

Período: 01-jul-2022 a 30-set-2022

Ref.	SLA01	SLA02	SLA1	SLA03	SLA1.1	SLA2	SLA2.1	SLA2.2	SLA3	SLA3.1	SLA3.2	SLA4	SLA4.1	SLA4.2	SLA5	SLA5.1	SLA5.2	SLA6	SLA7	SLA8	SLA9
Nome	Disponibilidade das Interfaces BANCO	Downtime dos Interfaces BANCO	Disponibilidade das API PSD2 *	Downtime das API PSD2	Disponibilidade de das API PSD2 - Responsabilidade SIBS	Performance para PISP - Componente SIBS	Performance para PISP - Componente Banco	Performance para PISP - Componente Banco	Performance para AISP - Componente SIBS	Performance para AISP - Componente Banco	Performance para CBPII - Componente SIBS	Performance para CBPII - Componente Banco	Taxa de Erros nas respostas aos TPPs	Taxa de Erros nas respostas - Responsabilidade SIBS	Taxa de Erros nas respostas - Responsabilidade Bancos	Resolução incidentes - Críticos	Resolução incidentes - Alta	Resolução incidentes - Média	Resolução incidentes - Baixa		
SLA	99.00%	0.00%	99.0%	0.00%	99.0%	5.000 milisegundos	2.500 milisegundos	2.500 milisegundos	7.000 milisegundos	3.500 milisegundos	3.500 milisegundos	5.000 milisegundos	2.500 milisegundos	2.500 milisegundos	10%	5%	5%	90% em < 4horas	90% em < 16horas	80% em < 2 dias úteis	80% em < 5 dias úteis
EBA GL	3.2	3.2	2.2	2.2	NA	2.3.a	NA	NA	2.3.b	NA	NA	2.3.c	NA	NA	2.3d	NA	NA	6.1	6.1	NA	NA
Total	100%	0%	100%	0%	100%	313	240	180	419	320	162	0	0	0	0.47%	0.00%	0.47%	n.a.	n.a.	n.a.	100.00%
01-jul-22	100%	0%	100%	0%	100%	357	276	178	407	324	166	0	0	0	0.02%	0.00%	0.02%				
02-jul-22	100%	0%	100%	0%	100%	351	252	242	423	327	147	0	0	0	0.02%	0.00%	0.02%				
03-jul-22	100%	0%	100%	0%	100%	331	245	223	389	298	137	0	0	0	0.08%	0.00%	0.08%				
04-jul-22	100%	0%	100%	0%	100%	328	272	138	477	371	161	0	0	0	0.07%	0.00%	0.07%				
05-jul-22	100%	0%	100%	0%	100%	273	203	179	404	271	215	0	0	0	0.02%	0.00%	0.02%				
06-jul-22	100%	0%	100%	0%	100%	280	214	165	369	267	158	0	0	0	0.00%	0.00%	0.00%				
07-jul-22	100%	0%	100%	0%	100%	272	217	128	365	287	141	0	0	0	0.00%	0.00%	0.00%				
08-jul-22	100%	0%	100%	0%	100%	264	208	154	349	260	138	0	0	0	0.03%	0.00%	0.03%				
09-jul-22	100%	0%	100%	0%	100%	307	222	205	351	266	133	0	0	0	0.03%	0.00%	0.03%				
10-jul-22	100%	0%	100%	0%	100%	304	218	228	342	265	122	0	0	0	0.07%	0.00%	0.07%				
11-jul-22	100%	0%	100%	0%	100%	281	213	155	359	263	156	0	0	0	0.03%	0.00%	0.03%				
12-jul-22	100%	0%	100%	0%	100%	271	215	144	367	271	153	0	0	0	0.03%	0.00%	0.03%				
