AVEVA

Halcyon Service Description

Contents

Halcyon

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Document Purpose and Audience

Document Purpose

This document describes the functional digital services of Halcyon, including its key features and limitations, as well as the 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 Halcyon

Halcyon is a state-of-the-art data management tool that defines and automates the collection of supply chain data. The easy to use yet powerful web tool acts as a platform that sits between owners, contractors, and the supply chain to collect and review equipment asset data, and it provides particular attention to data from package vendors.

It exposes data requirements such as engineering information, scheduling, cost, and environmental data to the supply chain, which assures delivery and checks inbound data quality.

Key Features

- Uses class library-driven rules for package vendor data collection, ensuring that data is accurate, consistently structured, and easily exchangeable among stakeholders.

- Tie information deliverables to project milestones; get the right data at the right time.

- Data quality reports provide all missing and invalid data.

- Vendor deliverables can be generated directly from supplied data.

- Get a full audit trail of data changes, snapshots of latest versions, and compare historic versions.

- Multiple mechanisms collect data directly from source.

- Apply mapping in reports or exports to populate target systems easily.

Key Benefits

- Increased visibility of vendor data and status.

- Increased data quality from the supply chain.

- Feeds valid, complete, and consistent data to your engineering tools.

About Halcyon Carbon

Halcyon Carbon is an add-on of the core Halcyon platform that helps clients meet key sustainability targets for projects. Halcyon Carbon models greenhouse gas (GHG) emission from concept designs, then measures the results of decarbonization projects and initiatives through into operations.

Key Features

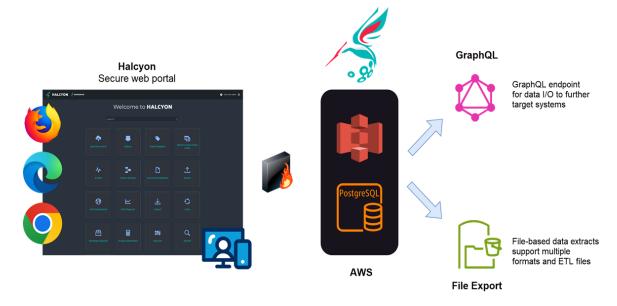Halcyon Carbon features three GHG data modules:

- Predict – The Predict module is based on design data before procurement, construction, or operations occur. Using estimated values, the Predict module can model embodied and operational carbon as well as project monetary costs.

- Measure – The Measure module is based on actual source project or asset data from the supply chain or operations. For example, the Measure module might use EPD/LCA data as a data source.

- Report – The Report module creates verifiable reports of your carbon footprint for reporting or regulatory needs. Export pre-configured GHG reports in accordance with multiple reporting methodologies.

Key Benefits

- Allows multiple designs to be modelled to show where the biggest carbon reductions can be made.

- Generate project capital cost estimates to compare cost-vs-carbon savings.

- Predictions can be compared to actual data collected in the report to show planned-vs-actual carbon savings.

- Built-in lifecycle analysis tooling for data collection directly from the supply chain.

Architecture

Halcyon is accessed via a secure web portal. Halcyon supports multiple roles, with each role defining a set of permissions.

Service Overview

Halcyon is accessible via a responsive, single-page web application. Users and administrators interact with Halcyon through a browser on a desktop device. Developers may extend use of Halcyon with Kraken's well-documented API service.

User Management

General user account management, including product registration, modifying account details, and resetting password resets, is managed within a central web portal. User roles and permissions are managed by the customer's administrator on a per case basis.

Service Limitations

The following table presents operational parameters and known limitations for Halcyon:

Area	Summary
General	The application supports English (UK English and American English) and Japanese languages.
Internet connection	No minimum bandwidth is required to operate the web application. However, a user may experience slower performance while working with slower local internet connection speeds.
Supported file formats	Data import supports CSV and XLSX file formats.
File size limitation	3 MB is the maximum upload size for XLSX files. 10 MB is the maximum upload size for CSV files.

Regional Cloud Availability

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

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

- Americas - US East - Ohio
- Asia-Pacific - Japan - Tokyo
- Europe - United Kingdom - London

Other regions can be considered on request.

Hardware and Software Requirements

Desktop Client Network Requirements

Component	Minimum/Recommended
Web browser	Google Chrome: Version 103 and later Microsoft Edge: Version 117 and later Mozilla Firefox: Version 115 and later
Memory	At least 2 GB RAM
Firewall port	HTTPS port 443 for inbound and outbound traffic
Screen resolution	A minimum screen resolution of 1280 x 720 is recommended for an optimal viewing experience.

Security Standards and Compliance

For enhanced security Halcyon follows these practices:

Server–side encryption: Halcyon uses server–side encryption with managed encryption keys to ensure the encryption of all data–at–rest throughout the system.

Restricting access to source IP ranges (Allowlist): Halcyon offers the option to restrict access to each instance on request. The service can be configured to access allowed IP ranges only. Allowlisting your organization's trusted IP range(s) marks them as safe networks from which users can log in. Access from other IP ranges is explicitly denied.

Threat detection: AWS Guard Duty and AWS Inspector are used to monitor all AWS accounts and machines for any malicious activity.

Multi-factor authentication: Multi-factor authentication supplies an extra layer of security by requiring users to provide two or more verification factors to access the application.

Decommission of the Service

Upon request and confirmation from the customer to decommission Halcyon, Kraken IM 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 7 days after receiving the deletion request to safeguard against accidental or wrongful deletion. After this period, the process of deleting data is initiated.

A backup of the data store may be provided (for an additional fee) upon request from the customer.

A data destruction report confirming 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, Halcyon follows the timelines given below.

- **Database Storage**
    - Halcyon runs on PostgreSQL database.
    - Data is stored in Amazon S3.

- **Data Backup**
    - Full backups are completed every day.
    - Database archive logs support point-in-time recovery are backed up every 5 minutes.
    - All backup data is stored in the same cloud region as the cloud service.
    - All backup data is retained for 30 days.

- **Disaster Recovery**

  In the event of a service failure, Kraken IM initiates a recovery process in accordance with RPO and RTO objectives detailed below.

Cloud Service	Recovery Point Objective (RPO)
Halcyon	2 hours

Cloud Service	Recovery Time Objective (RTO)
Halcyon	24 hours

Service Level Commitment

Kraken IM provides a service level agreement (SLA) with system availability of 99.9%, excluding planned maintenance periods and force majeure events.

For additional details, see the Halcyon Cloud Hosting Agreement as referenced in the Additional Terms and Conditions section.

Customer Support

Customer support is provided by AVEVA and Kraken IM.

Level 1 user support and Level 2 technical support are 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 3 technical support is provided by Kraken IM 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 the entities requesting technical support are paid and active subscribers of active AVEVA support agreements and are eligible to receive technical support for the Licensed Software, directly answering questions and resolving issues that can be addressed through use of Licensed Software 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 Sub-distributors, duplicating 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 code, manufacturing updates and upgrades to the Licensed Software, and creating bug fixes, patches, and service packs for the Licensed Software.

Additional Terms and Conditions

Each client organization must enter into and agree to the terms of the "Halcyon Cloud Hosting Agreement" (located at https://static.kraken.im/documents/Kraken+IM+Terms+2024.pdf) directly with Kraken IM in order to subscribe to or gain access to Halcyon Cloud Services.

Contact Kraken IM

Contact Kraken IM for additional information.

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- Kraken IM documentation is available at: https://docs.kraken.com