AVEVA

AVEVA™ Work Tasks on AVEVA Connect

Service Description

Contents

AVEVA Work Tasks on AVEVA Connect

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Document Purpose and Audience

Document Purpose

This document describes AVEVA Work Tasks 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.
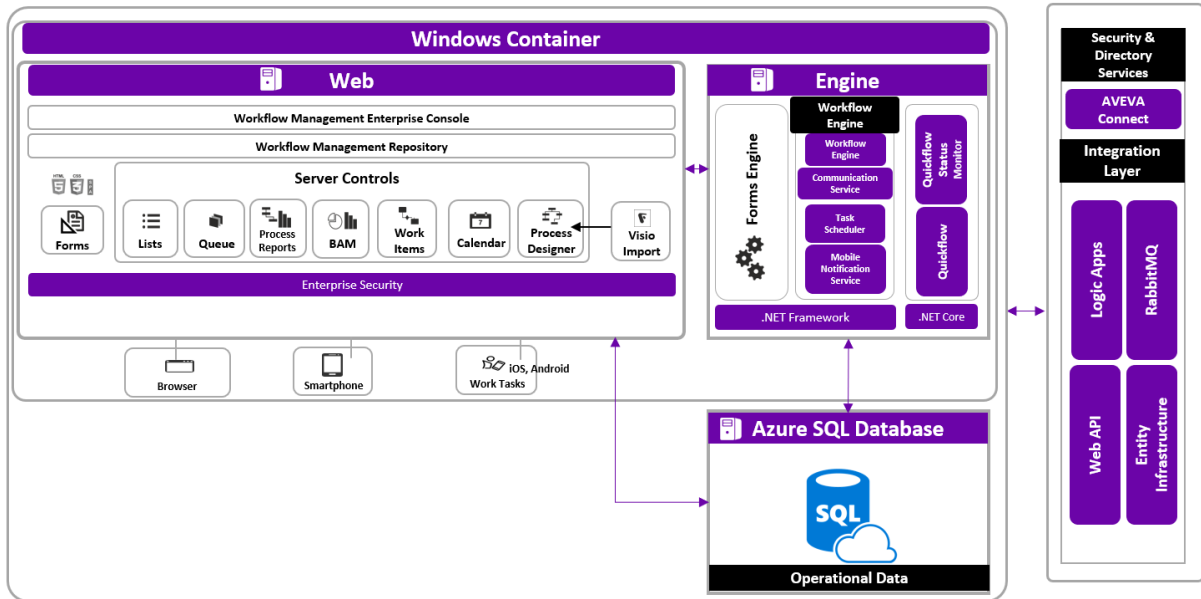
About AVEVA Work Tasks

AVEVA Work Tasks is advanced software for creating, executing and optimizing business processes for system and user interaction through workflows and forms. It enables users to create and manage a solution that executes business logic and workflows in their specific user context.

Key Benefits

- Enables team collaboration from anywhere, bringing efficiency into your project.

- Ease of use and flexibility, enabling fast on-boarding for the workforce with the ability to prioritize, allocate, and track work.

- Mobile applications for iOS, Android, and Windows are available, allowing offline access to assigned work anytime, anywhere.

- Integration with other systems through WebAPI, Azure Logic Apps, or AMQP/AMQPS messages.

- Can be configured to use AVEVA Connect Cloud Storage to store attachments such as documents or pictures. The use of AVEVA Connect Cloud Storage may incur additional costs.

Architecture on AVEVA Connect

Service Overview

AVEVA Work Tasks is provisioned on AVEVA Connect and deployed on a per customer basis.

AVEVA Work Tasks is a containerized service on AVEVA Connect.

User Management

All users and user groups are defined and managed using AVEVA Connect, which includes assignment to access specific AVEVA Work Tasks instances within AVEVA Connect. AVEVA Work Tasks security groups can be mapped to AVEVA Connect roles. All users are assigned to at least one security group and may be assigned to multiple security groups.

Service Limitations

AVEVA Work Tasks does not support customizations such as:

- The creation of custom Workflow Activities
- The addition of custom style sheets, java script files, or localizations
- The addition of 3rd party libraries (SOA)

AVEVA Work Tasks does not support classic connectors and extensions such as:

- AVEVA Work Tasks Connector for AVEVA System Platform
- AVEVA Work Tasks Connector for AVEVA MES

AVEVA Work Tasks does not support:

- Direct access to its file system

- Direct access to its database

- Creation of custom databases

AVEVA Work Tasks does not support:

- Sending short message services (SMS) to mobile devices

- Receiving emails (sending email notifications is supported by using an AVEVA Email address [DoNotReply@AVEVA.com])

A single instance of AVEVA Work Tasks is designed to allow access to the system for up to 100 concurrent users.

Regional Cloud Availability

AVEVA Work Tasks is accessed via the public Internet using HTTPS/TLS, and is available for deployment in the following regional cloud data center:

- Americas - US West

- Americas - Canada Central

- Asia-Pacific - Singapore

Note: Deployed instances of AVEVA Work Tasks cannot be moved between regions at this time.

Mobile Notification Service

Work Tasks Mobile Notification Service is an optional component that can be used to initiate tile or toast notifications on mobile devices. The Mobile Notification Service is commonly deployed in the US West region, independent of the selected region for the service deployment.

AVEVA Connect Cloud Storage

AVEVA Connect Cloud Storage is an optional component used to upload attachments to AVEVA's cloud storage area.

For additional information on AVEVA Connect Cloud Storage, please refer to the AVEVA Connect service description.

Hardware and Software Requirements

As AVEVA Work Tasks is provisioned on AVEVA Connect, a supported browser is the only requirement to use it.

Component	Minimum/Recommended
Web browser	HTML5 compatible browser, including the latest versions of Google Chrome, Mozilla Firefox, and Microsoft Edge.
Internet connection	10 Mbps or higher
Port	443 port access

Security Standards and Compliance

In addition to the technologies and architectural practices that ensure high security for AVEVA Connect, AVEVA Work Tasks implements the following for greater security:

- Only uses port 443 to access the SSL encrypted web pages of the system

- Does not provide direct access to the system database for greater security

High Availability, Business Continuity, and Data Protection

To ensure high availability, business continuity, and data protection, the AVEVA Work Tasks service follows the timelines given below.

- **Database Storage**: Data is stored on Azure SQL Database, which automatically creates database backups.

- **Data Backup**

  o Full backups are completed every day.

  o Database archive logs for point-in-time recovery are backed up every **24 hours**.

  o All backup data is stored in the same cloud region as the cloud service. All backup data is replicated across multiple data centers within the same region.

  o All backup data is retained for **7 days**.

- **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 Work Tasks	2 hours

Cloud Service	Recovery Time Objective (RTO)
AVEVA Work Tasks	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/.