

Alma Uptime Report - EU00 Instance (Europe) – Q2 2014

Alma Uptime Quarterly Reports are published each quarter to provide a comprehensive view of our uptime performance during last 12 months. The report measures our performance as defined in the Alma Service Level Agreement.

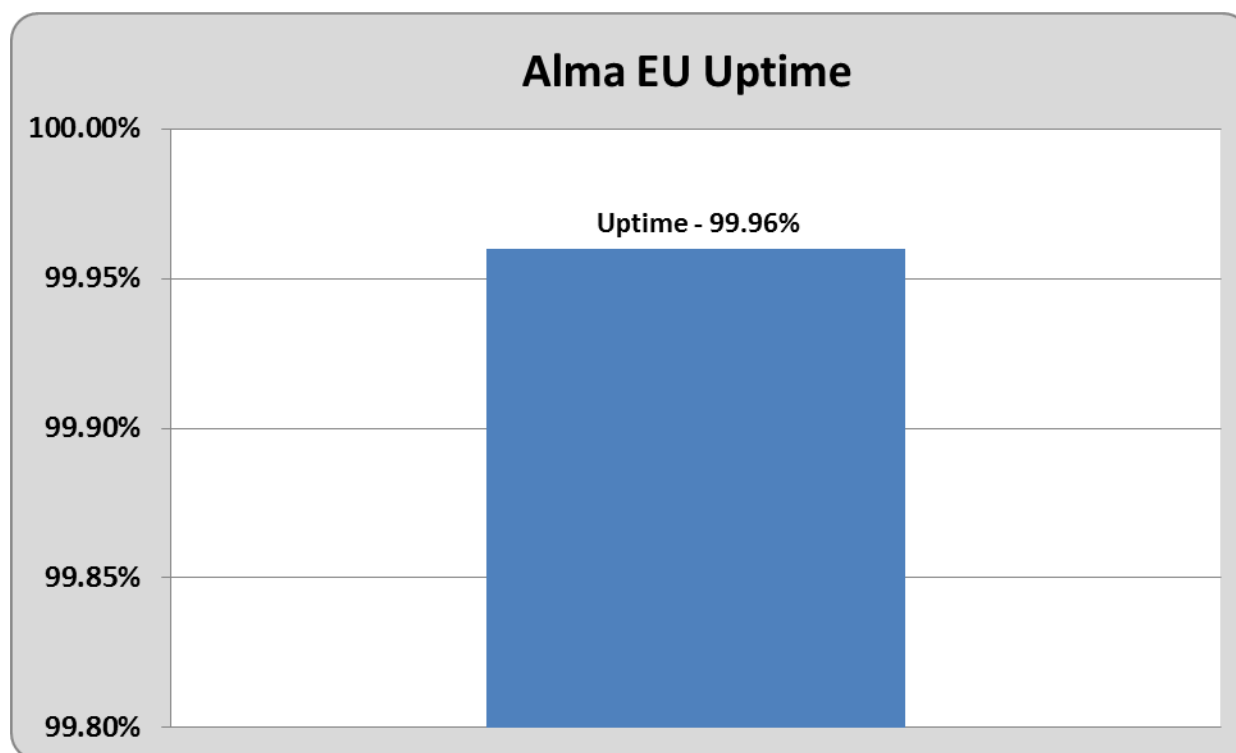
This document details the uptime report for the Alma EU00 instance in Europe.

The instance your organization uses can be identified by the Alma URL (EU00 instance is eu.alma.exlibris.com).

The uptime percentage for the period of this report (July 2013 – June 2014) is 99.96%.

Please note our System Uptime Status page, which allows our customers to view the current status of their instance/environment at any time, using the following link: <http://status.exlibrisgroup.com>

Availability – July 2013-June 2014:



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Unscheduled downtime events during Q2 2014:

Date	Start time (CET)	End time (CET)	Duration (minutes)	Description
June 2	18:45	19:25	40	Following a reboot, an NTP service was not configured correctly. As a result, the server clock got out of sync. This caused login issues for customers using SAML2. Measures were taken in order to make sure such issues do not reoccur.

* Root cause analysis (RCA) reports for the downtime events could be found [here](#)

Scheduled maintenance events during Q2 2014:

Date	Start time (CET)	Duration (minutes)
May 3	21:30	36
May 24	21:30	119
June 7	21:30	27

Total unscheduled downtime minutes during past 12 months:

Quarter	Total Unscheduled downtime in Quarter (minutes)
Q3 2013	160
Q4 2013	0
Q1 2014	12
Q2 2014	40

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How is Alma Uptime Calculated?

The uptime calculation is based on the following calculation (as defined in the Alma Service Level Agreement):

"Uptime" means the total period in minutes during which the Service is available for access and use during this 9 months period.

"Uptime Percentage" means Uptime expressed as a percentage, calculated in accordance with the following formula:

$$\text{Uptime Percentage} = X / (Y - Z) \times 100$$

Where:

X = Uptime

Y = Last 12 months period

Z = The duration (in minutes) of any SLA Exclusions* during these 12 months

*SLA exclusions are defined in the contract SLA (e.g. Scheduled maintenance, etc.)

Further Information

For questions on this report please contact Ex Libris through your usual channel.

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