



### **Alma Uptime Report - AP01 Instance (APAC) – Q3 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.

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](http://ap01.alma.exlibris.com)).

**The Alma uptime measured on a rolling 12 month basis (Oct 2014 – Sept 2015) is 99.95%.**

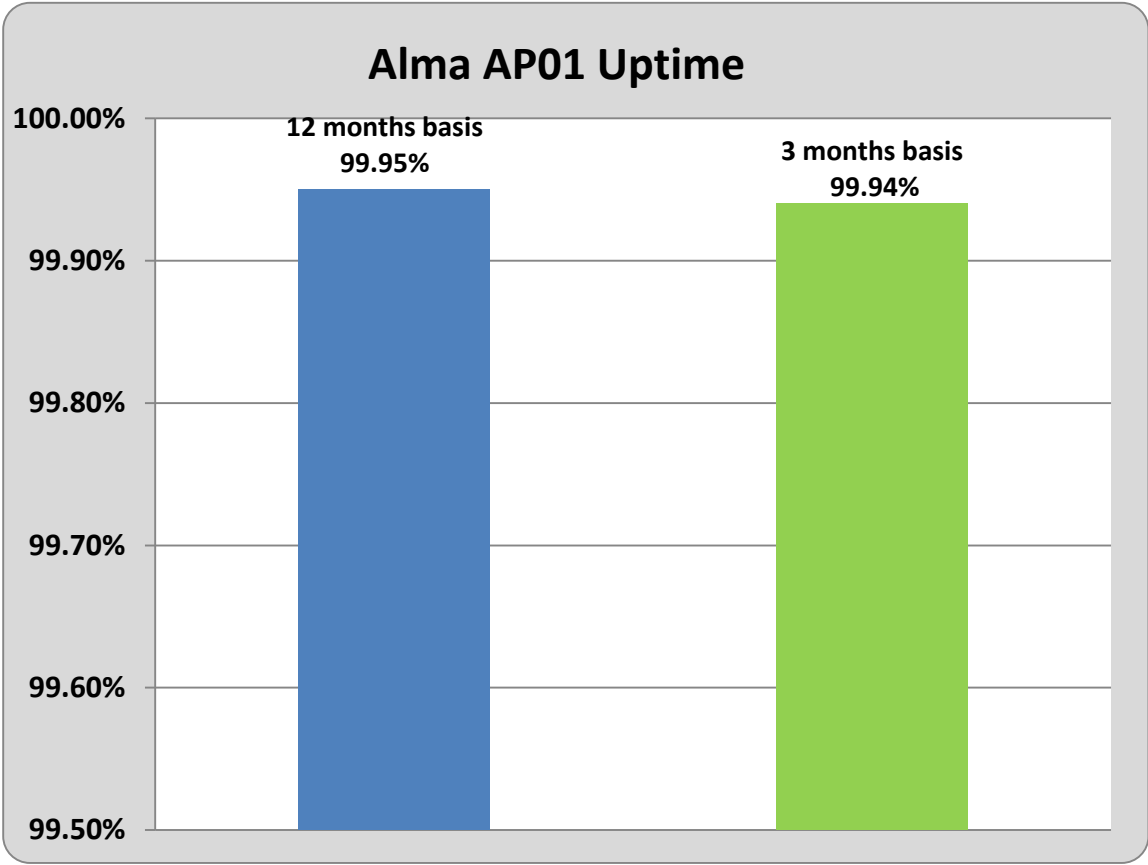
**The Alma uptime measured on a rolling 3 month basis (July 2015 – Sept 2015) is 99.94%.**

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>

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This document and the information therein, are the exclusive properties of Ex Libris Group, and shall not be disclosed, in whole or in part, to any third party or utilized for any purpose other than the express purpose for which it has been provided



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**Unscheduled downtime incidents in Q3 2015:**

Date	Start time (SGT)	End time (SGT)	Duration (minutes)	Description
August 26, 2015	09:48 AM	10:20 AM	32	Online server experience memory issues as a result the service was unavailable for the environment.
September 29, 2015	10:22 PM	10:36 PM	14	The datacenter suffered a capacity problem which led to a degradation in service during brief periods of usage
September 30, 2015	03:54 AM	04:29 AM	35	

**Scheduled downtimes during maintenance windows in Q3 2015:**

Start Date	Start Time (SGT)	End Time (SGT)	Duration (Minutes)
July 04, 2015	11:00 PM	02:00 AM	180
July 11, 2015	11:00 PM	02:00 AM	180
August 01, 2015	11:00 PM	02:00 AM	180
August 08, 2015	11:00 PM	02:00 AM	180
August 29, 2015	11:00 PM	03:30 AM	270
September 05, 2015	11:00 PM	06:00 AM	420
September 20, 2015	12:00 AM	02:55 AM	175

**Total unscheduled downtime minutes during past 12 months:**

Quarter	Total unscheduled downtime in Quarter (minutes)
Q4 2014	194
Q1 2015	0
Q2 2015	0
Q3 2015	81

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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 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.