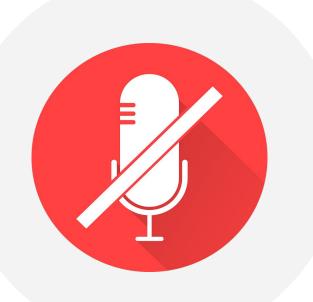


Looker Essentials For Admins, Developers & Bi Leads

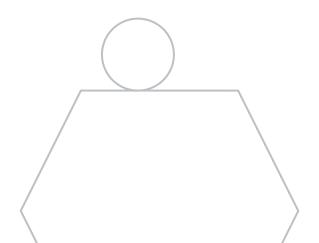
Wednesday, Dec 21 2022

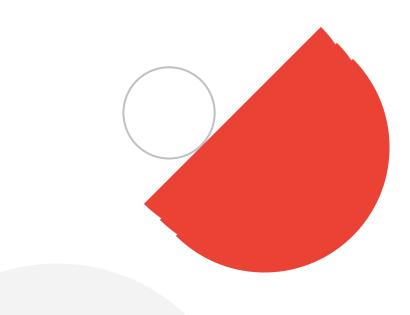


Welcome



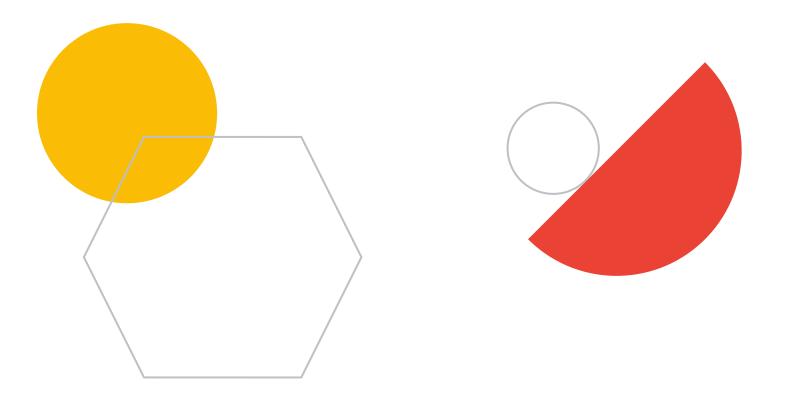
Please keep your microphone muted when you are not speaking.





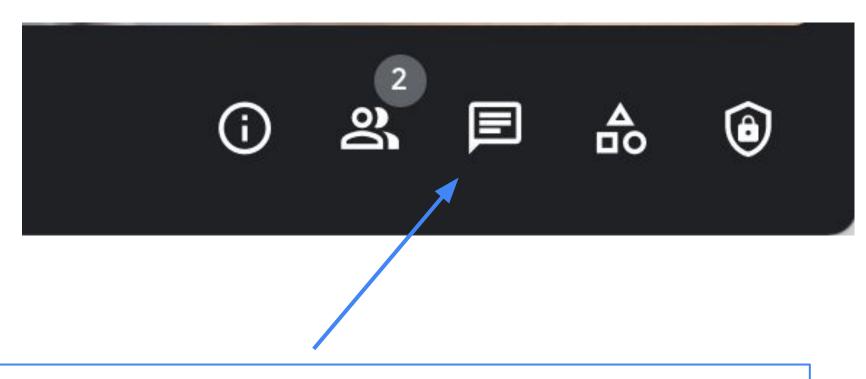


Ask questions interactively through the chat and when the presenter asks for verbal contributions



While we wait for everyone to join the, we'd love to hear from you..

Where are you joining from and your role?



Post your responses using the Google Meet chat functionality at this icon in the lower right corner of your screen.

Note: You can always ask a question during the session using this button.



Today's agenda



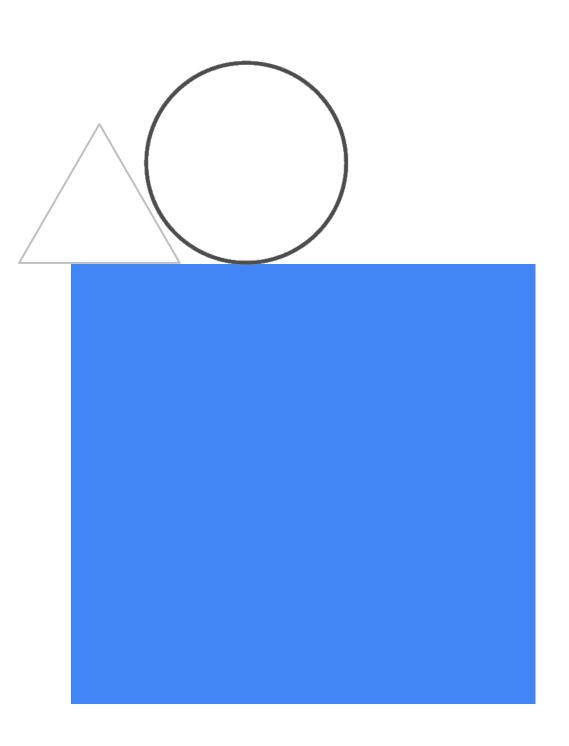
01	Looker Technical Resources
02	Looker Connect Training
03	Looker Technical Support
04	Product Updates
05	Life Cycle Management
06	Q&A
07	Closing Remarks



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Looker Technical

Looker Technical Contacts



Looker Technical Contacts

Looker technical contacts receive security notices and can access teammate's support requests in the customer portal.

Approval from a Technical Contact required for:

- Changes that require downtime
- Looker license updates
- Providing executable JAR files (self-hosted)

Technical Contacts	
release@looker.com ×	Update
These people will be contacted by Looker about new releases, critical issues, and other important communications related to your Looker instance.	

