



AVEVA™ Asset Information Management - Hybrid on AVEVA Connect

Service Description

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AVEVA Asset Information Management - Hybrid on AVEVA Connect

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Document Purpose and Audience

Document Purpose

This document describes AVEVA Asset Information Management - hybrid on AVEVA Connect, including 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.

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 - Hybrid on AVEVA Connect

AVEVA Asset Information Management - hybrid is a flexible and standards driven information discovery and consolidation service. AVEVA Asset Information Management - hybrid 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 allows customers to connect their engineering, maintenance, and operational data sources with an information standard driven, non-intrusive Asset Information Management (AIM) portal accessible by all stakeholders. AVEVA Asset Information Management - hybrid provides capabilities to configure and upload a customer Class Library Definition and provides a fully scalable capture, transform, and consolidation capability for processing customer information.

Key Benefits

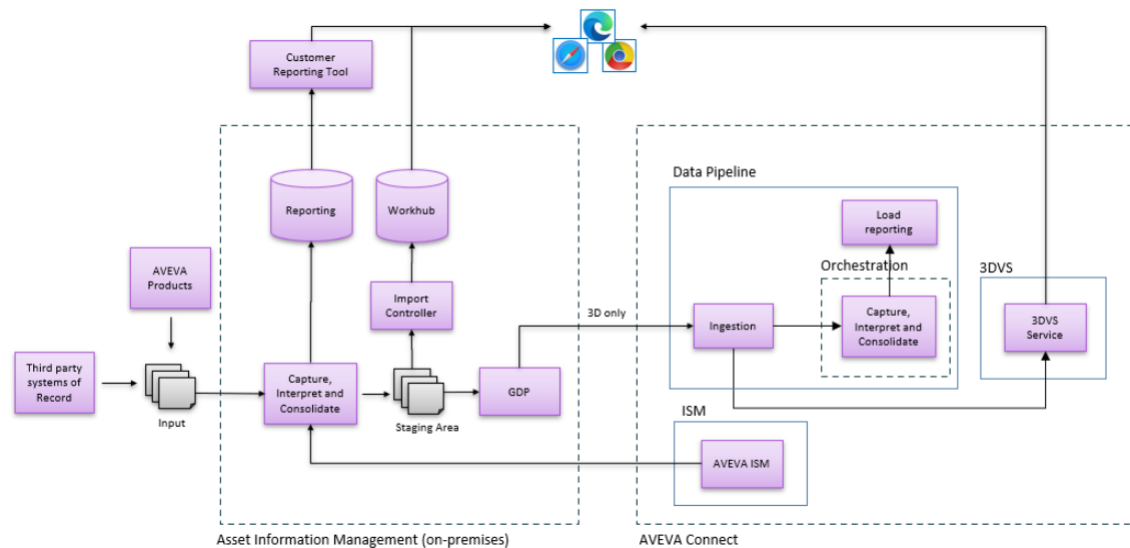
- Capture and cross-reference cross-functional information in 1D, 2D, and 3D
- Rapidly locate information to support sound decision-making
- Visualize data, documents, drawings, and models via preferred web browser
- Integrate data from on-premises or cloud systems to accelerate digital transformation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

Key Features

- Capture, transform, and consolidate processing capability
- Information standards driven configuration
- Enhanced registers processing
- Intuitive user experience, with built-in 2D and 3D streamed visualization
- Information from multiple sources is displayed in context

Architecture

The functional architecture for the AVEVA Asset Information Management - hybrid solution is shown in the following diagram.



AVEVA Asset Information Management - hybrid is a standard driven information management solution comprised of the following on-premises components operated by the customer and cloud-hosted components operated by AVEVA. It is built from the following set of optional and mandatory elements:

- AVEVA Asset Information Management (mandatory, on-premises)
- AVEVA 3D Visualization Service (3DVS) (mandatory, cloud-hosted)
- AVEVA Data Pipeline (mandatory, cloud-hosted)
- AVEVA Gateways (mandatory, on-premises)
- AVEVA Information Standards Manager (optional, cloud-hosted)

Asset Information Management Workhub runs on-premises and is the core of the solution. Asset Information Management Workhub stores and manages all captured data, which can then be displayed in the easy-to-use Asset Information Management Dashboard portal. The Dashboard portal is composed of a website managed through IIS, an Import Controller tool that allows data to be loaded into the database, and an administration tool to facilitate any additional data configuration.

The cloud-hosted 3DVS component provides the web application access to interactive video streaming of uploaded 3D models that can be visualized in the Dashboard. The 3DVS service provides translation services that transform the uploaded 3D models into GPU optimized and cached files that are used during the video streaming. The 3D models are processed and transferred to the 3DVS service via a Data Pipeline service that includes a load reporting site, allowing administrators to access and visualize transfer status to the cloud.

All data extracted from source systems is captured, interpreted, and consolidated via on-premises AVEVA Gateway software, which is specific per source type. The output files generated can then be sent to the Import controller tool available in Asset Information Management Workhub. The rules that drive the capture, interpretation, and consolidation processes are defined using the cloud-based AVEVA Information Standards Manager. These processes allow the data to be presented in a common data model using consistent naming conventions and project rules.

