

Alma Uptime Report - AP01 Instance (APAC) - Q2 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.

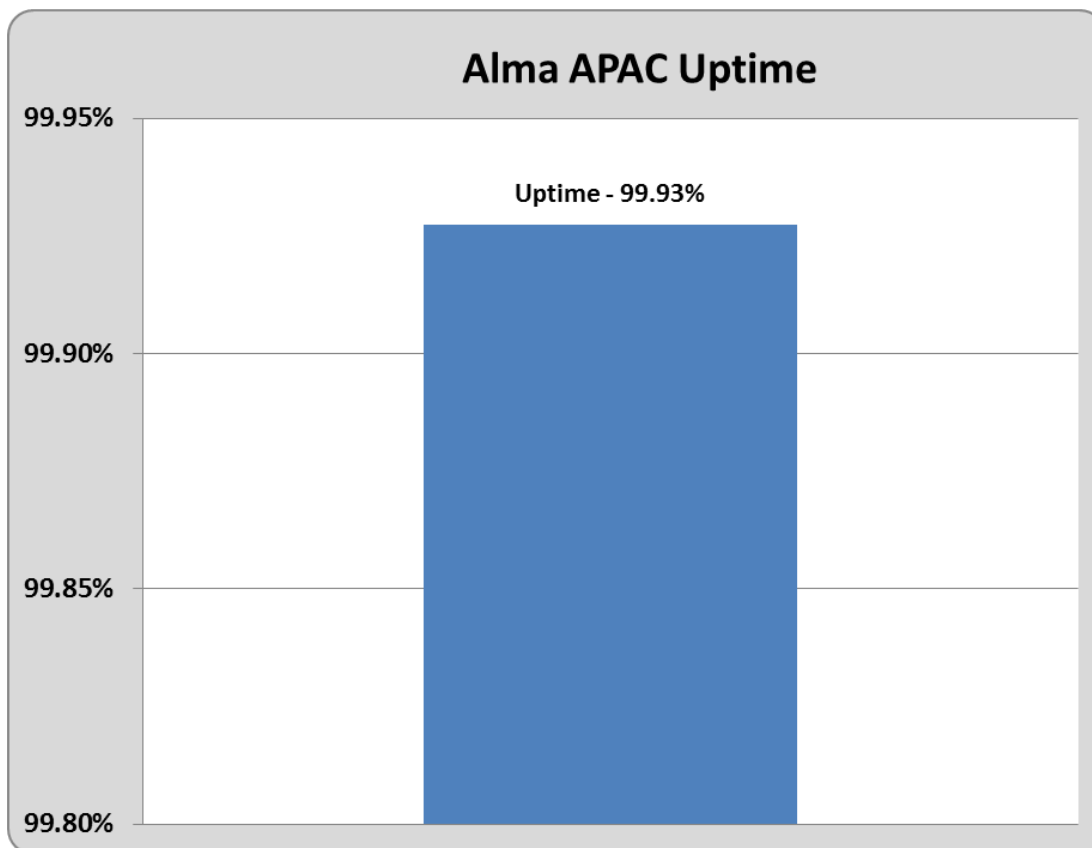
This document details the uptime report for the Alma AP01 instance in APAC.

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 (July 2013 – June 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 – July 2013-June 2014:



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Unscheduled downtime incidents in Q2 2014:

Date	Start time (SGT)	End time (SGT)	Duration (minutes)	Description
June 12	13:42	13:52	10	<p>A bug in the firmware of one of the datacenter's network switches caused a power supply failure. The data center redundant network switches were able to handle the switch failure by load balancing the network traffic but a short network disruption was experienced in the APAC data center.</p> <p>Ex Libris has taken the following action items and preventive measures to avoid such an occurrence in future:</p> <ol style="list-style-type: none"> 1) The faulty power supply was replaced. 2) Firmware upgrade was performed in all network switches.

* Please note that the Alma APAC customers experienced a performance degradation on June 2 (between 9:20-12:00 SGT). As it did not result in actual downtime, it was not taken into account when calculating the uptime percentage; yet, we believe it is important to mention it here.

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

Scheduled downtimes during maintenance windows in Q2 2014:

Date	Start time (SGT)	Duration (minutes)
May 4	03:00	21
May 25	03:00	44
June 8	03:00	21

Total unscheduled downtime minutes during past 12 months:

Quarter	Total unscheduled downtime in Quarter (minutes)
Q3 2013	80
Q4 2013	233
Q1 2014	69
Q2 2014	10

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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

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