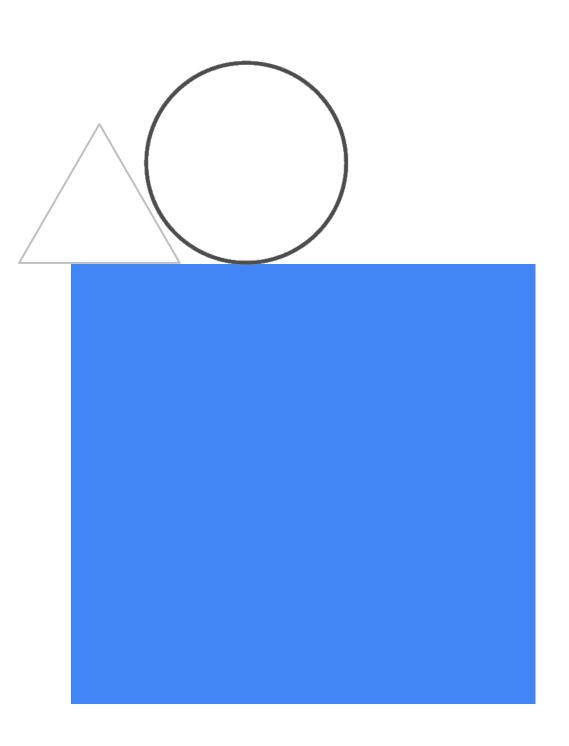
For more information check out:

<u>cloud.google.com/looker/docs/admin-panel-general-settings</u>

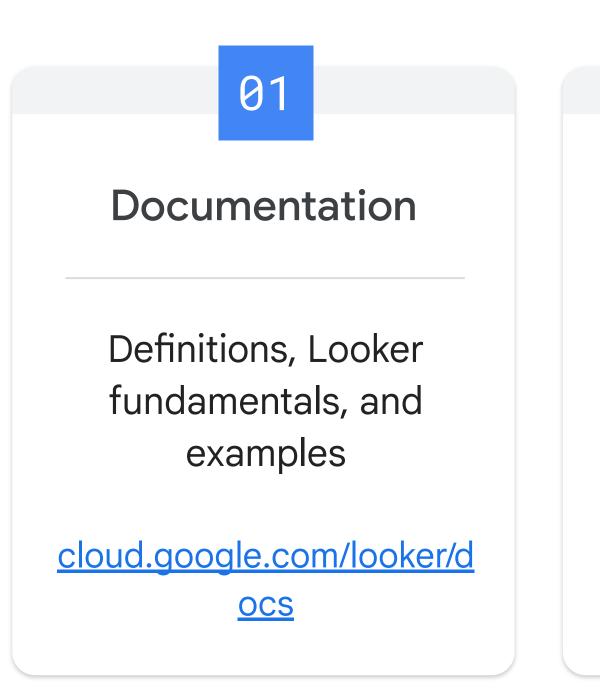
To set a user as a technical contact:

1. Navigate to General Settings > Admin 2. Under Technical Contacts section, add emails for those who should be contacts

Looker Enablement Resources



Looker Resources and Learning



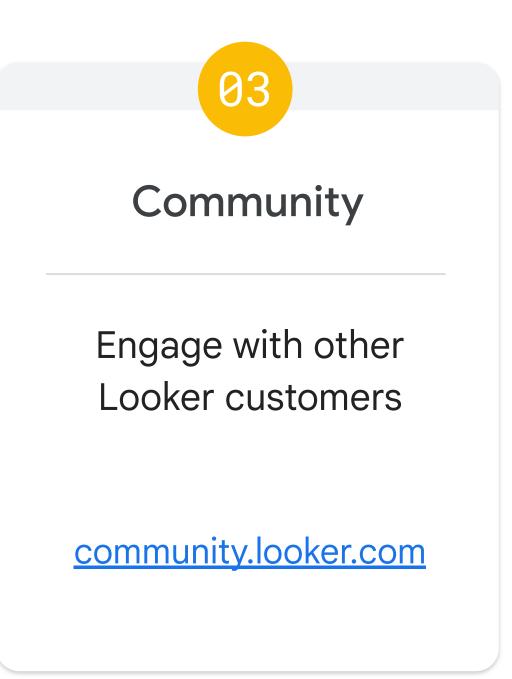
02

Looker Events

Meetups, webinars, annual events like JOIN & Beacon

cloud.google.com/events

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Looker Connect

Proprietary + Confidential

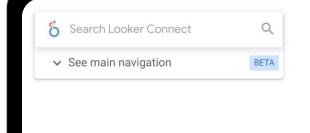
Looker is excited to reveal a new learning platform that connects users to success faster.

No two users are the same, so Looker partnered with Cloud Learning Services to create a flexible solution centered on the user with **tailored**, **socially connected learning**.

Whether a user is trying to perform a quick task, grow their careers, or just see what other users think, Looker Connect is their go-to source.

Visit **connect.looker.com** to register.

connect.looker.com



Welcome! Connect with us on your Looker journey.

Build the BI skills you need to grow your career.



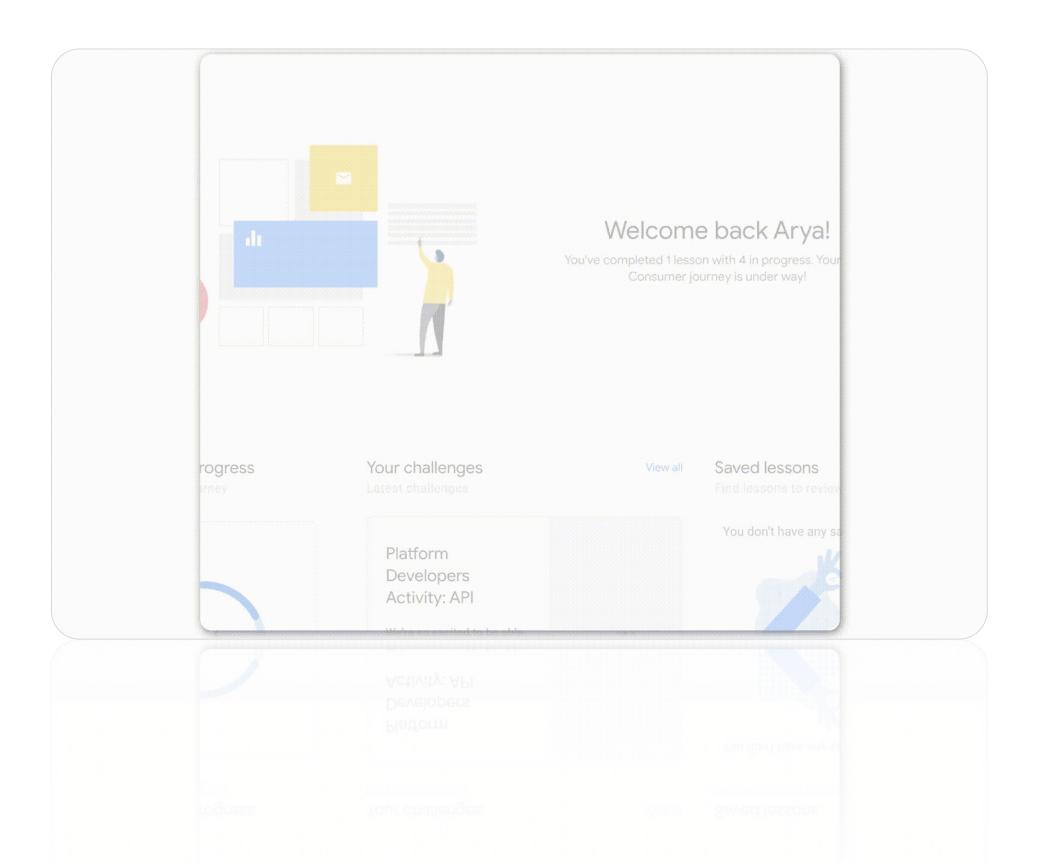




Features of Looker Connect | Guided Learning

Guided learning paths teach Looker in a way that's specific to user goals and roles.

