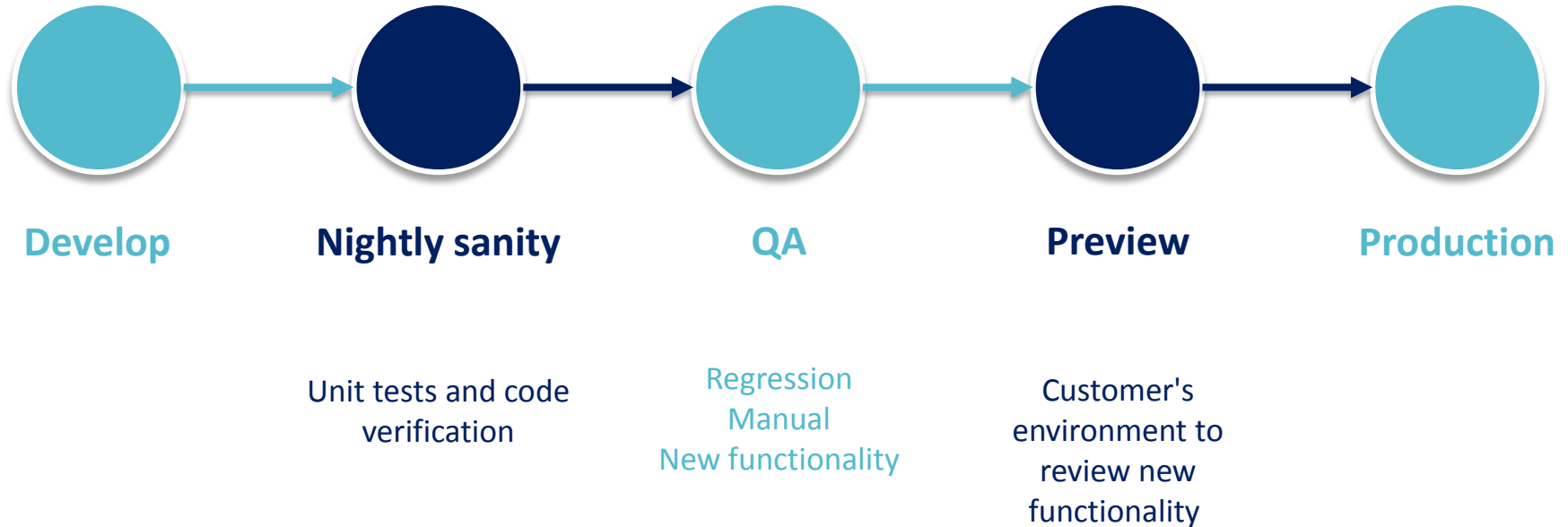


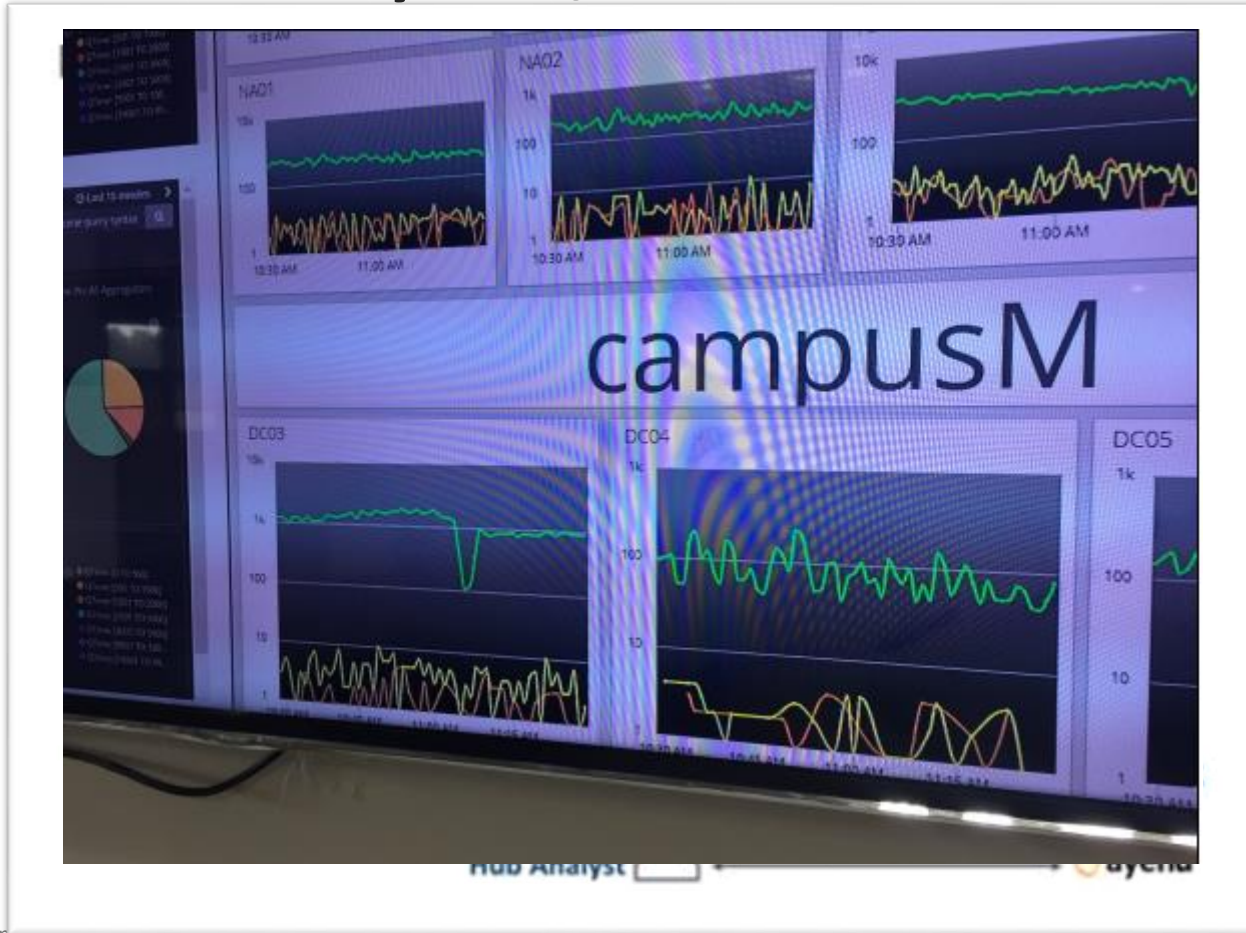


# Ex Libris Cloud: Quality, stability, and monitoring

# campusM development and release cycle



# It's all about stability - 24/7 hub



# It's