

Período: 01-out-2023 a 31-dez-2023

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	Coverage das Interfaces BANCO	Disponibilidade das API PSD2 *	Downtime das API PSD2	Disponibilidade das API PSD2 - Responsabilidade SIBS	Performance para PSP	Performance para PSP - Componente SIBS	Performance para PSP - Componente Banco	Performance para ASP	Performance para ASP - Componente SIBS	Performance para ASP - Componente Banco	Performance para CBPI	Performance para CBPI - Componente SIBS	Performance para CBPI - Componente Banco	Tempo de Erro nas respostas das TPPs	Tempo de Erro nas respostas - Responsabilidade SIBS	Tempo de Erro nas respostas - Responsabilidade Banco	Resolução incidentes - Críticas	Resolução incidentes - Alta	Resolução incidentes - Média	Resolução incidentes - Baixa
SLA	99.00%	0.00%	99.0%	0.00%	99.0%	5.000 milissegundos	2.500 milissegundos	2.500 milissegundos	7.000 milissegundos	3.500 milissegundos	3.500 milissegundos	5.000 milissegundos	2.500 milissegundos	2.500 milissegundos	10%	5%	5%	90% em < 3 horas	90% em < 18 horas	80% em < 2 dias úteis	80% em < 5 dias úteis
EBA GL	3.2	3.2	2.2	2.2	2.2	NA	2.3.a	NA	2.3.b	NA	NA	2.3.c	NA	NA	2.3d	NA	NA	6.1	6.1	NA	NA
Total	100%	0%	1	0	1	418	399	156	390	354	50	0.00%	0.00%	0.00%	0.18%	0.01%	0.17%	n.a.	n.a.	n.a.	100.00%
01-Oct-23	100%	0%	1	0	1	262	245	187	396	363	46	0.00%	0.00%	0.00%	0.01%	0.00%	0.00%	0.01%	0.00%	0.01%	
02-Oct-23	100%	0%	1	0	1	275	259	170	412	374	55	0.00%	0.00%	0.00%	0.07%	0.00%	0.00%	0.07%	0.00%	0.07%	
03-Oct-23	100%	0%	1	0	1	285	272	148	423	384	55	0.00%	0.00%	0.00%	0.07%	0.00%	0.00%	0.07%	0.00%	0.07%	
04-Oct-23	100%	0%	1	0	1	287	275	133	430	393	54	0.00%	0.00%	0.00%	0.02%	0.00%	0.00%	0.02%	0.00%	0.02%	
05-Oct-23	100%	0%	1	0	1	256	246	122	406	380	39	0.00%	0.00%	0.00%	0.03%	0.00%	0.00%	0.03%	0.00%	0.03%	
06-Oct-23	100%	0%	1	0	1	268	258	134	408	381	41	0.00%	0.00%	0.00%	0.02%	0.00%	0.00%	0.02%	0.00%	0.02%	
07-Oct-23	100%	0%	1	0	1	271	259	131	388	364	36	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
08-Oct-23	100%	0%	1	0	1	266	252	172	380	359	33	0.00%	0.00%	0.00%	0.06%	0.00%	0.00%	0.06%	0.00%	0.06%	
09-Oct-23	100%	0%	1	0	1	290	275	134	411	383	41	0.00%	0.00%	0.00%	0.05%	0.00%	0.00%	0.05%	0.00%	0.05%	
10-Oct-23	100%	0%	1	0	1	264	251	149	396	365	48	0.00%	0.00%	0.00%	0.02%	0.00%	0.00%	0.02%	0.00%	0.02%	
11-Oct-23	100%	0%	1	0	1	269	257	121	391	358	50	0.00%	0.00%	0.00%	0.02%	0.00%	0.00%	0.02%	0.00%	0.02%	
12-Oct-23	100%	0%	1	0	1	277	267	124	409	381	42	0.00%	0.00%	0.00%	0.01%	0.00%	0.00%	0.01%	0.00%	0.01%	
