

## 360 Services - RCA - August 30, 2020

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### Introduction

This document serves as a Root Cause Analysis for the 360 service interruption experienced by Ex Libris customers on August 30, 2020.

The goal of this document is to share our findings regarding the event, specify the root cause analysis, outline actions to be taken to solve the downtime event, as well as preventive measures Ex Libris is taking to avoid similar cases in future.

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### Event Timeline

Service interruption was experienced by Ex Libris customers served by the Alma instances in the Seattle Data Center during the following hours:

August 30, 2020 from 06:00 AM until 07:30 AM PDT time

During the event, the services were intermittent

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### Root Cause Analysis

Ex Libris engineers investigated this event to determine the root cause of this issue and concluded the following:

The outage was due to a global Internet problem that affected many websites and ISPs including the ISP vendor we use

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### Technical Action Items and Preventive Measures

Ex Libris has taken the following action and preventive measures to avoid such an occurrence in future:

We are following up and waiting for the root cause analysis from our ISP

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### Customer Communication

ExLibris is committed to providing customers with prompt and ongoing updates during Cloud events. Ongoing and prompt updates on service interruptions appear in the system status portal at this address: <http://status.exlibrisgroup.com/>

These updates are automatically sent as emails to registered customers.

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