all about stability - campusM monitoring

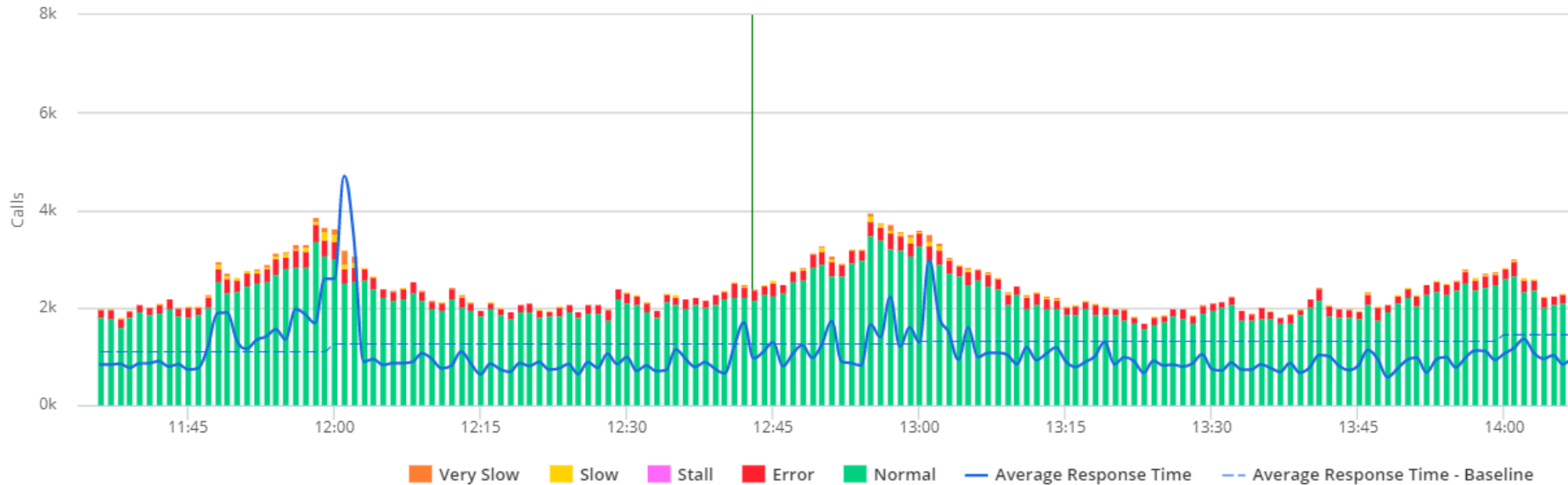
CampusM PROD DC03



Daily Tr

Dashboard   Network Dashboard   Events   Top Business Transactions   Transaction Snapshots   **Transaction Score**

