AVEVA™ Teamwork Service Description

Contents

AVEVA Teamwork

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Document Purpose and Audience

Document Purpose

This document describes AVEVA Teamwork, 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 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 Android or 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.
- **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.

Service Limitations

AVEVA Teamwork has no known limitations.

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:

- Americas - US East - Northern Virginia

- Americas - Canada Central

- Europe - Germany - Frankfurt

Hardware and Software Requirements

AVEVA Teamwork has the following requirements:

Client Software

Component	Minimum/Recommended
App/Browser	AVEVA highly recommends using Teamwork with an iOS device, rather than a device with a desktop browser, on the factory floor. **Desktop Browser**: The last two (2) major versions of Google Chrome, Mozilla Firefox, and Microsoft Edge* The last two (2) minor versions of Safari **iOS**: The last three (3) major versions of the application are supported **Android**: The last three (3) major versions of the application are supported**
Internet connection	1.25 Mbps or higher
Egress Port	Port 80 and 443

* For example, if the latest version of Google Chrome is version 80, Teamwork will support Chrome versions 80 and 79. If Google updates Chrome to version 81, Teamwork will now support only Chrome versions 81 and 80. If Google updates Chrome to version 81.1, Teamwork will continue to support Chrome versions 81 and 80 as 81.1 is not a major version.

** The Google Chrome browser must be also kept up to date to the two latest major versions while using the Teamwork Android application. Teamwork uses the Chrome engine as the renderer, and a current Chrome version will ensure that Teamwork functions correctly.

Client Network

All network communications use HTTPS and WebSocket protocols over Port 443. Teamwork also leverages CloudFront as its CDN, so it is not possible to use IP-based filtering to ensure access to it as it uses a large IP pool.

The following URLs must be allowlisted to ensure that Poka works correctly:

Service	Reason	URL to allowlist
Poka	Access to your instance	*.poka.io *.proxy.poka.io
Intercom	Online support	*.intercom.io
Sentry	Web app error reports	*.sentry.io
Wootric	Feedback tool	*.wootric.com
Cognito	SAML authentication	*.amazoncognito.com
Flatfile	Mass import tool	*.flatfile.io
Looker	Embedded analytics	*.looker.com *.lookercdn.com
Readme	API documentation	*.api-docs.poka.io
Zendesk	Help Center	*.poka.zendesk.com *.zendesk.com *.zdassets.com
Vimeo	Help Center videos	*.vimeo.com *.vimeocdn.com *.magisto.com *.akamaized.net *.cloudfront.net

Security Standards and Compliance

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

Decommission of the Service

Upon request and confirmation from the customer to decommission AVEVA Teamwork, 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:

- 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.

High Availability, Business Continuity, and Data Protection

To ensure high availability, business continuity, and data protection, AVEVA Teamwork follows the timelines 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 back up 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 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.

Scheduled Maintenance and System Status

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 the following *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.

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