

Service overview

The *Tableau Online Visualisation* service is provided directly to client organisations wishing to create interactive charts and dashboards and deliver the results over a public network to authorised users. End users need only a browser interface and the appropriate network connections and service credentials. In addition to the standard Tableau Online cloud service provision, we can provide a fully UK private cloud hosted Creator user service so that no desktop installation is needed for any part of the service.

This is a public, multi-tenant Cloud Software service operating at OFFICIAL (less-sensitive, private) level and is suitable for visualisations (charts and dashboards) that must be provided only to an authorised user community. FlyingBinary also provides variations of this service: please see the *Tableau Private Visualisation Service* for a variation operating at OFFICIAL (more-sensitive, private); or the *Tableau Public Visualisation Service* for a variation operating at OFFICIAL (non-sensitive, public) level.

There are three user roles available within the service:

- Creator
- Explorer
- Viewer

Creators can connect to all data sources in order to create and publish new data sources for Explorers, and to create and publish new charts and dashboards for Explorers and Viewers. They use the Tableau Desktop and Tableau Prep tools to connect, prepare and package data for use within the service. Using our fully-hosted service, Creators can perform all tasks using only a web browser. Creators also have all the capabilities of Explorers and Viewers.

The Creator role is designed for analysts and power users. It delivers a powerful suite of products to support your end to end analytics experience.

Explorers use only a web browser to connect to the data sources, charts and dashboards published by Creators, create new charts and dashboards and edit existing ones. They can also download underlying data, create and share custom views and manage collaboration features like discussions, alerts and subscriptions. Explorers also have all the capabilities of Viewers.

The Explorer role is designed to enable business users to ask their own questions of data with full self-service analytics. Explorer delivers trusted data so users can create their own tailored content, share and collaborate.

Viewers use only a web browser to interact with existing charts and dashboards created by Creators or Explorers. They can view, interact and filter charts and dashboards, and also download chart images and summary data. Viewers can collaborate with comments on charts and dashboards, creating personal subscriptions and receiving data-driven alerts.

The Viewer role is designed to help everyone across an organisation make data driven decisions. Viewer facilitates viewing and interacting with trusted charts and dashboards within a secure, easy to use platform.

An extensive list of **Data sources** may be used with the *Tableau Online Visualisation Service*, although there are limitations compared with the *Tableau Private Visualisation Service*: no OLAP cube connections are possible, and there are limitations on data sources using OAuth or Kerberos authentication. A few examples from the full list available within the *Tableau Private Visualisation Service* include: standard databases like MS SQL Server, Oracle,

MySQL; column stores like EXASOL, HP Vertica, Pivotal Greenplum; cloud data stores like Amazon Redshift, Google BigQuery, MS Azure Data Warehouse; NoSQL sources like DataStax Enterprise, Hadoop Hive, Marklogic; OLAP cube data sources like MS SQL Server Analysis Services, Oracle Hyperion Essbase, Teradata OLAP; file sources like MS Excel, Google Sheets, comma separated (csv) text files, JavaScript Object Notation (json) files, Tableau Data Extracts; service data sources like Salesforce, Splunk, ServiceNow; spatial files like ESRI Shapefiles, Keyhole Markup Language (kml) files, MapInfo; statistical files from SAS, SPSS and R; any ODBC 3.0 compliant source; and any web data source compatible with the Tableau Web Data Connector. For the full current list see <https://www.tableau.com/products/techspecs>, and for specific availability and limitation within the *Tableau Online Visualisation Service* see https://onlinehelp.tableau.com/current/online/en-us/to_keep_data_fresh.htm.

All mainstream **Web browsers** are supported, including Chrome, Firefox, Safari, MS Edge and Internet Explorer 11. Mobile Chrome on Android and Safari on iOS are supported, along with the Tableau Mobile apps for Android and iOS. For our fully-hosted Creator role, Internet Explorer 11 is required. Note that versions of Internet Explorer below 11 are not supported.

EU data hosting in Dublin, Ireland ensures your data remains within European territory, providing the perfect platform to demonstrate GDPR compliance. Data hosting is also available in US availability zones. Some management is also performed from the US, meaning that some metadata, log entries and management statistics are handled within the EU-US Privacy Shield.

Full **Multi-tenant public cloud** means rapid onboarding, and the shared infrastructure is managed by Tableau Software Inc to ensure performance levels are maintained for all users.

For the Creator user role, we also support **Client cloud hosting**, so if you already have your own G-Cloud cloud hosting (IaaS) provision, we can deploy the service in your existing provision to simplify cloud service management and integration.

Additional **Integration services** with on-premise, hosted and web data stores, single sign on (SSO) identity management services, user web portals and other services are provided via the companion services *Tableau Data Visualisation* and *Cloud Service and Integration Management*.

