

Alma Uptime Report - EU00 Instance (Europe) – Q4 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.

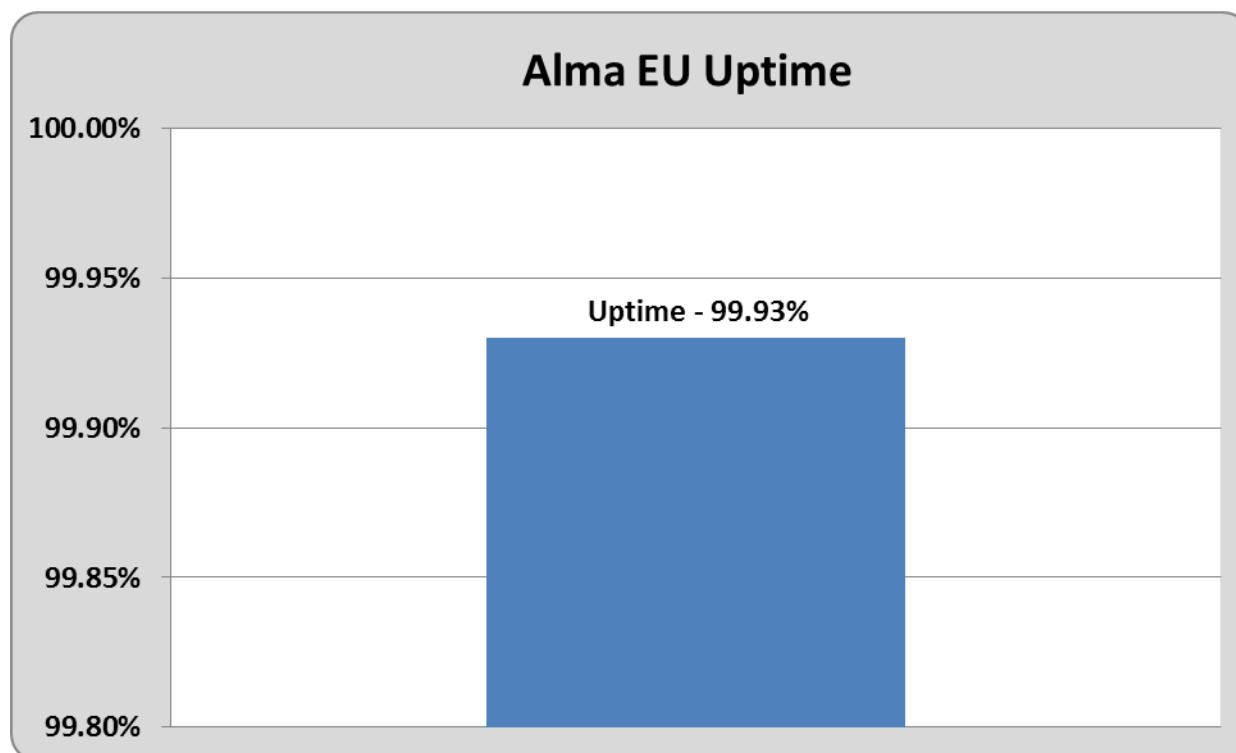
The instance your organization uses can be identified by the Alma URL (EU00 instance is eu.alma.exlibris.com).

The uptime percentage for the period of this report (January 2013 – December 2013) is 99.93%.

* 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.

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 – January 2013-December 2013:



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Unscheduled downtime events during Q4 2013:

Date	Start time (CET)	End time (CET)	Duration (minutes)	Description
None				

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

Scheduled maintenance events during Q4 2013:

Date	Start time (CET)	Duration (minutes)
October 12	21:30	90
November 9	21:30	40
November 16	21:30	74
November 23	21:30	54
December 21	21:30	48
December 28	21:30	73

Total unscheduled downtime minutes during past 12 months:

Quarter	Total Unscheduled downtime in Quarter (minutes)
Q1 2013	137
Q2 2013	307
Q3 2013	160
Q4 2013	0

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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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