

### **Alma Uptime Report – NA00 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 NA00 instance in North America.

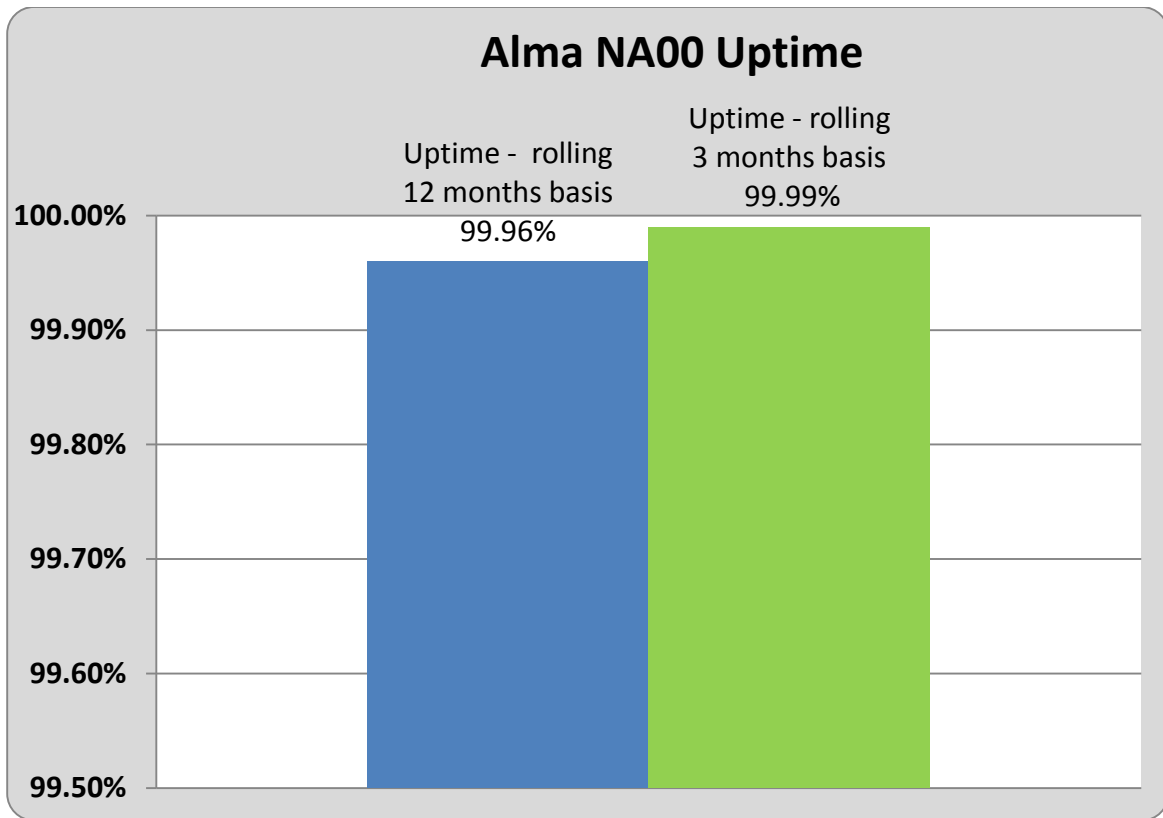
The instance your organization uses can be identified by the Alma URL (NA00 instance is [alma.exlibris.com](http://alma.exlibris.com)).

**The Alma uptime measured on a rolling 12 month basis (July 2014 – June 2015) is 99.96%**

**The Alma uptime measured on a rolling 3 month basis (April 2015 – June 2015) is 99.99%**

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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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 Q2 2015:**

Start Date	Start Time (CDT)	End Time (CDT)	Duration in Minutes	Description
April 08, 2015	11:44 PM	11:54 PM	10	An oracle error was experienced during failover which caused a brief downtime; rebooting the database cluster solved the problem.

**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	95
Q4 2014	83
Q1 2015	30
Q2 2015	10

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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.