



AVEVA™ Asset Information Management - Advanced on AVEVA™ Connect

Service Description

Contents

AVEVA Asset Information Management - Advanced on AVEVA Connect	4
Document Purpose and Audience.....	4
About AVEVA Asset Information Management - Advanced on AVEVA Connect.....	4
Service Overview	5
Operational Parameters.....	5
Regional Cloud Availability.....	6
Client Hardware Requirements and Supported Browsers.....	6
Security Standards and Compliance.....	7
High Availability, Business Continuity, and Data Protection.....	7
AVEVA Global Customer Support (GCS).....	8
Additional Services.....	8

AVEVA Asset Information Management - Advanced on AVEVA Connect

Last revision: Tuesday, September 15, 2020

Document Purpose and Audience

Document Purpose

This document describes the functional digital services of AVEVA Asset Information Management - Advanced on AVEVA Connect, including its key features and limitations, as well as the operational parameters.

This document must be read in conjunction with the AVEVA Connect service description which describes the common services available for all functional digital services on AVEVA Connect. Any additions or exceptions to the common services are described in this document.

This document is neither an agreement, nor is a supporting document to the Product Schedules that outline the service commitment available on *the AVEVA site* <https://www.aveva.com/en/legal/>.

Audience

The audience of this document are IT departments and business decision makers who are investigating whether to leverage AVEVA cloud offers in their own IT landscape.

About AVEVA Asset Information Management - Advanced on AVEVA Connect

AVEVA Asset Information Management - Advanced is a flexible and standards driven information discovery and consolidation service. AVEVA Asset Information Management - Advanced gathers data from multiple information sources and systems to deliver intuitive access to the Digital Twin. It provides a single source of information that accurately describes the current condition of the physical asset, rather than how it was initially designed.

The solution delivers a fully scalable, predictable, and repeatable SaaS infrastructure for asset information for universal access to engineering and operations personnel. It allows customers to connect their on-premises engineering, maintenance, and operational data sources with information standards driven, non-intrusive cloud Asset Information Management (AIM) portal. AVEVA Asset Information Management - Advanced provides capabilities to configure and upload a customer Class Library Definition and enables on-premises gateway processing for AIM family Gateways and an enhanced AVEVA Registers Gateway.

Key Benefits

- Capture and cross-reference cross-functional information in 1D, 2D, and 3D
- Rapidly locate information to support sound decision-making
- Visualize data, documents, drawings, and models via preferred web browser
- Integrate data from on-premises systems to accelerate digital transformation

- Describe data in a compliant and standards-driven representation

Key Features

- Full on-premises gateway processing capability
- Secure, managed Asset Information Management environment
- Information standards driven configuration
- Enhanced registers processing
- Intuitive user experience, with built-in 2D and optional 3D streamed visualization
- Information from multiple sources is displayed in context

Service Overview

AVEVA Asset Information Management - Advanced is provisioned on AVEVA Connect on the Amazon Web Services platform. It is deployed on a per facility basis. It is single tenant with one production environment per deployment.

User Management

All users and user groups are defined and managed using AVEVA Connect, which includes assignment to access specific AVEVA Asset Information Management - Advanced instances within AVEVA Connect.

AVEVA Asset Information Management - Advanced supports multiple roles, with each role defining a set of permissions. All users are assigned to at least one role and may be assigned to multiple roles.

Operational Parameters

The following table presents the verified operational parameters and known limitations for a standard AVEVA Asset Information Management - Advanced instance. For operational requirements which fall outside these, please discuss with the AVEVA team.

Area	Summary	Criteria, Notes
Documents	Maximum number of Document Records in one instance	Up to 0.75 million
Documents	Maximum number of files in one instance	Up to 1.25 million
Documents	Total storage volume for all documents	Up to 1.75 TB
Data	Maximum number of Tags	1 million
3D	RVM files, ZGL files	For 3D requirements, please discuss with AVEVA
Drive Sync	Upload limitations	0.5TB maximum total in a single load
Daily updates	Change limited to a total	Shall be processed in less

	10% data change, where the scope of change is limited to a maximum of 100,000 changes (daily)	than 4 hours
Permissioned users	Number of users set up with access to an instance	2000
Concurrent users	Number of users to an instance at any one time, based on assumed usage patterns.	200
User roles	Number of user roles defined for one system	6 default user roles. (additional roles can be added if required)

Regional Cloud Availability

AVEVA Asset Information Management - Advanced is accessed via the public Internet using HTTPS/TLS (a secure transport mechanism). The web applications can be accessed via any supported web browser.

For AVEVA Asset Information Management - Advanced engineering data can be located in a cloud region agreed with AVEVA, subject to the availability of the underlying cloud services.

