Alma Uptime Report - AP01 Instance (APAC) – Q3 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 AP01 instance in APAC.

The instance your organization uses can be identified by the Alma URL (AP01 instance is ap01.alma.exlibris.com).

The Alma uptime for the period of this report (October 2013 – September 2014) is 99.93%.

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 – October 2013-September 2014:
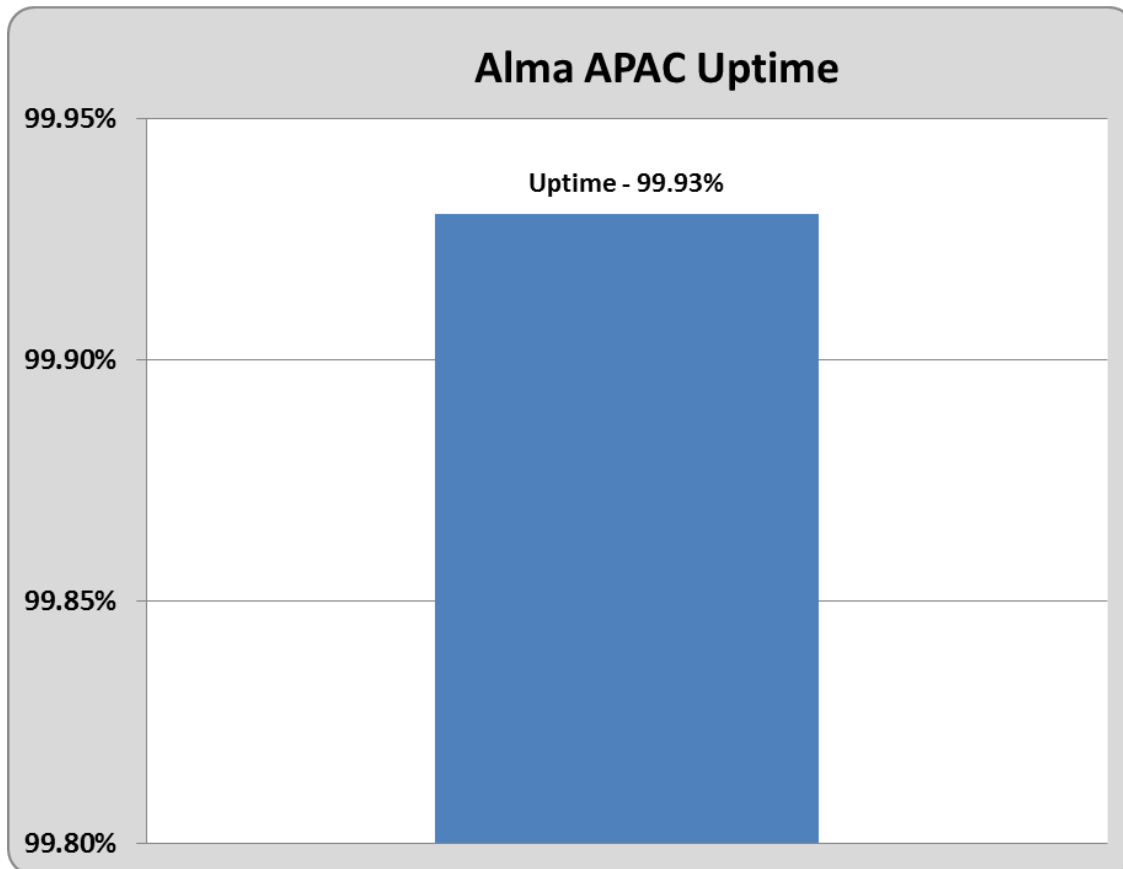
Unscheduled downtime incidents in Q3 2014:

Date	Start time (SGT)	End time (SGT)	Duration (minutes)	Description
July 1	5:32	5:56	24	The service interruption was caused due to a hardware failure in one of the virtual servers in the APAC data center. This type of failure usually does not involve service interruption but in this case, the Alma database server didn't manage to successfully complete the failover process. Ex Libris has taken the following action items and preventive measures to avoid such an occurrence in the future: * Cloud Infrastructure and Engineering have identified the cause of the hardware failure and had fixed the database failover connection. * Cloud Engineering performed an audit of the database failover process in all Alma instances (across all regional data centers) to ensure the database failover process is configured and performing as expected.
See Comment	**See Comment**	**See Comment**	31	During the period of July 24th through July 30th Alma had some technical issues that caused occasional termination of user sessions. As a result, users were occasionally redirected to their home page. During this episode there were very short periods where Alma was not available, 31 minutes in total. Specifically during the following: July 24 – 16:56-17:01 (5 min) July 25 – 11:40-11:43 (3 min) July 29 – 14:07-14:13 (6 min) July 30 – 6:56 – 7:13 (17 min) The problem was identified to be a result of a failure in the http compression mechanism and was fixed completely by July 31st.

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

Scheduled downtimes during maintenance windows in Q3 2014:

Date	Start time (SGT)	Duration (minutes)
July 6	03:00	29
July 13	03:00	23
July 20	03:00	25
August 3	03:00	58
August 10	03:00	30
August 24	03:00	30
August 31	03:00	37
September 7	03:00	27

Total unscheduled downtime minutes during past 12 months:

Quarter	Total unscheduled downtime in Quarter (minutes)
Q4 2013	233
Q1 2014	69
Q2 2014	10
Q3 2014	55

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:

Uptime Percentage = X /(Y–Z) × 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

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