



AVEVA™ Information Standards Manager on CONNECT Service Description

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AVEVA Information Standards Manager on CONNECT

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Document Purpose and Audience

Document Purpose

This document describes AVEVA Information Standards Manager on CONNECT, including key features and limitations, as well as the operational parameters.

This document must be read in conjunction with the CONNECT Services service description, which describes the common services available for all functional digital services on 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 Information Standards Manager on CONNECT

AVEVA Information Standards Manager on CONNECT is an information model authoring, management, and governance service. It delivers trust in the industrial digital twin by setting baseline quality assurance rules for information compliance, consistency, and completeness.

Key Features

- Use industry, corporate, or site layers and constructs for modelling industrial information.
- Review and compare class libraries.
- Present your class library in different languages to suit the needs of a multilingual workforce or clientele.
- Provide audit history and governance of information standards.
- Provide data model mapping rules that enable the harmonization of information held in multiple applications.
- Separate the concerns of business requirements from software requirements and have them governed by different roles and responsibilities.
- Provide validated configurations to authoring software.

Service Overview

AVEVA Information Standards Manager is provisioned on CONNECT and is deployed on a per company/legal entity basis. By default, one production environment is provided to cover all projects deployed for the legal entity. Multiple project and corporate class libraries can co-exist in a single instance to allow corporate-wide standards governance.

User Management

Access to the application is managed using CONNECT. User roles and permissions to individuals or groups of class libraries are specified within the AVEVA Information Standards Manager application.

Prerequisites to Service Implementation

The following information is required to create an instance of the AVEVA Information Standards Manager service and establish the operational schedule and procedures for support and maintenance:

- A list of users to be given access to the service and the user role(s) to be assigned for each user.

Service Limitations

The following table presents the verified operational parameters and known limitations for a standard AVEVA Information Standards Manager instance. For operational requirements which fall outside these, please discuss with the AVEVA team.

Area	Summary	Criteria, Notes
Class Libraries	Maximum number of Managed Class Libraries in one instance	Unlimited
Permissioned Users	Number of users set up with access to an instance	2000
Concurrent Users	Number of users connected to an instance at any one time based on assumed usage patterns	20
User Roles	Number of user roles defined for one system	3
Daily Exports	Maximum number of class library exports in one day	Unlimited

Regional Cloud Availability

AVEVA Information Standards Manager is accessed via the public Internet using HTTPS/TLS (a secure transport mechanism). The web applications can be accessed via any supported web browser.

AVEVA Information Standards Manager is a multi-tenant service and is available for deployment in the following public cloud regions:

- Americas - Canada Central
- Asia-Pacific - Singapore
- Europe North - Ireland

NOTE: Deployed instances of AVEVA Information Standards Manager cannot be moved between regions at this time.

Hardware and Software Requirements

The AVEVA Information Standards Manager service supports the following software versions:

Component	Minimum	Recommended
Operating system	Windows 8.1 Professional (64 bit) or Windows 10 Professional (64 bit)	
Web browser	HTML5 compatible browser, including the latest versions of Google Chrome, Mozilla Firefox, and Microsoft Edge.	The latest version of Google Chrome

Security Standards and Compliance

For enhanced security AVEVA Information Standards Manager service follows these practices:

- **SOC2:** The operational practices for the AVEVA Information Standards Manager service are aligned with SOC2.
- **Access control:** Each AVEVA Information Standards Manager user requires a CONNECT account, provided as part of the customer subscription when signing up to the CONNECT framework agreement.
- **Server-side encryption:** AVEVA Information Standards Manager uses database encryption to ensure the encryption of all data-at-rest held in the system.

Decommission of the Service

Upon request and confirmation from the customer to decommission AVEVA Information Standards Manager, 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:

Production Data: Data is retained for at least 14 days after receiving the deletion request to safeguard against accidental or wrongful deletion. After this period, the process of deleting data is initiated.

Confirmation that the data was deleted in accordance with our procedure can be provided upon request.

High Availability, Business Continuity, and Data Protection

To ensure high availability, business continuity, and data protection, AVEVA Information Standards Manager follows the timelines given below.

Data Backup

- Full backups are completed every 24 hours.
- Differential backups are completed every 15 minutes.
- A backup of all data is held in an access-restricted location within the same geographic region, and has a retention period of 6 months for disaster recovery purposes.

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 Information Standards Manager	2 hours

Cloud Service	Recovery Time Objective (RTO)
AVEVA Information Standards Manager	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/>.