Alma Uptime Report – NA01 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 NA01 instance in North America.

The instance your organization uses can be identified by the Alma URL (NA01 instance is na01.alma.exlibris.com).

The Alma uptime measured on a rolling 12 month basis (July 2014 – June 2015) is 99.92%

The Alma uptime measured on a rolling 3 month basis (April 2015 – June 2015) is 99.95%

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:
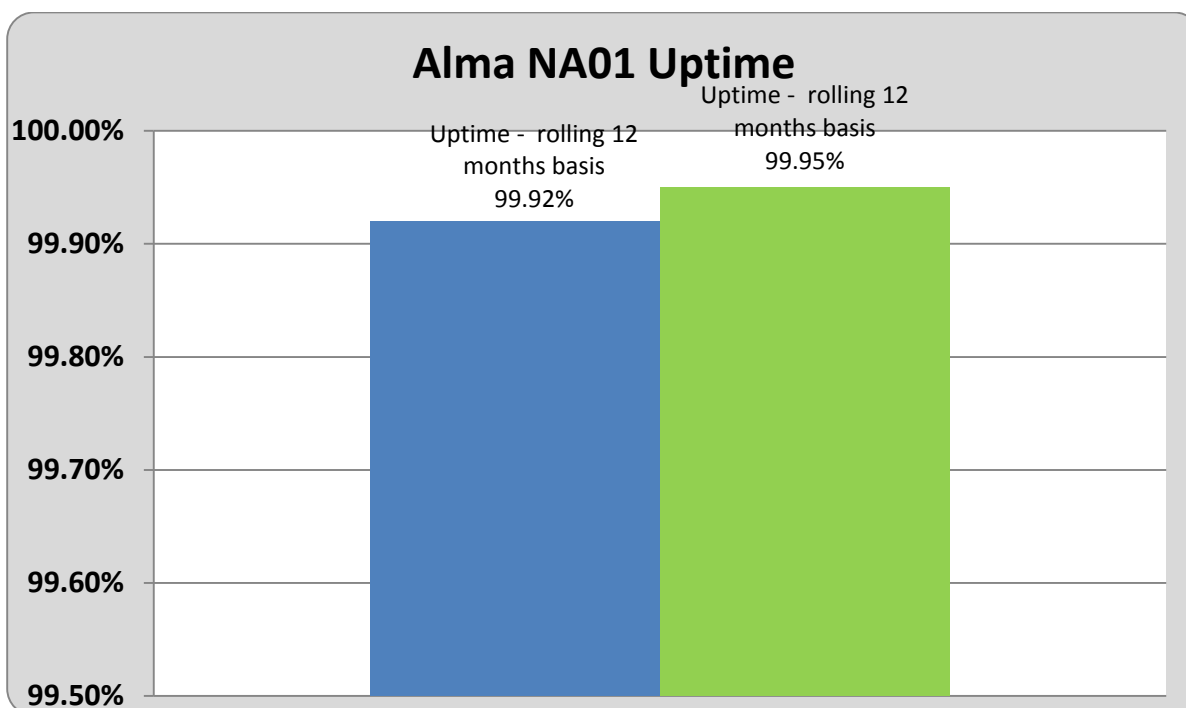
http://status.exlibrisgroup.com

Unscheduled downtime incidents in Q2 2015:

Start Date	Start Time (CDT)	End Time (CDT)	Duration in Minutes	Description
April 16, 2015	03:42 PM	04:07 PM	25	Application defect caused an impact on the environment. Defect was resolved in the following release.
May 19, 2015	01:32 PM	02:17 PM	45	Memory over allocation on one of full text server resulted in partial service availability, resolved by reducing the memory over allocation.

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
June 07, 2015	01:00 AM	07:00 AM	360

Total unscheduled downtime minutes during past 12 months:

Quarter	Total unscheduled downtime in Quarter (minutes)
Q3 2014	77
Q4 2014	185
Q1 2015	185
Q2 2015	70

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.