## Transaction Score



# It's all about stability - campusM monitoring

CampusM PROD DC03

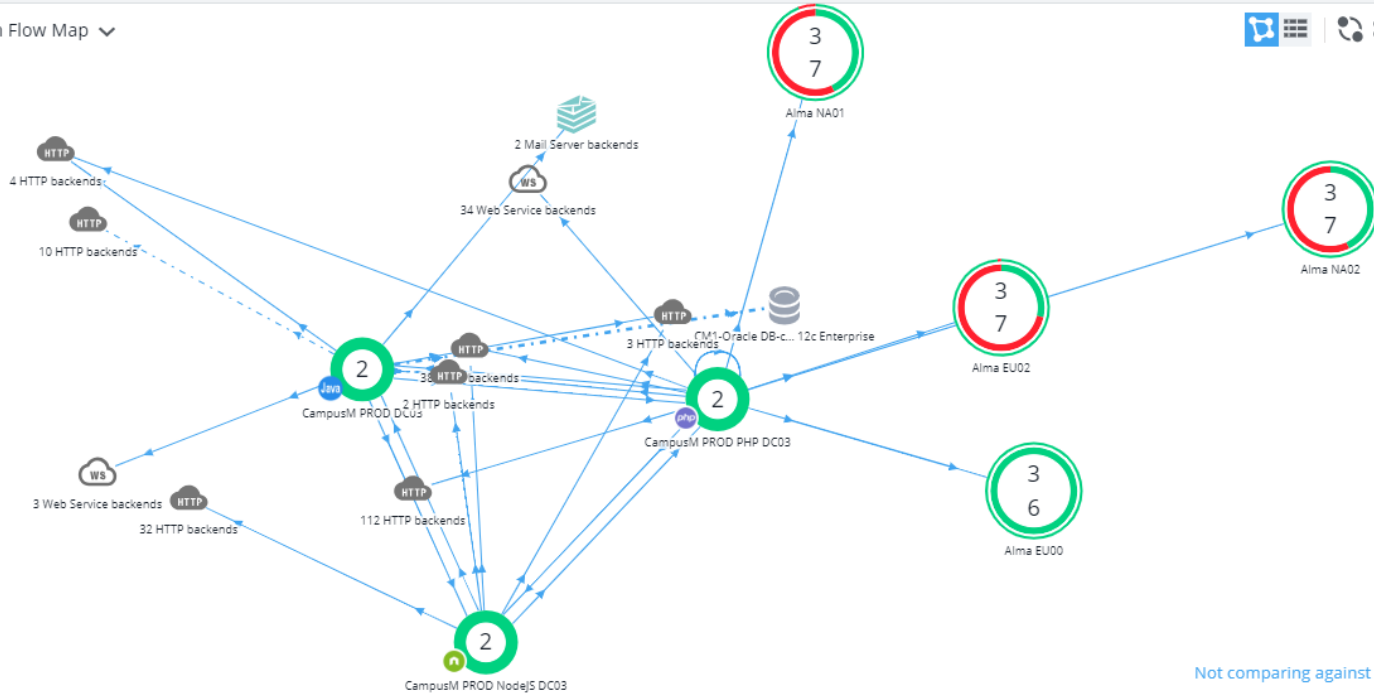


Daily Trend - Last 30 days

last 15 minutes

Dashboard Network Dashboard Events Top Business Transactions Transaction Snapshots Transaction Score

Application Flow Map



Events  
AppDynamics Config Warnings

Business Transaction Health  
1 critical, 1 warning, 155 normal

Node Health  
0 critical, 0 warning, 6 normal

Server Health

Transaction Scorecard  
Normal 90  
Slow 0.7  
Very Slow 0.2  
Stall 0.0  
Errors 8.6

