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

Architecture

Asset Information Management - Discovery

The functional architecture for the AVEVA Asset Information Management - Discovery service is shown in the diagram above.

AVEVA Asset Information Management - Discovery is a data driven information management solution. It is built from two sets of components - one set being deployed on-premises and the second set being deployed in the cloud. The on-premises components are used to load data from third party systems of record into the cloud. This data can consist of three dimensional models, documents and drawings and engineering metadata. All the data must comply with the predefined AVEVA Asset Information Management - Discovery data contracts.

Once the data has been loaded it undergoes an automatic set of capture, interpret and consolidate processes. These processes allow the data to be presented in a common data model which can subsequently be loaded into the Workhub persistent store. The rules that drive the capture, interpret and consolidation processes are templated and only support minimum configuration via the AVEVA Asset Information Management - Discovery data contracts.

Once the data has been loaded into the cloud, it is automatically loaded into the Workhub persistent store and exposed to AVEVA Asset Information Management - Discovery web application via the Workhub services.
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.

<table>
<thead>
<tr>
<th>Area</th>
<th>Summary</th>
<th>Criteria, Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Documents</td>
<td>Maximum number of Document Records in one instance</td>
<td>0.75 million</td>
</tr>
<tr>
<td>Documents</td>
<td>Maximum number of files in one instance</td>
<td>1.25 million</td>
</tr>
<tr>
<td>Documents</td>
<td>Total storage volume for all documents</td>
<td>1.75 TB</td>
</tr>
<tr>
<td>Documents</td>
<td>Supported file types</td>
<td>Defined in the Data Contract</td>
</tr>
<tr>
<td>Data</td>
<td>Maximum number of Tags in one instance</td>
<td>500,000</td>
</tr>
<tr>
<td>Data</td>
<td>Maximum number of Events in one instance</td>
<td>750,000 Event records</td>
</tr>
<tr>
<td>Data</td>
<td>Input from core Registers</td>
<td>Documents, Equipment Tags, Lines, Cables, Events, Aliases, Associations</td>
</tr>
<tr>
<td>Data</td>
<td>Input from user-defined dataset Registers</td>
<td>Up to 5. (number of user-defined datasets supported as standard)</td>
</tr>
<tr>
<td>Data</td>
<td>Data quality</td>
<td>Customer is responsible for the delivery of data in compliance with the data contracts and in alignment rules of the AVEVA Drive Sync application.</td>
</tr>
<tr>
<td>3D</td>
<td>RVM files</td>
<td>For 3D requirements, please discuss with AVEVA</td>
</tr>
<tr>
<td>Drive Sync</td>
<td>Upload limitations</td>
<td>0.5TB maximum total in a single load</td>
</tr>
<tr>
<td>-----------------</td>
<td>-------------------------------------------------------------------------------------</td>
<td>--------------------------------------</td>
</tr>
<tr>
<td>Daily updates</td>
<td>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)</td>
<td>Shall be processed in less than 4 hours</td>
</tr>
<tr>
<td>Data Load Processing Timeout</td>
<td>Timeout for processing individual CAD files</td>
<td>4 hours</td>
</tr>
<tr>
<td>Permissioned users</td>
<td>Number of users set up with access to an instance</td>
<td>2000</td>
</tr>
<tr>
<td>Concurrent users</td>
<td>Number of users to an instance at any one time, based on assumed usage patterns.</td>
<td>100</td>
</tr>
<tr>
<td>User roles</td>
<td>Number of user roles defined for one instance</td>
<td>2 User roles</td>
</tr>
</tbody>
</table>

### 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:

- Ireland (Europe)
- N. Virginia (USA)
- Tokyo, Japan (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

<table>
<thead>
<tr>
<th>Component</th>
<th>Minimum</th>
<th>Recommended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Processor</td>
<td>Intel i3</td>
<td>Latest</td>
</tr>
<tr>
<td>Memory</td>
<td>2GB</td>
<td>4GB</td>
</tr>
<tr>
<td>--------------</td>
<td>-----</td>
<td>-----</td>
</tr>
</tbody>
</table>

### Software

<table>
<thead>
<tr>
<th>Component</th>
<th>Minimum</th>
<th>Recommended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating system</td>
<td>Windows 8.1 Professional (64 bit) or Windows 10 Professional (64 bit)</td>
<td>Google Chrome is recommended for optimal 3D performance.</td>
</tr>
<tr>
<td>Web browser</td>
<td>Google Chrome</td>
<td>Microsoft Edge</td>
</tr>
</tbody>
</table>

### 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.

<table>
<thead>
<tr>
<th>Cloud Service</th>
<th>Recovery Point Objective (RPO)</th>
</tr>
</thead>
<tbody>
<tr>
<td>AVEVA Asset Information Management - Discovery</td>
<td>24 hours</td>
</tr>
</tbody>
</table>
## Service Level Commitment


## 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.


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