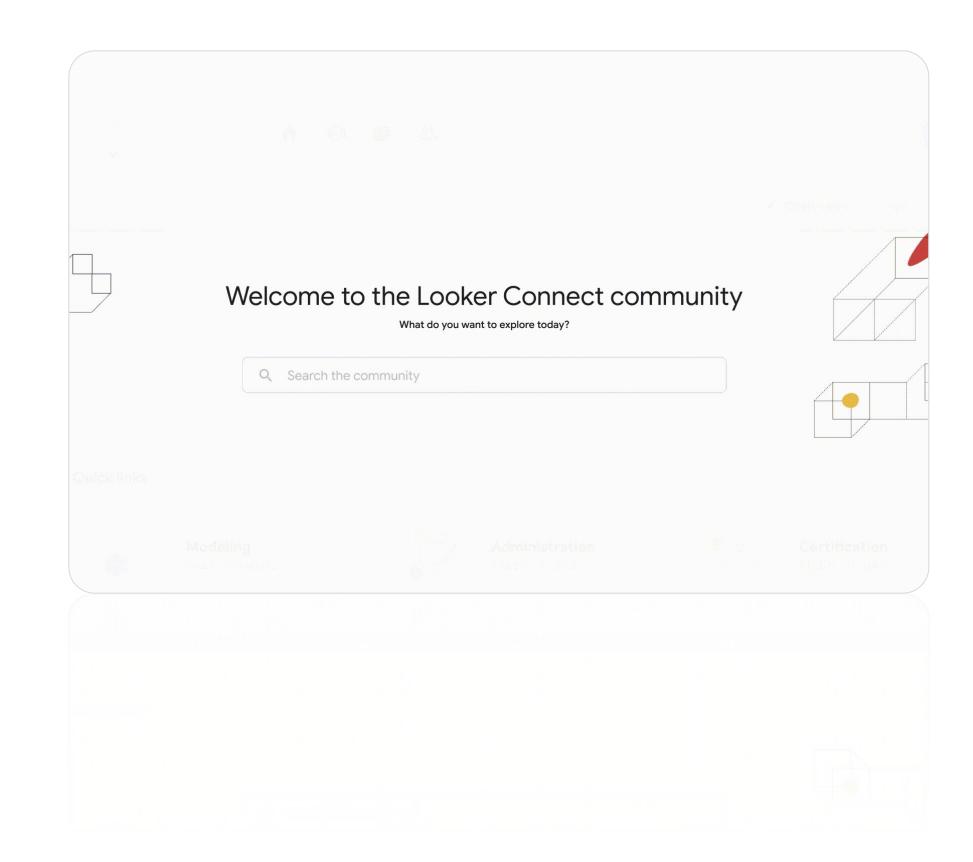
Whether you're a LookML developer, Data Consumer, or Looker Administrator, we've got your back all the way from introduction to certification.



Features of Looker Connect | Socially Connected Learning

Socially connected learning bridges the gap between users.

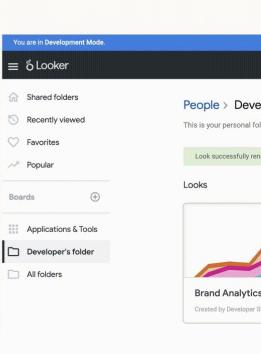
In Looker Connect, users are able to add shareable notes and comments, engage in discussions, inspire each other, and celebrate successes together.



Features of Looker Connect | Looker Sandbox

The Looker Sandbox provides a stress-free, hands-on platform.

Powered by Qwiklabs, the Sandbox lets users experiment with Looker without actually affecting their company's data.



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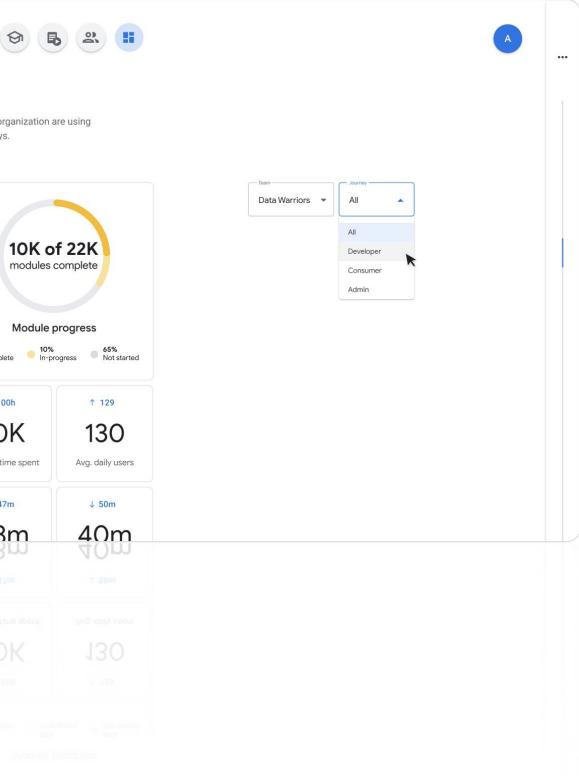
Looker Connect | Admin Dashboard

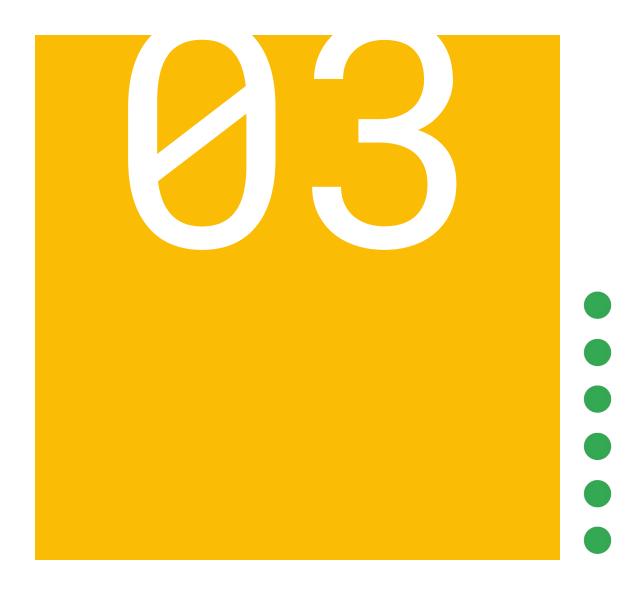
An organizational health dashboard

updates admins on their team's progress.

