



# AVEVA™ Unified Operations Center on AVEVA Connect Service Description



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# AVEVA Unified Operations Center

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## Document Purpose and Audience

### Document Purpose

This document describes AVEVA Unified Operations Center on AVEVA Connect, including 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.

### 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 Unified Operations Center

AVEVA Unified Operations Center is an enterprise visualization solution for creating intelligent operations centers using hybrid on-premises and cloud software. AVEVA Unified Operations Center brings together operations technology (OT), information technology (IT), and engineering technology (ET).

AVEVA Unified Operations Center offers a broad view of process and infrastructure operations with the ability to combine information from many different sources into a single graphical environment for enterprise visualization. Whether your interest is a combination process metrics, maintenance analytics, engineering documentation, financial performance, or anything in-between, AVEVA Unified Operations Center is the foundation for real-time operational performance management.

With a centralized view helping to make informed decisions, your teams have access to data works in service to organizational goals to guide strategic operational activities from end-to-end.

### Key Features

- System of systems approach with end-to-end enterprise visibility across engineering and operations.
- Drill down by site to individual assets using hierarchical navigation and intuitive visualization.
- Merge data types to understand deeper context between various aspects of operations.
- Real-time visibility to critical events as they occur which improves responsiveness.
- Detailed operational analysis to maximize efficiency and ensure resource availability.
- Holistic view of impacts from upstream and downstream operational disruptions or outages
- Innovative approach to alarm management that emphasizes actionable alerts.
- Vendor-agnostic technology with no need to rip and replace; layers over the top of existing systems.

**Key Benefits**

- Expedited time to value by seamlessly integrating with all operational data sources to deliver faster and more efficient decision making.
- No more silos - full visibility of information enabling collaborative work with teams making decisions in parallel to each other.
- Composite enterprise environment consolidates formerly manual analyses between applications.
- Actively manage risk by increasing visibility to data enriched in context to operations, providing proactive identification of issues.
- Maximize performance opportunities through informed and agile teams that speed crisis response.

**Applications included in AVEVA Unified Operations Center on AVEVA Connect**

AVEVA Unified Operations Center has standard and premium editions.

Depending on the configuration selected, AVEVA Unified Operations Center may include AVEVA System Platform and OMI, AVEVA Unified Operations Center Content Library, AVEVA Unified Operations Center industry templates, AVEVA Work Tasks, AVEVA Reports, AVEVA Teamwork, AVEVA Development Studio, AVEVA Integration Studio, AVEVA Data Hub, and Connect visualization services, as illustrated in the table below.

	<b>Standard</b>	<b>Premium</b>
AVEVA System Platform <ul style="list-style-type: none"> <li>• Supervisory servers/clients</li> <li>• AVEVA Historian</li> <li>• AVEVA Communication Drivers</li> </ul>	One instance of System Platform (High availability / disaster recovery included) Unlimited use of Supervisory servers and clients Unlimited use of AVEVA Historian standard Unlimited use of premium Communication Drivers	Unlimited use of System Platform Unlimited use of Supervisory servers and clients Unlimited use of AVEVA Historian standard Unlimited use of premium Communication Drivers
AVEVA Unified Operations Center Content Library	Unlimited Use	Unlimited Use
AVEVA Unified Operations Center industry templates	Unlimited Use	Unlimited Use
AVEVA Work Tasks	Not included	One instance of AVEVA Work Tasks server and Work Tasks forms
AVEVA Reports	Not included	Unlimited Use

	Standard	Premium
AVEVA Teamwork	One instance of AVEVA Teamwork	One instance of AVEVA Teamwork
AVEVA Development Studio	Unlimited Use	Unlimited Use
AVEVA Integration Studio	Limited Flex credits and cloud storage available	Limited Flex credits and cloud storage available
AVEVA Connect AVEVA Data Hub Connect visualization services	200 streams 5 monthly active users (MAU)	10,000 streams 25 monthly active users (MAU)
AVEVA Customer FIRST support - Premium	Premium required	Premium required
AVEVA Unified Operations Center users	25 named users included Entitles each user to: <ul style="list-style-type: none"> <li>• Management Interface desktop and web client</li> <li>• AVEVA Historian client desktop and web</li> <li>• AVEVA Teamwork</li> </ul>	100 named users included Entitles each user to: <ul style="list-style-type: none"> <li>• Management Interface desktop and web client</li> <li>• AVEVA Historian client desktop and web</li> <li>• AVEVA Teamwork</li> <li>• AVEVA Reports for Operations</li> <li>• AVEVA Manufacturing Operations Management client</li> </ul>

**AVEVA Application Descriptions**

**AVEVA System Platform.** Set of connectivity options needed to support an industry-wide, IIoT and cloud-ready communication strategy. Real-time operations control software for standardization, convergence, and contextualizing of data. Secure, high-performance database to consolidate disparate data sources and provide rapid retrieval techniques and provide a holistic navigation-based user experience.

