AVEVA™ Contract Risk Management on AVEVA Connect

Service Description

Contents

AVEVA Contract Risk Management on AVEVA Connect

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Document Purpose and Audience

Document Purpose

This document describes the AVEVA Contract Risk Management 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 Contract Risk Management

AVEVA Contract Risk Management is a contract risk management solution that connects all decision makers to protect capital investment, drive performance and improve profitability when building and operating high value assets.
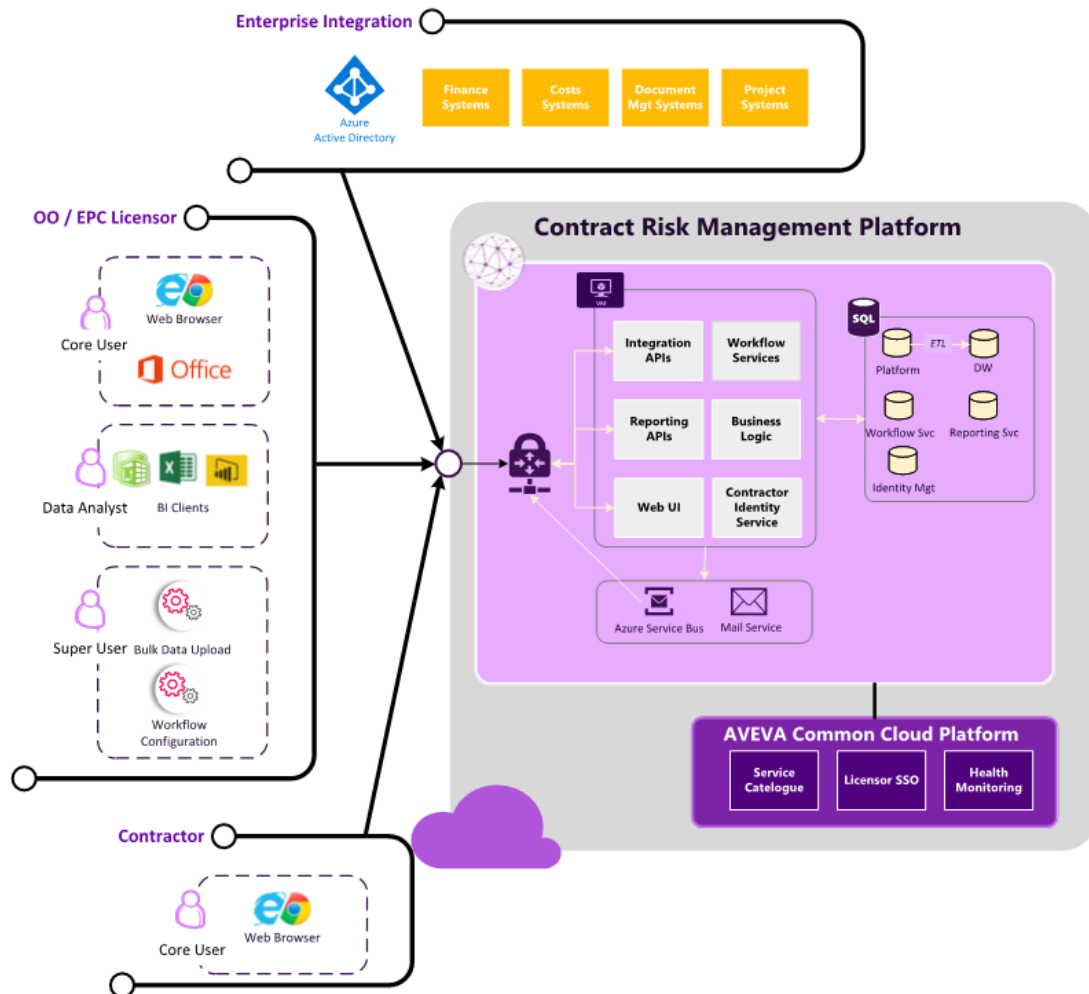
AVEVA Contract Risk Management service is accessible over the internet and provides complete control over the networking environment. AVEVA Contract Risk Management service offers lower cost of ownership as AVEVA manages the upgrade process and patching process for bug fixes, all infrastructure and associated upgrades and patches, as well as all operational tasks such as backup, disaster recovery, security, monitoring, compliance and performance scaling.