13-Oct-23	100%	0%	1	0	1	287	274	140	409	378	42	0.00%	0.00%	0.00%	0.05%	0.00%	0.00%	0.05%	0.00%	0.05%	
14-Oct-23	100%	0%	1	0	1	285	270	142	398	371	39	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
15-Oct-23	100%	0%	1	0	1	289	275	122	399	373	35	0.00%	0.00%	0.00%	0.02%	0.00%	0.00%	0.02%	0.00%	0.02%	
16-Oct-23	100%	0%	1	0	1	291	279	111	420	382	53	0.00%	0.00%	0.00%	0.12%	0.00%	0.00%	0.12%	0.00%	0.12%	
17-Oct-23	100%	0%	1	0	1	298	285	114	415	383	46	0.00%	0.00%	0.00%	0.02%	0.00%	0.00%	0.02%	0.00%	0.02%	
18-Oct-23	100%	0%	1	0	1	299	284	151	422	389	45	0.00%	0.00%	0.00%	0.07%	0.00%	0.00%	0.07%	0.00%	0.07%	
19-Oct-23	100%	0%	1	0	1	304	283	224	421	391	43	0.00%	0.00%	0.00%	0.03%	0.00%	0.00%	0.03%	0.00%	0.03%	
20-Oct-23	100%	0%	1	0	1	320	304	130	431	398	46	0.00%	0.00%	0.00%	0.05%	0.00%	0.00%	0.05%	0.00%	0.05%	
21-Oct-23	100%	0%	1	0	1	309	299	103	413	386	39	0.00%	0.00%	0.00%	0.01%	0.00%	0.00%	0.01%	0.00%	0.01%	
22-Oct-23	100%	0%	1	0	1	323	306	145	409	383	36	0.00%	0.00%	0.00%	0.02%	0.00%	0.00%	0.02%	0.00%	0.02%	
23-Oct-23	100%	0%	1	0	1	336	320	129	432	399	46	0.00%	0.00%	0.00%	0.07%	0.00%	0.00%	0.07%	0.00%	0.07%	
24-Oct-23	100%	0%	1	0	1	341	325	133	453	421	45	0.00%	0.00%	0.00%	0.02%	0.00%	0.00%	0.02%	0.00%	0.02%	
25-Oct-23	100%	0%	1	0	1	360	343	118	435	401	46	0.00%	0.00%	0.00%	0.03%	0.00%	0.00%	0.03%	0.00%	0.03%	
26-Oct-23	100%	0%	1	0	1	362	344	132	427	395	44	0.00%	0.00%	0.00%	0.03%	0.00%	0.00%	0.03%	0.00%	0.03%	
27-Oct-23	100%	0%	1	0	1	382	365	126	440	407	46	0.00%	0.00%	0.00%	0.04%	0.00%	0.00%	0.04%	0.00%	0.04%	
28-Oct-23	100%	0%	1	0	1	371	357	102	427	398	40	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
29-Oct-23	100%	0%	1	0	1	364	346	144	403	379	35	0.00%	0.00%	0.00%	0.01%	0.00%	0.00%	0.01%	0.00%	0.01%	
30-Oct-23	100%	0%	1	0	1	335	316	146	421	389	47	0.00%	0.00%	0.00%	0.04%	0.00%	0.00%	0.04%	0.00%	0.04%	
31-Oct-23	100%	0%	1	0	1	304	285	135	401	361	56	0.00%	0.00%	0.00%	0.03%	0.00%	0.00%	0.03%	0.00%	0.03%	
01-nov-23	100%	0%	1	0	1	281	267	144	401	364	51	0.00%	0.00%	0.00%	0.03%	0.00%	0.00%	0.03%	0.00%	0.03%	
02-nov-23	100%	0%	1	0	1	307	291	142	403	363	56	0.00%	0.00%	0.00%	0.03%	0.00%	0.00%	0.03%	0.00%	0.03%	
03-nov-23	100%	0%	1	0	1	302	290	119	398	358	55	0.00%	0.00%	0.00%	0.04%	0.00%	0.00%	0.04%	0.00%	0.04%	
04-nov-23	100%	0%	1	0	1	327	307	131	395	350	48	0.00%	0.00%	0.00%	0.44%	0.00%	0.00%	0.44%	0.00%	0.44%	
05-nov-23	100%	0%	1	0	1	322	304	139	379	343	48	0.00%	0.00%	0.00%	1.40%	0.03%	0.00%	1.37%	0.03%	1.37%	
06-nov-23	100%	0%	1	0	1	328	311	130	390	351	54	0.00%	0.00%	0.00%	0.05%	0.00%	0.00%	0.05%	0.00%	0.05%	