With a finger on the pulse of their users' training activities, owners and admins can identify heroes and mentors early while also identifying teams that need more support.

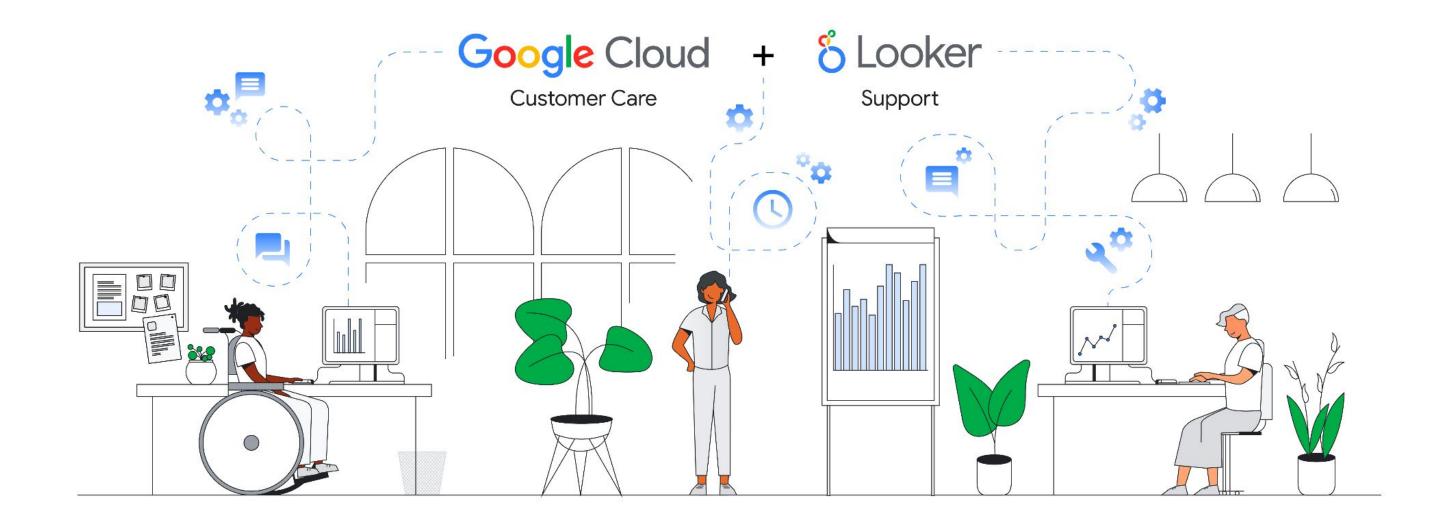
Admin Dashboard	
Your organiztation at a glance. See how memb learning resources and progressing in their lea	
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Lesson progress	
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journeys complete	
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Journey progress	





Looker Technical Support

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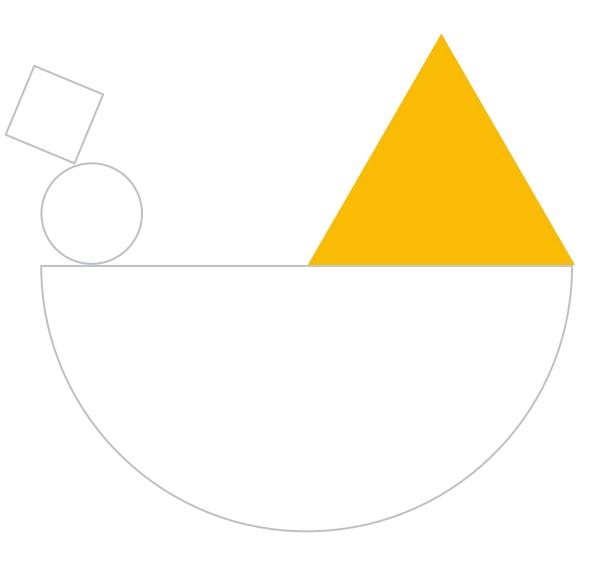


Looker Cloud Support

Mission: Drive Google Cloud's success by solving hard problems at scale for our customers

When you get stuck in Looker, we provide 24/5 access to a diverse group of empathetic and technical problem solvers to empower and enable you.

Chatting with Support



Chat Support

English Language Support available 24 hours a day, 5 days a week

Available to administrators and developers on your Looker instance

Hours:

- Sunday, 5:00 pm PST Friday, 6:00 pm PST
- Sunday, 8:00 pm EST Friday, 9:00 pm EST
- Monday, 12:00 am GMT Friday, 2:00 am GMT
- Monday, 9:00 am JST Saturday, 9:00 am JST

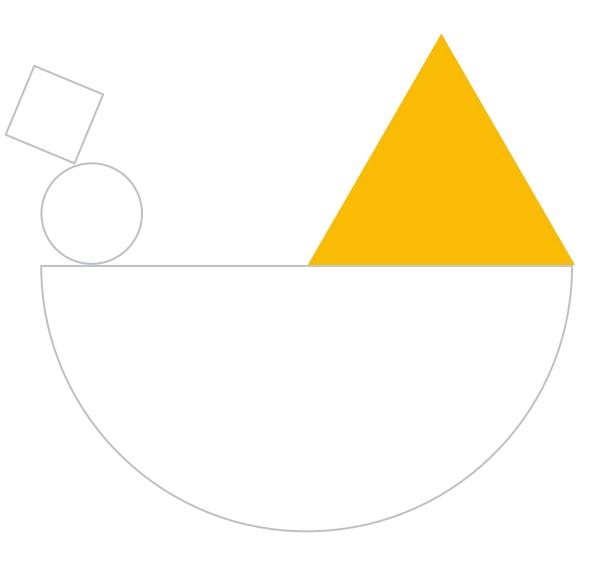
Japanese Language Looker Support:

• 9:00 am JST to 5:00 pm JST, Monday-Friday

Q Search Help		
Chat	Online 📃	
Docs		
User Guide		
Looker at Looker		Live Support
Product Idea?	out this a If you hav using the help men Your profi Emm emm	detail on the options below, check article: g.co/looker-chat-form we a product idea, feel free to share in a "Product Idea?" option under the bu. Learn more here: g.co/looker-idea file: na O'Keefe ha.okeefe@looker.com e you working on in Looker?

