

## **Alma Uptime Report - NA01 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.

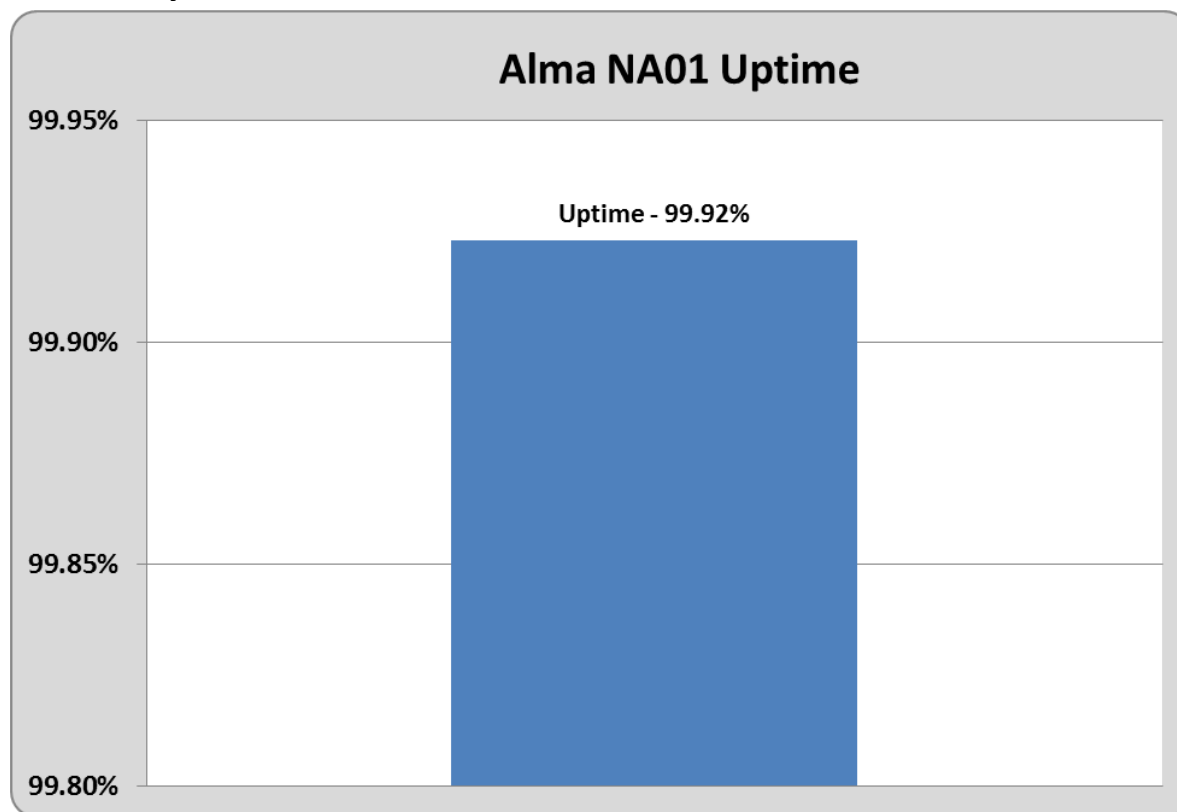
This document details the uptime report for the Alma NA01 instance in North America.

The instance your organization uses can be identified by the Alma URL (NA01 instance is [na01.alma.exlibris.com](http://na01.alma.exlibris.com)).

**The Alma uptime for the period of this report (October 2014 – September 2014) is 99.92%.**

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-June 2014:**



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## Unscheduled downtime incidents in Q3 2014:

Date	Start time (CST)	End time (CST)	Duration (minutes)	Description
August 14	0:28	0:41	13	<p>The Alma database experienced load, following a new monitoring query that has begun running on it. Once the issue was identified, a restart was performed, leading to downtime of 13 minutes until the database was fully back up.</p> <p>In order to avoid such an occurrence in the future, Cloud Engineering has established an improved workflow for implementing of monitoring queries.</p>
September 14	See Comment	See Comment	64	<p>A Service interruption was experienced by Ex Libris' customers at the North America Data Center (NA01) on: September 14, from 11:13 PM to 11:45 PM Chicago time. September 14, from 11:55 PM to 00:27 AM September 15 Chicago time.</p> <p>During the event, Alma services were not available.</p> <p>Ex Libris' Engineers investigated this event to determine the root cause analysis with the following results:</p> <p>A day after our engineers performed hardware upgrade work, during the planned maintenance window, a service interruption was identified by Ex Libris monitoring systems. Once identified, we were able to correlate that to the hardware upgrade, and as result we have rolled back the hardware upgrade and were able to resume normal service.</p> <p>Ex Libris has taken the following action item and preventive measure to avoid such an occurrence in the future: According to our change management policy, any change to the production environment such as configuration or hardware, requires a complete testing in our lab prior to implementing in the production environments. As a result of this RCA, we have identified a missing testing scenario in the procedure. This scenario was added to our lab testing procedure.</p>

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\* Please note that some customers on NA01 experienced an issue on July 30 (between 11:30 – 12:20 CST), where network issues have occurred. Other customers on NA01 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	36
July 20	00:30	20
August 3	00:30	72
August 10	00:30	26
August 24	00:30	28
August 31	00:30	36
September 7	00:30	24

## Total unscheduled downtime minutes during past 12 months:

Quarter	Total unscheduled downtime in Quarter (minutes)
Q4 2013	25
Q1 2014	119
Q2 2014	184
Q3 2014	77

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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 = 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.

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