or access the community for help.

Usage, Runtime environments

These panels allow you to access your usage metrics and view the status of the runtime environments available to you, respectively.

Try out our mapping templates!

Click this panel to create a mapping based on a pre-defined mapping template.

You can also access the following pages from the navigation bar:

- New. Create mappings that define how to transform your data and tasks that move and transform your data. Create reusable mapping components. Create taskflows that can run multiple tasks in a series or in parallel.
- Home. Return to the Home page.
- Explore. Create and manage projects and assets.
- My Jobs. View the status of the jobs you're currently running or have run.

For more information about Data Integration, see the Data Integration section of the help.

Data integration tasks

Create data integration tasks to move and transform your data.

You can create the following types of tasks:

Mapping tasks

Mapping tasks process data based on the data flow logic defined in a mapping.

A mapping reads data from one or more sources, transforms the data based on logic that you define, and writes it to one or more targets. Create a mapping when you need to augment or manipulate your data before you load it to a target. For example, if you need to aggregate data, calculate values, perform complex joins, normalize data, or route data to different targets, you can create a mapping to do this. A mapping task runs the data flow logic that you've defined in the mapping. Choose this task type after you've created a mapping so that you can run the data flow logic defined in the mapping.

Data transfer tasks

Data transfer tasks move data from one or two sources to a target. You can also choose to sort and filter the data before you load it to the target.

Choose this task type when you want to transfer data from a source object, optionally add fields from a second source object, and write the data to a new or existing target object without changing the source data. For example, if you want to move customer records from an on-premises database table to a table in your cloud data warehouse, create a data transfer task.

Data loader tasks

Data loader tasks provide secure data loading from multi-object sources to corresponding objects in your cloud data warehouse. They can load data incrementally and provide support for schema drift.

To optimize performance, data loading occurs in parallel batches. To fine-tune the data, you can exclude certain objects and fields and also apply some simple filters. If your source data changes frequently, you can load only new and changed records each time the task runs.

Choose this task type when you need to ingest data as-is from multiple objects into your cloud data warehouse. For example, if you need to repeatedly load all the data from files an Amazon S3 bucket to corresponding tables in Snowflake Data Cloud, create a data loader task.

If you have more complex data integration projects, you can create taskflows to run mapping and data transfer tasks serially or in parallel.

For more information about data integration tasks, see *Tasks*. For more information about taskflows, see *Taskflows*.

Data transformation options

You can transform your data in Data Integration using a wizard, the Mapping Designer, or the SQL ELT Mapping Designer.

When you click the **Transform** panel on the **Home** page, you see the following options for transforming your data:

Using a wizard

Select this option to create a data transfer task.

A data transfer task uses a step-by-step, wizard-based interface to transfer data from your source to your target. For example, you might create a data transfer task to transfer data from an on-premises database to your cloud data warehouse.

If you wish, you can augment the source data with data from a lookup source and also sort and filter the data before loading it to the target.

Using our mapping designer

Select this option to create a mapping using the Mapping Designer.

Create a mapping when you need flexibility in your sources, targets, and transformation options. A mapping can read and write to a wide variety of heterogeneous data sources. It also offers a large variety of data transformation options.

When you run a mapping, Data Integration processes the transformation logic. However, you can choose to push some or all the transformation logic to the source, to the target, or both.

Using our SQL ELT mapping designer

Select this option to create a mapping in SQL ELT mode using the Mapping Designer.

Create a mapping in SQL ELT mode when your source and target are in the same cloud ecosystem and you want to perform the data transformation entirely within the cloud ecosystem. For example, you want to read data from your Snowflake cloud data warehouse or data lake, load it to your Snowflake cloud data warehouse, and perform all of the data transformation within Snowflake.

When you run a mapping in SQL ELT mode, Data Integration translates the transformation logic into ecosystem-specific SQL statements and commands that run in the underlying cloud data warehouse.

You can also create data transfer tasks and mappings by clicking New on the navigation bar.

Connectors

Data Integration can use a wide variety of connectors for data integration. You use connectors to create connections that provide access to data in cloud and on-premise applications, platforms, databases, and flat files.

Data Integration also provides several test connectors that you can use when you want to test your mappings and tasks using sample data rather than your actual data.