Information assurance - Classification level

The *Tableau Online Visualisation* service operates at OFFICIAL (less-sensitive, private) level in a multi-tenant public cloud environment. FlyingBinary also provides variations of this service: please see the *Tableau Private Visualisation Service* for a variation operating at OFFICIAL (more-sensitive, private); or the *Tableau Public Visualisation Service* for a variation operating at OFFICIAL (non-sensitive, public) level.

Backup restore and disaster recovery

The *Tableau Online Visualisation* service is provided within a single availability zone within the EU, in Dublin, Ireland. The service is tolerant of several failure classes, including software application degrade (through auto recovery), server disk failure (through redundant disk storage) and network device failure (through dual routing and load balancing), and is backed up on a daily basis.

On and off boarding

The *Tableau Online Visualisation* service is delivered via multi-tenant public cloud. All that is needed for a new client instance (client site) are the completed G-Cloud Call Off Contract forms and the primary admin user details. To ensure the new client instance is created within the correct (EU) availability zone, we create the instance manually and request promotion to production status. This process normally completes within 2 business days. Once the instance is operational, onboarding new users is simply performed via online admin functions. Offboarding users (or transferring accounts) is also completed via online admin functions.

There are no charges specifically for on or off boarding activities, as long as changes to a single account are within reasonable limits (eg no more than one change per week except in distress).

The *Tableau Public Visualisation* service may be used as a free trial prior to the *Tableau Online Visualisation* service.

Service management

Tableau Software Inc manages all aspects of the *Tableau Online Visualisation* service from locations in the EU and US. Designated Creator and Explorer users may raise support cases directly with FlyingBinary via email. Support cases will receive a guaranteed response within 8 business hours. Support service is provided on all UK business days between 08:00 and 18:00.

The service is upgraded to the latest software release 12 times per year in line with the early-release program controlled by Tableau Software Inc. Downtime is notified in advance, and current and recent service status, along with planned maintenance activities are available at <https://trust.tableau.com>.

Service constraints

The fully hosted Creator user provision must be accessed using Internet Explorer 11: this is needed to make the secure connection with the hosted Windows desktop provision. Creator users start with 50 GB space provision each, pooled across all Creator users. A single *Tableau Online Visualisation* client instance (client site) is allowed 100 GB pooled across all Explorer and Viewer users.

In addition to observation and compliance with all applicable data processing, transmission and storage regulations (including, without limitation, the General Data Protection Regulation, GDPR) clients must not upload, store, publish or visualise any health- or payment card-related data within the *Tableau Online Visualisation Service*.

We will assist with connection to other cloud, on-premise or hosted data services via the companion *Cloud Service and Integration Management* service.

Service levels

The service is available 24x7, except for planned maintenance activities and any identified service degradations notified at <https://trust.tableau.com>.

Financial recompense

The *Tableau Online Visualisation Service* is provided by Tableau Software Inc without warranty that use will be uninterrupted or error free.

Training

There are no training options as part of this service. Please see the companion *Tableau Data Visualisation Service* for details of training options.

Termination

Termination may take place at any time, without penalties. Please see the on and off boarding section for details about transferring accounts between named users. No refunds are made for inactive accounts or part-year usage. At the end of a year, named user accounts may be renewed or allowed to lapse. Data and visualisations may be retrieved (downloaded) at any time while the account is active, at no charge. The client is responsible for ensuring this download is completed prior to the account lapsing, however free assistance is available if needed.

Data restoration and service migration

Tableau Software Inc is able to restore the *Tableau Online Visualisation Service* for an entire availability zone in the case of an outage that affects the entire zone, but is not able to restore individual client data, charts or dashboards in the case of an error or malfunction that affects only that data. For data download prior to account lapse or termination, please see the section on termination.

Consumer responsibilities

The client is responsible for ensuring that the finished published results are suitable for use at OFFICIAL level. Account credentials for the service must be protected in line with OFFICIAL Classification requirements. Clients must ensure that the finished published results contain no illegal or immoral material, and do not discriminate or give other offence. Clients must not upload, store, publish or visualise any health- or payment card-related data within the *Tableau Online Visualisation Service*. Clients must enforce standard good practices while using the service, and must not knowingly misuse or attack the service in any way for any purpose.

Technical requirements

The fully hosted Creator user provision must be accessed using Internet Explorer 11. Explorers and Viewers may use Chrome, Firefox, Safari, MS Edge and Internet Explorer 11. Mobile Chrome on Android and Safari on iOS are supported, along with the Tableau Mobile apps for Android and iOS. Note that versions of Internet Explorer below 11 are not supported.

No browser plugins or extensions are required, and no network ports need to be opened in firewalls.

Trial options

The *Tableau Public Visualisation* service may be used as an unlimited trial prior to engaging with the *Tableau Online Visualisation* service. Alternatively a 14-day free trial of the *Tableau Online Visualisation* service is available.