# Name allocation manager (NAM) Service Description

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## Document Purpose and Audience

**Document Purpose**

This document describes Name allocation manager (NAM), including key features and limitations, as well as the operational parameters.

This document must be read in conjunction with the CONNECT 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.

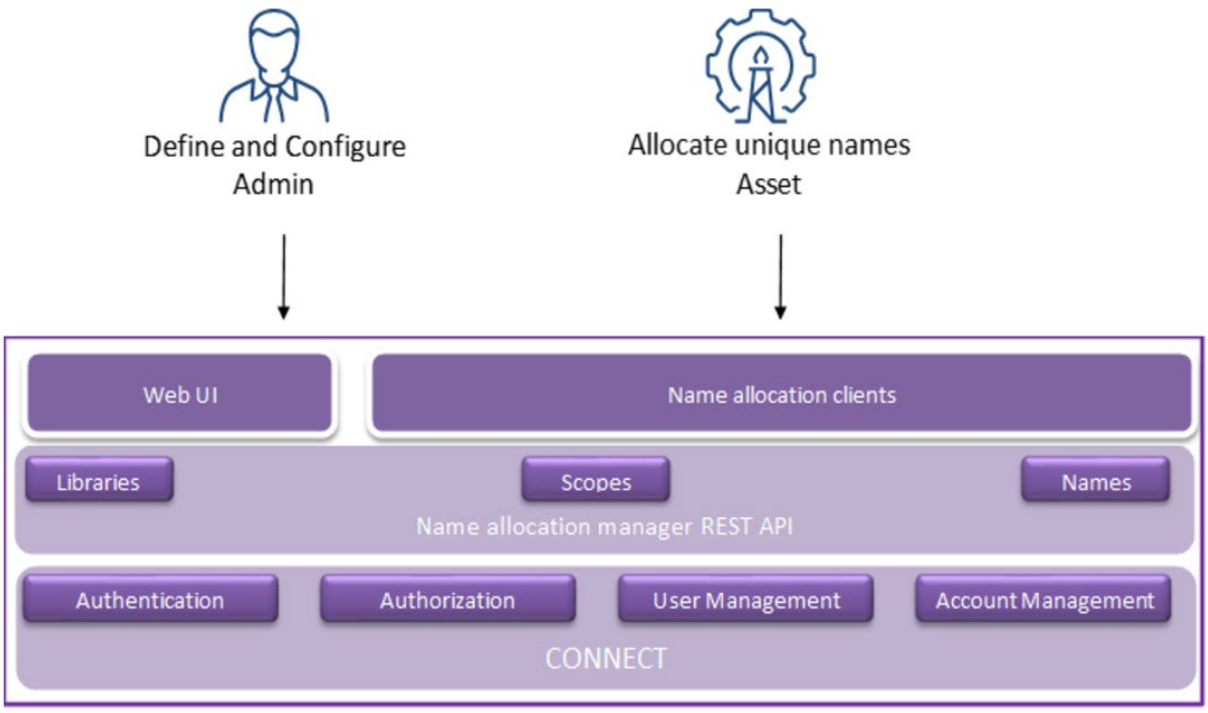
## About Name allocation manager

Name allocation manager is a multi-tenanted naming system that establishes a standardized mechanism for allocating names while adhering to client-defined conventions and numbering systems. It accommodates diverse naming conventions across clients, industries, or domains within a scalable and customizable cloud environment.

**Key Benefits**

- Enables team collaboration from anywhere, bringing efficiency into your project.
- Ensures adherence to standardized naming conventions while accommodating client-specific requirements.
- Enables seamless adaptation to diverse naming conventions and scaling within cloud environment.
- Establishes a single, authoritative register of names, ensuring data integrity and centralized management.
- Allows for integration with other systems through REST API.

**Architecture**




# Service Overview

Name allocation manager is provisioned on CONNECT and deployed on a multi-tenant service.

**User Management**

All users and user groups are defined and managed using CONNECT, which includes assignment to access specific NAM instances within CONNECT. CONNECT security groups can be mapped to NAM roles. All users are assigned to at least one NAM role and may be assigned to multiple NAM roles.

# Service Limitations

Name allocation manager does not support the creation of custom workflows.

NAM does not support:

- Direct access to its file system
- Direct access to its database
- Creation of custom databases

The administrator web UI supports only the English language.

## Regional Cloud Availability

Name allocation manager is accessed via the public Internet using HTTPS/TLS, and is available for deployment in the following regional cloud data center:

- Europe West - Netherlands

Note: Deployed instances of NAM cannot be moved between regions at this time.

## Hardware and Software Requirements

As Name allocation manager is provisioned on CONNECT, a supported browser is the only requirement to use it.

| **Component** | **Minimum/Recommended** |
|---|---|
| Web browser | Most HTML5 compatible browsers, 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 CONNECT, Name allocation manager implements the following for greater security:

- Only uses port 443 to access the SSL encrypted web pages and API of the system
- Does not provide direct access to the system database for greater security

## Decommission of the Service

Upon request and confirmation from the customer to decommission an instance or instances of Name allocation 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.

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/.

# High Availability, Business Continuity, and Data Protection

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

- **Database Storage**: Data is stored on Azure Cosmos Database, which automatically creates database backups.
- **Data Backup**
  - Full backups are completed every **1 hour**.
  - Database archive logs for point-in-time recovery are backed up every **24 hours**.
  - 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.
  - 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)** |
|---|---|
| Name allocation manager | 2 hours |

| **Cloud Service** | **Recovery Time Objective (RTO)** |
|---|---|
| Name allocation 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/.