In Data Integration, some mapping and task settings are connector-specific. For more information, see the help for the relevant connector.

Notifications

You receive notifications in Informatica Intelligent Cloud Services for certain events, including job status updates, license expiration, and workflow progress. You can view notifications in the notifications tray and the **Notifications** page.

The Notifications icon on the toolbar displays the number of unread notifications. You can click the icon to view the latest unread notifications in the notifications tray. In Data Governance and Catalog, you can filter the tray to display only Data Governance and Catalog notifications. In other services, filtering the tray doesn't change the display.

You can view and manage all of your notifications on the **Notifications** page. To access the **Notifications** page, select **View All Unread** from the action menu in the notifications tray.

Administrator

Use the Administrator service to perform administrative tasks for your organization such as configuring runtime environments, connections, and schedules and viewing asset and security logs.

To open Administrator, select it from the My Services page.

The following image shows the Organization page in Administrator:

🔶 Informatica 🕬	ministrator ~				cdPay	ygo v (P) & ?
Cryanization Cryanization Metering Runtime Environ	cdiPaygo					Save
රේ Connections කි තිරිමාස්ථාය මුදු Loge	Organization Overs Entend Organization Network * Organization Ro. Environment Type: Description:	ier	dditma Address 1: Address 2: Chyr Dine: Zip Code: Courry 1	2100 Sequent Bild		
	Organization Histor Created By: Created On:	ry === Na== 20, 2022, 3, 20 PM	Updated By: Updated On:	алиг, а Дин 8, 2022, 212 Р.М		
< Collapse	Authentication Genetal Misimum Password Length: Misimum Character Misimum Character	(s v (s v	Use Trusted IP Rang	rs		Epuis Citra

Use the navigation menu on the left to open the following pages:

- **Organization**. Manage organization details such as your organization's name and address, authentication settings, time zone, and whether to enable CLAIRE recommendations.
- Metering. View your organization's usage details and estimate your future usage and costs.
- Runtime Environments. Manage your organization's runtime environments. Download and install a Secure Agent.
- Connections. Create and manage the connections that are available to all users in your organization.
- Schedules. Create and manage the schedules that you use for running tasks.
- Logs. View the asset and security logs for your organization.

For more information about Administrator, see the Administrator section of the help.

Monitor

Use Monitor to monitor the jobs you and other users in your organization are running or have run. A job is an instance of a mapping, task, or taskflow.

To open Monitor, select it from the My Services page.