**AVEVA Unified Operations Center Content Library.** Set of reusable components tailored for business-level analytics to accelerate project development.

**AVEVA Unified Operations Center industry templates.** Pre-assembled jumpstart applications that include out-of-the-box design templates, objects, scripting, graphics, and connectors applicable to the designated industry.

**AVEVA Work Tasks.** Advanced industrial workflow management software and connected worker solution for the digital transformation of work.

**AVEVA Reports.** Production, performance, and compliance reporting software that is purpose-built for industrial operations.

**AVEVA Teamwork.** Enables industrial organizations to implement skills development, knowledge sharing, and collaboration management across their enterprise from the cloud.

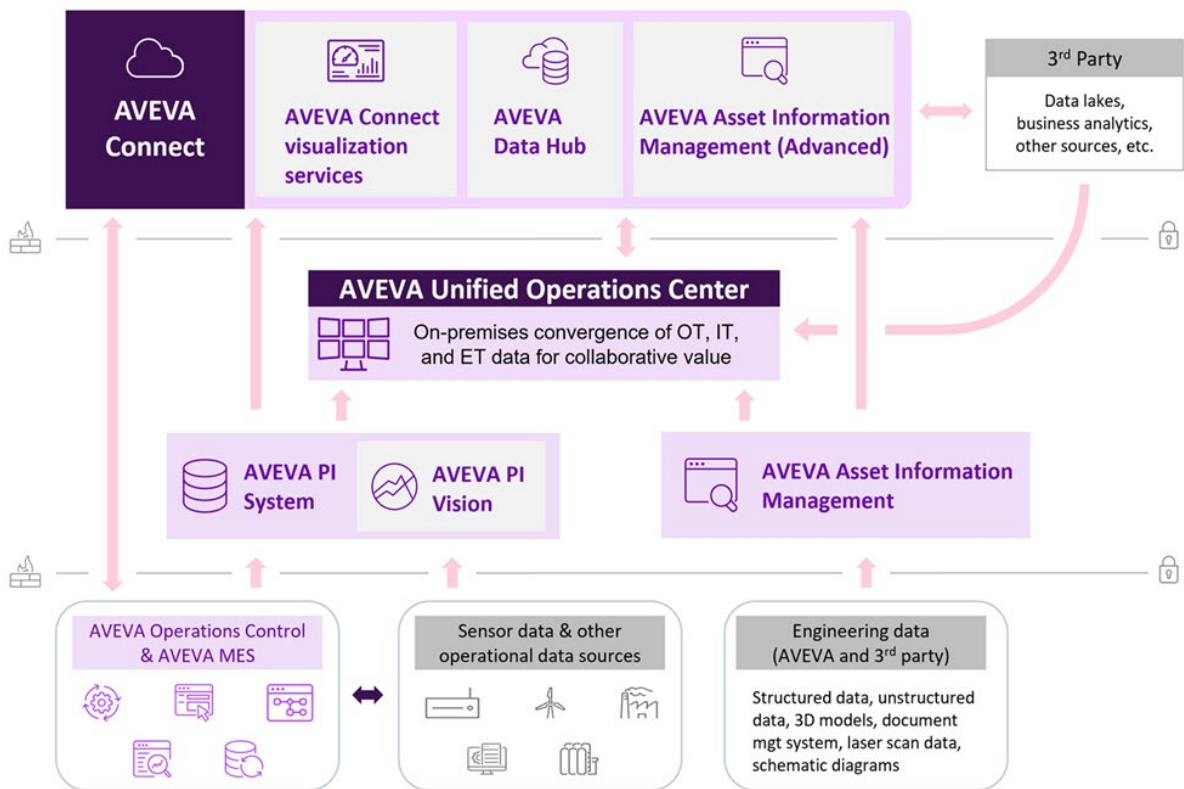
**AVEVA Development Studio.** Provides access to information about the customer's AVEVA Operations Control software and downloads of the software.

