AVEVA™ Unified Learning on AVEVA™ Connect

Service Description

Contents

AVEVA Unified Learning on AVEVA Connect

Last revision: Wednesday, June 16, 2021

Document Purpose and Audience

Document Purpose

This document describes the functional digital services of AVEVA Unified Learning on AVEVA Connect, including its key features and limitations, as well as the operational parameters.

This document must be read in conjunction with the AVEVA Connect service description which describes the common services available for all functional digital services on AVEVA Connect. Any additions or exceptions to the common services are described in this document.

This document is neither an agreement, nor is a supporting document to the Product Schedules that outline the service commitment available on *the AVEVA site https://www.aveva.com/en/legal/*.

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 Unified Learning

AVEVA Unified Learning is an integrated and scalable learning solution that is designed to build and maintain competence to improve worker performance and drive behaviour change. It provides a standard yet customizable platform so that you get consistent results in performance while adapting to stay relevant and engage the worker.

AVEVA Unified Learning covers the complete cycle of continuous learning:

- **Learning**: Includes e-learning and videos, what-if scenarios to capture all scenarios that an instructor would typically cover in a class-room based learning.

- **Practicing**: Gives the ability to learn by doing in a safe, controlled simulated environment.

- **Assessing**: Ensures that workers are competent with built-in assessments tracked in a Learning Management System.

- **Reinforcing**: Sustains competence and results with with reinforcement training sessions and on-demand access to content.


Key Features

- **Multiple concurrent sessions**: Ability to run multiple concurrent sessions for different scenarios of training.

- **Content separation**: User content is saved in central repositories and downloaded into on-demand sessions. When the session is complete, the content is saved back to the repository and the session resources are terminated. The content data is automatically linked back the next time a session is requested.

- **Simplified IT overhead**: New versions of AVEVA Unified Learning services are available to you as soon as they are released, and offer on-demand provisioning with subscription based usage. No special hardware is required.

Architecture

AVEVA Unified Learning architecture consists of AVEVA Unified Learning Central Learning Management Platform, which includes custom plug-ins to extend the functionality and provide integration options.

AVEVA™ Unified Learning – Conceptual Architecture
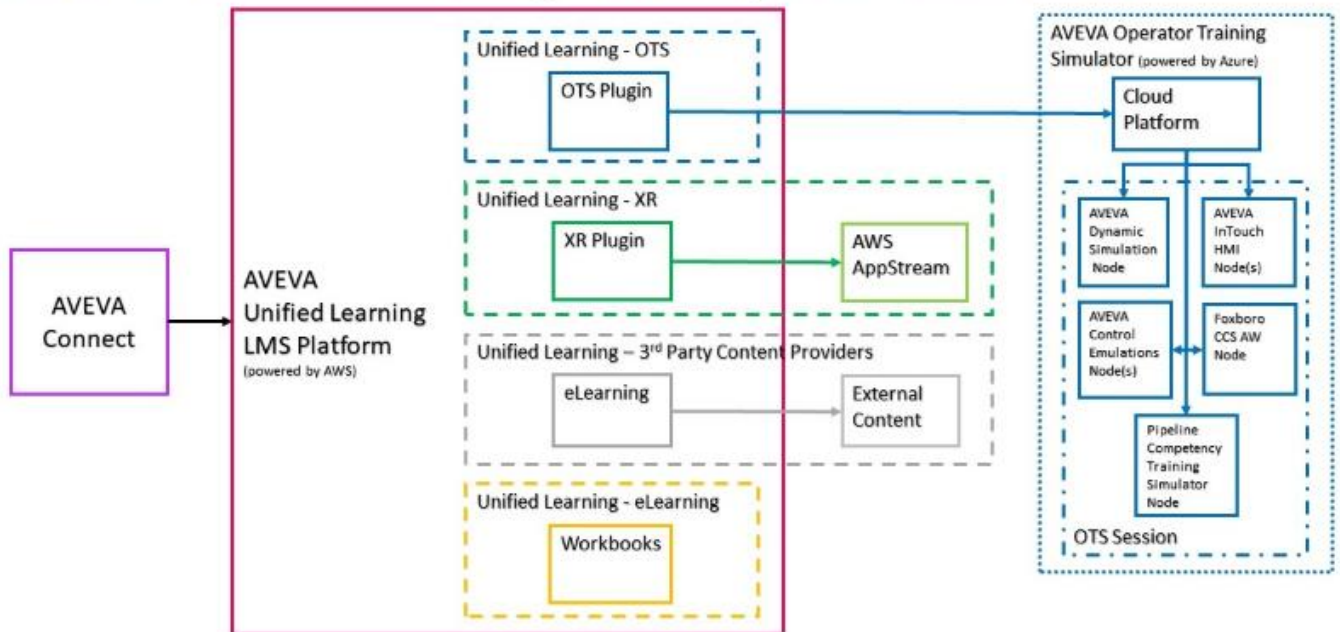
Service Overview

AVEVA Unified Learning is provisioned on AVEVA Connect, and is deployed on a per customer organization. One production environment is provided per deployment by default.

All users and user groups are defined and managed using AVEVA Connect, which includes assignment to access specific AVEVA Unified Learning service instances within AVEVA Connect. AVEVA Unified Learning supports multiple roles, with each role defining a set of permissions. All users are assigned to at least one role and may be assigned to multiple roles.

