Ex Libris’ Moses Lake Data Center Migration

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Purpose

• A successful migration
• Provide transparency on the migration
• Review the impacts of the migration
• Discuss the communications plan
• Take questions
Migration To A New Data Center

- Moses Lake (West Coast) DC hosting High Education Platform (Alma, Esploro, Leganto, Rialto, Primo VE) customers in NA & LATAM and 360 customers worldwide.
- The provider is closing the DC facility in Moses Lake in an unexpected short notice. Ex Libris will need to evacuate this data center by the end of May 2021.
- After evaluating options, Exlibris signed a 3 years agreement with a leading provider in Kent, WA (near Seattle-Tacoma International Airport).
- Migration will be based on “lift and shift” of hardware during the memorial day weekend with up to 24 hours down time
  - Migration done in 4 phases to reduce risk
  - Contracted a Data Center migration expert company to perform the move
  - Procured and allocated additional hardware: Storage and Servers
- 1st communication to customers was done on March 7th, 90 days before the move
- Second email went out April 12th
Potential Service Impact

There will be a service impact for all customers hosted in Moses Lake, resulting in a service impact for up to 24 hours:

• **High Education Platform** – up to 24 hours outage, try to reduce as much as possible
  • Products: Alma, Esploro, Leganto, Rialto, Primo VE, to include Sandbox environments.

• **360** – up to 24 hours outage, try to reduce as much as possible
  • Services: 360 Core/Client Center, 360 Link, E-journal Portal, 360 Search, Ulrichsweb, Intota

• **CDI** – main service will not be impacted
  • Search updates will be stopped for up to a week
  • Rights update, up to 24 hours outage (no updates)

• **Summon** – will be available for searching
  • Linking to resources through 360 will not be available
Communication During Migration Day

Ex Libris System Status Page: you must register to receive updates

- The system sends updates via mail to the customers.
- Update at the beginning of activity
- Updates every 4-6 hours
- Update at the end of activity

Customers will be redirected to a maintenance landing page for all services not available during the migration downtime.
Due to scheduled maintenance, this service is not available from Saturday, May 29 18:00 PDT to Sunday, May 30 18:00 PDT (Pacific Daylight Time, UTC -7).

We apologize for the inconvenience.

The latest information per environment can be found on the System Status Page at https://status.exlibrisgroup.com/
### WELCOME
We provide transparency around service availability and performance for Ex Libris products. We strongly recommend to sign in through the Ex Libris Support portal. To find out more information regarding this page, click [here](#).

### CURRENT STATUS

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There is no system reporting an issue.
Additional Information in the Customer Knowledge Center

Recommendation Page:
Recommendations for how customers can prepare for the migration are available and accessible online.

Data Center Migration (Moses Lake Data Center, DC 01) Recommendations

FAQ Page:
A document covering frequently asked questions is available online.

Data Center Migration (Moses Lake Data Center, DC 01) FAQ
Questions?
Exlibris-support@exlibrisgroup.com
Thank you!