



# AVEVA™ Integration Studio on CONNECT Service Description



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# AVEVA Integration Studio on CONNECT

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## Document Purpose and Audience

### Document Purpose

This document describes AVEVA Integration Studio on CONNECT, including key features and limitations, as well as the operational parameters.

This document must be read in conjunction with the CONNECT Services 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 Integration Studio

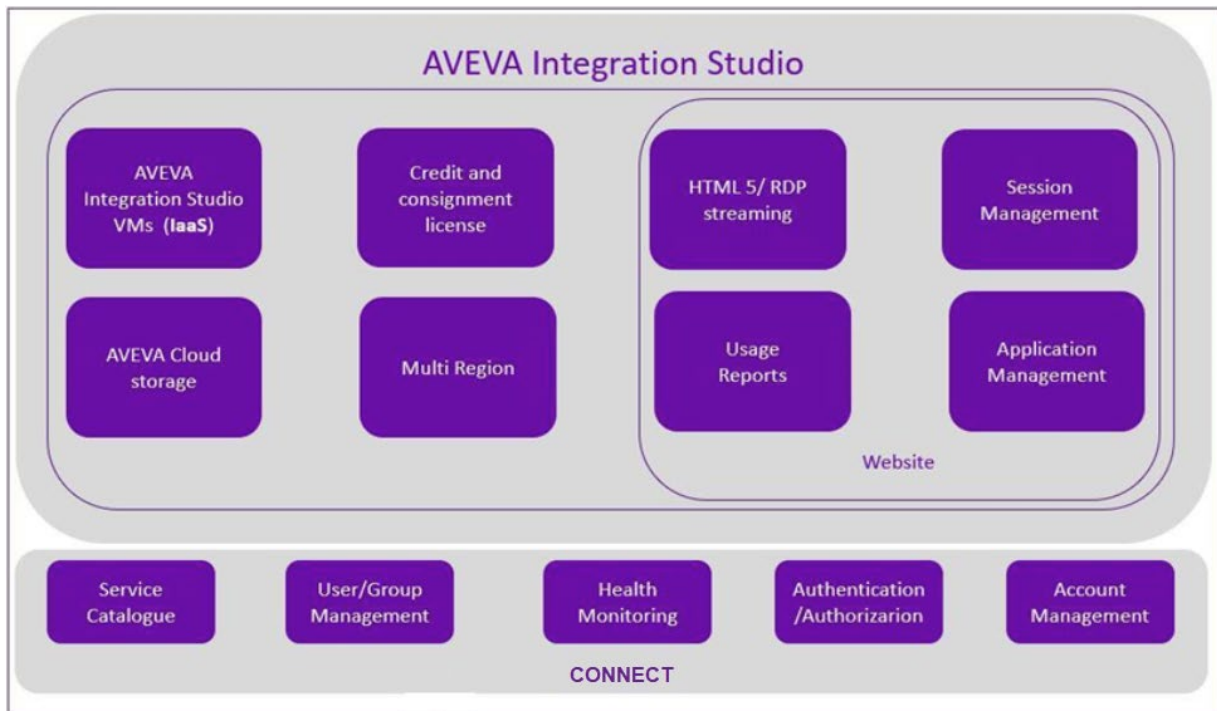
AVEVA Integration Studio on CONNECT is an infrastructure-as-a-service virtual development environment that facilitates greater collaboration, rapid project creation amongst teams, and the ability to manage multiple AVEVA development projects simultaneously.

### Key Features

- Provides virtual infrastructure of AVEVA servers and software that is pre-installed, configured, and licensed for you to develop and test your application quickly and easily
- Enables easy version management of your projects
- Enables management of your projects from one consolidated virtual dashboard
- Provides a fully virtual environment for training your staff and customers
- Simplifies IT overheads, thereby bringing in efficiencies and reduced costs

## Architecture

The following diagram represents the architecture of AVEVA Integration Studio on CONNECT.



AVEVA Integration Studio is built on the CONNECT platform that provides basic infrastructure, such as authentication/authorization, account/user/group management, health monitoring, and access to service catalogs, to AVEVA Integration Studio.

The AVEVA Integration Studio websites provide main features like session management (projects/VM), application management (system suites), access to the IaaS VM's on the browser as well as conventional remote desktop connection and access to the usage reports.

AVEVA Integration Studio enables you to:

- Launch the Integration Studio (IaaS) VMs on-demand in Azure. Since AVEVA Integration Studio is supported in multiple regions, spinning up the IaaS VM is faster when it is launched in the region close to you.
- Apply Flex credits for use with the service.
- Store graphic files in the AVEVA cloud storage, which then can be accessed in the AVEVA Insight service.
- Create separate instances of AVEVA Integration Studio within each folder of CONNECT.  
(Refer to the AVEVA Insight and AVEVA Integration Studio documentation for more details).

## Service Overview

AVEVA Integration Studio on CONNECT is a multi-tenanted application based on Microsoft Azure.

AVEVA Integration Studio service on CONNECT provides access to geographically dispersed users. All users and user groups are defined and managed using CONNECT, which includes assignment to access specific AVEVA Integration Studio service instances on CONNECT. AVEVA Integration Studio 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.

## Service Limitations

AVEVA Integration Studio on CONNECT does not have any known service limitations.

## Regional Cloud Availability

AVEVA Integration Studio is accessed via the public Internet using HTTPS/TLS, and is available from the following public cloud regions:

- Americas - Brazil
- Americas - US
- Asia-Pacific - India
- Asia-Pacific - Japan
- Asia-Pacific - Singapore
- Europe North - Ireland
- Europe West - Netherlands

## Hardware and Software Requirements

As AVEVA Integration Studio is provisioned on CONNECT, a supported browser is the only requirement to use it.

Component	Minimum/Recommended
Web browser	HTML5 compatible browser, including the latest versions of Google Chrome, Mozilla Firefox, and Microsoft Edge.
Internet connection	10 Mbps or higher per user



## Security Standards and Compliance

AVEVA Integration Studio is available on Microsoft Azure and automatically leverages its security features.

In addition to the technologies and architectural practices that ensure high security for CONNECT, AVEVA Integration Studio restricts access 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 an instance or instances of AVEVA Integration Studio, 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

AVEVA Integration Studio on CONNECT ensures high availability, business continuity and data protection.

- **Database Storage:** Data is stored within the AVEVA Integration Studio application instance on CONNECT.
- **Data Backup:** AVEVA Integration Studio does not backup customer data on the cloud at this time.
- **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 Integration Studio	As there is no data backup of the customer systems, this measure is not applicable.  The overall management solution can track system configuration and status back up to 1 hour.

Cloud Service	Recovery Time Objective (RTO)
AVEVA Integration Studio	2 hours

## Customer Obligation

The customer is responsible for backing up their image and application from AVEVA Integration Studio, in order for them to have past versions. This is required in the event of any disaster because of which the image is unable to be recovered.

AVEVA will use the backup taken by the customer to reinstate the image and application.

AVEVA does not perform backups on the AVEVA Integration Studio images as part of the service of hosting the image.

## 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/>.