

TERADATA VIEWPOINT MENTORING

START OFF RIGHT!

Get off to a great start by utilizing Teradata® Viewpoint Operational Mentoring service to give your business the power to drive growth. We help ensure a smooth transition to Teradata Viewpoint so your operations is up and running right away – with applied Best Practices. Mentoring your Database and System Administrative support personnel enables them to be efficient and reliable from the start. Your company can then maximize system performance and productivity – giving you a powerful advantage over your competitors.

INCREASE YOUR SATISFACTION

We help database and system administrators gain a trust in their Teradata system. This powerful capability results in improved satisfaction with operating the Viewpoint application and overall Teradata system.

LEARN TERADATA VIEWPOINT FAST

Viewpoint Mentoring is typically a 1 day remote engagement, with additional days available as needed. It consists of hands-on Teradata training session delivered by an experienced Operational Services consultant designed for New Customers or Existing Customers upgrading to TD 13.10 or greater and migrating tools. The emphasis is on knowledge transfer in the areas of migration to Viewpoint and associated daily management, administration and operations.

The Viewpoint mentoring engagement works in conjunction with, or in addition to, the Viewpoint training provided by Teradata Customer Education. While you are in the process of completing the technical training necessary to become proficient with Viewpoint, we focus on the integration of the Viewpoint application into your heterogeneous IT environment, best practices, proactive measures, and problem avoidance – with the goal of maximizing system availability and minimizing issue resolution time.

The outcome of the engagement is a solid understanding of the overall application of Viewpoint, and the ability to understand, control, manage, and administer. The mentoring training is customized for you and will give you everything you need for a great start!

WHAT YOU WILL LEARN

Viewpoint overview:

- ~ Discuss Viewpoint server architecture, setup, and administration
- ~ Discuss or Setup user Roles and User creation
- ~ Discuss what is required and demonstrate adding a Teradata system
- ~ Turn on and verify settings for Viewpoint data collection

Introduction into using the portlets:

- ~ Discuss the key operational portlets and their usage
- ~ Discuss customizing the portlets

Migrate Teradata Manager settings:

- ~ Migrate the settings used on a Teradata Manager system to the Viewpoint system

Review and/or set up alerts:

- ~ Introduce or Audit the Viewpoint Alerts
- ~ Sample test and enable the Viewpoint alerts

WHY VIEWPOINT MENTORING IS THE RIGHT CHOICE FOR YOU:

- ~ If upgrading to TD13.10 or greater – Migrate off discontinued tools
- ~ Provides everything to ensure a smooth transition to Viewpoint
- ~ Learn what's needed to fully utilize Viewpoint
- ~ Avoids problems and promotes system availability

Session and Space management:

- ~ Discuss key aspects of Viewpoint session management
- ~ Typical DBA activities with Viewpoint

Customer questions and demo of topics:

- ~ Open topics for questions on different Viewpoint usage

Setting up the throttles and filters:

- ~ Discuss and demonstrate adding Filters and Throttles for workload management

TERADATA EXPERTISE

Teradata Corporation is a world leader in providing expertise for massively parallel processing environments. We are committed to excellence and have the established

methodology and tools, which prove it. Teradata has a proven track record of successful service in mission-critical environments. It's why many of the world's most successful companies trust Teradata with their business.

TAKE ACTION NOW

Powerful, proven, and experienced, Teradata Viewpoint Mentoring provides you with the avenue to make sure Teradata administrators are able to have systems up and running at maximum efficiency right away.

For more information about Teradata Viewpoint Mentoring, contact your Teradata representative or visit Teradata.com.

For more information on Teradata Customer Education or the Teradata Certified Professional Program visit TeradataEducationNetwork.com.



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