Exceptions  
Exceptions 1,109 total  
HTTP Error Codes 1,288 total

Legend

Not comparing against Baseline data

Load 29.2k calls 1,948 calls / min

Response Time (ms) 215 ms average

Errors 8.6% 2.5k errors 167 e

# It's all about stability - Connect Layer monitoring

From: [CampusM-Dev-Monitor@exlibrisgroup.com](mailto:CampusM-Dev-Monitor@exlibrisgroup.com) <[CampusM-Dev-Monitor@exlibrisgroup.com](mailto:CampusM-Dev-Monitor@exlibrisgroup.com)>

Sent: 16 November 2018 14:10

To: CampusM Development - OnCall; David Zyroff; Elad Aharoni; Hannan AbuNamous; Ido Peled; Wakar Ahmed; Krzysztof Nowicki; Itay Stein; Ishvinder Dhupar

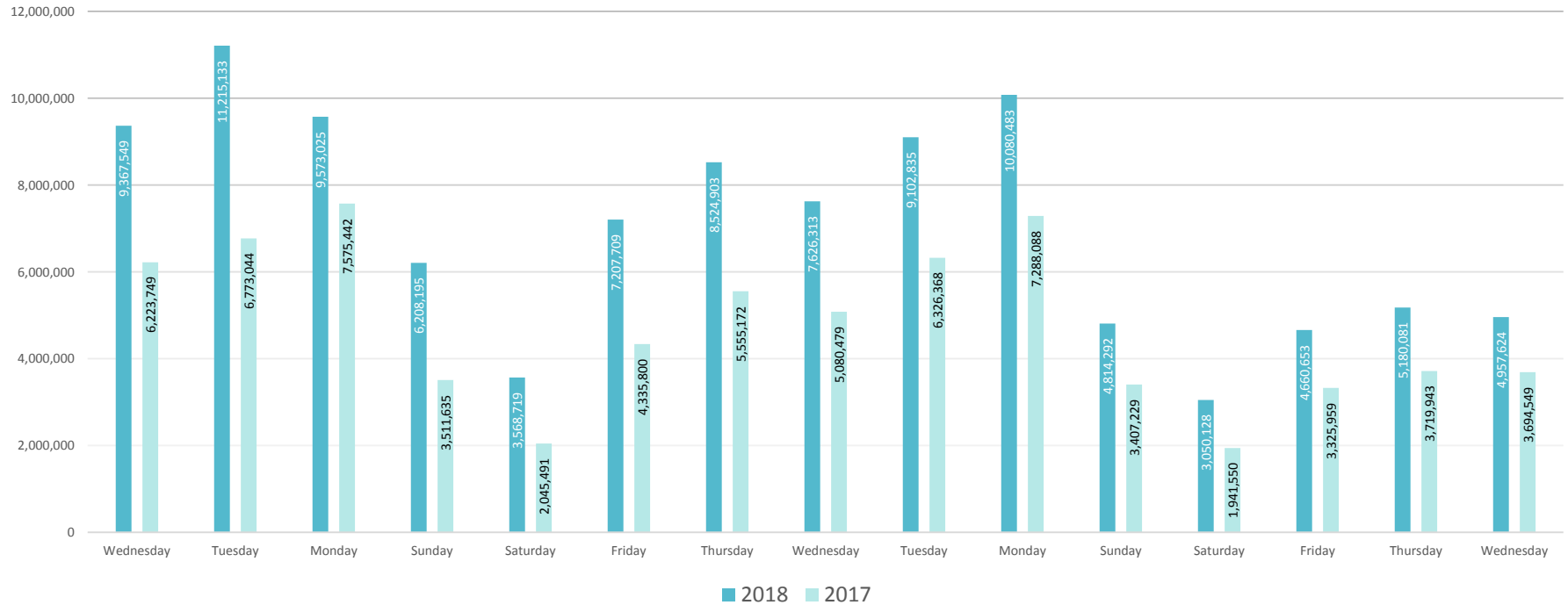
Subject: [EU01-PREVIEW] Failure in campusm connect layer servers for: [REDACTED]

Total of 30 events in the last 2 hour/s have triggered an alert. (16/11/2018 14:10:58):

