



AVEVA™ TeamWork

Service Description

Contents

AVEVA TeamWork	4
Document Purpose and Audience.....	4
About AVEVA TeamWork	4
Service Overview	5
Regional Cloud Availability.....	5
Hardware and Software Requirements	5
Security Standards and Compliance	5
High Availability, Business Continuity, and Data Protection.....	5
Service Level Commitment	6
Scheduled Maintenance and System Status	6
Decommission of the Service.....	6
Additional Services	7

AVEVA TeamWork

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Document Purpose and Audience

Document Purpose

This document describes the functional digital services of AVEVA TeamWork, including its key features and limitations, as well as the operational parameters.

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 TeamWork

AVEVA TeamWork is a cloud-based, integrated business continuity platform for knowledge management, skill management and communication for your factory and its workers.

AVEVA TeamWork enables factory workers to use any device directly at their workstations to instantly access standard work instructions, to solve problems independently, to learn continuously, and to communicate and collaborate with one another in real-time. By connecting the front-line workers with AVEVA TeamWork, production leaders and corporate stakeholders in health & safety, quality, and HR gain greater visibility into what's happening on the factory floor and a better way to track and enforce global standards and compliance.

AVEVA TeamWork is available as an iOS app, or can be accessed via a URL link through any modern Web browser.

Key Benefits

- **Scalable and reliable:** Provides the cloud's inherent advantages of:
 - Ease of creating AVEVA TeamWork instances, and adding work instructions, training and other content without worrying about underlying resources and infrastructure.
 - Ready to use virtual infrastructure of AVEVA servers and software that is pre-installed, configured, and licensed.
 - Simplification of IT overheads, such as complex upgrade processes, thereby bringing in efficiencies and reduced costs
- **Secure customer data:** AVEVA TeamWork isolates each customer's resources and data, and restricts access to this data.

Service Overview

AVEVA TeamWork is available as a Software as a Service (SaaS) with the most stringent, audited security standards.

User Management

All users are defined and managed in AVEVA TeamWork, which includes assignment to access specific instances.

AVEVA TeamWork 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.

Regional Cloud Availability

AVEVA TeamWork is accessed via the public Internet using HTTPS/TLS (a secure transport mechanism).

AVEVA TeamWork is available for deployment in the following cloud data centers:

- US East (N. Virginia)
- Canada (Central)
- Europe (Germany, Frankfurt)

Hardware and Software Requirements

AVEVA TeamWork has the following requirements:

Component	Minimum/Recommended
App/Browser	Browser: Any supported browser iOS: Any supported iOS version
Internet connection	1.25 mbps or higher
Egress Port	Port 80 and 443

Security Standards and Compliance

AVEVA TeamWork is compliant with the Service Organization Controls (SOC) 2 Type 2 security attestations.

High Availability, Business Continuity, and Data Protection

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

- **Database Storage:** AVEVA TeamWork instance settings and customer data are stored in relational databases and object storage that include logical isolation between tenants and encryption at rest.
- **Data Backup**

- Customer data is backed up **every hour**. Full backups are performed without stopping access to the application. Customer does not need to backup their own data.
- Hourly backups are kept for **5 days**.
- Daily backups are kept for **30 days**.
- Monthly backups are kept for **1 year**.
- **Data Communication**
 - Customer data is always transmitted over a secure communication channel and encrypted at rest.
- **Disaster Recovery**

Data is replicated in near real-time at a designated secondary location.

In case of a disaster, services and data are restored in an alternate environment leveraging the latest available backup.

Cloud Service	Recovery Point Objective (RPO)
AVEVA TeamWork	60 minutes

Cloud Service	Recovery Time Objective (RTO)
AVEVA TeamWork	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.

Scheduled Maintenance and System Status

In order to receive notifications about scheduled maintenance or when we experience disruptions or slowdowns with the Poka platform, register on their site as given below:

1. Go to *this website* <https://www.pokastatus.io/>.
2. Click on **Subscribe to Updates** and enter your email address. You will receive a confirmation email.
3. Open the confirmation email and click the link to confirm your subscription.

We also recommend that you share this procedure with other members of your company, as required.

Decommission of the Service

Upon request and confirmation from the customer to decommission the service:

- A system administrator is assigned to delete all customer data such as database, file storage, backups, and encryption keys.

- The AVEVA TeamWork instance is removed.

A data destruction report confirming that the data was deleted in accordance with our procedure can be provided upon request.

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 additional services can be provided for AVEVA TeamWork:

- Implementation services
- Customer success and adoption services
- API and system integration consulting services
- Content creation services