



AVEVA™ Asset Information Management - Discovery on AVEVA™ Connect

Service Description

(AVEVA Asset Visualization)

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AVEVA Asset Information Management - Discovery on AVEVA Connect

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Document Purpose and Audience

Document Purpose

This document describes the functional digital services of AVEVA Asset Information Management - Discovery 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 - Discovery

AVEVA Asset Information Management - Discovery service turns data from multiple information sources and systems into trusted "actionable information", delivering improved operational safety, asset information integrity and reduced risk.

AVEVA Asset Information Management - Discovery delivers a "digital twin" of up to date information that accurately describes the current condition of the physical asset, rather than how it was originally designed. This directly addresses the common business issues of ensuring that data and documentation are up to date and complete, that information is collated and verified as available and accurate, thereby simplifying decision making through the integration and access of trusted asset data and ensuring that safety is always treated as paramount.

Key Benefits

- Improved decision making enabled by:
 - Easy access to a trusted digital representation of the true as-operating state of the asset to ensure efficient, safe and compliant operations
 - Richer information about the operating plant and equipment to support document authoring, reviewing and the distribution process
 - Less time spent searching for required information, more time spent on making informed decisions to support critical business processes

- Greater ease of ensuring regulatory and contractual compliance
- Improved workforce efficiency and overall equipment effectiveness
- Standardized provisioning, significantly lowering the barrier to entry
- Lower total-cost-of-ownership, removing the upfront costs in IT infrastructure and support
- Scalable solutions to maintain service levels, while operating within the defined operational parameters
- Lower risk of implementation and operations through delivery as a managed service

Service Overview

AVEVA Asset Information Management - Discovery, provisioned on AVEVA Connect, is deployed on a per customer organization, or per customer business unit basis. One production environment is provided per deployment by default.

User Management

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

AVEVA Asset Information Management - Discovery 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 - Discovery 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	0.75 million
Documents	Maximum number of files in one instance	1.25 million
Documents	Total storage volume for all documents	1.75 TB
Documents	Supported file types	Defined in the Data Contract
Data	Maximum number of Tags in one instance	500,000
Data	Maximum number of Events in one instance	750,000 Event records
Data	Input from core Registers	Documents, Equipment Tags, Lines, Cables, Events, Aliases, Associations
Data	Input from user-defined dataset Registers	Up to 5. (number of user-defined datasets supported as standard)

Data	Data quality	Customer is responsible for the delivery of data in compliance with the data contracts and in alignment rules of the AVEVA Drive Sync application.
3D	RVM 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 10% data change in the registers, where the scope of change is limited to one column field in each register (up to a maximum of 100,000 changes)	Shall be processed in less than 4 hours
Data Load Processing Timeout	Timeout for processing individual CAD files	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.	100
User roles	Number of user roles defined for one instance	2 User roles

Regional Cloud Availability

AVEVA Asset Information Management - Discovery 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 - Discovery, 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 - Discovery 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 - Discovery 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.

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 - Discovery service follows these practices:

- **SOC2:** The operational practices for the AVEVA Asset Information Management - Discovery service are in the process of being re-structured to align with SOC2.
- **Access control:** Each AVEVA Asset Information Management - Discovery 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 - Discovery 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 - Discovery 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 - Discovery 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 - Discovery	24 hours

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

Service Level Agreement (SLA)

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

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 - Discovery:

- **Data model and data readiness workshop** - Prepare and transform data, documents and 3D models for loading into the AVEVA Asset Information Management - Discovery 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 - Discovery 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 use
- 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