Click **Chat** option from the help menu

Customer Support Portal



The Customer Portal

Track support requests in the Looker Help Center. This can be found at <u>help.looker.com</u>.

All users may submit support request and see status of their tickets

Technical contact can see tickets across their users

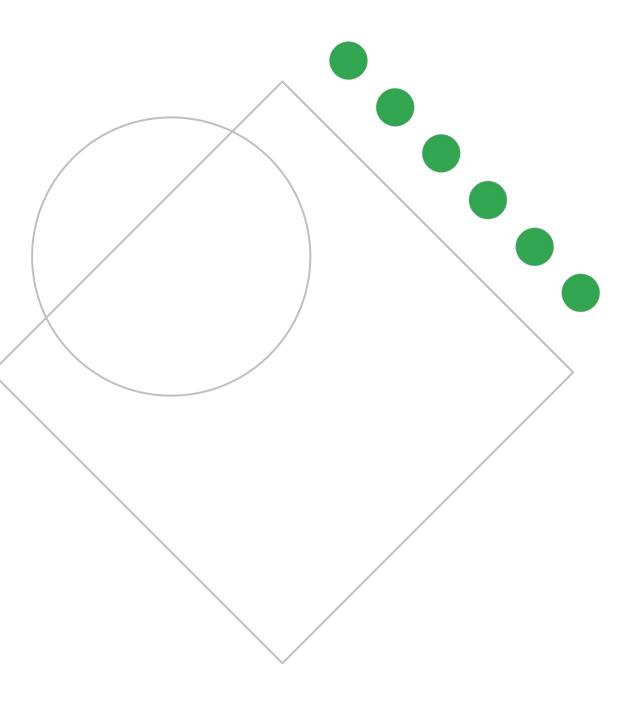
Source User Guide Getting Started User Guide Getting Started Help Center Documentation Community Training Community My requests Image: Started Image: Started	ertification
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Chat with Brecht Vermeire #310549 13 days ago 13 days ago open	
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Chat with Brecht Vermeire#31016314 days ago14 days agoopenChat with Brecht Vermeire#31016114 days ago14 days agoopen	



Product Updates

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Release Notes



Release Cycle

Release overview and details

cloud.google.com/looker/docs/looker-releases

Release numbers

Our release numbering scheme uses a three-number sequence: X.Y.Z

- X = major version (# reflects calendar year)
- Y = minor version
- Z = match version

Example: Looker 22.1.1

Update process

Ownership of the update deployment process varies according to how you host your Looker instance.

Most common scenario are instances are Looker-hosted and minor updates are applied monthly

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	Release No	otes 21	.20.30		

Release Notes Homepage

Release notes, feature highlights, related blogs and webinars cloud.google.com/looker/docs/looker-releases

Looker 21 Changes

Find the latest on Looker 21 changes on these pages:

- See highlights for each 21.x release on our Looker Release Highlights page.
- A more complete list of changes can be found on the Looker Changelog page.
- Are you a part of the Extended Support Release Program? Find more details on the Extended Support Release Notes page.

Release Documentation

Have a question about a release or a release-related process? Check out these pages:

- Release Overview
- Extended Support Release (ESR) Program
- Looker-Hosted Maintenance Hours
- Release Deployment Emails
- Offically Supported Releases
- Legacy Feature Deprecation Schedule



Interested in some Looker blogs and webinars? Check them out!

- / 11AM PT / 2PM ET
- 4AM PT / 7AM ET
- What's New in Looker? July 2020 Edition
- What's New in Looker? April 2020 Edition
- What's New in Looker? January 2020 Edition
- New Looker Features Blog



See our historical release notes on these pages:

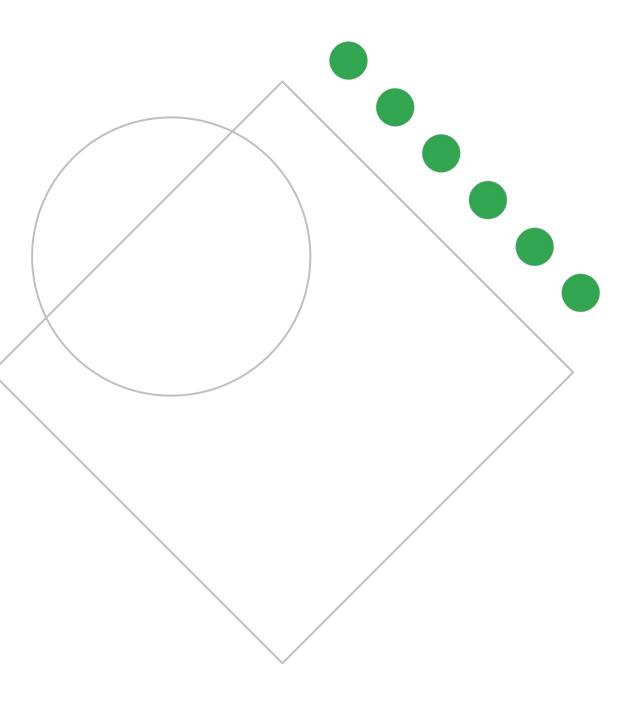
- 7.x Release Notes
- 6.x Release Notes

What's New: Blogs and Webinars

• What's New in Looker? webinar November Edition - Americas on November 5th, 2020 at 6PM GN

What's New in Looker? webinar November Edition - EMEA on November 5th, 2020 at 11AM GMT

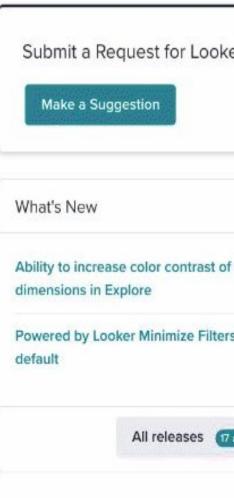
Feature Requests



Feature Requests

Your feedback is important

- Submit your feedback directly
- Add your vote to ideas others have submitted
- See what's been released recently and what's coming soon.