All Jobs Data Integration						
Jobs (43) 🥥 Up to date					Updated 4:11:11 PM I	=== C 1↓ ∇ Find
Instance Name	Location	Subtasks	Start Time 🎍	End Time	Rows Processed	Status
old Mapping25-mandf-walkme-1	47		Jun 28, 2024, 2:24 PM	Jun 28, 2024, 2:24 PM	0	S Failed
ele Mapping17-lookup-08-1	air		Jun 25. 2024, 2:43 PM	Jun 25. 2024, 2:43 PM	98	🕑 Success
et Mapping 17-lookup-02-1	4		Jun 25, 2024, 2:07 PM	Jun 25. 2024, 2.08 PM	98	Success
ele Mapping22-1	Default		Jun 24, 2024, 1:60 PM	Jun 24, 2024, 1:40 PM	98	Success
ole Mapping17-router-synapse-1	air.		May 30, 2024, 10:23 AM	May 30, 2024, 10:24 AM	98	Success
or Mapping 17-mandf	air		May 30, 2024, 9:57 AM	May 30, 2024, 9:57 AM	0	📀 Failed
• Mapping 17-1	47		May 30, 2024, 9:50 AM	May 30, 2024, 9:50 AM	0	📀 Failed
ele Mapping17-lookup-synapse-1	4		May 30, 2024, 9:32 AM	May 30, 2024, 9:33 AM	0	tropped
ete Mapping17-joiner-synapse-playtest-1	10 C		May 30, 2024, 9:21 AM	May 30, 2024, 9:21 AM	•	🔕 Failed
of Mapping17-mandf-preview-2	47		May 28, 2024, 3:57 PM	May 28, 2024, 2:57 PM	0	🔕 Failed
old Mapping17-1	47		May 28, 2024, 2:28 PM	May 28, 2024, 2:28 PM	98	Success
• Mapping17-router-preview-1	air.		May 28. 2024, 2:11 PM	May 28, 2024, 2:12 PM	•	Stopped
ee Mapping17-mandf-preview-1	42		May 28, 2024, 2:03 PM	May 28, 2024, 2:04 PM	0	📀 Failed
ele Mapping17-mandf-playteet-1	42		May 28, 2024, 1:58 PM	May 28, 2024, 1:58 PM	•	🔕 Failed
et Mapping 17-lookup-playteet-1	47		May 28, 2024, 1:46 PM	May 28, 2024, 1:46 PM	•	Stopped
og Mapping17-joiner-preview-1	#F		May 28, 2024, 1:32 PM	May 28, 2024, 1:33 PM	0	📀 Failed
4 Mapping 19-joiner-playtest-1	47		May 28. 2024, 11:29 AM	May 28, 2024, 11:29 AM	326	🕑 Success
ele Mapping17-router-2	42		May 23, 2024, 3:00 PM	May 23, 2024, 3:00 PM	98	Success
ete Mapping21-lookup2-1	42		May 23, 2024, 2:35 PM	May 23, 2024, 2:36 PM	98	Success
et Mapping21-lookup-1	<i>a</i> 2		May 23, 2024, 2-23 PM	May 23, 2024, 2:23 PM	98	Success
og Mapping20-joinen1	#F		May 23, 2024, 1:45 PM	May 23, 2024, 1:47 PM	0	📀 Failed
4 Mapping 17-router-1	47		May 22, 2024, 3:49 PM	May 22, 2024, 3:49 PM	98	🕑 Success
et Mapping 17-manipolate-1	47		May 22, 2024, 2:50 PM	May 22, 2024, 2:50 PM	0	📀 Failed
ete Mapping17-lookup-1	<i>i</i> 2		May 22, 2024, 2:10 PM	May 22, 2024, 2:18 PM	98	Success
or Mapping 17-joiner-1	air		May 21, 2024, 4:56 PM	May 21, 2024, 4:56 PM	326	Success

The following image shows the All Jobs page in Monitor:

Use the navigation menu on the left to open the following pages:

- **Running Jobs**. Provides runtime details about the Data Integration jobs that are running or have completed within the last five minutes.
- All Jobs. Provides details about all Data Integration jobs in the organization, including jobs that are running, completed successfully, or failed.

To view details about a specific job, click the job name.

For more information about monitoring your jobs, see the Monitor section of the help.

Security

Informatica Intelligent Cloud Services uses authentication and encryption to ensure that data is secure and available only to users within the organization. Informatica Intelligent Cloud Services uses industry approved algorithms to encrypt sensitive information. All customer data is encrypted at rest using an AES-256 key. Data in transit is encrypted using the TLS 1.2 protocol.

For more information, see the Informatica Intelligent Cloud Services Trust Center.

CHAPTER 2

Data integration tools

Informatica Intelligent Cloud Services provides the following tools that you can use to satisfy your data integration business needs:

- Projects
- Assets
- Templates
- Explore page

Projects

Informatica Intelligent Cloud Services assets are organized in projects. You can create multiple folders within a project to contain the assets that you need for your project.

For example, you might have a business need to provide monthly analyses of your company's sales activity. You create a project called Monthly Sales Analysis. You create folders that contain the assets that you use on a monthly basis to integrate data from various systems to perform your analysis.

The types of assets that you use in your projects depends on the services that you use. For example, a Data Integration project can include assets such as mappings, tasks, and taskflows.

Assets

In Data Integration, assets are mappings, taskflows, and tasks such as mapping tasks, data transfer tasks, and data loader tasks. Assets also include components such as mapplets, user-defined functions, and shared sequences.

Create the assets you need to satisfy your business needs. Templates are available for certain asset types. You can use a template as-is, or you can use it as head start and customize it to meet your needs.

You can use assets in multiple projects. All assets must be part of at least one project. If you create an asset without specifying a project, the asset is created in the Default project.

Templates

When you create assets such as mappings, mapping tasks, or taskflows, you can either create the asset from scratch or use a template. Data Integration offers a variety of data manipulation templates to jump-start your project. Templates include pre-built logic that you can use for data integration, cleansing, and warehousing tasks.