13-jul-22	100%	0%	100%	0%	100%	289	220	171	396	304	151	0	0	0	0.02%	0.00%	0.02%				
14-jul-22	100%	0%	100%	0%	100%	268	211	153	379	286	150	0	0	0	0.00%	0.00%	0.00%				
15-jul-22	100%	0%	100%	0%	100%	309	221	218	364	275	146	0	0	0	0.02%	0.00%	0.02%				
16-jul-22	100%	0%	100%	0%	100%	288	216	190	367	282	143	0	0	0	0.02%	0.00%	0.02%				
17-jul-22	100%	0%	100%	0%	100%	307	222	201	398	271	194	0	0	0	0.08%	0.00%	0.08%				
18-jul-22	100%	0%	100%	0%	100%	274	209	196	409	263	214	0	0	0	0.02%	0.00%	0.02%				
19-jul-22	100%	0%	100%	0%	100%	304	225	171	460	321	215	0	0	0	0.09%	0.00%	0.09%				
20-jul-22	100%	0%	100%	0%	100%	274	216	181	383	280	159	0	0	0	0.05%	0.00%	0.05%				
21-jul-22	100%	0%	100%	0%	100%	273	213	160	453	346	170	0	0	0	0.17%	0.00%	0.17%				
22-jul-22	100%	0%	100%	0%	100%	288	228	152	390	293	152	0	0	0	0.05%	0.00%	0.05%				
23-jul-22	100%	0%	100%	0%	100%	294	227	185	384	300	139	0	0	0	0.01%	0.00%	0.01%				
24-jul-22	100%	0%	100%	0%	100%	300	233	188	386	301	131	0	0	0	1.59%	0.00%	1.59%				
25-jul-22	100%	0%	100%	0%	100%	317	250	155	429	327	155	0	0	0	0.07%	0.00%	0.07%				
26-jul-22	100%	0%	100%	0%	100%	288	250	115	465	362	160	0	0	0	0.15%	0.00%	0.15%				
27-jul-22	100%	0%	100%	0%	100%	302	248	139	436	336	159	0	0	0	0.04%	0.00%	0.04%				
28-jul-22	100%	0%	100%	0%	100%	312	239	177	487	365	191	0	0	0	0.13%	0.00%	0.13%				
29-jul-22	100%	0%	100%	0%	100%	303	235	159	455	343	172	0	0	0	0.10%	0.07%	0.03%				
30-jul-22	100%	0%	100%	0%	100%	347	249	210	413	317	154	0	0	0	0.00%	0.00%	0.00%				
31-jul-22	100%	0%	100%	0%	100%	316	257	152	405	316	140	0	0	0	0.09%	0.00%	0.09%				
01-ago-22	100%	0%	100%	0%	100%	368	250	273	465	339	188	0	0	0	0.03%	0.00%	0.03%				
02-ago-22	100%	0%	100%	0%	100%	294	236	158	439	331	169	0	0	0	0.01%	0.00%	0.01%				
03-ago-22	100%	0%	100%	0%	100%	297	241	137	423	317	166	0	0	0	0.01%	0.00%	0.01%				
04-ago-22	100%	0%	100%	0%	100%	322	247	174	426	320	163	0	0	0	0.01%	0.00%	0.01%				
05-ago-22	100%	0%	100%	0%	100%	326	245	177	431	332	162	0	0	0	0.09%	0.00%	0.09%				
06-ago-22	100%	0%	100%	0%	100%	345	243	243	430	333	163	0	0	0	0.05%	0.00%	0.05%				
07-ago-22	100%	0%	100%	0%	100%	419	258	330	475	367	168	0	0	0	0.05%	0.00%	0.05%				
08-ago-22	100%	0%	100%	0%	100%	306	236	183	419	315	164	0	0	0	0.01%	0.00%	0.01%				
09-ago-22	100%	0%	100%	0%	100%	295	236	152	449	343	166	0	0	0	0.09%	0.00%	0.09%				
10-ago-22	100%	0%	100%	0%	100%	289	236	155	424	323	161	0	0	0	0.02%	0.00%	0.02%				