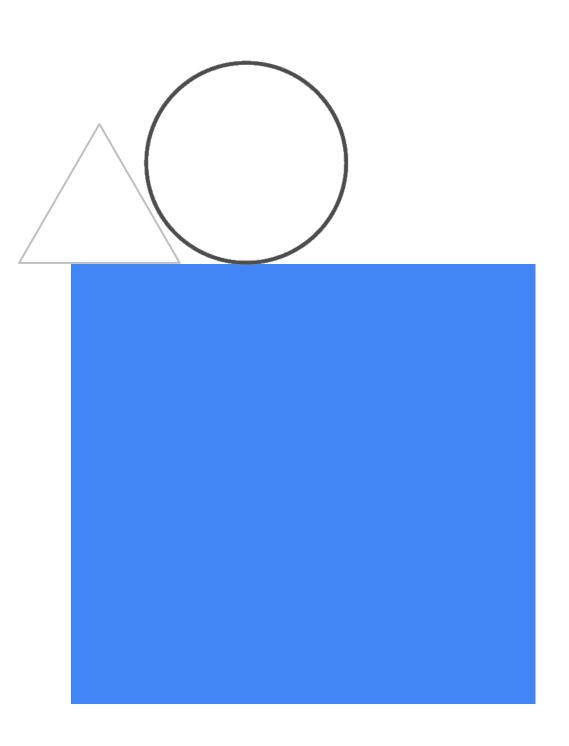
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		n	Q Search Help
		ז ק ס.	Chat Online 🗐 Docs User Guide Product Idea?
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er	My Prioritie	s a	Release Notes 21.0.22
	Suggested	by Others	
selected	Vote	Title	Status
; by	d zzz	I want to be able to add to PDTs incrementally	Building
	د ت z²²	Improve the way you build dashboards	Awaiting Feedt
unread	1 z ²²	Make totals clearer	Planned
	₫ z ^{zz}	Create merged results with pivoted	Awaiting Feedt



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Management

Labs Features & Marketplace



Labs Features

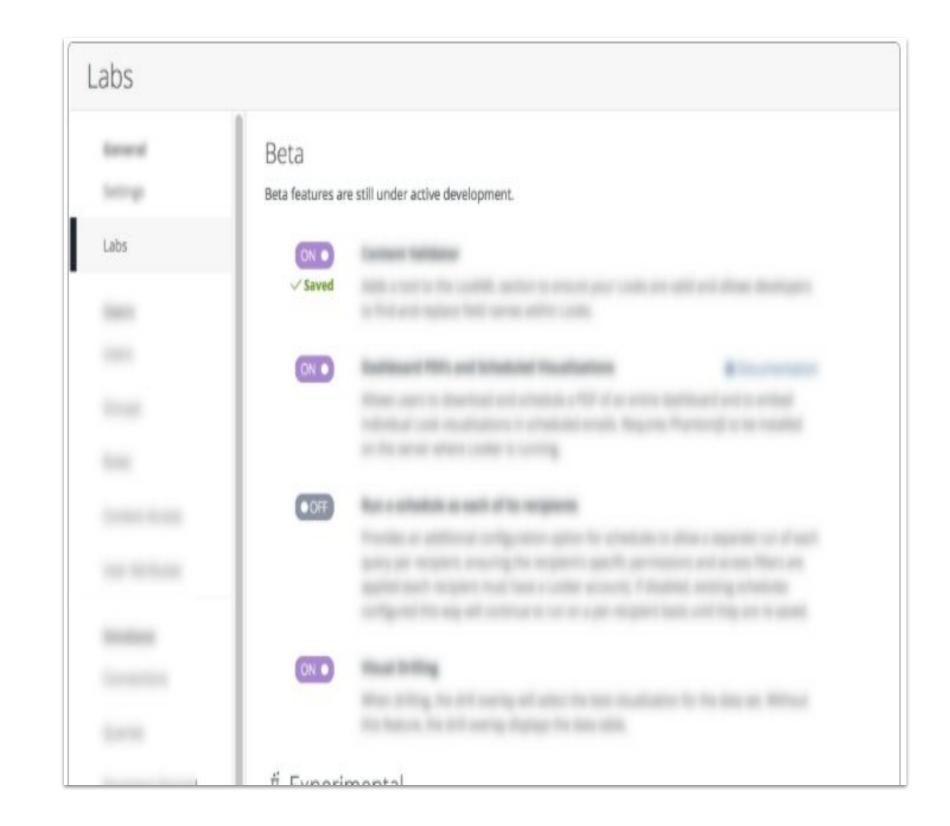
Enable new, in-progress beta & experimental features in the **General** section of the **Admin** menu.

Beta:

- Features are expected to remain in the product
- Errors are expected to be resolved at some point
- Features may change in detail
- Errors may not be fixed with the same speed as with normal features

Experimental:

- Features may or may not remain in the product
- Errors may or may not be corrected
- Experimental items indicate Looker is thinking about these as new features and would like your feedback

