CONNECT Services Service Description

Contents

CONNECT Services

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Document Purpose and Audience

Document Purpose

This document describes CONNECT, including the structured approach to operations and support, specific limitations, and operational parameters for the service, as well as customer responsibilities.

This document does not cover the functionality of any specific digital service. Detailed functional descriptions for digital services offered are available on the *AVEVA products site https://www.aveva.com/en/products/* .

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 CONNECT

The CONNECT platform offers the following common features to all CONNECT services.

For additional information on each CONNECT functional service, read the respective service descriptions.

Service Overview

CONNECT provides a stable and secure platform to run CONNECT services. These CONNECT services can be deployed quickly and securely, ready for configuration for use by users, and operated by AVEVA as a managed service.

AVEVA has partnered with leading public cloud providers for its cloud infrastructure. AVEVA's cloud solution is available to you as CONNECT: your Cloud and Digital Services Hub.

CONNECT is comprised of:

- **CONNECT functional services**: These are the digital functional services running on CONNECT and include AVEVA Insight, AVEVA Asset Information Management - Advanced, AVEVA Unified Engineering, CONNECT data services, and others.
- **CONNECT visualization** simplifies the way you visualize operations, engineering, and other industrial business information together. CONNECT visualization provides diverse sets of data users in your organization with two composable dashboard types in the cloud - self-service and pre-defined. Using preconfigured and custom content, users can create displays that meet multiple use case and role-based information needs.

- **CONNECT data services** provides a cloud-native platform for aggregating, storing, enriching, accessing, and analyzing real-time operations data from historians, edge devices, and more. CONNECT data services makes it easy to aggregate and store data that resides in your process control networks and on devices outside of your corporate network, such as remote or urban assets.

  To know more about these services, read the respective service descriptions.

- **The CONNECT platform**: The platform provides common services, including:
  - User authentication services including federation to external identity providers
  - Management of user authorization and permissions through user profiles, groups, and roles.
  - Customer account management, including folder and service catalog management
  - Flex Credit and credit agreement management, including credit budgets
  - Product licensing and entitlement services
  - Cloud storage services
  - Reporting for credits, service usage, and audit logs
  - Technical standards, security standards, data protection and business continuity considerations
  - Ongoing maintenance and operation of services, including health monitoring services
  - Technical Support available 24x7

- **CONNECT Customer Account**

  The Customer Account is core to CONNECT and provides a customer-managed environment where a customer can subscribe to one or many functional services, and structure the account in a logical way.

  CONNECT enables you to provide access management to services within CONNECT. User management is centralized across services; accounts are structured in folders.

  CONNECT provides the environment that enables you to build a cloud solution from multiple functional services and integrate with on-premises solutions in a simple but managed way, while maintaining security and entitlement.

  The initial configuration of a CONNECT account includes the following features:
  - Configuration of CONNECT for the customer account, and creation of the default folder
  - Enablement of any services request at the point of order
  - Account administration invitation via email
  - Flex credit agreement set up
  - Licensing services enabled as required
  - Access to AVEVA Documentation site for Getting Started guides and online documentation

Service Limitations

CONNECT has the following resource limitations:

- Number of users per account: 100,000
- Number of users per folder or service: 100,000
- Number of folders per account: 1,000
- Number of account roles per folder or service: 100
- Number of service roles per folder: 150
- Number of groups per account: 400
- Number of concurrent exports per account: 15

Regional Cloud Availability

The CONNECT platform is currently implemented in the following regions.

Different functional services may choose to store application data differently, but the user data and account data are stored in these regions.

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

See *Data Privacy and Personally Identifiable Information* on page 10.

Auth0 for secure access is implemented and replicated in Germany for high availability.

Other digital functional services may be implemented in other regions across the world. For information about the cloud location(s) for each functional service, read the respective functional service descriptions.

Hardware and Software Requirements

CONNECT is accessible over the internet; 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.

AVEVA Technical Support

The AVEVA Technical Support organization provides support and maintenance services to AVEVA customers, including customers of CONNECT. AVEVA Technical Support consists of support professionals in more than 24 countries who deliver services under the Customer FIRST (CF) program.

AVEVA Technical Support provides services such as product technical support, solution support, resident on-site services, systems and software monitoring services, training, and customer success management. It handles all customer communications, ticket management and the initial triage of all incidents and service requests received from customers.

AVEVA Technical Support provides expert technical assistance via global support centers and locally based service engineers. Each request is processed through a defined multi-level response model that assures skilled and timely attention appropriate to the urgency and complexity of the reported situation. Reported situations are initially assessed by support analysts according to the impact on the customer's production, safety or environment, and their perception of the urgency of the issue, as well as the customer's support level (contractual entitlement).

Additional information is available at https://www.aveva.com/en/support-and-success/.

AVEVA Status Dashboard

Notifications about the status of services including potential disruption to CONNECT are provided on *AVEVA's Status Dashboard https://status.connect.aveva.com*.

