

NORMAL SERVICE		99.60%		SERVICE NAME: Alma and Primo (Library Search)																					
SCHEDULED ADVERTISED OUTAGE				DATE: July 2014																					
UNSCHEDULED OUTAGE		0.40%		2 & 3 July: ALMA was unavailable to Library Admin staff and My Account information to end-users due to faults at external hosting company ExLibris. On 2 July the Analytics module of ALMA used by Library admin staff was unavailable for 120 minutes between 13:30 and 15:30, and again for 180 minutes between 07:00 and 10:00. SNS # 4830.																					
PARTIAL OUTAGE																									
INTERMITTENT OUTAGE																									
PERFORMANCE ISSUES AFFECTING AVAILABILITY																									
DEPENDENCY FAIL																									
TOTAL AVAILABILITY EXCL SCHEDULED OUTAGES																									
Partial, Intermittent, & Dependency not included in Total, as parent service is still running. List the outages in minutes																									
DATE	00:00	01:00	02:00	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	
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