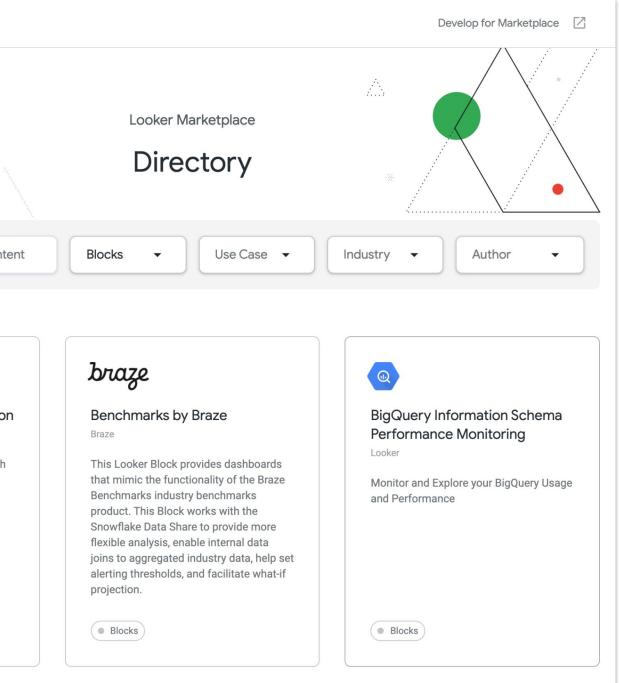


Looker Marketplace

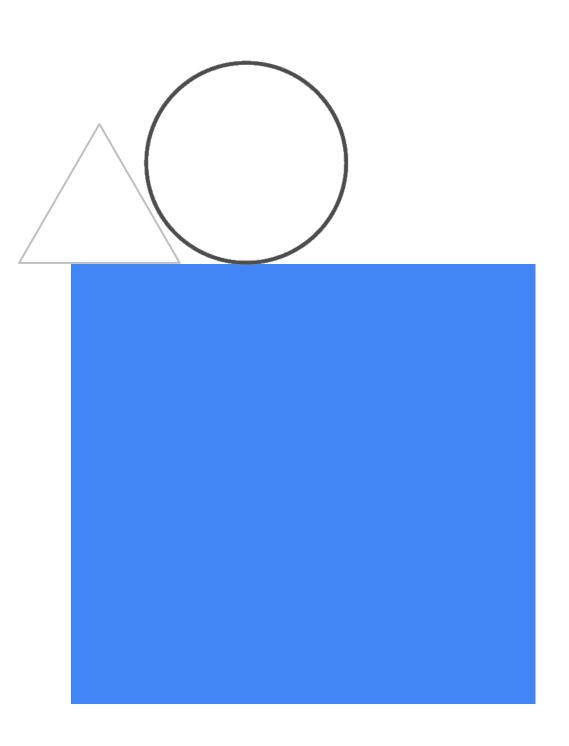
Explore powerful applications, blocks, and custom plug-ins to get more out of your data.

Pre-built pieces of code that you can leverage to accelerate your analytics. From optimized SQL patterns to fully built-out data models, custom visualizations, to weather and demographic data.

	<mark>රි</mark> Looker	Marketplace
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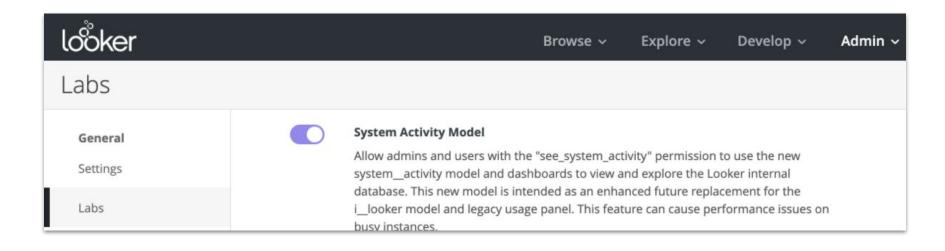


Instance and Usage Monitoring

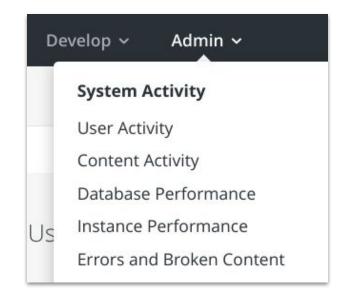


System Activity

1) Admin user first enables System activity model in labs



2) Pre-built dashboards available under the Admin tab



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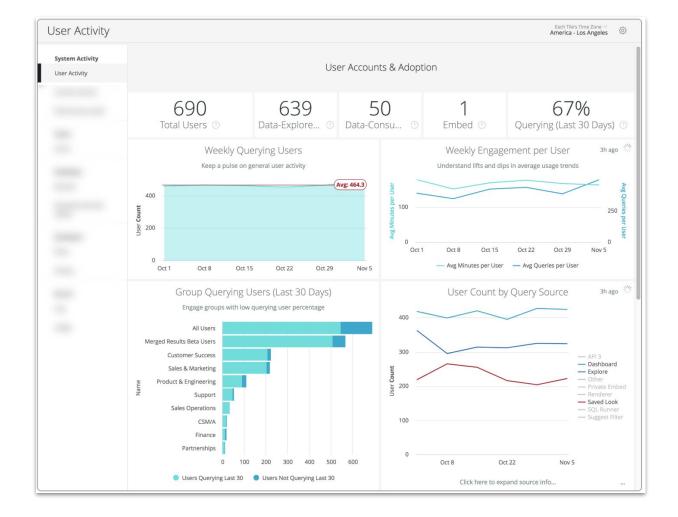
Documentation:

- Dashboard overview
- <u>List of system activity</u> explores
- Tracking embed usage

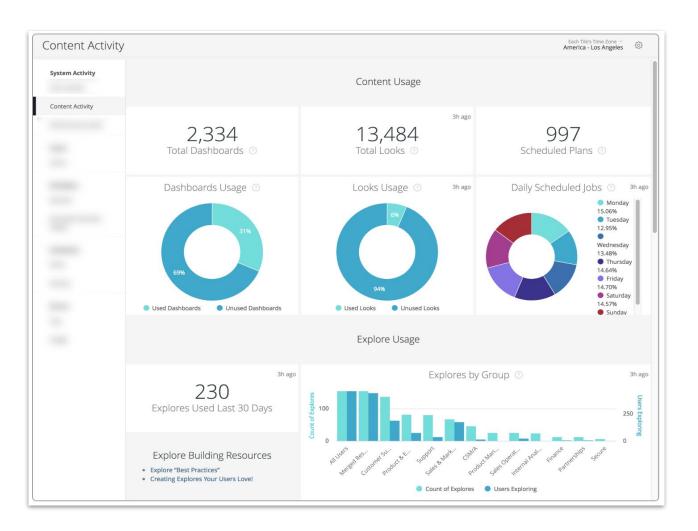
System Activity Pages

User activity

Counts and percentages of users viewing data, time spent viewing queries, and counts and lists of the most active and inactive users



Content activity Which dashboards, tiles, and Explores are being viewed and scheduled



System Activity Pages

Data-base Performance

Performance of content and PDTs including:

- Total and average run times of queries and **PDTs**
- Lists and counts of query errors and PDT build failures

