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AVEVA™ Safety Management from Prometheus Group

Service Description



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# Safety Management

Last revision: 2/10/2023

## Document Purpose and Audience

### Document Purpose

This document describes the key features of Safety Management from Prometheus Group.

### Audience

The audience of this document are IT departments and business decision makers who are investigating whether to leverage AVEVA software-as-a-service offerings.

## About Safety Management from Prometheus Group

Safety Management from Prometheus Group provides asset-intensive companies with an easy-to-use, fully interconnected enterprise asset management system that integrates with leading ERP, CMMS, and EAM providers such as SAP, Oracle, and IBM Maximo.

Safety Management is a third-party cloud-based solution that provides management and tracking of risks, health and safety related activities for a company. It is an integrated package of five solutions from the Prometheus Group that, once combined, allows the customer to integrate management of the risk aspects, with the day-to-day health and safety activities.

The five modules from Prometheus Group include:

Functionality	Prometheus Product Name
Enterprise Risk Management	RiskPoynt
Environmental, Health & Safety Workflows	ePAS
Mobile EHS	ePAS Mobile
Training & Learning of Products	eLearning
Analytics	Analytics

Using the Safety Management solution, users are empowered to eliminate paper-based processes, increase efficiency of their work tasks, and perform more efficient management of risk, health and safety activities while facilitating regulatory and social compliance against increasingly stringent regulations and expectations.

Key features are:

- Electronic generation, analysis and tracking of risk related activities
- Electronic creation, tracking, communication and management of health and safety related activities
- Electronic analysis of metrics and KPIs

- Electronic and automatic reporting
- Connectivity to third-party CMMS software

Typical health and safety activities that can be handled with the solution include:

- Identification and assessment of threats
- Associated risks and mitigation measures in a barrier-management approach
- Creation, management, tracking and reporting on safe work permits
- Isolation
- Lockout and tagout
- Job hazard analysis
- Materials safety datasheets
- Integration with maintenance activities and third-party maintenance work order software
- Automatic reporting
- KPIs and performance metrics analytics
- Electronic learning modules for the included modules

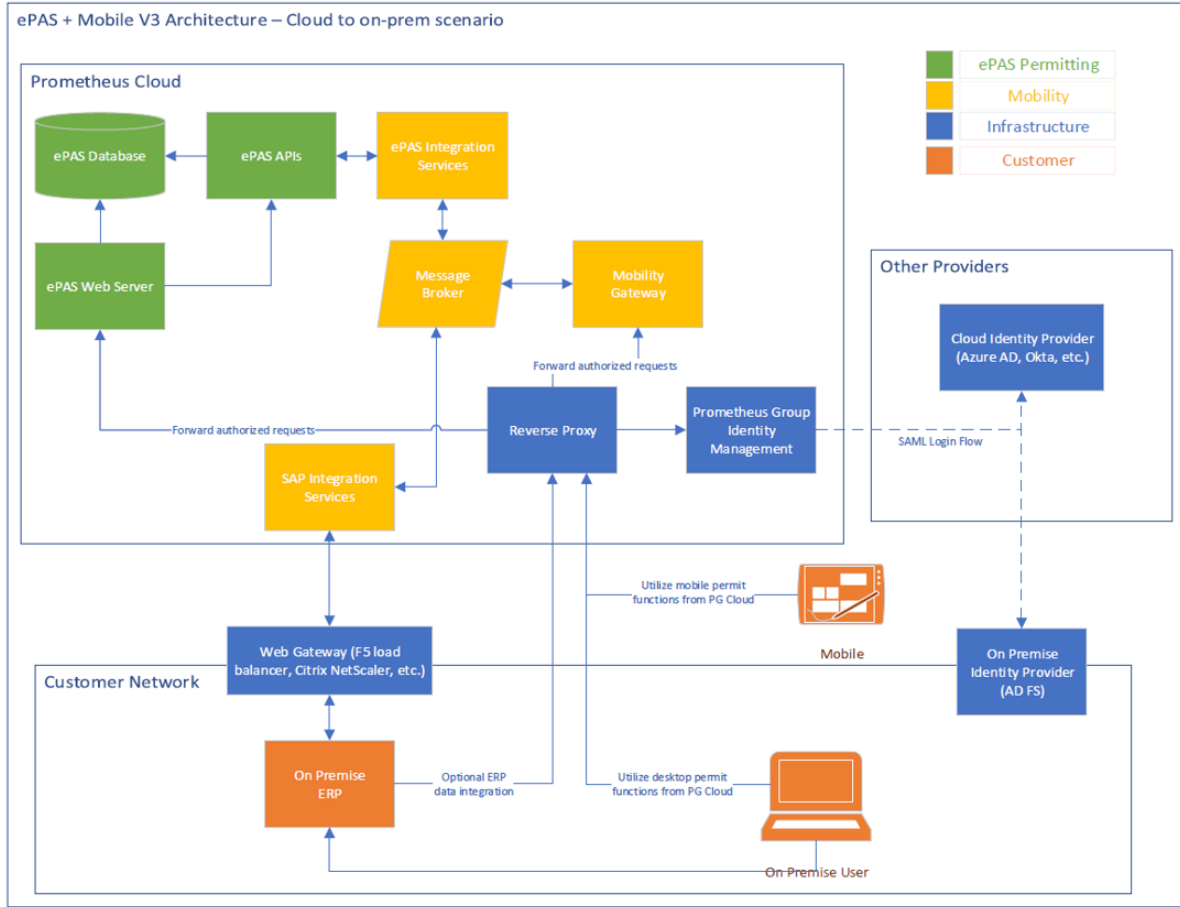
More information, see the Prometheus Group website at <https://www.prometheusgroup.com>.

