

Alma Uptime Report - NA01 Instance (North America) - Q4 2014

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.

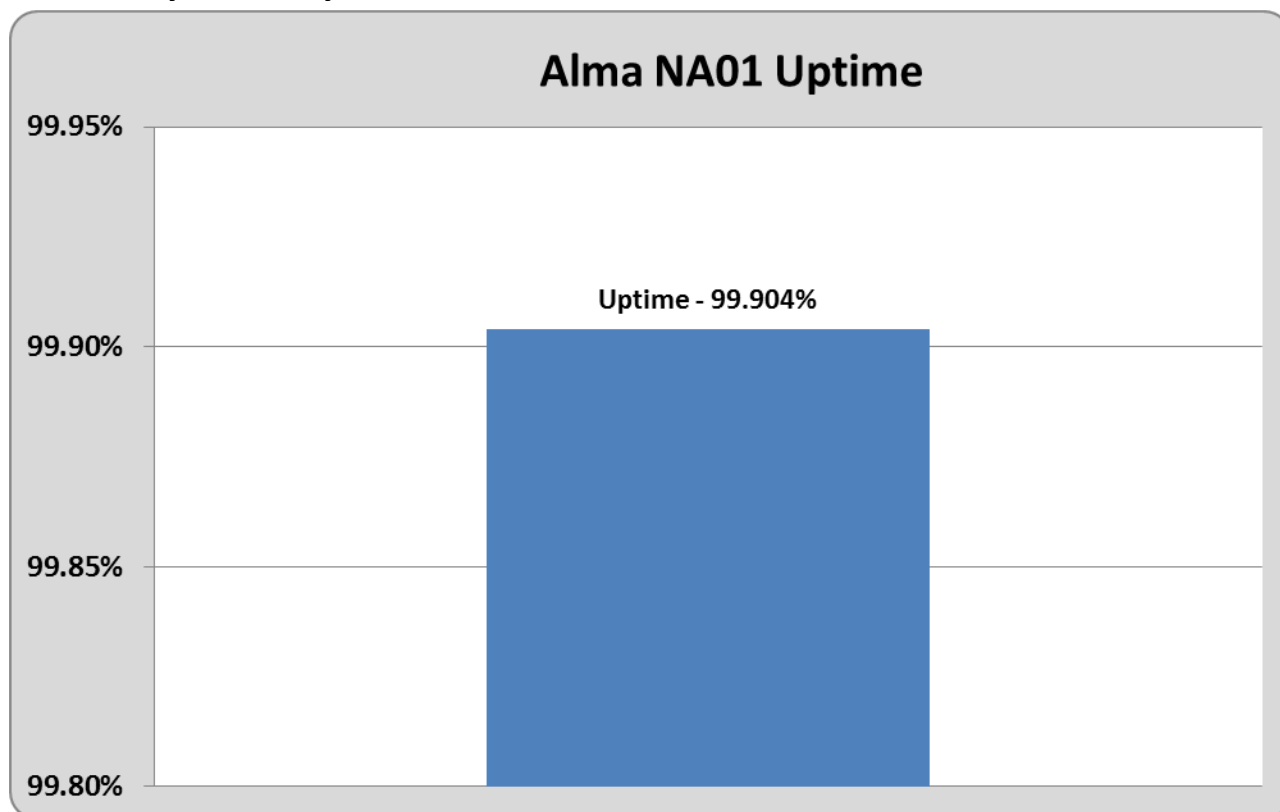
This document details the uptime report for the Alma NA01 instance in North America.

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 (January 2014 – December 2014) is 99.90%.

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 – January 2014-December 2014:



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Unscheduled downtime incidents in Q4 2014:

Date	Start time (CST)	End time (CST)	Duration (minutes)	Description
See Comment	See Comment	See Comment	40	<p>The service interruption was caused by some issues in the DBA failover mechanism. The interruptions have taken place in the following dates and times:</p> <p>27/10: 10:43-10:51 (8 minutes) 12:03-12:13 (10 minutes) 13:00-13:13 (13 minutes)</p> <p>28/10: 3:05-3:12 (7 minutes) 3:25-3:27 (2 minutes)</p> <p>Ex Libris has taken the following action items and preventive measures in order to avoid such an occurrence in the future:</p> <ul style="list-style-type: none"> * Updating the internal procedures of handling such issues, so that the knowledge gained during the handling of this service interruption would allow for quicker resolution of similar cases in the future. * Reviewing the nature of the issue in the load balancer, and improving the monitoring system so it alerts such issues in advance in the future.

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<p>December 9</p>	<p>See Comment</p>	<p>See Comment</p>	<p>30</p>	<p>Ex Libris' cloud engineers were conducting investigation in order to resolve an issue with the full text server (Solr) of one of the institutions on NA01. Due to a human mistake, a single institution was impacted between 18:09-18:35 (26 minutes). Between 18:35-18:39 (4 minutes), the issue has impacted all institutions on NA01.</p> <p>Ex Libris has taken the following action items and preventive measures in order to avoid such an occurrence in the future: * Ex Libris has updated the Solr troubleshooting procedures imposing stricter control over troubleshooting steps that could be taken outside of the regular maintenance window.</p>
<p>December 13</p>	<p>13:51</p>	<p>14:44</p>	<p>53</p>	<p>The service interruption was caused by an issue with the load balancer in the Data Center. As a result, North America users could not log into Alma.</p> <p>Ex Libris has taken the following action items and preventive measures in order to avoid such an occurrence in the future: * Reviewing the nature of the issue in the load balancer, and improving the monitoring system so it alerts such issues in advance in the future.</p>

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

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Scheduled downtimes during maintenance windows in Q4 2014:

Date	Start time (CST)	Duration (minutes)
November 2	00:30	31
December 7	00:30	179
December 14	00:30	55

Total unscheduled downtime minutes during past 12 months:

Quarter	Total unscheduled downtime in Quarter (minutes)
Q1 2014	119
Q2 2014	184
Q3 2014	77
Q4 2014	123

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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 = Relevant period

Z = The duration (in minutes) of any SLA Exclusions* during the relevant period

*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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