



AVEVA™ Contract Risk Management on CONNECT Service Description

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AVEVA Contract Risk Management on CONNECT

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Document Purpose and Audience

Document Purpose

This document describes AVEVA Contract Risk Management on CONNECT 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 Contract Risk Management

AVEVA Contract Risk Management on CONNECT is a contract management solution that connects all decision makers to protect capital investment, drive performance, and improve profitability when building and operating high value assets.

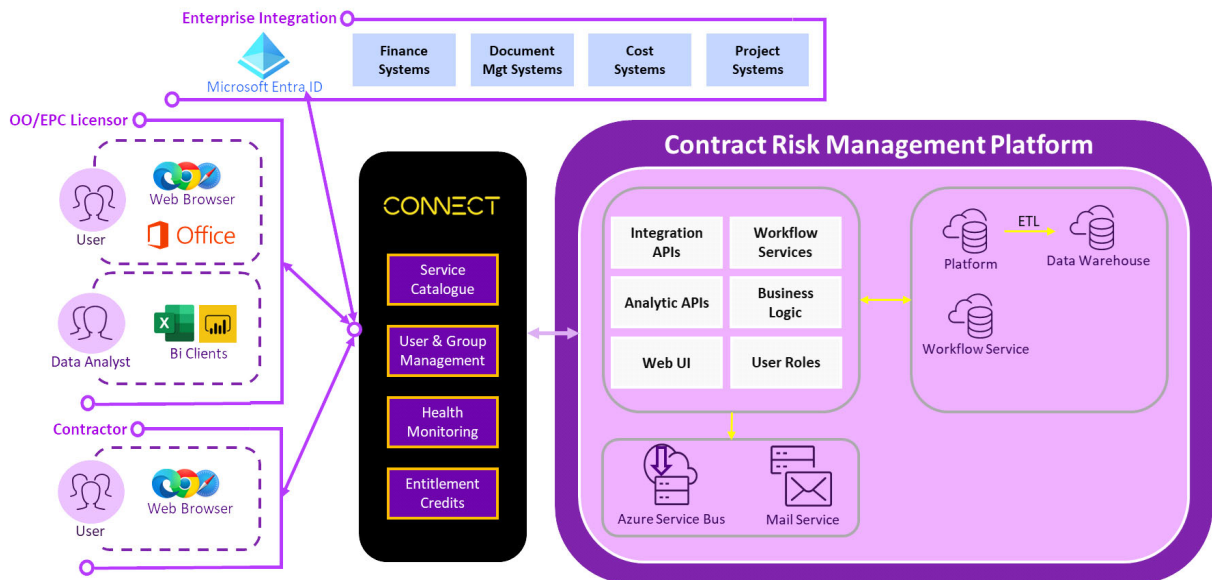
AVEVA Contract Risk Management service is accessible over the internet and provides complete control over the networking environment. AVEVA Contract Risk Management service offers lower cost of ownership as AVEVA manages the upgrade process and patching process for bug fixes, infrastructure and associated upgrades and patches, as well as operational tasks such as backup, disaster recovery, security, monitoring, compliance, and performance scaling.

Features and Capabilities

- **Pre-Award**
 - Manage the lifecycle of the pre-award tendering process with scheduling, process step workflow, review, and approval stages.
 - Out-of-the-box, best-practice templates for tender process, structure, and performance outcomes.
 - Share key data and decisions securely with a secure tender (ITT, RFx) and bid management collaboration portal.
 - Supplier sourcing and bid evaluation.