## Architecture

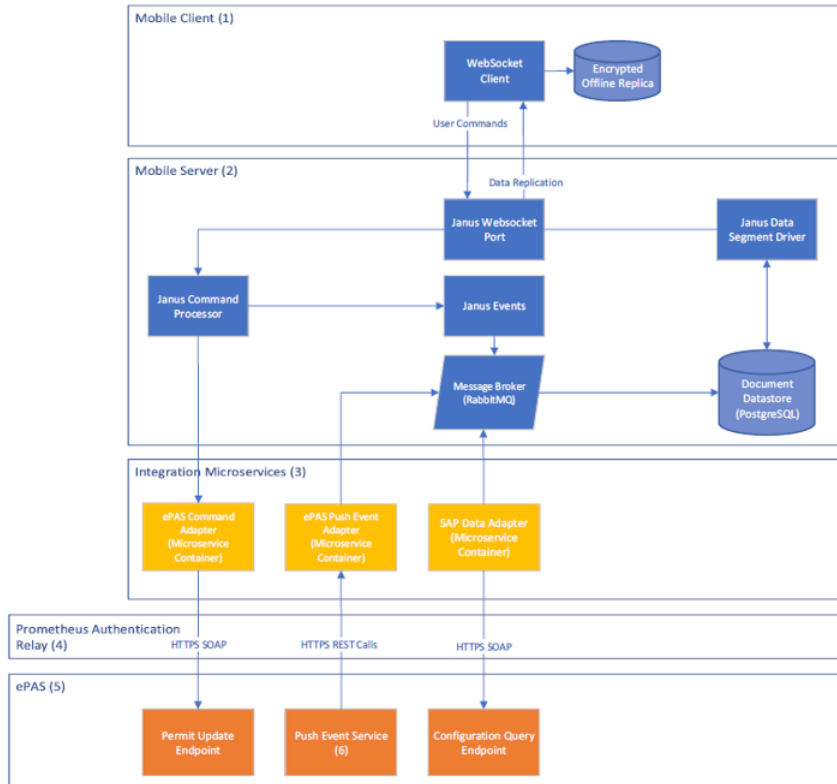
AVEVA Architecture



Prometheus ePAS and ePAS Mobile Architecture



## Prometheus Integration Architecture



## Service Overview

System administrators and business users interact with the cloud-based DSM solution using a desktop computer or a mobile device. The environment superuser can set up users. Users can be added with access based on their role within the organization.

## Regional Cloud Availability

Safety Management is accessed by end-users through the public Internet using HTTPS/TLS.

Safety Management is available from the following public cloud regions:

- Americas - Northern Virginia
- Americas - California
- EMEA - Frankfurt
- APAC - Sydney

The Prometheus Cloud service includes three environments: Development, Staging, and Production.

## Hardware and Software Requirements

For the mobile application:

- Supported platforms:
  - Android 4.0.3 (API Level 15) or greater
  - iOS 11 or greater

- Recommended devices:
  - Apple
    - iPhone 7 or later
    - iPad 5th generation or later
    - iPad Pro
  - Android – no restrictions
- Additional requirements:
  - Mobile Device Management (MDM) or another agreed upon solution for deploying application to end user devices.

## Security Standards and Compliance

Physical access control is maintained by Amazon Web Services (AWS). When running in the Prometheus cloud an additional option is available to utilize federated identity using OAuth 2.0, SAML 2.0, or OpenID connect. Role-based access control is in place.

Information can and should be encrypted in transit using TLS (HTTPS). This is provided for all Prometheus cloud implementations.

At rest encryption is also available using database level encryption, which is enabled by default in the Prometheus cloud.

