

Alma Uptime Report - EU00 Instance (Europe) – Q1 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.

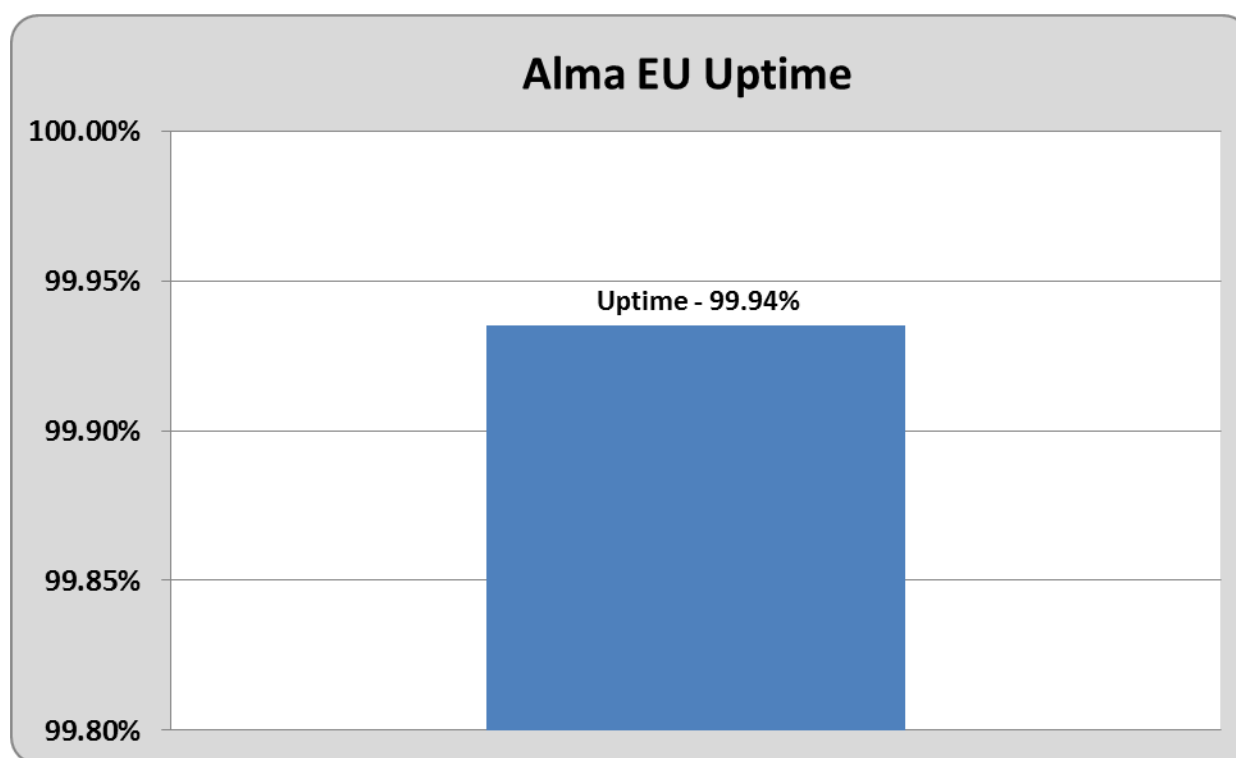
The instance your organization uses can be identified by the Alma URL (EU00 instance is eu.alma.exlibris.com).

The uptime percentage for the period of this report (April 2013 – March 2014) is 99.94%.

* Please note that we have had several performance issues between November 18 – November 20. As they did not result in actual downtimes, they were not taken into account when calculating the uptime percentage; yet, we believe it is important to mention them here.

Please note that we have recently launched our new 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 – April 2013-March 2014:



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Unscheduled downtime events during Q1 2014:

Date	Start time (CET)	End time (CET)	Duration (minutes)	Description
March 19	2:46	02:48	12	<p>The service interruption was caused by a bug in the operating system that affected the Alma database server host. This caused loss of the redundancy configurations and impacted the service.</p> <p>The necessary network configuration steps were taken to overcome similar malfunction that may result from this bug in the future</p> <p>In addition, an upgrade to the Alma database operating system to CentOS 6 is planned in order to resolve the operating system bug.</p>

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

Scheduled maintenance events during Q1 2014:

Date	Start time (CET)	Duration (minutes)
January 4	21:30	40
January 11	21:30	42
January 18	21:30	13
February 8	21:30	25
March 2	21:30	32

Total unscheduled downtime minutes during past 12 months:

Quarter	Total Unscheduled downtime in Quarter (minutes)
Q2 2013	307
Q3 2013	160
Q4 2013	0
Q1 2014	12

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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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