- **Post-Award**
 - One centralized record of contracts, framework agreements, and call-offs.
 - Contract administration lifecycle management for change, payment, claims, and disputes.
 - Configurable review and approval workflows and stage gates.
 - Contract document templating with best-practice structure and content generation.
 - Secure collaboration portal for all contractual administration communications internally and with subcontractors.
 - Reporting on financial health with early warning of potential changes and pending contractual obligations.
 - Contract obligation management based on contract milestones and events.
- **Contractor Management**
 - Contractor registration.
 - Reporting on contractor trading recommendation.
 - Contractor portal to self-manage information and collaborate on tendering or contracting activities.
 - Integration capabilities with other master vendor databases.
- **Platform**
 - Multi-regional, single sign-on and multifactor authentication, and modern web browser support.
 - Out-of-the-box configuration with best-practice workflows and batch data uploading.
 - Securely authorize and revoke data access to various organizations for reporting functions, projects, tenders, contracts, roles, and disciplines.
 - Delegate authority to support back-to-back working arrangements and handover of assignments during leave.
 - Record information aligned to existing business processes (for example: set reference number standards, fields to capture, codifications, and version control).
 - Historical tracing and visibility of all activity and changes to support compliance checks from auditors and regularity bodies.
 - Document template and reference libraries.
 - System-wide search with the ability to search document contents.
 - Individual and management oversight of activities.
 - Automatic, customizable notifications of upcoming actions, key events, and milestones.
 - Integration capabilities with finance, cost, project, and document management systems through industry-standard API protocols.
 - Configurable reporting on schedule, delays, bottlenecks, process deviations and non-compliance, decision-making, and approvals.
 - Export data and project reporting into third-party tools such as Excel and Power BI.

Cloud Infrastructure Architecture



Service Overview

AVEVA Contract Risk Management on CONNECT is deployed on a per customer basis. Two customer environments are provided per deployment by default. One production environment is provided, and one staging/test environment is made available.

AVEVA Contract Risk Management can be provisioned in a select number of regions across the world, but one instance is provisioned entirely within a single selected region.

Regional Cloud Availability

AVEVA Contract Risk Management on CONNECT is accessed via the public internet using HTTPS/TLS and PCoIP (secure transport mechanisms) or other client software. The web applications can be accessed via any supported web browser.

AVEVA Contract Risk Management is available for deployment in the following public cloud regions:

- Americas – Canada Central – Toronto
- Europe West – Netherlands

Hardware and Software Requirements

AVEVA Contract Risk Management on CONNECT is executed through application streaming technology, therefore, client hardware requirements are minimal. Client software requirements are given below.

Client Browser Requirements

Component	Minimum/Recommended
Web browser for Company Portal and Contractor Portal	Most HTML5 compatible browsers, including the latest versions of Google Chrome, Mozilla Firefox, and Microsoft Edge.
Other software on company PCs requiring access to Workflow Viewer or Workflow Designer	Microsoft .NET Framework 4.8 or later
The File Assistant add-in is available only for AVEVA Contract Risk Management on CONNECT, and can be used in the Word and Excel desktop applications for Microsoft Office 365	Microsoft Office 365 version 2108 or later

Security Standards and Compliance

In addition to the technologies and architectural practices that ensure high security for CONNECT, access to AVEVA Contract Risk Management is restricted by roles, and users must be assigned to roles to have access to the relevant software functions.

Decommission of the Service

Upon request and confirmation from the customer to decommission Contract Risk Management on CONNECT, 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:

- Production Data: 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.
- Deletion of all customer data held in databases and back-ups.
- Removal of all cloud infrastructure and serverless resources associated with the customer.
- AVEVA Contract Risk Management version 8.3 and earlier provides customers with documentation for extracting documents and metadata using REST APIs. Customers may receive assistance with using the APIs as part of the standard customer support service.
- Customers using AVEVA Contract Risk Management version 8.3 and later may access additional API endpoints, documentation, and an archiving guide to extract documents and metadata using REST APIs. Customers may receive assistance with using the APIs as part of the standard customer support service.
- A data destruction report confirming that the data was deleted in accordance with our procedure can be provided upon request.

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, AVEVA Contract Risk Management follows the timelines given below.

- **Database Storage**

AVEVA Contract Risk Management stores information for each customer instance on separate databases. All customers in a specified region operate using a shared Microsoft SQL Server virtual machine. To support high availability, the analytics databases are separated to different virtual machines.

- **Data Backup**

- Full backups are completed weekly every Sunday.
- Retention of the weekly backup point is available for 60 weeks, monthly backup point for 12 months, and yearly backup point for 1 year.
- Differential backups are completed daily Monday to Saturday and are retained for 30 days.
- Transaction log backups are completed every 15 minutes and retained for 14 days.
- A snapshot of the production web servers is taken daily and retained for 7 days.
- A snapshot of the production database servers is taken daily. Retention of daily backup is available for 7 days, weekly backup point for 12 weeks, and monthly backup point for 12 months.

- **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 Contract Risk Management	15 minutes

Cloud Service	Recovery Time Objective (RTO)
AVEVA Contract Risk Management	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/>.