

AVEVA

WorkPacks

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WorkPacks

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Document Purpose and Audience

Document Purpose

This document describes the functional digital services of WorkPacks, including key features, battery limits, requirements, and operational parameters.

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 WorkPacks

WorkPacks is a third-party, cloud-based software-as-a-service (SaaS) used to apply Advanced Work Packaging methodologies (AWP) for the planning and construction of capital assets and operating facilities. WorkPacks enables the creation, sequencing, production, and completion of work packages in an intuitive visual reporting environment.

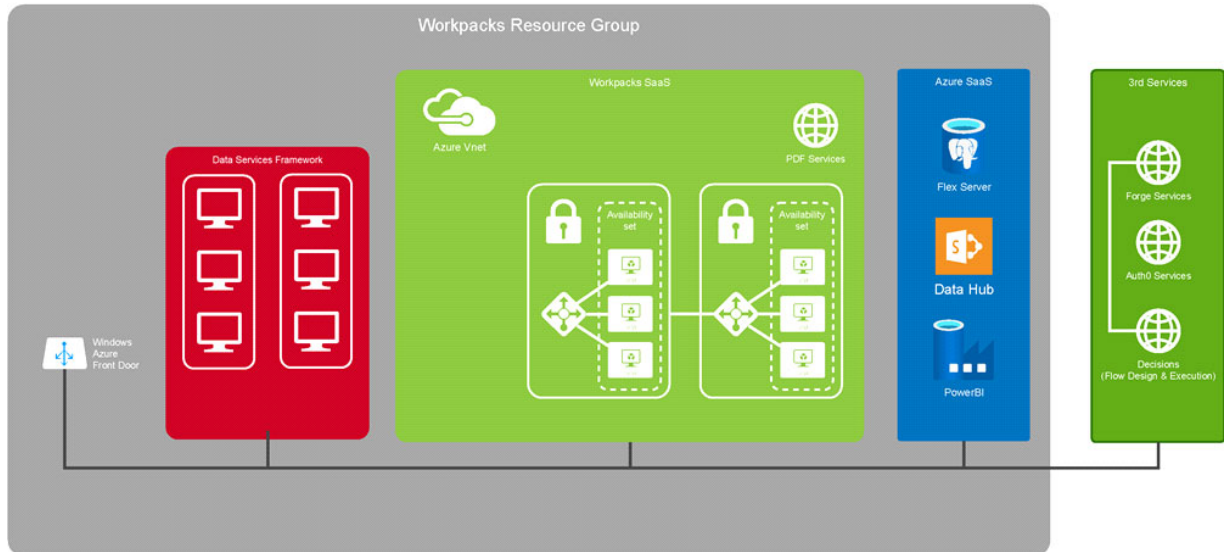
WorkPacks is offered as a shared, secure multi-tenant service offering and is suitable for most project sizes. A single dedicated tenant service is available for very large, complex projects or when mandated by client security requirements or geography.

Key Features

WorkPacks on the cloud offers:

- Scalability. Solutions can be deployed on the smallest to largest projects in the world, handling model sizes where other tools fail.
- Cost-Effectiveness. WorkPacks offers flexible solutions and pricing, including seat-based pricing and unlimited-use models, as required.
- Accessibility. Services are accessible from anywhere with an internet connection, making it ideal for remote teams, global customers, or mobile users.
- Security. WorkPacks contains robust security features that can help protect your data from cyber threats. WorkPacks is hosted on Microsoft Azure, and security measures include encryption, firewalls and intrusion detection, and prevention systems.
- Collaboration. Teams can work together through digital work packaging across all project phases from start to finish.
- Reliability: WorkPacks offers high availability and redundancy.

Integration Architecture



Service Overview

WorkPacks is a lightweight and scalable Advanced Work Packaging (AWP) solution that allows users to leverage project data in 1D, 2D, and 3D for use in effective work packages. Users can employ the intuitive visual environment to map out work breakdown structures, which enhances project productivity and information flow.

Because the solution is delivered via the cloud, WorkPacks provides access to geographically dispersed users. All users, user groups, and roles are defined and managed within WorkPacks.

Service Limitations

WorkPacks does not have any known service limitations.