To help you create assets quickly, Data Integration provides the following types of templates:

Mapping templates

Mapping templates are mappings in which the transformation logic and required parameters are defined for you. Data Integration provides mapping templates for integrating data, cleansing data, and loading slowly changing dimension tables. For example, the **Merge two data sources** mapping template is a mapping that merges two sources so that if a field in one source is empty, the value from the other source is used.

Create a mapping from a template when you want to reuse the logic in one of the template mappings, but you also want to customize the mapping to meet your needs. When you finish the mapping, create a mapping task to run it.

For example, you want to merge two sources so that if a field in one source is empty, the value from the other source is used. However, you also need to sort the data before loading it to the target. Create a mapping based on the **Merge two data sources** mapping template, and add a Sorter transformation to sort the data before loading it to the target. Then, create a mapping task to run the mapping.

Mapping task templates

Mapping task templates are mapping tasks that are based on the template mappings. Use a mapping task template when you want to run one of the template mappings without changing the transformation logic. When you create the mapping task, you only need to supply the runtime information such as the runtime environment, source and target information, and values for other mapping parameters.

For example, you want to augment data from a relational source with additional fields from a reference table. Create a mapping task based on the **Augment Data with Lookup** template. In the mapping task wizard, enter the runtime information such as the runtime environment, source table, target table, lookup table, and lookup condition.

Taskflow templates

Taskflow templates are taskflows that contain common control flow logic.

Use taskflow templates to organize tasks in common ways such as sequentially, in parallel, or based on a decision. When you create a taskflow based on a template, the flow is pre-defined. Add and remove tasks to reflect the actual task flow.

Explore page

Use the Explore page to work with your Informatica Intelligent Cloud Services projects, folders, and assets.

Finding projects and assets on the Explore page

Use any of the following methods to find your projects and assets on the Explore page:

Explore by projects and folders. View all projects or select a particular project.

- Explore by asset types. View all assets or view assets of a particular type.
- Explore by tags. View assets associated with a particular tag.
- Search for projects, folders, or assets. To search for projects, folders, and assets in the organization, view the **Explore** page by **All Projects**, and then enter a name or description in the Find box. Or, view the **Explore** page by **Asset Types** and to narrow your search, select an asset type from the **All Assets** list. Then, in the Find box, enter a name or description in full or part.
- Sort the search results. Sort the Explore page by name, asset type, last update date, create date, or description. When you sort by type, the Explore page groups assets by asset type. It does not list the asset types in alphabetical order.
- Filter the objects on the page. To filter objects, click the **Filter** icon. To apply a filter, click **Add Filter**, select the property to filter by, and then enter the property value. The filters that are available depend on how you view the page. You can specify multiple filters.

For example, to find all the assets in your organization with the tag SW Region, view the **Explore** page by **All Assets** and then click the **Filter** icon. Add the **Tags** filter and enter "SW Region."

If the result size is large, for example, over 1000 objects, all the objects appear on the **Explore** page but the total number of objects that displays at the top and bottom of the page can be approximate for a minute or so.

Tip: Filtering is available on other pages in addition to the **Explore** page.

Explo	Explore V All Assets V							
All A	Ssets (7) None Selecter	d ~						
Filter	Tags: east ✓ × Add Filter ✓	,						
	🚯 Name 🕇	Туре	Updated On	Location	Tags			
	🗳 📲 EC_AcctExps	Mapping	Oct 1, 2020, 2:34 PM	ECDistr_SC\EC_Accts	map, east, map, east, I			
	HapLkUpSQLOR	Mapping	Mar 21, 2024, 4:51 PM	Default\Tag	east			
		Mapping	Mar 19, 2024, 5:05 PM	Default	east			
	HapLkUpSQLOR -	Mapping	Mar 21, 2024, 4:49 PM	Default	east			
	MappingTask41	Mapping Task	Mar 21, 2024, 4:51 PM	Default\Tag	map, east			

You can see projects, folders, and assets for all of the services that you use. If you select an asset to open it or perform an action, and the asset is created in a different service than the one you have open, the service opens in a new browser tab.

