



AVEVA™ Asset Information Management - Hybrid Service Description

Contents

AVEVA Asset Information Management - Hybrid	4
Document Purpose and Audience	4
About AVEVA Asset Information Management - Hybrid	4
Service Overview	6
Service Limitations	7
Regional Cloud Availability	8
Hardware and Software Requirements	8
Security Standards and Compliance	9
Decommission of the Service	9
High Availability, Business Continuity, and Data Protection	9
Service Level Commitment	10
Additional Services	10

AVEVA Asset Information Management - Hybrid

Last revision: Thursday, October 24, 2024

Document Purpose and Audience

Document Purpose

This document describes Asset Information Management - hybrid, including key features and limitations, as well as the operational parameters.

This document must be read in conjunction with the CONNECT service description, which describes the common services available for all functional digital services on 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

AVEVA Asset Information Management - hybrid is a flexible and standards driven information visualization and consolidation solution. 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 for all of your assets.

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

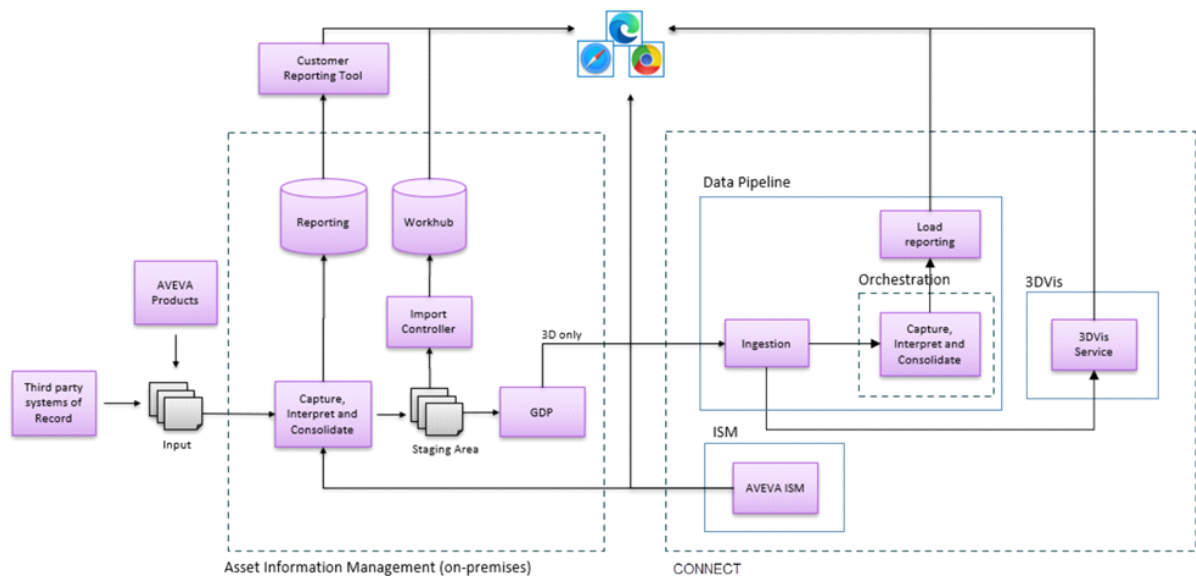
- Capture and cross-reference cross-functional information in 1D, 2D, and 3D
- Rapidly locate information to support sound decision-making
- Visualize data, documents, drawings, and models via preferred web browser
- Integrate data from systems to accelerate digital transformation
- Describe data in 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 (3DVis) (mandatory, cloud-hosted)
- AVEVA Data Pipeline (mandatory, cloud-hosted)
- AVEVA Gateways (mandatory, on-premises or cloud, depending on source format)
- AVEVA Information Standards Manager (optional, cloud-hosted)

Most of the solution resides on-premises. It is comprised of the Workhub for storing and managing all captured data, which are then displayed in the Asset Information Management Dashboard. The Dashboard is managed through IIS. Additional tools provided on premise include an Import Controller tool that allows data to be loaded into the database, an administration tool to facilitate additional data configuration, and a Data Publisher tool to push data into the cloud.

The cloud-hosted 3DVis component provides the web application access to interactive video streaming of uploaded 3D models that can be visualized in the Dashboard. The 3DVis 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 3DVis 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 CONNECT for the 3D visualization aspect. The service is multi-tenant and is deployed on a per customer/per environment basis.

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 navigation capabilities like panning, zooming, clipping and sectioning of the model, as well as interaction with the other data managed in the AIM solution. The AIM system recognizes any hotspotted tags and the system allows various actions against those tags directly from the model.

The viewer supports the ability to 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.

Service Limitations

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	Maximum size, depending on file format	1 GB for NWD, IFC, DWG files 20 GB for RVM files 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 (3DVis, Data Pipeline) can be deployed in the following regions:

- Americas - Canada Central
- Asia-Pacific - Japan - Tokyo
- Asia-Pacific - Singapore
- Europe West- Netherlands
- Europe North - Ireland for Data Pipeline

Hardware and Software Requirements

The AVEVA Asset Information Management - hybrid 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	Recommended
Processor	8 core, 3 GHz, 16 MB cache
Memory	16 GB
Graphics Card	Intel Graphics

Software

Component	Minimum	Recommended
Operating system	Windows 10 Professional (64 bit) iPadOS	
Web browser	Google Chrome (Windows, iPadOS) Microsoft Edge (Windows) Safari (iPadOS)	Google Chrome and Microsoft Edge are recommended for optimal 3D performance.

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 a CONNECT account, provided as part of the customer subscription when signing up to the 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.

Decommission of the Service

Upon request and confirmation from the customer to decommission an Asset Information Management service, AVEVA will follow a process for the decommissioning and destruction of data to include the deletion of all files and data held within the service.

Data is retained for at least 30 days after receiving the deletion request to safeguard against accidental or wrongful deletion. After this period, the process of deleting data is initiated.

Refer to AVEVA Software Legal Information and Policies on the AVEVA Legal site at <https://www.aveva.com/en/legal/>.

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)
3DVis – Data Pipeline	24 hours

Cloud Service	Recovery Time Objective (RTO)
3DVis – 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>.

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/>.