- The Status Dashboard provides updates on the status and system health.
- Unplanned events, outages or incidents are posted to the Status Dashboard as they occur.
- Users may subscribe for alerts from the Status Dashboard, which provides e-mail notification and webhook/API methods for both planned and unplanned events.

Infrastructure Operations

Dedicated teams within AVEVA are responsible for the operation of CONNECT as described below:

AVEVA Cloud DevOps

Day-to-day operations of CONNECT services include:

- Cloud service and infrastructure monitoring, alerting and event management 24 x 7 x 365
- Incident management and analysis
- Backup management
- Disaster recovery
- Systems administration
- Operating System and resource management
- Service provisioning

Operational Maintenance

Operational maintenance involves keeping the CONNECT environment up to date with the latest versions of the software and applications. Each level of change and release is managed through controlled stages to include:

- CONNECT platform releases, changes, and updates
- Application feature releases, application fixes, patches, and bug fixes
- Infrastructure Management for configuration, optimization, patching, and upgrades
- Security and critical or emergency updates

Maintenance Activities and Schedules

Implementation of the maintenance activities are generally done as per the following schedules.

Activity	Notice period
Scheduled Maintenance • Scheduled maintenance means the period of time when CONNECT services are unavailable because of network, hardware or services maintenance, service upgrades	Minimum 72 hours
Emergency Maintenance • Emergency maintenance means those times when AVEVA or a third-party becomes aware of a security or other vulnerability that AVEVA deems to require immediate remediation and, as a result, the CONNECT services are temporarily made unavailable for AVEVA to fix the security or other vulnerability. • AVEVA will endeavor to provide as much prior notice of any service-affecting emergency maintenance as is reasonably practicable under the circumstances.	24 hours where possible

Around the Clock Support

Technical support and CONNECT account management is ensured for CONNECT on a 24 x 7 x 365 basis from AVEVA Technical Support. Support services are provided by an English-speaking service desk.

- **AVEVA Technical Support** handles all customer communications, ticket management, and the initial triage of all incidents, and service requests received from customers including escalation of incidents and user management.
- **AVEVA Customer FIRST** support services offer access to our highly specialized solution support team and technical support experts with expertise in CONNECT services.

AVEVA Product and Application Issues

Incidents raised for AVEVA application and third-party component defects are assessed for potential resolution in a reasonable timeframe and within the bounds of the application release cycle.

Customer Responsibilities

To ensure optimal operation for CONNECT, please note the following customer responsibilities:

- Ensure that support channels and personnel are in place within the customer organization to provide end-user support and to liaise with AVEVA Technical Support teams.
- Perform initial triage of issues and incidents before passing these to AVEVA.
- Provide at least two named CONNECT Account Administrators.
- Take necessary steps to prevent introducing any virus or malware negligently or otherwise, by the customer's employee, agent, or contractor, on any CONNECT service.
- Take steps to prevent faults that result from unauthorized action or inaction or from the customer employees, agents, contractors, or vendors, or anyone gaining access to any CONNECT services by means of using the customer passwords, accounts, or equipment.
- The customer, including the customer's technical personnel, shall not introduce unreasonable delay during the resolution of any incident where their assistance is required as part of the resolution.
- Customer shall comply with the AVEVA *Acceptable Use Policy https://www.aveva.com/en/legal/usage-policy/* .

For current full legal information and policies, *see the legal website https://www.aveva.com/en/legal*.

User Management

The customer is responsible for the management and administration of their CONNECT account and users. All users and user groups are defined and managed using CONNECT, which includes assignment to access specific application instances and application roles.

Many CONNECT services support multiple roles, with each role defining a set of permissions.

Security Standards and Compliance

The CONNECT platform is a scalable, robust, and secure platform, and several of its security features come by default by virtue of using leading public cloud service providers.

AVEVA carefully selects cloud service providers that validate the privacy and data security of their services through numerous compliance programs, including ISO27001/27017/27018 and SOC.

- **Data Encryption**: CONNECT services use industry-standard encryption protocols to protect data during transmission between a customer's network and the service.
- **Physical security**: The public cloud providers that AVEVA uses provide a high level of physical security, backed by certifications. AVEVA and its customers have no physical access to any cloud service provider data center.

- **Other Standard Security Features**
  - The cloud service provider enables a standard level of protection against DDoS attacks
  - The service implements a layered architecture for the web application based on architectural best practices
  - Strict security access control is implemented for all services across all architectural boundaries
  - The service infrastructure uses anti-virus/anti-malware endpoint security as appropriate
  - The CONNECT functional services undergo application penetration testing (Dynamic Application Security Tests) on a yearly basis, using test categories from industry standards including the OWASP top ten.

Access Control and Administrative Privileges

CONNECT Authentication

CONNECT delegates authentication to a third-party ID Provider (Auth0) to issue OpenID Connect (OIDC), ID and access tokens to provide access to APIs and applications integrated with the CONNECT identity provider.

Passwords in CONNECT can be reset using the "forgot password" functionality. During password reset process, an email is sent to the registered email address. The link in the email allows the user to enter a new password.

