

Alma Uptime Report - NA00 Instance (North America) - Q3 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.

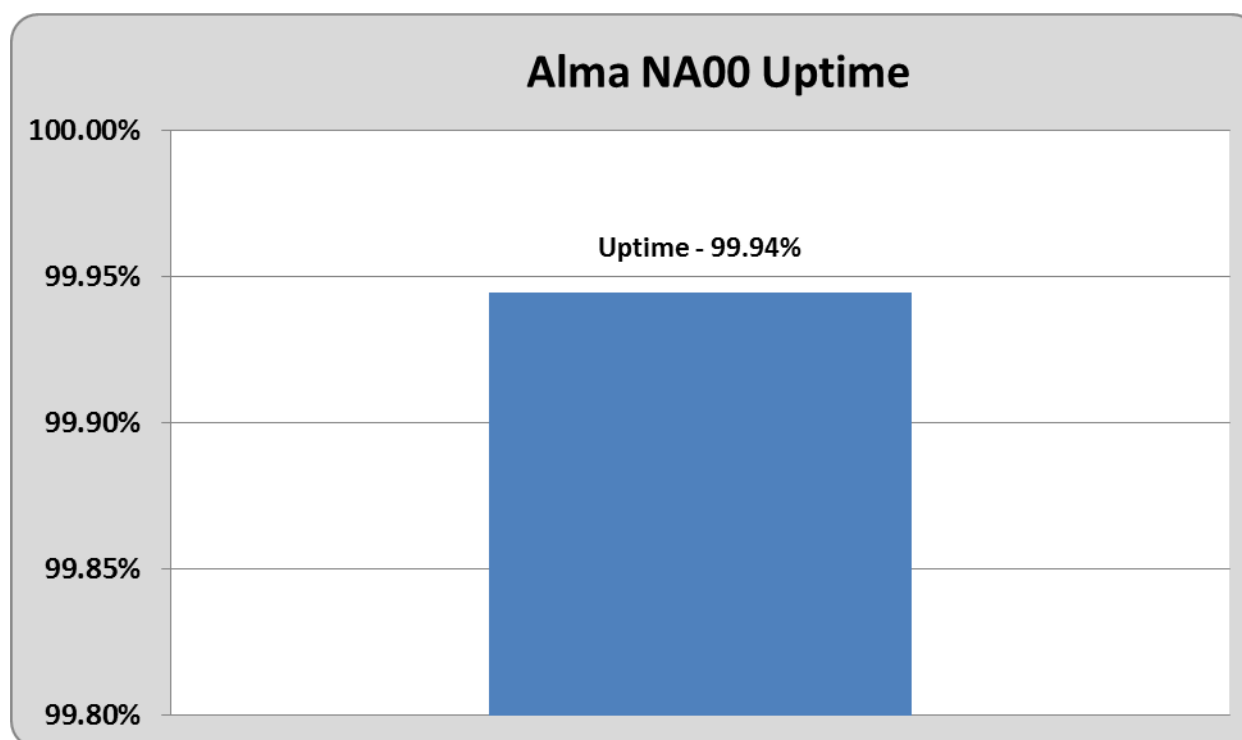
This document details the uptime report for the Alma NA00 instance in North America.

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 (October 2013 – September 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 – October 2013-September 2014:



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Unscheduled downtime incidents in Q3 2014:

Date	Start time (CST)	End time (CST)	Duration (minutes)	Description
August 11	12:31	12:59	28	The full text server (Solr) of the environment was down. The issue has impacted only several customers on this environment. The cause for the server's failure was found and fixed.
August 16	1:15	2:22	67	The host server of the database has crashed, and the failover environment was triggered. The database of the failover environment has also crashed. In order to avoid such an occurrence in the future, Cloud Engineering has improved monitoring on the failover systems, with focus on database.

* Please note that some customers on NA00 experienced an issue on July 30 (between 11:30 – 12:20 CST), where network issues have occurred. Other customers on NA00 did not experience any issues at that time. As all our checks did not indicate any issues on Ex Libris side, it was not taken into account when calculating the uptime percentage; yet, we believe it is important to mention it here.

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

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Scheduled downtimes during maintenance windows in Q3 2014:

Date	Start time (CST)	Duration (minutes)
July 6	00:30	36
July 13	00:30	46
July 20	00:30	39
August 3	00:30	75
August 10	00:30	21
August 24	00:30	50
August 31	00:30	56
September 7	00:00	19

Total unscheduled downtime minutes during past 12 months:

Quarter	Total unscheduled downtime in Quarter (minutes)
Q4 2013	39
Q1 2014	64
Q2 2014	93
Q3 2014	95

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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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