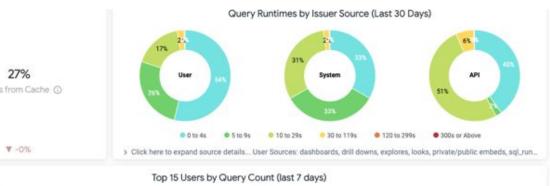


User ... (Created Monday Tuesday Wednesday

Thursday Friday Saturday

Sunday

Created Monday Tuesday Wednesda Thursday Friday Saturday Sunday



	Art E	Alex Ma	Olga Der	Ryoma S	Kenelly	Michael	Simone	Ish	Megan V	Felix Jac	Ryan Du	Seema R	Connor	Philip M.,	Jiro W
	Qu	Quer	Quer_	Quer	Quer	Quer_	Quer_	Quer	Quer	Quer_	Quer	Quer	Quer	Quer	Quer_
	1,190	267	402	322	664	638	1,045	702	123	336	360	138	258	391	273
	1,506	877	765	145	810	601	207	1,872	503	607	306	1,504	815	581	441
r.	1,474	816	761	637	757	781	613	343	1,602	420	615	505	270	410	514
	782	197	207	392	304	115	312		345	493	288		562	216	124
	1,568	741	754	552	649	736	595	158	79	685	300	184	297	353	281
	667	209	409	696	· 0	58	115		1	23	300	36	5	161	258
	353	476	262	696	0	116	23	10	1	2	300	44	5	49	255

	regenerator	scheduled_task	render_manage	render_manage	explore	merge_query	private_embed	api3	suggest
	Queries Ran	Queries Ran	Queries Ran	Queries Ran	Queries Ran	Queries Ran	Queries Ran	Queries Ran	Queries Ran
775	7,686	2,473	2,592	1,639	1,731	2,028	1,032	1,104	1,33
208	B.286	2,405	2,386	1,380	2,254	2,119	1,561	1,201	1,23
033	8,760	2,417	1,962	1,391	1,690	1,590	1,178	1,096	94
417	4,784	964	1,287	1,097	568	403	411	412	25
566	8,454	2,434	2,069	1,329	1,540	1,397	1,208	1,012	99
929	7,976	2,340	1,787	1,273	197	345	166	181	15
303	6,471	2,337	1,537	1,115	252	198	77	114	

Spread automation across off peak concurrency hours to enhance performance

Hourly Users & Queries

System Activity Pages

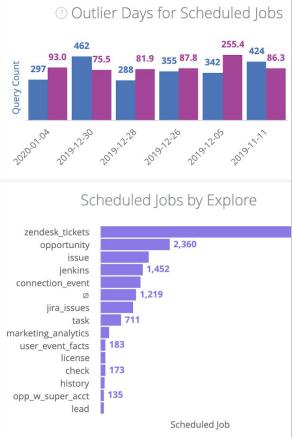
Errors and broken content

- Helpful for cleanup
- Identify items that need quick remediation

		Broken Dashboard Content							
	Link	k Message							
	[Dashboard]	Variable not found "ae_segment".							
	[Dashboard]	Variable not found "ae_segment".							
/IEA	[Dashboard]	Variable not found "ae_segment".							
nt	[Dashboard]	Variable not found "ae_segment".							
USA	[Dashboard]	Variable not found "ae_segment".							
	[Dashboard]	View Not Found							
	[Dashboard]	Variable not found "first_name". Variable not found "last_name". Variable not found "email".							
	[Dashboard]	View Not Found							
	[Dashboard]	ERROR: permission denied for relation license_v							
	Ø	Unsupported Type: NUMERIC							
	[Dashboard]	FATAL: Sorry your redshift cluster is restarting. Please try again later							
		Broken Schedules							
	Status Det	ail	Conten Link						

Scheduler performance • Resolve scheduling issues Remediate bottlenecks and redistribute workload

uesday		Wednesday		Thursday		Friday		Saturday		Sunday		
v	Sc	Av	Sc	Av	Sc	Av	Sc	Av	Sc	Av	Sc	
90.8	350	73.4	348	70.8	349	69.7	350	88.5	360	73.2	357	
138.6	339	101.4	337	74.3	341	157.9	336	83.4	354	134.9	347	
62.6	248	65.5	250	65.1	248	61.3	248	65.1	261	65.2	259	
155.8	226	150.4	226	79.4	227	167.4	226	159.6	238	105.8	239	
76.0	230	71.6	230	69.6	230	87.5	230	91.4	242	69.0	242	
79.2	230	144.8	240	128.2	229	160.7	229	83.2	242	81.1	242	
80.9	239	82.7	255	74.3	239	82.2	239	76.2	249	66.4	249	
142.6	240	96.5	246	165.7	240	163.1	239	88.1	252	85.5	252	-
70.9	244	91.9	241	72.5	239	84.9	240	63.7	249	64.3	249	
127.2	267	145.3	266	132.1	265	142.3	266	80.7	277	89.5	276	
68.9	263	75.0	260	73.1	262	80.5	264	84.3	271	67.3	271	
98.1	274	85.3	277	94.9	274	121.3	274	91.1	285	88.0	285	
75.3	281	69.1	280	80.1	280	83.5	280	87.6	290	74.5	290	
75.6	282	90.8	305	156.2	276	66.8	286	89.2	285	86.0	285	
181.8	474	238.5	491	192.1	475	234.6	481	172.7	458	151.7	476	
177.1	592	155.0	597	211.4	596	327.8	591	164.0	595	212.5	594	
85.7	403	107.1	403	120.9	396	96.1	406	75.0	400	82.0	400	
112.4	376	100.0	382	228.8	370	142.8	395	109.2	378	112.0	379	1
77.1	349	91.3	360	89.7	365	81.4	379	68.6	361	70.7	361	
85.1	340	69.3	340	83.4	343	69.7	352	77.0	352	98.7	352	
78.4	344	61.5	344	68.8	344	88.3	356	62.5	356	67.6	356	
111.4	341	140.7	339	123.9	341	76.1	358	136.3	348	130.9	348	
67.1	344	61.5	345	75.5	344	110.1	350	65.7	356	65.9	356	
67.0	345	118.8	339	162.0	342	161.1	357	135.6	347	161.6	350	



Next Steps

- Setup your technical contact(s)
 - cloud.google.com/looker/docs/admin-panel-general-settings#technical_contacts Ο
- Check out the Looker Marketplace
 - cloud.google.com/looker/docs/marketplace Ο
- Join Looker Connect and start your learning journey
 - connect.looker.com Ο
- Get involved in our Community!
 - community.looker.com Ο
- Utilize our Chat Support
 - cloud.google.com/looker/docs/admin-panel-general-support-access Ο

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Questions?

Join us in the Community!



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Please give us some <u>feedback</u> Help us improve our onboarding series

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