Date/Time	Org	URL	WSDL URL	Server Description	Error
16/11/2018 13:08:41	[REDACTED]	<a href="https://campusm-[REDACTED].e.uk/">https://campusm-[REDACTED].e.uk/</a>	<a href="https://campusm-[REDACTED].h.ac.uk/bolton/services/CampusMUniversityService?wsdl">https://campusm-[REDACTED].h.ac.uk/bolton/services/CampusMUniversityService?</a>	[REDACTED]ive	java.security.cert.CertificateException: No subject alternative DNS name matching campusm-[REDACTED].e.uk found.
16/11/2018 13:10:49	[REDACTED]	<a href="https://campusm-[REDACTED].e.uk/">https://campusm-[REDACTED].e.uk/</a>	<a href="https://campusm-[REDACTED].h.ac.uk/bolton/services/CampusMUniversityService?wsdl">https://campusm-[REDACTED].h.ac.uk/bolton/services/CampusMUniversityService?</a>	[REDACTED]ive	java.security.cert.CertificateException: No subject alternative DNS name matching campusm-[REDACTED].e.uk found.
16/11/2018 13:12:58	[REDACTED]	<a href="https://campusm-[REDACTED].e.uk/">https://campusm-[REDACTED].e.uk/</a>	<a href="https://campusm-[REDACTED].h.ac.uk/bolton/services/CampusMUniversityService?wsdl">https://campusm-[REDACTED].h.ac.uk/bolton/services/CampusMUniversityService?</a>	[REDACTED]ive	java.security.cert.CertificateException: No subject alternative DNS name matching campusm-[REDACTED].e.uk found.
16/11/2018 13:15:06	[REDACTED]	<a href="https://campusm-[REDACTED].e.uk/">https://campusm-[REDACTED].e.uk/</a>	<a href="https://campusm-[REDACTED].h.ac.uk/bolton/services/CampusMUniversityService?wsdl">https://campusm-[REDACTED].h.ac.uk/bolton/services/CampusMUniversityService?</a>	[REDACTED]ive	java.security.cert.CertificateException: No subject alternative DNS name matching campusm-[REDACTED].e.uk found.
16/11/2018 13:17:13	[REDACTED]	<a href="https://campusm-[REDACTED].e.uk/">https://campusm-[REDACTED].e.uk/</a>	<a href="https://campusm-[REDACTED].h.ac.uk/bolton/services/CampusMUniversityService?wsdl">https://campusm-[REDACTED].h.ac.uk/bolton/services/CampusMUniversityService?</a>	[REDACTED]ive	java.security.cert.CertificateException: No subject alternative DNS name matching campusm-[REDACTED].e.uk found.
16/11/2018 13:19:28	[REDACTED]	<a href="https://campusm-[REDACTED].e.uk/">https://campusm-[REDACTED].e.uk/</a>	<a href="https://campusm-[REDACTED].h.ac.uk/bolton/services/CampusMUniversityService?wsdl">https://campusm-[REDACTED].h.ac.uk/bolton/services/CampusMUniversityService?</a>	[REDACTED]ive	java.security.cert.CertificateException: No subject alternative DNS name matching campusm-[REDACTED].e.uk found.
16/11/2018 13:21:38	[REDACTED]	<a href="https://campusm-[REDACTED].e.uk/">https://campusm-[REDACTED].e.uk/</a>	<a href="https://campusm-[REDACTED].h.ac.uk/bolton/services/CampusMUniversityService?wsdl">https://campusm-[REDACTED].h.ac.uk/bolton/services/CampusMUniversityService?</a>	[REDACTED]ive	java.security.cert.CertificateException: No subject alternative DNS name matching campusm-[REDACTED].e.uk found.
16/11/2018 13:23:46	[REDACTED]	<a href="https://campusm-[REDACTED].e.uk/">https://campusm-[REDACTED].e.uk/</a>	<a href="https://campusm-[REDACTED].h.ac.uk/bolton/services/CampusMUniversityService?wsdl">https://campusm-[REDACTED].h.ac.uk/bolton/services/CampusMUniversityService?</a>	[REDACTED]ive	java.security.cert.CertificateException: No subject alternative DNS name matching campusm-[REDACTED].e.uk found.
16/11/2018 13:25:53	[REDACTED]	<a href="https://campusm-[REDACTED].e.uk/">https://campusm-[REDACTED].e.uk/</a>	<a href="https://campusm-[REDACTED].h.ac.uk/bolton/services/CampusMUniversityService?wsdl">https://campusm-[REDACTED].h.ac.uk/bolton/services/CampusMUniversityService?</a>	[REDACTED]ive	java.security.cert.CertificateException: No subject alternative DNS name matching campusm-[REDACTED].e.uk found.
16/11/2018 13:28:01	[REDACTED]	<a href="https://campusm-[REDACTED].e.uk/">https://campusm-[REDACTED].e.uk/</a>	<a href="https://campusm-[REDACTED].h.ac.uk/bolton/services/CampusMUniversityService?wsdl">https://campusm-[REDACTED].h.ac.uk/bolton/services/CampusMUniversityService?</a>	[REDACTED]ive	java.security.cert.CertificateException: No subject alternative DNS name matching campusm-[REDACTED].e.uk found.