Identity Federation with CONNECT

Instead of using the CONNECT ID directly to authenticate a user, the CONNECT IdP can delegate authentication to Identity Providers that support SAML 2, OpenID Connect, Microsoft ADFS, or Azure AD/Entra ID. This delegation is available to enterprise customers who are the registered owner of the email domain for their users.

Administrator Access to CONNECT

CONNECT infrastructure access for AVEVA administrative and Cloud DevOps purposes is limited to only those individuals needing it for their role, with portal access restricted using multi-factor authentication. All CONNECT infrastructure changes are logged to provide an audit trail.

Data Privacy and Personally Identifiable Information

CONNECT stores certain data globally to provide performance, availability, and access to AVEVA services and solutions.

CONNECT stores the following data:

- User data: Email address, display name, IP address.
- Account data: Includes administrator and authorized officer email address, folders, and services in each folder. This information is considered structural and therefore global for performance and availability.
- User permissions: Display name, email address, groups, and associated role.

- Credits data: Credit transaction data related to the consumption of services and the account balance.
- Audit data: Actions taken in the account along with user details for audit purposes.
- Usage data: Details on access and consumption of services by users.
- Solution details: All the data about a solution; from a customer this is mainly their account name and the name of the solution.

NOTE: Application data for each individual solution is **not** held in CONNECT and may be stored in different and separate regions than those used by CONNECT.

CONNECT Data Storage (Core)

Some personal data, such as username and email, is utilized across the common/core services listed in the table below to ensure performance, availability, and access. For high availability, data is replicated to secondary regions.

CONNECT Data (Core)	Primary Location	Replicated Location
User Data (Auth0)	Europe - Germany	Europe - Germany
Account Data	Europe North - Ireland	Americas - US Asia-Pacific - Singapore
User Permissions	Europe North - Ireland	Americas - US Asia-Pacific - Singapore
Credits Data	Europe North - Ireland	Europe - Germany
Audit Data	Europe North - Ireland	Europe West - Netherlands
Usage Data	Europe North - Ireland	Europe West - Netherlands
Solution details (AWS)	Europe North - Ireland	Europe - Germany

CONNECT Cloud Storage

CONNECT Cloud Storage stores data in regions specified by the user. The data is guaranteed to remain at rest in the regions shown in the table below, as chosen by the user.

CONNECT Cloud Storage	Primary Location	Replicated Location
Cloud Storage (Europe)	Europe North - Ireland	Europe West - Netherlands
Cloud Storage (Americas)	Americas - US East Americas - Canada Central	Americas - US West Americas - Canada East
Cloud Storage (Asia-Pacific)	Asia-Pacific - Japan East Asia-Pacific - Singapore	Asia-Pacific - Japan West Asia-Pacific - Singapore

AVEVA Insight Usage Data

Usage metrics for AVEVA Insight Usage Data, which includes usernames, is stored in Ireland.

CONNECT Data Storage	Primary Location	Secondary Location
AVEVA Insight Usage Data	Europe North - Ireland	Europe West - Netherlands

For more information, see General Data Protection Regulation at *GDPR Statement https://www.aveva.com/en/legal/policies-compliance/gdpr-statement/*.

Decommission of the Service

Upon request and confirmation from the customer to decommission a CONNECT service, 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.

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.

Refer to AVEVA Software Legal Information and Policies on the AVEVA Legal site at https://www.aveva.com/en/legal/.

For additional functional service specific decommissioning and data destruction details, read the respective functional service descriptions.

High Availability, Business Continuity, and Data Protection

CONNECT and its services use standard practices for data storage, data backup, and disaster recovery. CONNECT functional services are governed by Service Level Agreements.

- **Database storage**: The availability of data stores and databases are critical to the uptime and performance of AVEVA applications. AVEVA uses several data storage types based on the required architecture and platform, an architecture to enable efficient backup, and separation of executables from the persisted configuration and data.
- **Data backup**: The availability of customer data and application configuration is critical to the operation of CONNECT. To minimize any potential loss or corruption of data, customer data is regularly backed up using well established and tested procedures to achieve the stated service recovery times following an incident.

NOTE: Access to backup data is restricted to key AVEVA technical personnel and backups are accessed only in the event of a recovery scenario. Backup recovery and backup recovery testing are an intrinsic part of our cloud operational model. AVEVA routinely tests our operational processes to ensure they are working effectively and aligned to the appropriate service levels for each cloud solution. These reports are operationally sensitive and internal to AVEVA at this time.

- **Disaster recovery**: In the event of an AVEVA service failure, or if the cloud provider experiences an ongoing site loss or major service failure, AVEVA may initiate a recovery process, as required, in accordance with RPO (Recovery Point Objective) and RTO (Recovery Time Objective).

Cloud Service	Recovery Point Objective (RPO)
CONNECT	1 hour

Cloud Service	Recovery Time Objective (RTO)
CONNECT	24 hours

In a disaster situation, infrastructure and services are provisioned to an alternate, unaffected location as required to restore the service. If necessary, data is restored from the backup or retrieved from replicas where available for the specific solution and service.

NOTE: For more details on RPO and RTO related to functional services, read the respective service descriptions.

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/.