11-ago-22	100%	0%	100%	0%	100%	313	245	164	430	327	167	0	0	0	0.18%	0.00%	0.18%				
12-ago-22	100%	0%	100%	0%	100%	286	233	144	430	323	164	0	0	0	0.51%	0.00%	0.51%				
13-ago-22	100%	0%	100%	0%	100%	351	240	272	403	312	146	0	0	0	0.00%	0.00%	0.00%				
14-ago-22	100%	0%	100%	0%	100%	358	250	290	410	317	144	0	0	0	0.06%	0.00%	0.06%				
15-ago-22	100%	0%	100%	0%	100%	309	243	162	410	316	149	0	0	0	0.03%	0.00%	0.03%				
16-ago-22	100%	0%	100%	0%	100%	305	240	148	420	316	161	0	0	0	0.03%	0.00%	0.03%				
17-ago-22	100%	0%	100%	0%	100%	375	240	344	488	374	189	0	0	0	0.20%	0.00%	0.20%				
18-ago-22	100%	0%	100%	0%	100%	318	241	200	416	316	160	0	0	0	0.04%	0.00%	0.04%				
19-ago-22	100%	0%	100%	0%	100%	321	246	152	409	320	155	0	0	0	0.01%	0.00%	0.01%				
20-ago-22	100%	0%	100%	0%	100%	327	239	202	418	331	144	0	0	0	0.06%	0.00%	0.06%				
21-ago-22	100%	0%	100%	0%	100%	337	241	214	401	313	138	0	0	0	0.12%	0.00%	0.12%				
22-ago-22	100%	0%	100%	0%	100%	339	267	162	426	327	153	0	0	0	0.01%	0.00%	0.01%				
23-ago-22	100%	0%	100%	0%	100%	314	242	196	432	335	155	0	0	0	0.03%	0.00%	0.03%				
24-ago-22	100%	0%	100%	0%	100%	336	260	225	468	336	213	0	0	0	0.01%	0.00%	0.01%				
25-ago-22	100%	0%	100%	0%	100%	339	255	174	468	333	209	0	0	0	0.03%	0.00%	0.03%				
26-ago-22	100%	0%	100%	0%	100%	305	245	170	432	335	157	0	0	0	0.01%	0.00%	0.01%				
27-ago-22	100%	0%	100%	0%	100%	359	257	228	423	341	141	0	0	0	0.03%	0.00%	0.03%				
28-ago-22	100%	0%	100%	0%	100%	369	262	234	398	325	131	0	0	0	0.30%	0.00%	0.30%				
29-ago-22	100%	0%	100%	0%	100%	334	250	197	427	332	157	0	0	0	0.04%	0.00%	0.04%				
30-ago-22	100%	0%	100%	0%	100%	338	245	195	419	319	166	0	0	0	0.01%	0.00%	0.01%				
31-ago-22	100%	0%	100%	0%	100%	299	235	165	430	321	171	0	0	0	0.18%	0.00%	0.18%				
01-set-22	100%	0%	100%	0%	100%	315	245	158	424	312	173	0	0	0	0.03%	0.00%	0.03%				
02-set-22	100%	0%	100%	0%	100%	328	245	176	414	314	161	0	0	0	0.01%	0.00%	0.01%				
03-set-22	100%	0%	100%	0%	100%	340	247	211	409	324	151	0	0	0	0.00%	0.00%	0.00%				
04-set-22	100%	0%	100%	0%	100%	375	252	224	410	312	148	0	0	0	0.01%	0.00%	0.01%				
05-set-22	100%	0%	100%	0%	100%	312	242	159	420	311	167	0	0	0	0.03%	0.00%	0.03%				
06-set-22	100%	0%	100%	0%	100%	325	249	163	422	318	166	0	0	0	0.01%	0.00%	0.01%				
07-set-22	100%	0%	100%	0%	100%	331	252	172	423	324	165	0	0	0	0.23%	0.00%	0.23%				
08-set-22	100%	0%	100%	0%	100%	319															