

Alma Uptime Report – EU01 Instance (Europe) – Q2 2015

Alma Uptime Quarterly Reports are published each quarter to provide a comprehensive view of our uptime performance as measured over the last three (3) months and over the last twelve (12) months. The report measures our performance as defined in the Alma Service Level Agreement. As the EU01 instance has been live since January 2015, calculations for this report were made for the period of the last 6 month.

This document details the uptime report for the Alma EU01 instance in Europe.

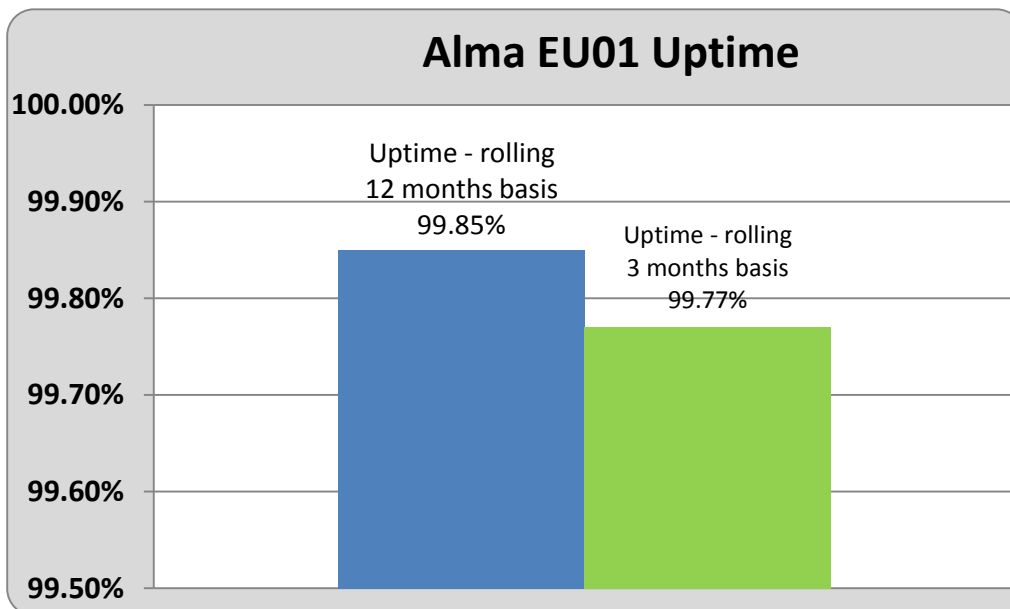
The instance your organization uses can be identified by the Alma URL (EU01 instance is eu01.alma.exlibris.com).

The Alma uptime measured on a rolling 6 month basis (January 2015 – June 2015) is 99.85%

The Alma uptime measured on a rolling 3 month basis (April 2015 – June 2015) is 99.77%

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>



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Unscheduled downtime incidents in Q2 2015:

Start Date	Start Time (CET)	End Time (CET)	Duration in Minutes	Description
April 26, 2015	12:56 PM	01:08 PM	12	<p>A memory leak on the Firewall device was identified. The memory leak is caused by a defect within the existing firewall firmware version. The issue has impacted the Primary Firewall and was causing its failure. The same issue had also prevented sessions move to the secondary firewall device. Once Identified, ExLibris had restarted the primary firewall. This had allowed immediate resolution to the service interruption</p> <ul style="list-style-type: none"> • The firewall firmware was upgraded to a version that was previously stress tested at ExLibris lab • Replacement and upgrade of the firewall was completed.
April 28, 2015	03:47 AM	04:51 AM	64	
May 01, 2015	09:34 AM	10:38 AM	64	
May 09, 2015	12:30 AM	01:10 AM	40	<p>The full text server failover did not work properly and as a result the service was unavailable for the environment. The failover mechanism was fixed in the July release.</p>
May 09, 2015	01:50 AM	02:04 AM	14	
June 03, 2015	11:00 PM	11:10 PM	10	<p>Urgent Maintenance performed after giving notice in advance</p>

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June 07, 2015	09:57 PM	10:20 PM	23	<p>The cause of the downtime was from a planned activity performed by Ex Libris ISP vendor (replacing their PNAP “Private Network Access Point” border switches), which caused a network disconnection from outside the datacenter.</p> <p>This activity was planned as seamless to Ex Libris (Ex Libris utilized a dual homed connection, meaning multi ISP connection) but it went wrong and impacted all their customers (dual and single homed customers).</p>
June 07, 2015	10:27 PM	10:42 PM	15	<p>Ex Libris Engineers contacted the ISP vendor immediately after getting the disconnection alerts from our internal monitoring system, and the vendor performed an immediate rollback of the changes.</p>
June 08, 2015	07:53 AM	08:11 AM	18	<p>Changes in one of the configuration caused failure of the database and as a result the service was unavailable for the environment.</p>
June 12, 2015	03:10 AM	03:32 AM	22	<p>The full text server failover did not work properly and as a result the service was unavailable for the environment. The failover mechanism was fixed in the July release.</p>
June 14, 2015	03:33 PM	03:50 PM	17	

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

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Scheduled downtimes during maintenance windows in Q2 2015:

Start Date	Start Time (CET)	End Time (CET)	Duration in Minutes
May 03, 2015	02:00 AM	06:00 AM	240
May 30, 2015	10:00 PM	11:00 PM	60
June 03, 2015	11:00 PM	11:40 PM	40
June 07, 2015	02:00 AM	05:51 AM	231
June 20, 2015	10:00 PM	03:00 AM	300

Total unscheduled downtime minutes during past 6 months:

Quarter	Total unscheduled downtime in Quarter (minutes)
Q1 2015	82
Q2 2015	299

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 period.

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

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

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Where:

X = Uptime

Y = Last 3/12 months period

Z = The duration (in minutes) of any SLA Exclusions* during these 3/12 months

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

Further Information

If you have any queries on the information within this report please contact Ex Libris through your usual channel.

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