Regional Cloud Availability

WorkPacks is accessed via the public Internet using HTTPS/TLS (a secure transport mechanism) and can be accessed in any geographical location via any supported web browser.

WorkPacks is available for deployment in the following public cloud regions:

- Americas – US North
- Asia-Pacific – Japan
- Asia-Pacific – Singapore
- Europe North – Ireland

Customer Support

Customer support is provided by AVEVA and Work Packs.

Level 1 user support is provided by AVEVA Customer Success teams. For more information, see <https://softwaresupport.aveva.com/> and register for access to the AVEVA Knowledge and Support Center website.

Level 2 and Level 3 technical support services are provided by Work Packs and are subject to service level targets for initial response and case updates.

Technical support levels are defined as follows:

Level 1 support: Includes answering and logging requests for technical support, confirming that entities requesting technical support are paid and active software subscribers and are eligible to receive technical support, directly answering questions and resolving issues that can be addressed through use of manuals and similar resources, tracking and reporting technical support requests and resolution statuses, translating communications to and from technical support.

Level 2 support: Includes providing required technical support directly to end users and subdistributors, troubleshooting problems described in technical support requests, exercising best efforts to develop workarounds to problems, and generating detailed descriptions of problems and requests.

Level 3 support: Includes developing complex workarounds to licensed software problems, fixing problems in the licensed software codes, manufacturing updates and upgrades to the licensed software, and creating bug fixes, patches, and service packs for the licensed software.

Hardware and Software Requirements

WorkPacks is executed through application streaming technology therefore, client hardware requirements are minimal. Client software requirements are given below:

Component	Minimum/Recommended
Web browser	HTML5 compatible browser, including the latest versions of Google Chrome, Mozilla Firefox, and Microsoft Edge.
Internet connection	5 Mbps upload speed or faster 30 Mbps download speed or faster
Latency	An average latency of 40 ms or lower is recommended for the best user experience.

Security Standards and Compliance

WorkPacks is a native cloud offering built on Microsoft Azure and automatically leverages its security features. In accordance with the Principle of Least Privilege (PoLP), all applications and systems are secured with authentication and authorization controls.

All data is encrypted in transit using HTTPS, and live and backup database servers are encrypted at rest. Network-connected resources are attached to a firewall-protected virtual network with tight inbound and outbound rules as well as anti-malware and antivirus protection. Security updates and software patches are administered in a timely manner.

The entire solution is monitored by Windows Defender for Cloud.

High Availability, Business Continuity, and Data Protection

Disaster Recovery

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

Cloud Service	Recovery Point Objective (RPO)
WorkPacks	24 hours

Cloud Service	Recovery Time Objective (RTO)
WorkPacks	Between 2 and 8 hours

Decommission of the Service

Upon request and confirmation from the customer to decommission a WorkPacks subscription, WorkPacks will follow a process for the decommissioning and destruction of data to include the deletion of all files and data held within the service. The WorkPacks service may be terminated remotely by removing access to the website.

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.

WorkPacks will assist clients in retrieving their data and will provide a secure method for the data to be transferred to the client or a third-party designated by the client. If the client fails or opts not to retrieve their data within the specified time frame, WorkPacks may, at its discretion, delete the data.

Service Level Commitment

The WorkPacks service is operated and maintained by Work Packs, including service level commitments.

Service Uptime

Multi-tenant subscriptions: 99.5% uptime availability

Data Throughput

The throughput varies between 150 requests and 750 requests per second measured over a 30-day period.

Additional Terms and Conditions

Each client organization must enter into and agree to the terms of a WorkPacks Master Subscription Agreement directly with Work Packs in order to subscribe to or gain access to WorkPacks ("WorkPacks Master Subscription Agreement").

Additional Services

Work Packs offers add-on development services to large clients. The developed add-ons are owned by the clients and paid for by the clients, however, the add-ons can run only with a valid WorkPacks subscription and licenses in place.

Work Packs can also provide implementation services and ongoing client success plans based on project sizes and needs.

Contact WorkPacks

Contact Work Packs for additional information.

- Website: <https://workpacks.com/contact/>
- Company Headquarters
 - 3945 Forbes Ave PMB419 Pittsburgh, PA 15213
 - Email: info@workpacks.com
- WorkPacks documentation is available at: <https://support.workpacks.com/hc/en-us>