Alma Uptime Report - NA01 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 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 (July 2013 – June 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 – July 2013-June 2014:
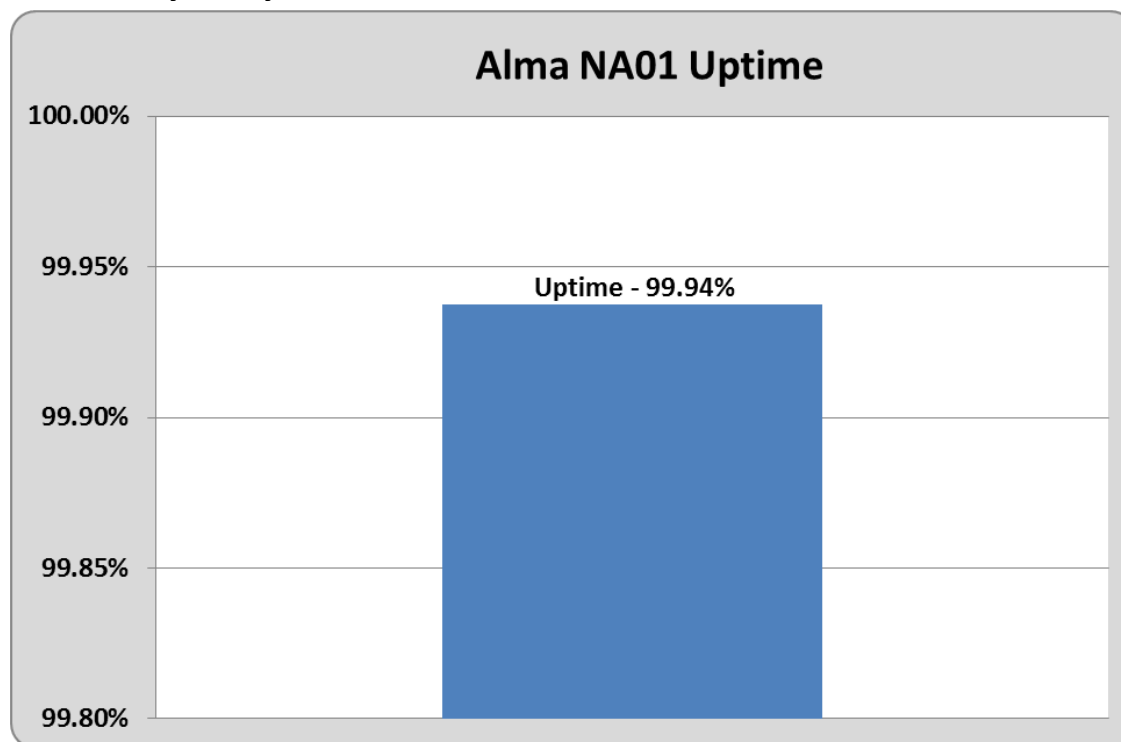
Unscheduled downtime incidents in Q2 2014:

Date	Start time (CST)	End time (CST)	Duration (minutes)	Description
June 20	15:15	15:43	28	There was a failure with the DB host. We have a standby DB for such cases and normally it takes only a few min for the standby DB to take control. During this event, the standby DB performed as expected yet it took a longer time for the application nodes to reconnect to the standby DB. Our analysis shows that there is a defect in the reconnect mechanism which was surfaced only due to the large number of transaction taking place at the time of the event. Ex Libris has taken the following action items and preventive measures to avoid such an occurrence in future: 1. Ex Libris' cloud engineers have moved the DB to a different host and are monitoring the host constantly. 2. Ex Libris' development team is working on correcting the identified defect in the reconnect mechanism.
June 22	10:29	11:49	80	The full text server (Solr) of the environment was down. The issue has impacted only several customers on this environment. After the second event (see next line), our engineers found that one of the NFS mount points was misconfigured and this caused some problems with the failover mechanism. This has been fixed.
June 25	19:15	20:31	76	The full text server (Solr) of the environment was down. The issue has impacted only several customers on this environment. Our engineers found that one of the NFS mount points was misconfigured and this caused some problems with the failover mechanism. This has been fixed.

* Please note that the customers on NA01 experienced an issue on June 11 (between 12:15 – 13:05 CST), where request links in Primo GetIt tab disappeared, resulting in patrons not able to request materials in Primo. As it did not result in actual downtime, 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.](here)

Scheduled downtimes during maintenance windows in Q2 2014:

Date	Start time (CST)	Duration (minutes)
May 4	00:30	25
May 25	00:30	48
June 8	00:30	22

Total unscheduled downtime minutes during past 12 months:

Quarter	Total unscheduled downtime in Quarter (minutes)
Q3 2013	0
Q4 2013	25
Q1 2014	119
Q2 2014	184

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:

Uptime Percentage = X /(Y–Z) × 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.