

## **Alma Uptime Report - EU00 Instance (Europe) – Q3 2013**

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.

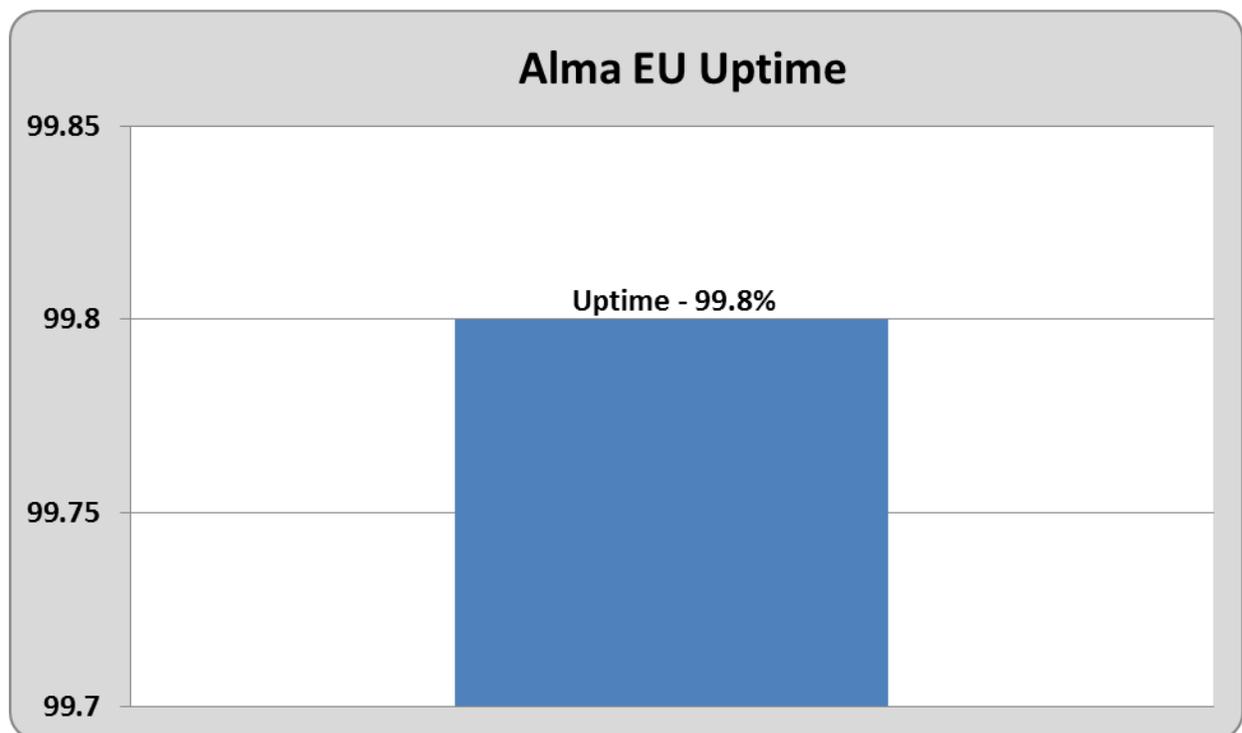
This document details the uptime report for the Alma EU00 instance in Europe.

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

**The uptime percentage for the period of this report (October 2012 – September 2013) is 99.8%.**

In the future, we will launch a new System Uptime Status page, which will allow our customers to view the current status of their instance/environment at any time.

### **Availability – October 2012-September 2013:**



## Unscheduled downtime events during Q3 2013:

Date	Start time (CET)	End time (CET)	Duration (minutes)	Description
September 9	05:48	07:10	82	<p>One of the switches in our European Data Center performed a restart for an unknown reason. The redundant switch subsequently took over but the configuration for the failover didn't have complete setup for all required servers.</p> <p><b>Preventive Measures</b></p> <ul style="list-style-type: none"> <li>• In depth network audit of all switches and other network elements</li> <li>• Re-testing network failover mechanisms</li> <li>• Examine ways to improve our network proactive monitoring</li> </ul>
September 16	10:53	12:11	78	<p>One of the system processes caused some Oracle indexes to go into unusable mode. As a result, we had to take the system down and re-create a few indexes. While rebuilding the indexes, the system was not available.</p> <p><b>Preventive Measures</b></p> <ul style="list-style-type: none"> <li>• Necessary actions have been taken by our Development engineers to prevent such an occurrence in future.</li> <li>• The faulty system process was identified and fixed in a recent release.</li> </ul>

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

## Scheduled maintenance events during Q3 2013:

Date	Start time (CET)	Duration (minutes)
July 28	06:45	63
August 4	07:08	11
August 11	06:30	123
August 18	08:10	27
September 8	06:00	29

## Total unscheduled downtime minutes during past 12 months:

Quarter	Total Unscheduled downtime in Quarter (minutes)
Q4 2012	562
Q1 2013	137
Q2 2013	307
Q3 2013	160

## 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.