Features and Capabilities

- **Pre-Award**
  - Manage the lifecycle of the pre-award tendering process with scheduling, process step workflow, review and approval stages
  - Out-of-the-box, best-practice templates for tender process, structure and performance outcomes
  - Share key data and decisions securely with a secure tender (ITT, RFx) and bid management collaboration portal
  - Supplier sourcing and bid evaluation

- **Post-Award**
  - One, centralized record of contracts, framework agreements and call-offs
  - Contract administration lifecycle management for change, payment, claims and disputes
  - Configurable review and approval workflows and stage gates
  - Contract document templating with best-practice structure and content generation
  - Secure collaboration portal for all contractual administration communications internally and with subcontractors
  - Reporting on financial health with early-warning on potential changes and pending contractual obligations
  - Contract obligation management based on contract milestones and events

- **Contractor Management**
  - Contractor registration, qualification and performance evaluation workflows
  - Reporting on contractor trading recommendation and performance across contracts
  - Contractor portal to self-manage information and collaborate on qualification, tendering or contracting activities
  - Integration capabilities with other master vendor databases

- **Platform**
  - Multi-regional and language support, single sign-on authentication, and modern web browser support
  - Out-of-the-box configuration with best-practice workflows, reporting and batch data uploading
  - Securely authorize and revoke data access to various organizations for reporting functions, projects, tenders, contracts, roles and disciplines
  - Delegate authority to support back-to-back working arrangements and handover of assignments during leave
  - Record information aligned to existing business processes (i.e., set reference number standards, fields to capture, codifications, version control)
  - Historical tracing and visibility of all activity and changes to support compliance checks from auditors and regularity bodies
  - Document template and reference libraries
  - System-wide search, with ability to search document contents
  - Individual and management oversight of activities
  - Automatic, customizable notifications of upcoming actions, key events and milestones
  - Integration capabilities with finance, cost, project and document management systems through industry standard API protocols
  - Configurable reporting on schedule, delays, bottlenecks, process deviations and non-compliance, decision-making and approvals
  - Export data and project reporting into third-party tools such as Excel and PowerBI.

Cloud Infrastructure Architecture

Service Overview

AVEVA Contract Risk Management on AVEVA Connect, is deployed on a per customer basis. Two customer environments are provided per deployment by default. One production environment is provided and one staging/test environment is made available.

AVEVA Contract Risk Management can be provisioned in a select number of regions across the world, but one instance is provisioned entirely within in a single selected region.

Regional Cloud Availability

AVEVA Contract Risk Management is accessed via the public Internet using HTTPS/TLS and PCoIP (secure transport mechanisms).

AVEVA Contract Risk Management is available from the following public cloud regions:

- Toronto (Canada Central)

- Amsterdam, Netherlands (West Europe)

Hardware and Software Requirements

AVEVA Contract Risk Management requires the following client browser specifications.

The service is executed through application streaming technology, therefore, client hardware requirements are minimal.

Client Browser Requirements

Component	Minimum/Recommended
Web browser for Company Portal and Contractor Portal	Microsoft Edge Google Chrome
Other software on company PCs requiring access to Workflow Viewer or Workflow Designer	Microsoft .NET Framework 4.8 or later
The File Assistant add-in is only available for AVEVA Contract Risk Management on AVEVA Connect, and can be used in the Word and Excel desktop applications for Microsoft Office 365	Microsoft Office 365 version 2108 or later

Security Standards and Compliance

In addition to the technologies and architectural practices that ensure high security for AVEVA Connect, access to AVEVA Contract Risk Management is restricted by roles, and users must be assigned to roles to have access to the relevant software functions.

High Availability, Business Continuity, and Data Protection

AVEVA Contract Risk Management provides the services as described in High Availability, Business Continuity, and Data Protection, with the following service details that are specific to AVEVA Contract Risk Management.

- **Database Storage**

  AVEVA Contract Risk Management service stores information for each customer instance on separate databases. All customers in a specified region operate using a shared Microsoft SQL Server virtual machine. To support high availability, the reporting and analytics databases are separated to different virtual machines.

- **Data Backup**

  - Full backups are completed weekly every Sunday.

  - Retention of weekly backup point is available for 60 weeks, monthly backup point for 12 months, and yearly backup point for 1 year.

  - Differential backups are completed daily Monday to Saturday, and retained for 30 days.

  - Transaction log backups are completed every 15 minutes and retained for 14 days.

  - A snapshot of the production web servers are taken daily and retained for 7 days.

  - A snapshot of the production database servers is taken daily. Retention of daily backup is available for 7 days, weekly backup point for 12 weeks, and monthly backup point for 12 months.

- **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 Contract Risk Management	15 minutes

Cloud Service	Recovery Time Objective (RTO)
AVEVA Contract Risk Management	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.

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/.