

Alma Uptime Report - AP01 Instance (APAC) - Q4 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.

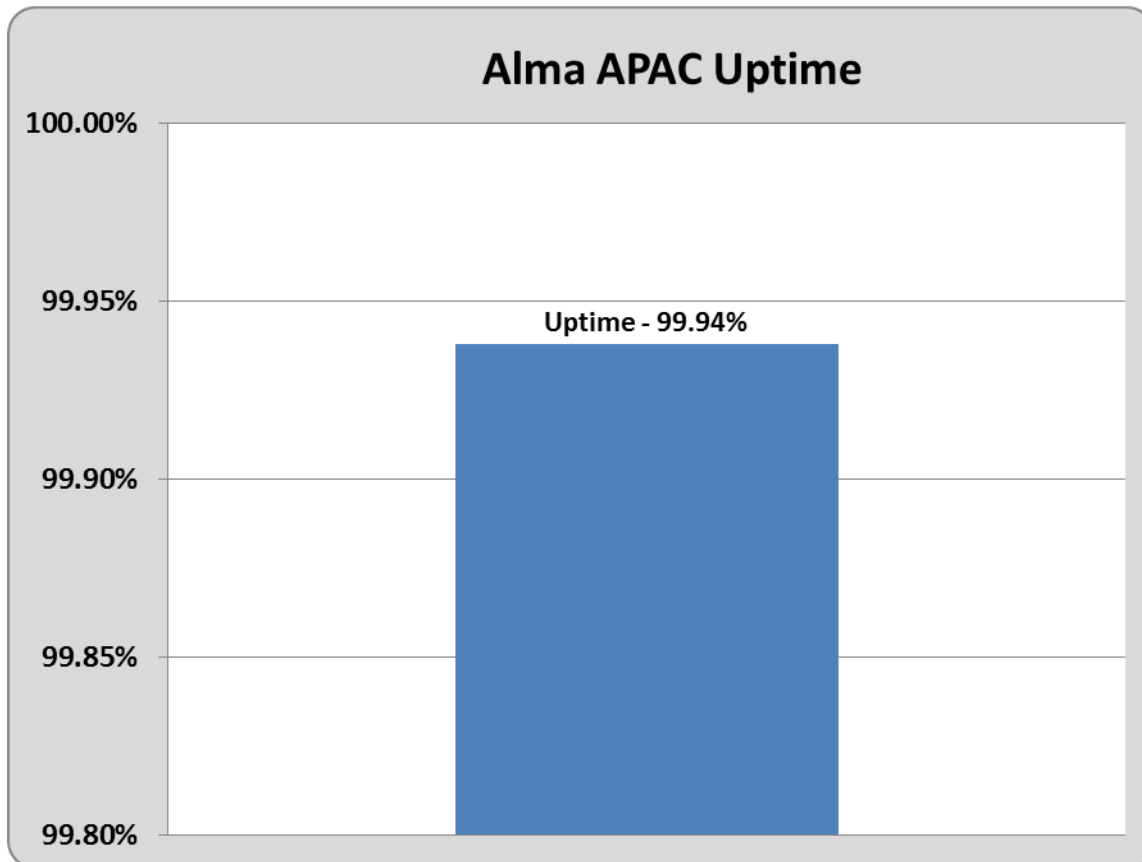
This document details the uptime report for the Alma AP01 instance in APAC.

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 (January 2014 – December 2014) is 99.94%.

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 – January 2014-December 2014:



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Unscheduled downtime incidents in Q4 2014:

Date	Start time (SGT)	End time (SGT)	Duration (minutes)	Description
November 2	9:08	11:11	63	<p>The service disruption was a result of a problem in the configuration of Akamai, a 3rd party product.</p> <p>Ex Libris has taken the following action items and preventive measures in order to avoid such an occurrence in the future:</p> <p>* Improving the internal workflows regarding the configurations of 3rd party products, with special attention given to Akamai.</p>
December 15	14:45	15:57	72	<p>The service disruption was a result of a database failure caused by "Oracle Enterprise Manager" defect, preventing the Oracle database from operating as expected.</p> <p>Ex Libris has taken the following action items and preventive measures in order to avoid such an occurrence in the future:</p> <p>* Improving monitoring capabilities in order to allow the detection of OEM (Oracle Enterprise Manager) failures and misbehaviors to allow a timely resolution.</p> <p>* Oracle ticket regarding the identified defect was opened, and Ex Libris Database Engineers are working with Oracle to identify possible solutions.</p>
December 23	21:40	22:05	59	<p>The service disruption was a result of high load on one of the Alma applications. All of the institutions on AP01 have been impacted between 21:40 and 22:05; one additional customer has also been impacted until 22:39.</p> <p>Ex Libris has taken the following action items and preventive measures in order to avoid such an occurrence in the future:</p> <p>* Improving the monitoring capabilities, so that alerts are being sent earlier, before actually reaching high load.</p>

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

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Scheduled downtimes during maintenance windows in Q4 2014:

Date	Start time (SGT)	Duration (minutes)
November 2	03:00	38
December 7	03:00	107
December 14	03:00	60

Total unscheduled downtime minutes during past 12 months:

Quarter	Total unscheduled downtime in Quarter (minutes)
Q1 2014	69
Q2 2014	10
Q3 2014	55
Q4 2014	194

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:

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

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.