

Alma Uptime Report – NA03 Instance (North America) – 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. The report measures our performance as defined in the Alma Service Level Agreement.

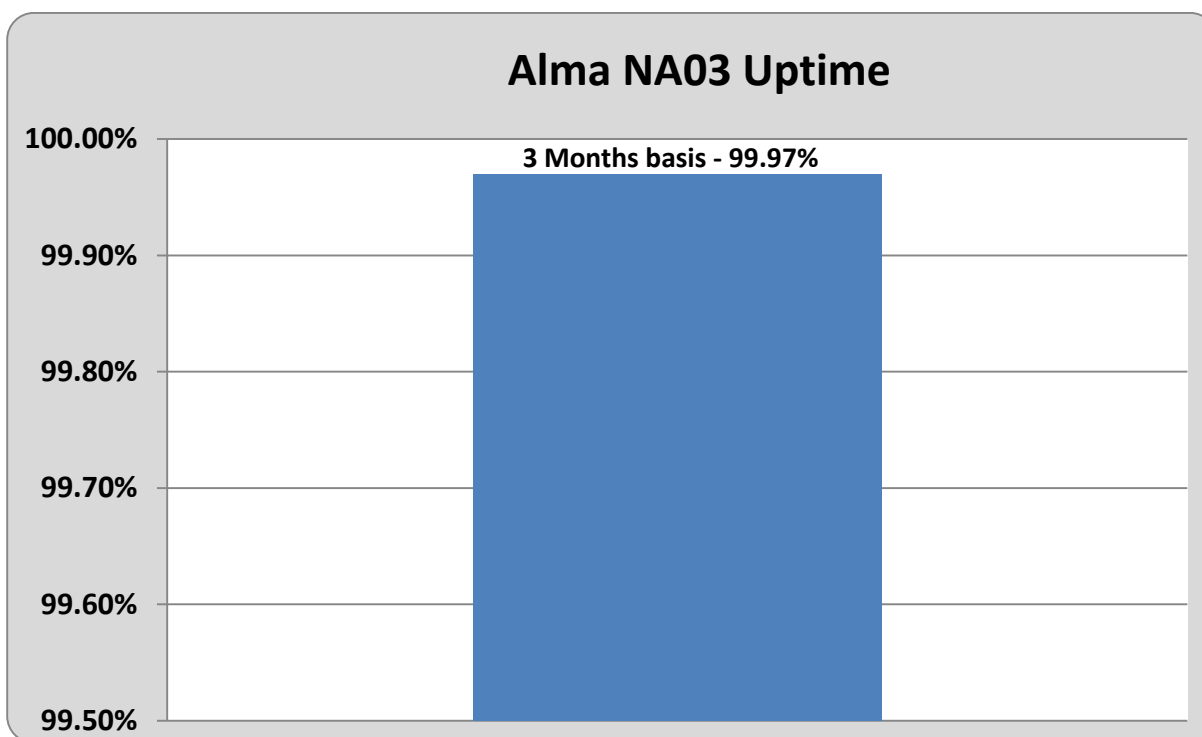
This document details the uptime report for the Alma NA03 instance in North America.

The instance your organization uses can be identified by the Alma URL (NA03 instance is na03.alma.exlibris.com).

The Alma uptime measured on a rolling 3 month basis (July 2015 – Sept 2015) is 99.97%

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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Unscheduled downtime incidents in Q3 2015:

Date	Start time (CDT)	End time (CDT)	Duration (minutes)	Description
July 31, 2015	09:05 AM	09:27 AM	22	Ex Libris Internet Service Provider had an interference. Due to this interference, the traffic from the Internet towards Ex Libris US datacenter interrupted. In order to solve it, our Internet Service Provider is working to implement a solution to prevent this from happening in the future. This situation is being monitored very closely.
September 24, 2015	04:26 AM	04:35 AM	9	An unexpected reboot to one of the core switches took place, causing the entire datacenter to loose connectivity. After the switch finished to load the DC environments were up again.

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

Scheduled downtimes during maintenance windows in Q3 2015:

Start Date	Start Time (CDT)	End Time (CDT)	Duration (Minutes)
August 02, 2015	01:00 AM	04:00 AM	180
August 30, 2015	01:00 AM	04:00 AM	180
September 05, 2015	12:00 AM	03:00 AM	180

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Total unscheduled downtime minutes during past 3 months:

Quarter	Total unscheduled downtime in Quarter (minutes)
Q3 2015	31

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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.