
Availability – Uptime Reports

- **Product:** Cross-Product
 - **Relevant for Installation Type:** Multi-Tenant Direct, Dedicated-Direct, TotalCare
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Version 1.4

Overview

For SaaS multitenant environments, Ex Libris has a quarterly availability report that measures and records system uptime services. This report is published and available for customers in the Customer Center.

List of uptime reports:

[Uptime for Alma](#)

[Uptime for Primo](#)

[Uptime for Summon](#)

[Uptime for CDI](#)

[Uptime for campusM](#)

[Uptime for Leganto](#)

[Uptime for Esploro](#)

[Uptime for Pivot](#)

[Uptime for Research Professional](#)

[Uptime for RefWorks](#)

[Uptime for RapidILL](#)

How is Uptime Calculated?

The uptime calculation is based on the following calculation (as defined in the 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.

Record of Changes

Type of information	Document Data
Document Title:	Availability – Uptime reports
Document Owner:	Tomer Shemesh - Ex Libris Chief Information Security Officer (CISO)
Approved by:	Barak Rozenblat – VP Cloud Services
Issued:	Apr 9, 2019
Reviewed & Revised:	June 20, 2022

Revision Control

Version Number	Nature of Change	Date Approved
1.0	Initial version	Apr 9, 2019
1.1	Update - Tomer S	Mar 22, 2020
1.2	Update - Tomer S	May 31, 2020
1.3	Update - Tomer S	June 02, 2021
1.4	Update - Tomer S	June 20, 2022

Document Distribution and Review

The document owner will distribute this document to all approvers when it is first created and as changes or updates are made. This document will be reviewed and updated annually or upon written request by an approver or stakeholder. Questions or feedback about this document can be directed to the owner or a listed approver
