Alma Uptime Report – NA02 Instance (North America) – Q2 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 NA02 instance in North America.
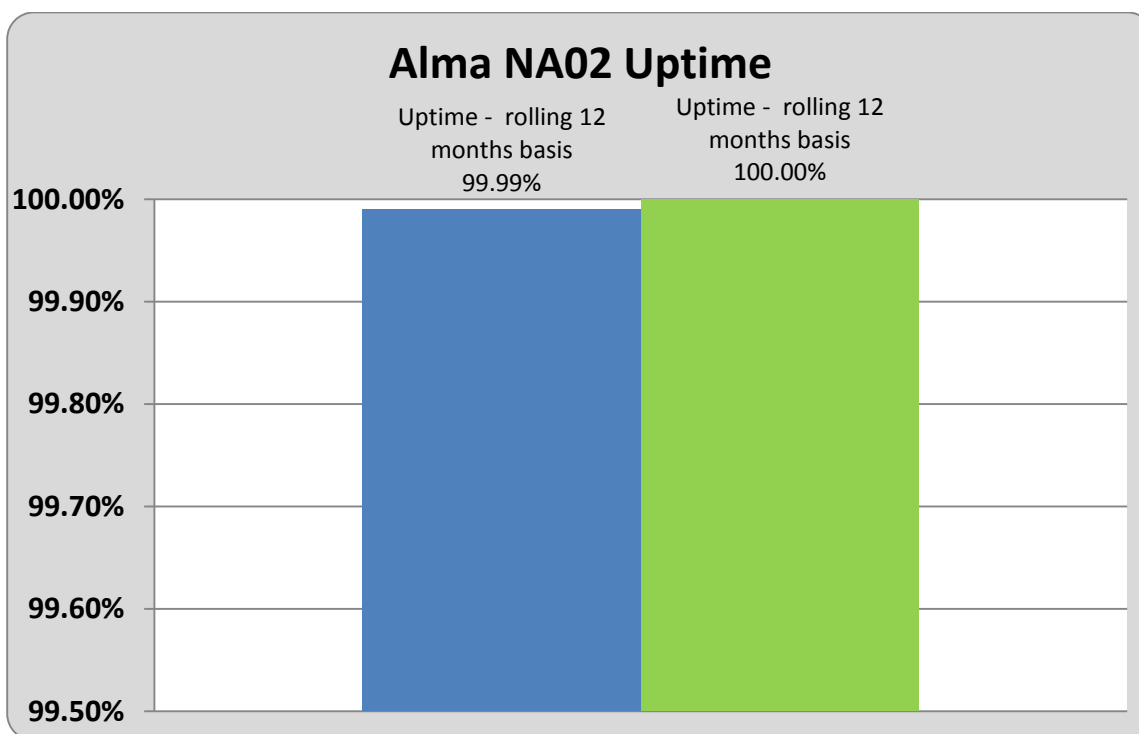
The instance your organization uses can be identified by the Alma URL (NA02 instance is na02.alma.exlibris.com).

The Alma uptime measured on a rolling 12 month basis (July 2014 – June 2015) is 99.99%

The Alma uptime measured on a rolling 3 month basis (April 2015 – June 2015) is 100%

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

Alma NA02 Uptime

Uptime - rolling 12 months basis 99.99%   Uptime - rolling 12 months basis 100.00%

100.00%
99.90%
99.80%
99.70%
99.60%
99.50%

Unscheduled downtime incidents in Q2 2015:

Date	Start time (CDT)	End time (CDT)	Duration (minutes)	Description

Scheduled downtimes during maintenance windows in Q2 2015:

Start Date	Start Time (CDT)	End Time (CDT	Duration in Minutes
May 03, 2015	01:00 AM	04:45 AM	225
May 31, 2015	01:00 AM	04:45 AM	225
June 06, 2015	01:00 AM	04:00 AM	180

Total unscheduled downtime minutes during past 6 months:

Quarter	Total unscheduled downtime in Quarter (minutes)
Q3 2014	0
Q4 2014	53
Q1 2015	0
Q2 2015	0

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:

Uptime Percentage = X /(Y–Z) × 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.