Service Overview

AVEVA Asset Information Management - hybrid is provisioned on AVEVA Connect for the 3D visualization aspect. It is deployed on a per customer/per environment basis. The service is single tenant, and one production environment is provided per deployment.

AVEVA Asset Information Management - hybrid provides users the ability to search, view and navigate engineering information. Its powerful mapping system allows related information to be automatically linked together to add context, which provides a single environment to view and understand information from multiple systems.

- **Search Features**

- **Simple Search**

This refers to simple string searches using part of keyword or a wildcard character. The searches are applied to either the identifier or to the name of the item. Filters that are defined as part of the class library can be applied to these searches.

- **Advanced Search**

The advanced search functionality provides the ability to filter search results, based on the criteria that certain users (with appropriate rights) have created for others to execute. The criteria can be:

- Constituent class of the Items
- Attribute relationship between Items
- Attributes of related Items

- **Query Forms**

Query Forms provide the ability to find information using a form-based search mechanism. The query forms can be displayed within the form or as a table view. Query forms can be pre-defined to search based on applicable types.

- **Summary Views**

When an item is selected, a summary view is displayed containing multiple panes that show different types of information. The content of the panes in the summary view is different, depending on the type of item being shown and based on the high-level core classification of the object, such as equipment, document, event, and so on. Typical information that is shown includes attributes and relationships. For documents, a file viewer shows a rendition of the document or drawing file associated with the document.

- **Document Visualization**

When a document is selected, the default view is its associated rendition file, shown in a file viewer. For a list of supported file types for the file viewer, see Appendix A: File Types Supported by the File Viewer. Other file types can be uploaded but they will not be shown in the file viewer.

In all cases, a document file can be downloaded through the user interface for viewing in a native application or browser, if supported.

Additional processing is applied to Microsoft Word, Excel, PowerPoint and PDF documents, and AutoCAD and MicroStation drawings. In these cases, tags are extracted from the file content and the corresponding renditions include "hot spots" for the tags shown in the file viewer.

- **Three-Dimensional Visualization**

The default view for a three-dimensional model on selection is its associated three-dimensional file, shown in a three-dimensional file viewer.

The viewer supports panning, zooming, clipping, and sectioning of the three-dimensional model, as well as various navigation modes. Any tags that have been configured as "hot spots" can be selected. It is possible to perform measurements between two selected points.

The viewer can run visual queries against the three-dimensional model. This allows the user to define a query and project the results of the query within the context of the three-dimensional model.

Operational Parameters

The following table presents examples of operational parameters and known limitations for a standard AVEVA Asset Information Management - hybrid instance, for the cloud components.

These values are guidelines only, as system performance is highly dependent on the data, concurrent usage, and user activity profile for the specific instance.

It is recommended that any specific implementation requirements are discussed with the AVEVA team.

Area	Summary	Criteria, Notes
3D	RVM files and ZGL files	20 GB for RVM 9 GB for ZGL is the maximum file size allowed for publishing
Data Pipeline	File upload	5 GB is the maximum file size. For files above this limit, the multi-part upload mechanism is required.

Regional Cloud Availability

The specific cloud components required for AVEVA Asset Information Management - hybrid can be deployed in the following regions:

Component	Regions	Restrictions
Data Pipeline	<ul style="list-style-type: none"> Europe (Ireland) Canada (Central) Asia Pacific (Singapore) 	None
AVEVA Information Standards Manager	<ul style="list-style-type: none"> Europe (Ireland) 	Global instance deployed to this region only
3DVS	<ul style="list-style-type: none"> Europe (Ireland) Canada (Central) Asia Pacific (Singapore) 	None

Security Standards and Compliance

For enhanced security, the specific cloud components required for AVEVA Asset Information Management - hybrid follows these practices:

- **SOC2:** The operational practices for the specific cloud components of AVEVA Asset Information Management - hybrid services are aligned with SOC2.
- **Access control:** Each AVEVA Asset Information Management - hybrid user requires an AVEVA Connect account, provided as part of the customer subscription when signing up to the AVEVA Connect framework agreement.
- **Server-side encryption:** AVEVA Asset Information Management - hybrid 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, the specific cloud components required for AVEVA Asset Information Management - hybrid adheres to the following times.

Disaster Recovery

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

Cloud Service	Recovery Point Objective (RPO)
3DVS – Data Pipeline	24 hours

Cloud Service	Recovery Time Objective (RTO)
3DVS – Data Pipeline	24 hours

Service Level Commitment

AVEVA Cloud Services are governed by the AVEVA General Terms and Conditions.

The AVEVA Cloud Service Level Commitment is a supporting document that describes the service level commitment for all available AVEVA Cloud Services.

Both documents are available on the AVEVA web site at: <https://www.aveva.com/en/legal>

AVEVA Customer Support

Customer FIRST Standard-level Technical Support

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

AVEVA Customer Support provides technical support to log and track cases, providing technical assistance for AVEVA Asset Information Management - hybrid 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 assist the determination of the 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.

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 at:
<https://www.aveva.com/en/support/customer-first/success-accelerators/>.