Alma Uptime Report – NA00 Instance (North America) – Q1 2015

Alma Uptime Quarterly Reports are published each quarter to provide a comprehensive view of our uptime performance during last 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).

The Alma uptime for the period of this report (April 2014 – March 2015) is 99.94%.

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

Availability – April 2014-March 2015:
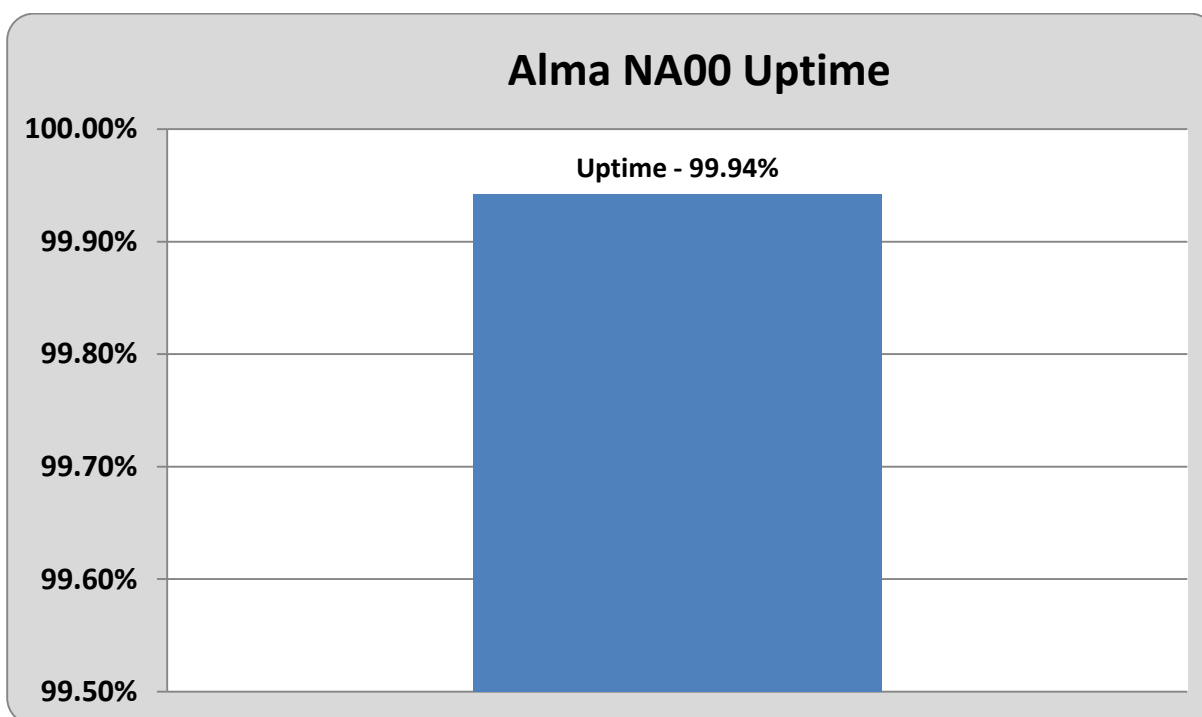
Unscheduled downtime incidents in Q1 2015:

Date	Start time (CST)	End time (CST)	Duration (minutes)	Description
16-03-15	5:16	5:46	30	Kernel bug on the active oracle database server. As a result, a failover process to the secondary database took place which resolved the service disruption. Ex Libris has taken the following action items and preventive measures in order to avoid such an occurrence in the future *Host was rebuilt with updated operating system and new kernel and changes were made on the Veritas heartbeat configuration to make it more stable.

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

Scheduled downtimes during maintenance windows in Q1 2015:

Date	Start time (CST)	Duration (minutes)
January 04, 2015	02:00	180
February 1, 2015	02:00	180
March 01, 2015	02:00	180
March 29, 2015	02:00	180

Total unscheduled downtime minutes during past 12 months:

Quarter	Total unscheduled downtime in Quarter (minutes)
Q2 2014	93
Q3 2014	95
Q4 2014	83
Q1 2015	30

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.