**AVEVA Integration Studio.** 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.

**AVEVA Data Hub.** Cloud-native platform for aggregating, storing, enriching, accessing, and analyzing real-time operations data from historians, edge devices, and more.

**Connect visualization services.** Composable dashboards using self-service and pre-defined content for visualizing industrial data.

**Architecture**



AVEVA Unified Operations Center is the solution for creating intelligent operations centers using hybrid on-premises and cloud software.

## Service Overview

AVEVA Unified Operations Center interacts with AVEVA Connect, AVEVA Data Hub, Connect visualization services, AVEVA Development Studio, AVEVA Integration Studio, and AVEVA Teamwork.

### User Management

AVEVA Data Hub, Connect visualization services, AVEVA Development Studio, and AVEVA Integration Studio are integrated with AVEVA Connect, where users, user groups, and roles are managed.

AVEVA Teamwork users, roles, and permissions are managed within AVEVA Teamwork.

For more information, refer to the AVEVA Data Hub, Connect visualization services, AVEVA Development Studio, AVEVA Integration Studio, and AVEVA Teamwork on AVEVA Connect service descriptions.

## Service Limitations

AVEVA Unified Operations Center has the same service limitations as AVEVA Data Hub, Connect visualization services, AVEVA Development Studio, AVEVA Integration Studio, and AVEVA Teamwork on AVEVA Connect.

For more information, refer to the AVEVA Data Hub, Connect visualization services, AVEVA Development Studio, AVEVA Integration Studio, and AVEVA Teamwork on AVEVA Connect service descriptions.

## Regional Cloud Availability

AVEVA Unified Operations Center addresses multiple use cases for various types of enterprise visualization in a hybrid configuration where users access from different devices, locations, and on-premises and cloud data sets. The deployment for each component could vary depending on project requirements and the criticality of accessibility and functionality.

AVEVA Unified Operations Center's availability aligns with the deployed geographic locations for AVEVA Data Hub, Connect visualization services, AVEVA Development Studio, AVEVA Integration Studio and AVEVA Teamwork. Customers may select the preferred geographic region for each component available. For more information, refer to the AVEVA Data Hub, Connect visualization services, AVEVA Development Studio, AVEVA Integration Studio, and AVEVA Teamwork on AVEVA Connect service descriptions.



## Hardware and Software Requirements

AVEVA Unified Operations Center has the same browser requirements as AVEVA Data Hub, Connect visualization services, AVEVA Development Studio, AVEVA Integration Studio, and AVEVA Teamwork on AVEVA Connect, and are given below.

### Desktop Client Network Requirements

Component	Minimum/Recommended
Web browser	HTML5 compatible browser, including the latest versions of Google Chrome, Mozilla Firefox, and Microsoft Edge.

Connect visualization services, AVEVA Development Studio, AVEVA Integration Studio, and AVEVA Teamwork on AVEVA Connect have differing requirements for internet connection. For more information, refer to the AVEVA Data Hub, Connect visualization services, AVEVA Development Studio, AVEVA Integration Studio, and AVEVA Teamwork on AVEVA Connect service descriptions.

## Security Standards and Compliance

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

AVEVA Connect visualization services are a native cloud offering built on Microsoft Azure and automatically leverages its security features.

In addition to the technologies and architectural practices that ensure high security for AVEVA Connect, AVEVA Connect visualization services are certified to be developed according to ISASecure/IEC 62443 best-practice standards.

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

AVEVA System Platform provides the security of federated identity management for authentication and authorization, superseding the segmented approach of individual product security configurations. A per-user common identity is configured, authenticated, and managed through AVEVA Connect.

For more information about the on-premises components of AVEVA Unified Operations Center, see the AVEVA's HMI/SCADA security approach white paper.

## Decommission of the Service

Upon request and confirmation from the customer to decommission an AVEVA Connect service, 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/>.

Upon request and confirmation from the customer to decommission the AVEVA Teamwork 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.

For any additional functional service-specific decommissioning and data destruction details, refer to the respective functional service descriptions.

## High Availability, Business Continuity, and Data Protection

To ensure high availability, business continuity, and data protection, AVEVA Unified Operations Center follows the timelines described in the AVEVA Data Hub, Connect visualization services, AVEVA Development Studio, AVEVA Integration Studio, and AVEVA Teamwork on AVEVA Connect service descriptions.

## 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/>.