AVEVA Asset Information Management - Advanced is available for deployment in public cloud regions located in:

- European Union
- US
- Asia-Pacific

Client Hardware Requirements and Supported Browsers

The AVEVA Asset Information Management - Advanced service can provide access to complex and large documents, imposing requirements for a minimum-level of client hardware and software. Graphical performance is optimized for supported browsers only (see supported browsers in the table below).

Client Computer Hardware Requirements

Component	Minimum	Recommended
Processor	Intel i3	Latest
Memory	2GB	4GB
Graphics Card	Intel HD Graphics	Intel HD Graphics

Software

Component	Minimum	Recommended
Operating system	Windows 8.1 Professional (64 bit) or Windows 10 Professional (64 bit)	
Web browser	Google Chrome Microsoft Edge	Google Chrome is recommended for optimal 3D performance.

Security Standards and Compliance

For enhanced security AVEVA Asset Information Management - Advanced service follows these practices:

- **SOC2:** The operational practices for the AVEVA Asset Information Management - Advanced service are aligned with SOC2.
- **Access control:** Each AVEVA Asset Information Management - Advanced user requires an AVEVA Connect account, provided as part of the customer subscription when signing up to the AVEVA Connect framework agreement.
- **Restricting access to source IP ranges (Whitelist):** AVEVA Asset Information Management - Advanced offers the option to restrict access to each instance. The service can be configured to allow whitelisted IP ranges only. Whitelisting your organization's trusted IP range(s) marks them as safe networks from which users can log in. Access from other IP ranges is explicitly denied.
- **Server-side encryption:** AVEVA Asset Information Management - Advanced uses server-side encryption with managed encryption keys to ensure the encryption of all data-at-rest throughout the system.

High Availability, Business Continuity, and Data Protection

To ensure high availability, business continuity, and data protection, AVEVA Asset Information Management - Advanced follows the time lines given below.

Disaster Recovery

In the event of a service failure, AVEVA initiates a recovery process in accordance with RPO and RTO objectives detailed below.

Cloud Service	Recovery Point Objective (RPO)
AVEVA Asset Information Management - Advanced	24 hours

Cloud Service	Recovery Time Objective (RTO)
AVEVA Asset Information Management - Advanced	24 hours

Service Level Agreement (SLA)

AVEVA Asset Information Management - Advanced is governed by the Product Schedule SLA available at the *AVEVA hosting product schedule site* <https://www.aveva.com/en/legal/hosting-product-schedule/>.

AVEVA Global Customer Support (GCS)

Customer FIRST Standard-level Technical Support

All AVEVA Cloud applications include the provision of Customer FIRST Standard-level technical support.

AVEVA Global Customer Support provides technical support to log and track cases, providing technical assistance for AVEVA Asset Information Management - Advanced applications.

Customer FIRST Standard-level technical support includes:

- Validation and smoke-testing of issues associated with the application user interface and standard application functionality.
- Routine analysis of data-load errors reported by the customer to determine root-cause.

NOTE: Customer FIRST Standard-level technical support does not include the resolution of issues related to customer data, the data model, customer ETL or data-loading processes outside of standard application functionality.

AVEVA Global Services for Extended Support

AVEVA Global Services will be contracted to provide extended support for AVEVA Asset Information Management - Advanced solutions. This provides advanced skills and customer-specific knowledge in order to provide application support and lifecycle maintenance for solutions engineered/implemented by an AVEVA solution development and integration team, on a per-solution basis.

Additional Services

AVEVA offers an extensive collection of Customer Success Accelerators, well-defined, outcome-based services that are designed to ensure you realize the maximum benefit from your investment in our software through all the lifecycle stages of your software application.

For more details, visit the *Customer Success Accelerators site* <https://www.aveva.com/en/support/customer-first/success-accelerators/>.

The following services can be provided for AVEVA Asset Information Management - Advanced:

- **Data model and data readiness workshop** - Prepare and transform data, documents and 3D models for loading into the AVEVA Asset Information Management - Advanced service.
- **Rapid activation** - Assistance for setting up environments for testing, training and production use according to contracts and schedules.
- **Training** - Delivery of training to end users.

- **User management** - Configuration of Azure Active Directory federation for user management and single-identity sign-on to AVEVA cloud.

Prerequisites to Service Implementation

The following information is required to create an instance of the AVEVA Asset Information Management - Advanced service and establish the operational schedule and procedures for support and maintenance:

- A list of users to be given access to the service and the user role(s) to be assigned for each user
- A list of users to receive load reports and be granted access to the load report dashboard site
- All source or client IP addresses/ranges to access the service, to be white-listed