## High Availability, Business Continuity, and Data Protection

SLA (Service Level Agreement)	99.8%
RTO (Recovery Time Objective)	24 hours
RPO (Recovery Point Objective)	5 minutes for database records (WAL replication time). 24 hours for file-based storage as these must be recovered from a daily snapshot.

### Data Storage

Hosted Prometheus solutions have a continuous 35 day trailing backup where at any point in time, data can be accessed from a point in time within the trailing 35 day window. Additional archiving and backup policies can be discussed based on the requirements of the customer.

### Disaster Recovery

RPO for database records is 5 minutes. RPO for file-based storage such as report templates is 24 hours.

RTO for major incidents is 24 hours. For minor incidents is 60 minutes. Many types of failure such as loss of a single database node in the cluster will be recovered automatically without human intervention within the uptime SLA target.



## Customer Support

All customer support for the Safety Management services and the technical operation of the Prometheus Cloud platform service is provided by the Prometheus Group.

### Initial Response Times

Fault Type	Initial Response Time
Level 1 – Critical	Immediate but no longer than 2 hours
Level 2 – Major	Within a 4-hour timeframe during normal business hours as noted below
Level 3 – Minor	Within an 8-hour timeframe during normal business hours as noted below

**Level 1 – Critical Issues:** Critical Issues will be handled at all times. Notification of critical issues should be initiated by an email to [support@prometheusgroup.com](mailto:support@prometheusgroup.com) followed by a telephone call. Once an issue is received, Prometheus Group will immediately contact the customer representative and initiate an internet meeting. During the internet meeting, the issue will be reproduced and documented. Work to address the issue will begin immediately. A Prometheus Group customer success representative will be assigned the case to provide a consistent point of contact for the customer. Updates will be given to the customer by telephone and/or e-mail with a frequency defined with the customer representative.

The target resolution of critical issues shall be twenty-four (24) working hours from the time the call is placed. At that time, a technician will contact the customer to implement the solution directly via an internet meeting.

**Level 2 – Major Issues:** Major issues will be handled during normal business hours – Monday to Friday (excluding public holidays), 0800 to 1700 EST/GMT/AEST, as appropriate for customer location. Notification of major issues should be initiated by an email to [support@prometheusgroup.com](mailto:support@prometheusgroup.com) followed by a telephone call. Once an issue is received, Prometheus Group will create a case ticket describing the issue, e-mail the customer that the issue has been logged, and keep the customer notified as to its progress. Updates will be given to the customer by telephone and/or e-mail with a frequency defined with the customer representative.

The target resolution of major issues shall be two (2) weeks from the time of acknowledgement. At that time, a technician will contact the customer to implement the solution directly via an internet meeting. Alternatively, the solution will be made as part of the next immediate upgrade.

**Level 3 – Minor Issues:** Minor issues will be handled during normal business hours – Monday to Friday (excluding public holidays), 0800 to 1700 EST/GMT/AEST, as appropriate for customer location. Notification of minor issues should be initiated by an email to [support@prometheusgroup.com](mailto:support@prometheusgroup.com). Once an issue is received, Prometheus Group will create a case ticket describing the issue, e-mail the customer that the issue has been logged, and keep the customer notified as to its progress.

Resolution of minor issues will be provided in the next release of the product, to the extent deemed appropriate.

### The Services

E-mail	<a href="mailto:support@prometheusgroup.com">support@prometheusgroup.com</a>
Technical Support – Americas	+1 800 377 1974
Technical Support – Europe, Africa, Middle East	+44 808 168 6103
Technical Support – Asia-Pacific	+61 130 069 0401

Upgrade/Release Notification: Upgrades and new releases are included as part of the maintenance agreement. A customer representative will be notified by e-mail and phone at the time of the official release of the software upgrade/release. There is no obligation to upgrade, and maintenance levels for each customer's version is defined in the support contract.

## Service Level Commitment

SLA (Service Level Agreement): 99.8% on AWS

## Decommission of the Service

Upon request and confirmation from the customer, data can be deleted, and will be complete approximately 35 days after the request is received. If no request for decommission is received from the customer, data is retained by default indefinitely.

## Additional Services

Prometheus Group can provide customer success services to help end users get started implementing and building their workflow processes. Services are not mandatory. Examples include user training, onboarding, bulk data upload, templates creation, and so on.

## Contact Prometheus Group

Contact Prometheus Group for additional information.

- Website: <https://info.prometheusgroup.com/contact-us>
- Company Headquarters
  - Address: 4601 Six Forks Rd Ste 220 Raleigh, NC 27609
  - Phone: +1 (888) 317-2397

Prometheus documentation is available at: <https://www.prometheusgroup.com/>