Alma Uptime Report - NA00 Instance (North America) – Q1 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 (April 2013 – March 2014) is 99.87%.

Please note that we have recently launched our new 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 2013-March 2014:
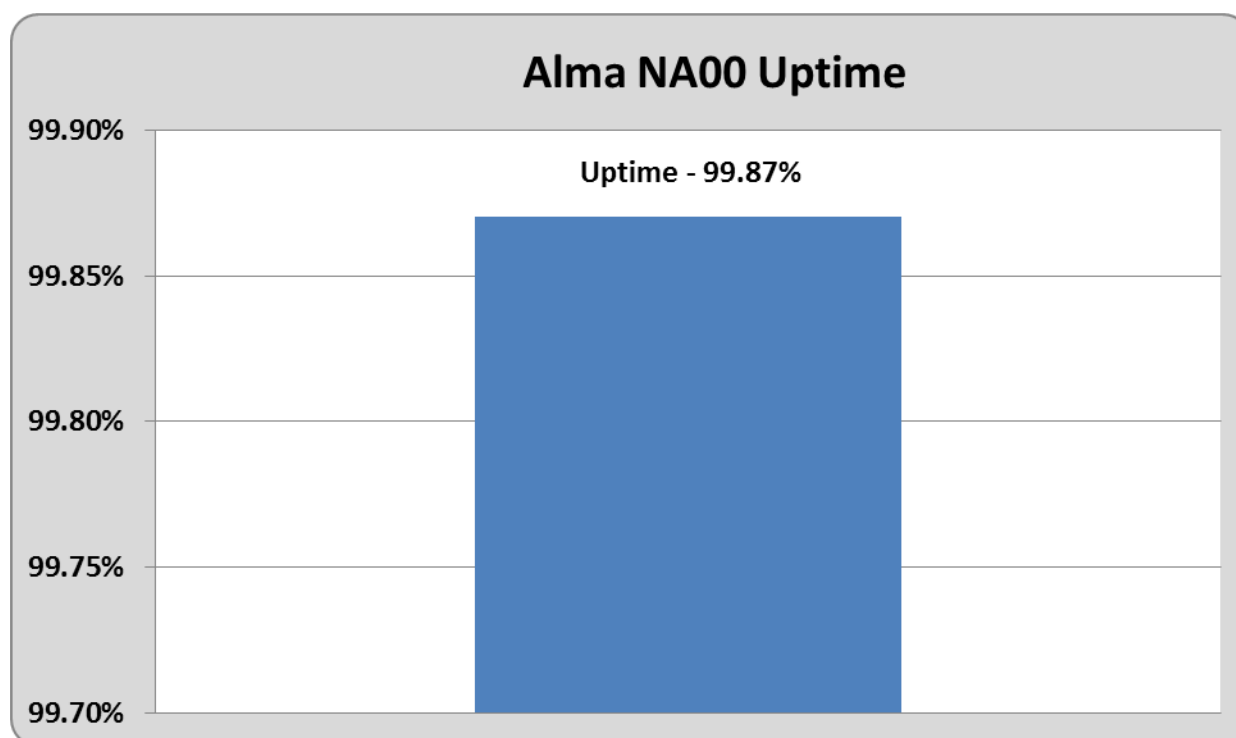
Unscheduled downtime incidents in Q1 2014:

Date	Start time (CST)	End time (CST)	Duration (minutes)	Description
January 17	20:20	21:24	64	The service interruption was caused by a bug in the operating system that affected the Alma database server host. This caused loss of the redundancy configurations and impacted service. The necessary network configuration steps were taken to overcome similar malfunctions that may result from this bug in the future. In addition, an upgrade to the Alma database operating system to CentOS 6 was done in order to resolve the operating system bug.

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

Scheduled downtimes during maintenance windows in Q1 2014:

Date	Start time (CST)	Duration (minutes)
January 5	00:30	60
January 12	00:30	43
January 19	00:30	15
January 26	00:30	42
February 2	00:30	86
February 9	00:30	47
March 3	00:30	42

Total unscheduled downtime minutes during past 12 months:

Quarter	Total unscheduled downtime in Quarter (minutes)
Q2 2013	573
Q3 2013	0
Q4 2013	39
Q1 2014	64

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:

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.