

Alma Uptime Report – NA01 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 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.

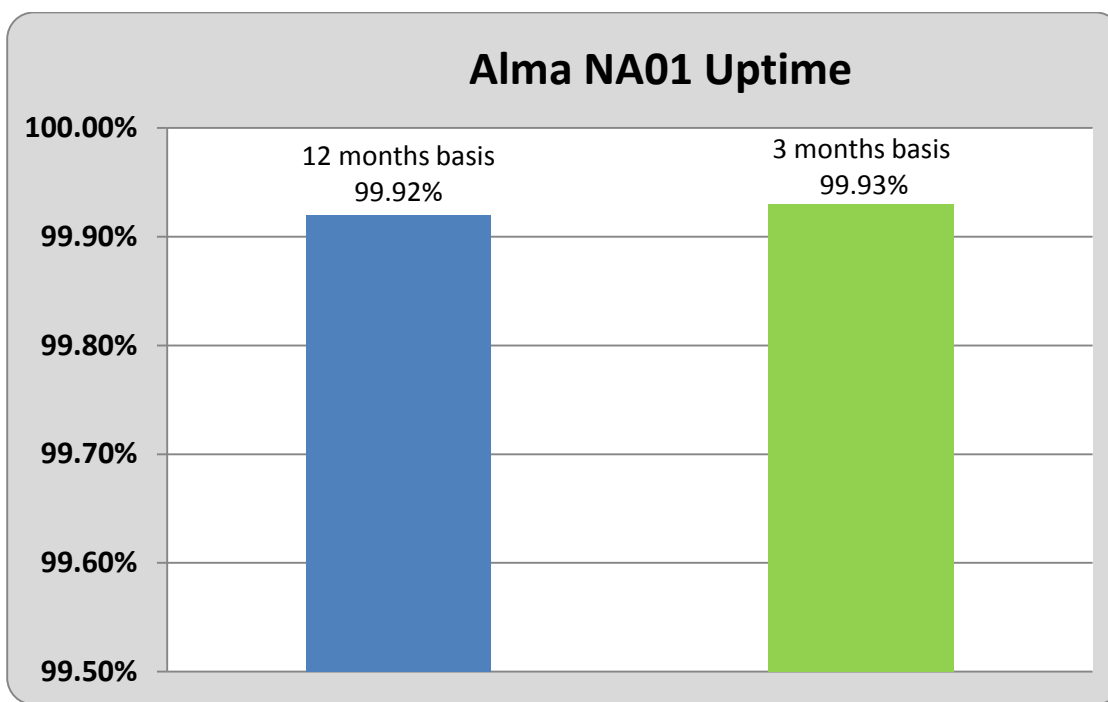
The instance your organization uses can be identified by the Alma URL (NA01 instance is na01.alma.exlibris.com).

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

The Alma uptime measured on a rolling 3 month basis (July 2015 – Sept 2015) is 99.93%

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:

Start Date	Start Time (CDT)	End Time (CDT)	Duration (Minutes)	Description
July 10, 2015	11:05 AM	11:58 AM	53	<p>Due to an Oracle defect, the database stopped responding. Since the defect didn't result in an overall failure of the Oracle database, the database failover mechanism was not triggered.</p> <p>Due to this issue, the application servers were unable to establish connections to the database and stopped responding.</p>
July 31, 2015	09:05 AM	09:27 AM	22	<p>Ex Libris Internet Service Provider had an interference. Due to this interference, the traffic from the Internet towards Ex Libris US datacenter interrupted.</p> <p>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.</p>
August 10, 2015	01:56 AM	02:04 AM	8	<p>The cause of the downtime was from a planned activity performed by Ex Libris which caused a brief service disruption for the entire datacenter. Once the issue had been identified, Exlibris engineers performed an immediate rollback of the changes.</p>
September 24, 2015	04:26 AM	04:35 AM	9	<p>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.</p>

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

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Scheduled downtimes during maintenance windows in Q3 2015:

Start Date	Start Time (CDT)	End Time (CDT)	Duration (Minutes)
July 05, 2015	01:00 AM	04:00 AM	180
July 12, 2015	01:00 AM	04:00 AM	180
August 02, 2015	01:00 AM	04:00 AM	180
August 09, 2015	01:00 AM	04:10 AM	130
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 12 months:

Quarter	Total unscheduled downtime in Quarter (minutes)
Q4 2014	185
Q1 2015	185
Q2 2015	70
Q3 2015	92

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.

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