

Alma Uptime Report - NA00 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.

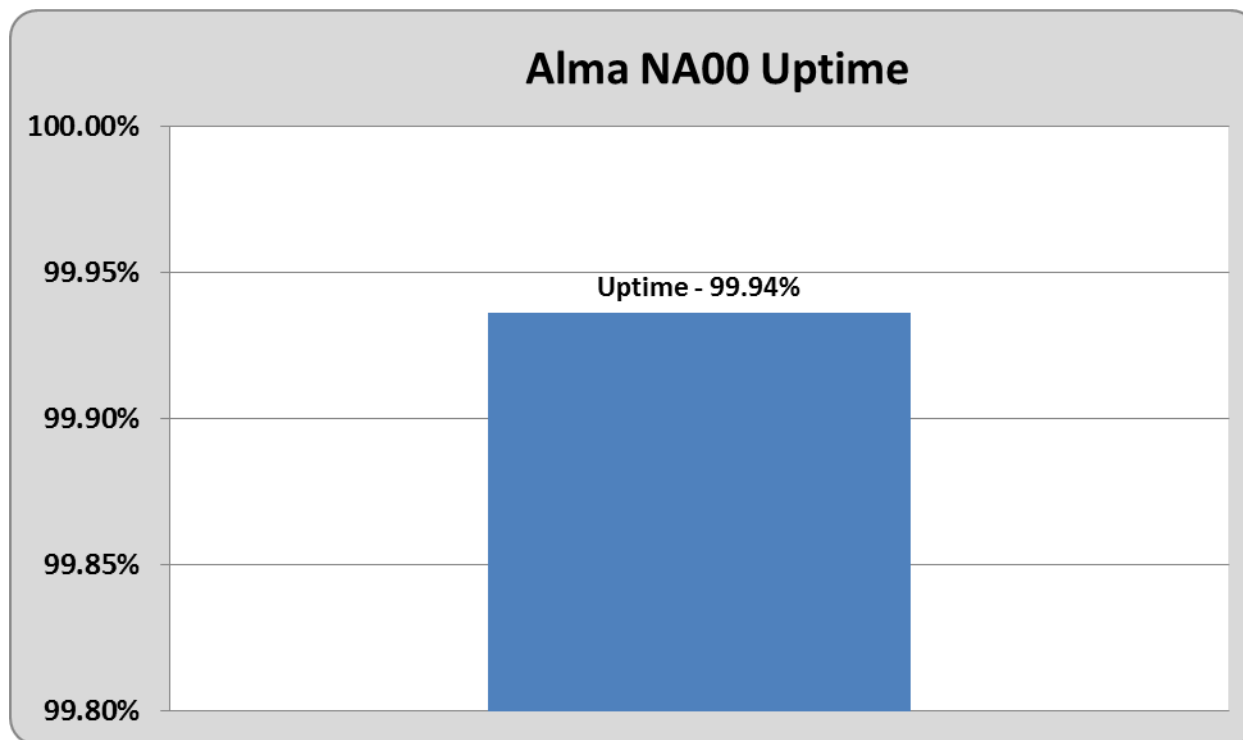
This document details the uptime report for the Alma NA00 instance in North America.

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 (January 2014 – December 2014) 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 – January 2014-December 2014:



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Unscheduled downtime incidents in Q4 2014:

| Date | Start time (CST) | End time (CST) | Duration (minutes) | Description |
|-------------|------------------|----------------|--------------------|--|
| December 12 | 13:07 | 13:37 | 30 | <p>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.</p> <p>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.</p> |
| December 13 | 13:51 | 14:44 | 53 | <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:</p> <ul style="list-style-type: none">* Reviewing the nature of the issue in the load balancer, and improving the monitoring system show it alerts such issues in advance in the future. |

* 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 | 35 |
| December 7 | 00:30 | 60 |
| December 14 | 00:30 | 50 |

Total unscheduled downtime minutes during past 12 months:

| Quarter | Total unscheduled downtime in Quarter (minutes) |
|---------|---|
| Q1 2014 | 64 |
| Q2 2014 | 93 |
| Q3 2014 | 95 |
| Q4 2014 | 83 |

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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.

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