# 2018 Activity

## PAGE SERVES PER DAY

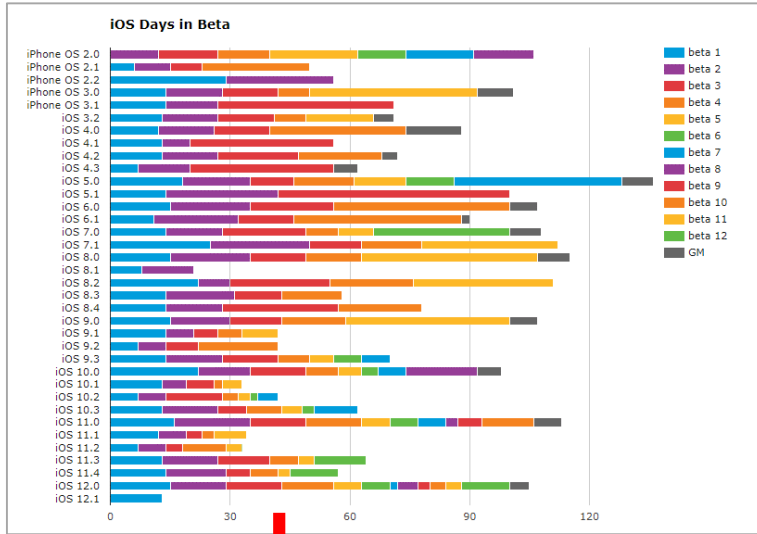




## Worldwide Developers Conference (WWDC) in 4 June 2018

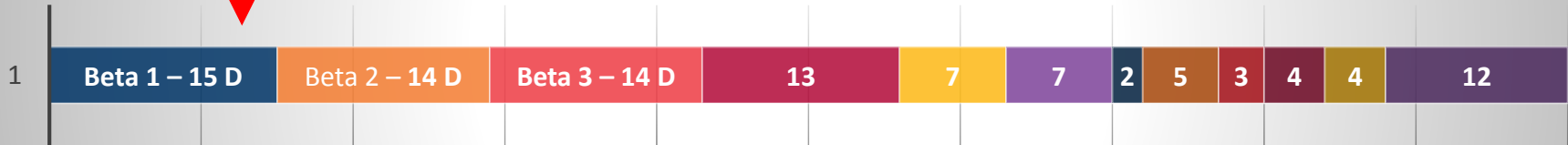


# iOS Build up to Release



- 12 Beta Releases before Gold Master
- Shortest release - 2 days
- Longest release 15 days
- Average release duration 8 days
- 100 days from announcement to release

## iOS 12 Beta Timeline



# Our Annual Process

## Initial Beta Releases (June-August):

- Review developer documentation to identify potential issues and risk areas
- Run sanity tests carried out on campusM using iOS beta builds

## Gold Master Release (September)

- Complete full regression analysis against Gold Master (GM) release
- Resolve any issues if and when identified

## Production Release (September)

- iOS Update available to public
- Provide product hot-fixes to latest production release (if needed)

## Post Release (October - onwards)

- iOS Update widely adopted by public
- Provide product hot-fixes to latest production release (if needed)

# campusM 2019 Release dates

Monthly Release	Preview Release	Production Release
January 2019 Release	December 12, 2018	January 7, 2019
February 2019 Release	January 7, 2019	February 4, 2019
March 2019 Release	February 4, 2019	March 4, 2019
April 2019 Release	March 4, 2019	April 1, 2019
May 2019 Release	April 1, 2019	May 13, 2019
June 2019 Release	May 13, 2019	June 3, 2019
July 2019 Release	June 3, 2019	July 1, 2019
August 2019 Release	July 1, 2019	August 5, 2019
September 2019 Release	August 5, 2019	September 2, 2019
October 2019 Release	September 2, 2019	October 7, 2019
November 2019 Release	October 7, 2019	November 4, 2019
December 2019 Release	November 4, 2019	December 2, 2019