

## **Alma Uptime Report - NA00 Instance (North America) - Q2 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.

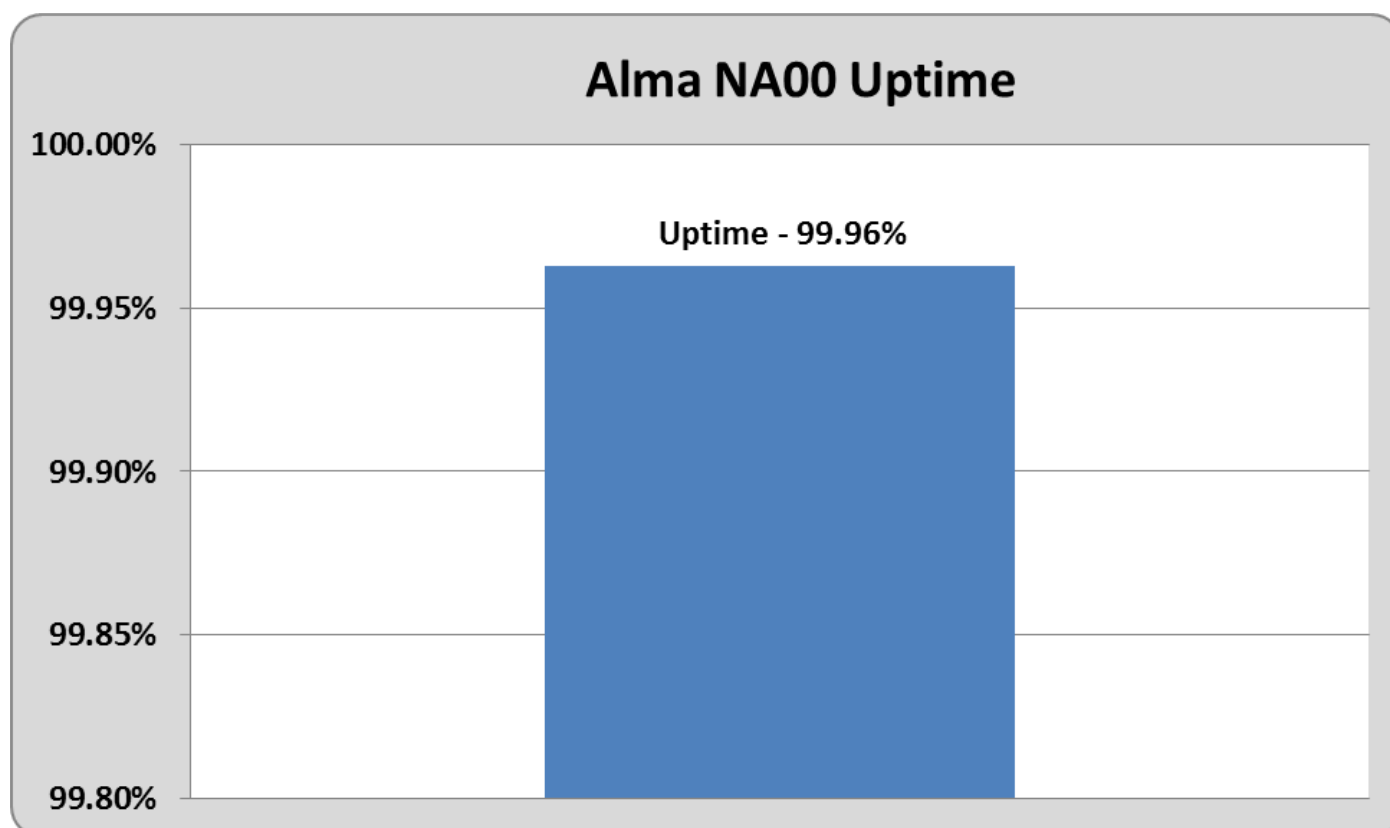
This document details the uptime report for the Alma NA00 instance in North America.

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 for the period of this report (July 2013 – June 2014) is 99.96%.**

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 – July 2013-June 2014:**



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## Unscheduled downtime incidents in Q2 2014:

Date	Start time (CST)	End time (CST)	Duration (minutes)	Description
April 29	14:43	15:04	21	<p>The service interruption was caused by the fact that one of the full text servers (Solr servers) had reached its maximum capacity of open files. As a result the server slowed down considerably which in turn caused service disruption for some, but not all, institutions in the Alma instance. Since the deterioration in the server health status happened only gradually it took about 20 minutes for the failover mechanism to be triggered. Once the failover triggered all services were back to normal.</p> <p>Ex Libris has taken the following action items and preventive measures to avoid such an occurrence in future:</p> <ol style="list-style-type: none"><li>1. Ex Libris performed a detailed configuration audit on all Solr servers.</li><li>2. The maximum capacity of open files was doubled on all Solr servers to prevent similar occurrences on any server.</li><li>3. We are adjusting the thresholds of the failover mechanism so that fail over will occur faster in case one of the full text servers slows down considerably.</li></ol>

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

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## Scheduled downtimes during maintenance windows in Q2 2014:

Date	Start time (CET)	Duration (minutes)
May 3	21:30	36
May 24	21:30	119
June 7	21:30	27

## Total unscheduled downtime minutes during past 12 months:

Quarter	Total unscheduled downtime in Quarter (minutes)
Q3 2013	0
Q4 2013	39
Q1 2014	64
Q2 2014	21

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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 9 months 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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