



AVEVA™ Information Standards Manager on AVEVA™ Connect

Service Description

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AVEVA Information Standards Manager on AVEVA Connect

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Document Purpose and Audience

Document Purpose

This document describes the functional digital services of AVEVA Information Standards Manager 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 Information Standards Manager on AVEVA Connect

AVEVA Information Standards Manager on AVEVA Connect is a standards authoring, management and governance service.

AVEVA Information Standards Manager rationalizes and manages the existing corporate, project, and international standard class libraries, and allows for consistent and compliant information standards for corporate and capital project use. It enables more efficient business processes without the costs and risks of replacing numerous individual authoring applications.

Key Features

- Creates and edits class libraries in its own database, and imports class libraries into the application database
- Reviews and compares class libraries created and held in third party databases and applications
- Manages class library data that can be used to modify and reconcile information held in multiple applications
- Separates the concerns of business requirements from software requirements, so that these can be governed by different roles and responsibilities
- Manages iterations and releases of a corporate's information standard including metadata definition, class library structure, data consistency rules, and information export

Service Overview

AVEVA Information Standards Manager is provisioned on AVEVA Connect, and is deployed on a per company/legal entity basis. By default one production environment is provided to cover all projects deployed for the legal entity. Multiple project and corporate class libraries can co-exist in a single instance to allow corporate-wide standards governance.

User Management

Access to the application is managed using AVEVA Connect. User roles and permissions to individuals or groups of class libraries are specified within the AVEVA Information Standards Manager application.

Operational Parameters

The following table presents the verified operational parameters and known limitations for a standard AVEVA Information Standards Manager instance. For operational requirements which fall outside these, please discuss with the AVEVA team.

Area	Summary	Criteria, Notes
Class Libraries	Maximum number of Managed Class Libraries in one instance	Unlimited
Permissioned Users	Number of users set up with access to an instance	2000
Concurrent Users	Number of users connected to an instance at any one time based on assumed usage patterns	20
User Roles	Number of user roles defined for one system	3
Daily Exports	Maximum number of class library exports in one day	Unlimited

Regional Cloud Availability

AVEVA Information Standards Manager is accessed via the public Internet using HTTPS/TLS (a secure transport mechanism). The web applications can be accessed via any supported web browser.

AVEVA Information Standards Manager is multi-tenant, and is deployed in Europe (Ireland). All customers will be deployed in this region.

Client Software Requirements

The AVEVA Information Standards Manager service supports the following software versions:

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

Security Standards and Compliance

For enhanced security AVEVA Information Standards Manager service follows these practices:

- **SOC2:** The operational practices for the AVEVA Information Standards Manager service are aligned with SOC2.
- **Access control:** Each AVEVA Information Standards Manager 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 Information Standards Manager uses database encryption to ensure the encryption of all data-at-rest held in the system.

High Availability, Business Continuity, and Data Protection

To ensure high availability, business continuity, and data protection, AVEVA Information Standards Manager follows the time lines given below.

Database Backup

- Full snapshot is run on a **daily** basis

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 Information Standards Manager	24 hours

Cloud Service	Recovery Time Objective (RTO)
AVEVA Information Standards Manager	24 hours

Service Level Commitment

AVEVA Cloud Services are governed by the Cloud Service Agreement available on the AVEVA Legal site *AVEVA Cloud Services Agreement* <https://www.aveva.com/en/legal/cloud-services/>.

The *Service Level Commitment for AVEVA Cloud Services* <https://www.aveva.com/en/legal/trust/servicelevel/> is a supporting document that describes the service level commitment for all available AVEVA Cloud Services.

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 Information Standards Manager:

- **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 Information Standards Manager 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 user