Service Components and Compatibility

The following applications are included as a part of AVEVA Unified Learning:

- AVEVA Operator Training Simulator (AVEVA OTS)

   To view compatibility matrix of AVEVA OTS with various other products and versions, read the **AVEVA Operator Training Simulator on AVEVA Connect** service description document available on the *AVEVA Legal site https://www.aveva.com/en/legal/service-description/*.

- AVEVA XR for Training

- Process Competency Training (comprises AVEVA OTS and eLearning)

- Pipeline Competency Training (comprises AVEVA Enterprise SCADA, AVEVA Enterprise SCADA HMI, AVEVA Pipeline Training Simulator and eLearning)

- Operations Excellence Group video-based learning content called OEG Knowledge Library (3rd party content)

Service Limitations

Following are the service limitations for AVEVA Unified Learning on AVEVA Connect. (Since AVEVA Unified Learning comprises other applications, the applications and their respective limitations are mentioned here).

- **AVEVA XR for Training**

  o HMD (head mounted displays) is not supported and hence some related features are unavailable

  o Connection to AVEVA OTS (Operator Training Simulator) is not yet available

- **AVEVA Operator Training Simulator**

  o Read the AVEVA Operator Training Simulator service description for details on the limitations of this service.

- **Pipeline Competency Training**

  o LMS replaces the use of the internal employee qualification roster in the Pipeline Competency Training Simulator Instructor Station

  o There is no multi-monitor support

Regional Cloud Availability

AVEVA Unified Learning service is accessed via the public Internet using HTTPS/TLS and PCoIP (secure transport mechanisms).

AVEVA Unified Learning service is available from the following public cloud regions:

- **Learning content, AVEVA OTS project content, and Learning Management System**

  o Resides within EU boundaries

    NOTE: This excludes 3rd party learning content **OEG Knowledge Library**.

- **AVEVA XR for Training streaming resources**

  o East USA

  o Central Europe - Frankfurt

  o Southeast Asia - Singapore

- **AVEVA OTS services**

  o West US

  o Central US

  o North Europe - Ireland

- o West Europe - Netherlands
- o Southeast Asia - Singapore
- o Brazil South
- o Central India
- o Japan East

Hardware and Software Requirements

AVEVA Unified Learning service is executed through application streaming technology. Therefore, client hardware requirements are minimal. Client software requirements are given below.

Client Software

Component	Minimum/Recommended
Web browser	Any modern browser (Internet Explorer and Safari are not supported)

Client Network

Component	AVEVA OTS Minimum/Recommended	AVEVA XR for Training Minimum/Recommended
Bandwidth	Minimum 16 Mbps Recommended bandwidth to the Internet per user for required performance: • <16 Mbps - Poor • 17 - 20 Mbps - Fair • 21 - 50 Mbps - Good • >50 Mbps - Very Good	Minimum 20 Mbps Recommended bandwidth to the Internet per user for required performance: • <20 Mbps - Poor • 21-30 Mbps - Fair • 31-60 Mbps - Good • >60 Mbps - Very Good

Latency	< 150 ms to Azure datacenter Benchmark: • <50 ms - Very Good • 50-150 ms - Good • 151-250 ms - Marginal • >250 ms – Poor *Tester here: https://azurespeedtest.azurewebsites.net/*	< 150 ms to AWS datacenter Benchmark: • <50 ms - Very Good • 50-150 ms - Good • 151-250 ms - Marginal • >250 ms – Poor *Tester here: http://awsspeedtest.xvf.dk/*
Whitelist	• Websockets Domain:*.chp.connect.aveva.com	

Security Standards and Compliance

In addition to the technologies and architectural practices that ensure high security for AVEVA Connect, AVEVA Unified Learning service follows these practices:

- AVEVA Unified Learning on AVEVA Connect restricts access by roles, and users must be assigned to roles to have access to the relevant software functions.

- The **write** access to the server directory structure is locked for greater access control.

High Availability, Business Continuity, and Data Protection

AVEVA Unified Learning on AVEVA Connect ensures high availability, business continuity and data protection.

- **Database Storage**: Data is stored on the application server for each user separately.

- **Data Backup**
  - Full backups are run every **3 hours**.
  - Data is retained for **2 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)
AVEVA Unified Learning	3 hours

Cloud Service	Recovery Time Objective (RTO)

AVEVA Unified Learning	30 minutes

Service Level Commitment

AVEVA Cloud Services are governed by the Cloud Service Agreement available on the AVEVA Legal site *AVEVA Cloud Services Agreement https://www.aveva.com/en/legal/cloud-services/*.

The *Service Level Commitment for AVEVA Cloud Services https://www.aveva.com/en/legal/trust/servicelevel/* is a supporting document that describes the service level commitment for all available AVEVA Cloud Services.

OEG Video Based Learning Modules

OEG video based learning modules component of AVEVA Unified Learning is governed by its own service level agreement.

Decommission of the Service

Upon request and confirmation from the customer to decommission the service:

- A system administrator is assigned to delete all customer data such as database, file storage, backups, and encryption keys.

- The AVEVA Unified Learning instance is removed.

A data destruction report confirming that the data was deleted in accordance with our procedure can be provided upon request.

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 https://www.aveva.com/en/support/customer-first/success-accelerators/*.

Customized services, such as the following, are available for AVEVA Unified Learning on request:

- Application development

- Consulting services

- Implementation services