

# Telemetry collection and analytics

Release Date:  
January 2022

Document ID:  
B700-1200-012K

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## Revision History

Revision/Version*	Date	Comments
1.0	January 2022	Initial Release



## Table of Contents

<b>1</b>	<b>Telemetry collection and analytics .....</b>	<b>1</b>
1.1	Level 1 (L1) Data .....	1
1.2	Level 2 (L2) Data .....	1



# 1 Telemetry collection and analytics

The Telemetry collection and analytics agent is a data collection and analytics pipeline that collects data from customers' systems and sends it to Teradata.

The following levels of telemetry collection are available:

- **Level 1 (L1) Data**
- **Level 2 (L2) Data**

## 1.1 Level 1 (L1) Data

Teradata is contractually entitled to collect L1 Data and includes ResUsage and DBQL.

## 1.2 Level 2 (L2) Data

Teradata might collect additional data elements known as L2 Data with the consent of individual customers. Teradata Telemetry supports corporate functions and operations management. Customers provide consent using the [KB0033994 Customer Consent Addendum](#).

The collection of L2 data helps Teradata to perform the following tasks:

- Detect, troubleshoot, or resolve customer issues
- Gauge, analyze, and optimize performance and functionality
- Provide feedback and recommendations related to the services that customer receives from Teradata

However, Teradata does not collect Personally Identifiable Information (PII) data elements.

L2 data elements are collected from the pdcr and dbc databases and include the following items:

- Database, Table, and Column names
- The username associated with a database request
  - Note:** The username is a non-PII element and is not visible to the user.
- The organization and department associated with a user