

## How does Ex Libris handle slow running tiles?

- **Product:** campusM
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### Question

What is the Ex Libris policy around slow running tiles affecting the app performance?

### Answer

To ensure the campusM app is working properly and AEK tiles are responsive and provide the appropriate end user experience.

As part of our ongoing commitment to ensuring the apps are functioning, we have in place automation and system monitoring tools, enabling us to proactively identify risks so we can safeguard your campusM live environments and protect end users from any service disruption.

### Non-Responsive AEK Tiles Policy

An AEK tile will be considered non-responsive when all of the following conditions are met:

- Average response time from the institution service endpoint is over 5 seconds.
- Timed out/User errors rate is over 1%

When an AEK tile is non-responsive Ex Libris will take the following measures:

- Contact the institution notifying them that the AEK tile is not responsive and provide relevant details including “Avg Response time(s)” and “Timed out/User errors (%)”
- The institution will have 5 business days to confirm and make the adjustment to ensure service responsiveness is correct
- After 5 business days, and if the AEK tile continues to be non-responsive, Ex Libris has the right to remove it from the app (the tile will still be available for testing and deployment through the App Manager)

### Critical Non-Responsive AEK Tiles Policy

An AEK tile will be considered critical non-responsive when all of the following conditions are met:

- Average response time from the institution service endpoint is over 10 seconds.
- Timed out/User errors rate is over 10%

When an AEK tile is critical non-responsive Ex Libris will take the following measures:

- Remove the AEK tile from the app (the tile will still be available for testing and deployment through the App Manager)
  - Contact the institution notifying them that that the AEK tile is not responsive and provide relevant details including “Avg Response time(s)” and “Timed out/User errors (%)”
  - The institution can then make the adjustment to ensure service responsiveness is correct
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