

## **Alma Uptime Report - AP01 Instance (APAC) - Q1 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.

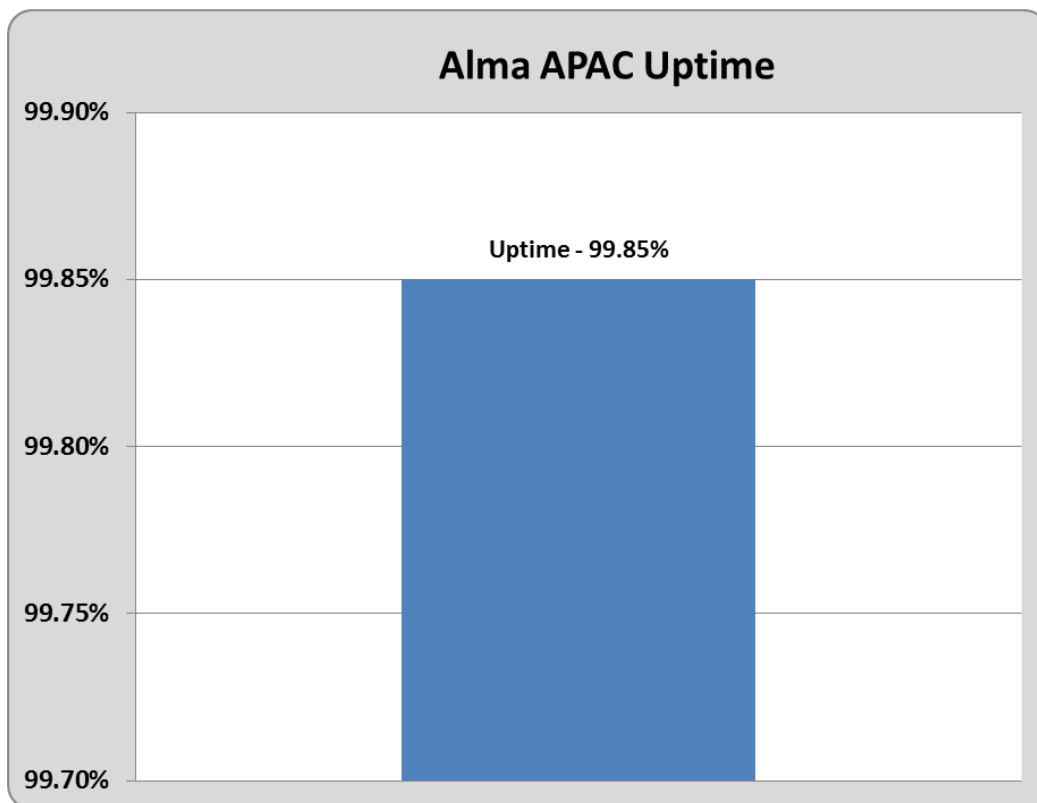
This document details the uptime report for the Alma AP01 instance in APAC.

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

**The Alma uptime for the period of this report (April 2013 – March 2014) is 99.85%.**

Please note that we have recently launched our new 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 – April 2013-March 2014:**



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#### **Proprietary and Confidential**

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

## Unscheduled downtime incidents in Q1 2014:

| Date       | Start time (SGT) | End time (SGT) | Duration (minutes) | Description  |
|------------|------------------|----------------|--------------------|--|
| January 2  | 9:16             | 10:11          | 55                 | <p>The service interruption was caused by a corrupted memory card on the APAC Data Center. This type of corruptions usually does not involve service interruption, but in this case there was a problem with the failover of one of the database components.</p> <p>Cloud Infrastructure and Engineering have added a new procedure, which checks the health of Ex Libris hosts on a weekly basis. This is in addition to a procedure for fast evacuation of guests from a down host in order to shorten downtimes.</p> <p>The problem related to the failover of the database components has been analyzed, identified and fixed.</p> |
| February 6 | 8:30             | 8:44           | 14                 | <p>The service interruption was caused by a network load which was identified by our monitoring and alerting systems. This load impacted the connection between physical and virtualized servers. It was caused due to a memory related configuration which created extremely high network activity.</p> <p>The configuration has been corrected, and a scan was performed on all infrastructures to check other areas where this can impact Ex Libris services.</p>   |

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

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## Scheduled downtimes during maintenance windows in Q1 2014:

| Date       | Start time (SGT) | Duration (minutes) |
|------------|------------------|--------------------|
| January 5  | 03:00            | 40                 |
| January 12 | 03:00            | 27                 |
| January 19 | 03:00            | 10                 |
| February 2 | 03:00            | 39                 |
| February 9 | 03:00            | 31                 |
| March 3    | 03:00            | 36                 |

## Total unscheduled downtime minutes during past 12 months:

| Quarter | Total unscheduled downtime in Quarter (minutes) |
|---------|---|
| Q2 2013 | 383   |
| Q3 2013 | 80  |
| Q4 2013 | 233   |
| Q1 2014 | 69  |

## 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.