You can't use the following characters:

? ' | { } " ^ & [] / \

Working with projects and assets on the Explore page

Perform actions on projects, folders, and assets on the **Explore** page. To see what actions you can perform on an object, in the row that contains the object, click the **Actions** icon, as shown in the following image:

		Pull from Global Git	New Folder	Import
		11	Find	?
Updated On ↓	Tags	Status		
Mar 21, 2024, 4:49 PM	east	Invalid		-
Mar 21, 2024, 4:49 PM	local	Valid	Pro	perties
Mar 21, 2024, 4:49 PM	map, east	Valid	Vie	
Mar 19, 2024, 5:05 PM	east	Invalid	Edit	
Mar 19, 2024, 1:35 PM	local	Valid	Сор	y in Advanced Mode
Mar 19, 2024, 1:35 PM	map, east	Valid	Che	ck In
Mar 19, 2024, 1:35 PM		Valid		ck Out
Mar 19, 2024, 1:35 PM		Valid		

You can also perform an action on multiple objects at one time. Select the check box to the left of each object, or select the Select All check box to select all of the objects that are displayed on the current page. The following image shows the Select All check box in use:

Ex	plor	e ∨ All Projects ∨ / ⊡	Default	
C	Defau	Ilt (399) 25 Selected ~		
]		🚯 Name	Туре	Updated On
		Reference of the second	Mapping	Jun 8, 2020, 5:38 PM
		• m_PersistentCacheRelatic	Mapping	Feb 14, 2020, 12:56 PM
		■☐ m_PipelineLookupTest	Mapping	Dec 16, 2020, 3:14 PM
		■ m_RelationalSrc_IF-32913	Mapping	Apr 7, 2020, 3:48 PM
	-			

After you select the objects, click Actions in the row of any of the selected objects.

🛑 Exp	Explore Y All Projects V > 💼 Default						
Defau	ult (13) <mark>4 sele</mark> c	ted T					
Select	None		Туре	Updated On			
Copy T		fer Task 1	Data Transfer	Sep 16, 2022, 9:45 AM			
Move 1			Data Transfer	Sep 19, 2022, 10:31 AM			
Tags		ıfk	Data Transfer	Sep 19, 2022, 10:00 AM			
Delete			Mapping	Oct 19, 2022, 1:57 PM			
	-E m_load	CustData	Mapping	Oct 10, 2022, 3:55 PM			
	-E Mapping	g1	Mapping	Sep 30, 2022, 12:40 PM			

Alternatively, you can use the Selection menu to choose the action, as shown in the following image:

Customizing the Explore page

You can display, hide, or rearrange columns on the **Explore** page. To display or hide columns, right-click the column heading area and select or clear the column headings in the list. The headings in the list depend on whether projects, assets, or tags are in view on the **Explore** page.

In the following example, the **Updated By**, **Created On**, and **Created By** columns will be hidden when **All Projects** is selected:

📄 Exp	olore 🗡 🛛 All Project	s ▼	
All Pr	ojects (3)		
	Name)n
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	🔁 Sales	Updated By Created On)22, 1:09 PM
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CHAPTER 3

Informatica resources

In addition to the online help, you can find information about Informatica Intelligent Cloud Services using the following resources.

Informatica Intelligent Cloud Services web site

You can access the Informatica Intelligent Cloud Services web site at <u>http://www.informatica.com/cloud</u>. 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/clouddevelopers

Informatica Intelligent Cloud Services Marketplace

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

https://marketplace.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 <u>Informatica Intelligent Cloud Services Status</u> 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, on the <u>Informatica Intelligent Cloud Services Status</u> page, click **SUBSCRIBE TO UPDATES**. You can choose to receive notifications sent as emails, SMS text messages, webhooks, RSS feeds, or any combination of the four.

Informatica Product Availability Matrices

Product Availability Matrices (PAMs) indicate the versions of the operating systems, databases, and types of data sources and targets that a product release supports. You can browse the Informatica PAMs at https://network.informatica.com/community/informatica-network/product-availability-matrices.

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 <u>https://docs.informatica.com</u>.

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

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

Informatica Global Customer Support

You can contact a Global Support Center through the Informatica Network or by telephone.

To find online support resources on the Informatica Network, click **Contact Support** in the Informatica Intelligent Cloud Services Help menu to go to the **Cloud Support** page. The **Cloud Support** page includes system status information and community discussions. Log in to Informatica Network and click **Need Help** to find additional resources and to contact Informatica Global Customer Support through email.

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.

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