

NORMAL SERVICE		99.50%	SERVICE NAME: Alma																							
SCHEDULED ADVERTISED OUTAGE		0.40%	DATE: October 2014																							
UNSCHEDULED OUTAGE		0.07%	COMMENTS: Unexpected interruption to Alma between 14:55-15:25 02/10/2014. An email was sent to Library staff alerting them to the issue. Ex Libris resolved the issue but did not provide further details of the issue or fix. Call raised with Ex Libris, ref: 107965.																							
PARTIAL OUTAGE		0.00%																								
INTERMITTENT OUTAGE		0.00%																								
PERFORMANCE ISSUES AFFECTING AVAILABILITY		0.00%																								
DEPENDENCY FAIL		0.00%																								
TOTAL AVAILABILITY EXCL SCHEDULED OUTAGES		99.93%	Scheduled maintenance performed between 01:00-04:00 Sunday 19th October. SNS: https://sns.manchester.ac.uk/alert/5053																							
<i>Partial, Intermittent, & Dependency not included in Total, as parent service is still running. List the outages in minutes</i>																										
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