

Alma Uptime Report – NA01 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.

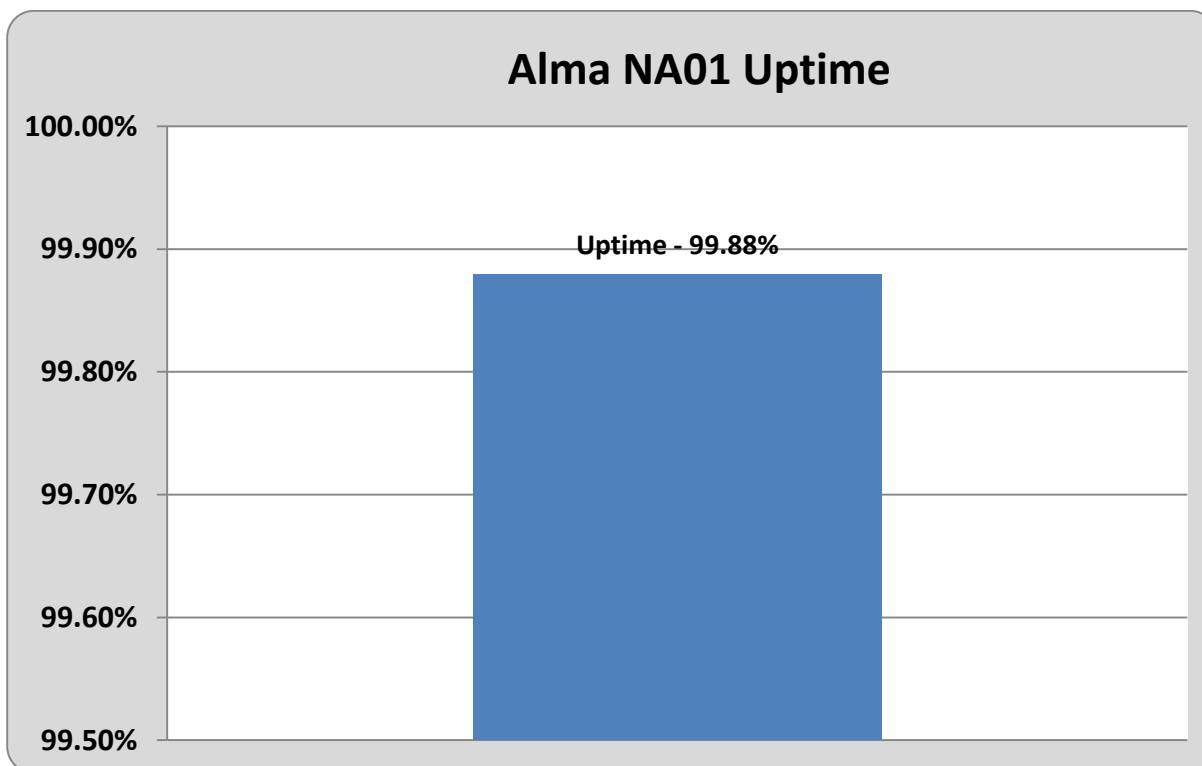
This document details the uptime report for the Alma NA01 instance in North America.

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

The Alma uptime for the period of this report (April 2014 – March 2015) is 99.88%.

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:



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Unscheduled downtime incidents in Q1 2015:

Date	Start time (CST)	End time (CST)	Duration (minutes)	Description
21-01-15	2:28	3:16	48	A failure of the system's indexing service caused the service to be un- available. Once identified, the server was restarted and the service was resumed
23-01-15	1:06	02:44	98	Due to an Oracle defect, the database queue stopped responding. Since the defect didn't result in an overall failure of the Oracle database, the database fail over mechanism was not triggered. After further discussion with Oracle experts it was determined that a full database restart is required to resolve the queue lock issue. Once the database was restarted the service returned to normal availability.
23-02-15	23:15	23:44	39	The service interruption has impacted only several customers on NA00. The full text server (Solr) was down, and the failover mechanism has failed for some institutions. In order to avoid the recurrence of such issues in the future, Ex Libris has adjusted the thresholds of the failover mechanism, in order to make sure it works properly for all institutions

* 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	184
Q3 2014	77
Q4 2014	185
Q1 2015	185

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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.