07-nov-23	100%	0%	1	0	1	384	368	129	421	385	49	0.00%	0.00%	0.00%	0.04%	0.00%	0.00%	0.04%	0.00%	0.04%	
08-nov-23	100%	0%	1	0	1	392	376	130	419	387	45	0.00%	0.00%	0.00%	0.02%	0.00%	0.00%	0.02%	0.00%	0.02%	
09-nov-23	100%	0%	1	0	1	382	368	105	421	388	46	0.00%	0.00%	0.00%	0.17%	0.14%	0.00%	0.17%	0.14%	0.03%	
10-nov-23	100%	0%	1	0	1	369	340	131	432	398	47	0.00%	0.00%	0.00%	0.03%	0.00%	0.00%	0.03%	0.00%	0.03%	
11-nov-23	100%	0%	1	0	1	347	332	107	432	401	41	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
12-nov-23	100%	0%	1	0	1	328	312	127	393	367	37	0.00%	0.00%	0.00%	3.44%	0.00%	0.00%	3.44%	0.00%	3.44%	
13-nov-23	100%	0%	1	0	1	338	324	116	401	368	45	0.00%	0.00%	0.00%	0.09%	0.00%	0.00%	0.09%	0.00%	0.09%	
14-nov-23	100%	0%	1	0	1	322	296	236	400	363	51	0.00%	0.00%	0.00%	0.04%	0.00%	0.00%	0.04%	0.00%	0.04%	
15-nov-23	100%	0%	1	0	1	311	293	137	379	339	54	0.00%	0.00%	0.00%	0.04%	0.00%	0.00%	0.04%	0.00%	0.04%	
16-nov-23	100%	0%	1	0	1	330	318	107	395	357	52	0.00%	0.00%	0.00%	0.03%	0.00%	0.00%	0.03%	0.00%	0.03%	
17-nov-23	100%	0%	1	0	1	377	342	281	402	368	48	0.00%	0.00%	0.00%	0.07%	0.00%	0.00%	0.07%	0.00%	0.07%	
18-nov-23	100%	0%	1	0	1	375	357	153	392	362	41	0.00%	0.00%	0.00%	0.02%	0.00%	0.00%	0.02%	0.00%	0.02%	
19-nov-23	100%	0%	1	0	1	355	341	135	382	355	37	0.00%	0.00%	0.00%	0.13%	0.00%	0.00%	0.13%	0.00%	0.13%	
20-nov-23	100%	0%	1	0	1	376	361	132	407	374	46	0.00%	0.00%	0.00%	0.09%	0.00%	0.00%	0.09%	0.00%	0.09%	
21-nov-23	100%	0%	1	0	1	400	383	142	402	367	47	0.00%	0.00%	0.00%	0.15%	0.00%	0.00%	0.15%	0.00%	0.15%	
22-nov-23	100%	0%	1	0	1	406	387	145	404	370	46	0.00%	0.00%	0.00%	0.02%	0.00%	0.00%	0.02%	0.00%	0.02%	
23-nov-23	100%	0%	1	0	1	401	380	154	395	361	47	0.00%	0.00%	0.00%	0.08%	0.00%	0.00%	0.08%	0.00%	0.08%	
24-nov-23	100%	0%	1	0	1	454	409	375	423	388	53	0.00%	0.00%	0.00%	0.56%	0.23%	0.00%	0.56%	0.23%	0.34%	
25-nov-23	100%	0%	1	0	1	425	396	232	372	341	43	0.00%	0.00%	0.00%	0.01%	0.00%	0.00%	0.01%	0.00%	0.01%	
26-nov-23	100%	0%	1	0	1	426	408	139	388	339	40	0.00%	0.00%	0.00%	0.09%	0.00%	0.00%	0.09%	0.00%	0.09%	
27-nov-23	100%	0%	1	0	1	441	421	157	392	358	46	0.00%	0.00%	0.00%	0.21%	0.00%	0.00%	0.21%	0.00%	0.21%	
28-nov-23	100%	0%	1	0	1	450	429	157	390	353	51	0.00%	0.00%	0.00%	0.02%	0.00%	0.00%	0.02%	0.00%	0.02%	
29-nov-23	100%	0%	1	0	1	439	416	164	395	355	53	0.00%	0.00%	0.00%	0.08%	0.00%	0.00%	0.08%	0.00%	0.08%	
30-nov-23	100%	0%	1	0	1	489	459	214	445	356	121	0.00%	0.00%	0.00%	0.49%	0.00%	0.00%	0.49%	0.00%	0.49%	
01-Dec-23	100%	0%	1	0	1	478	457	158	394	346	50	0.00%	0.00%	0.00%	0.11%	0.00%	0.00%	0.11%	0.00%	0.11%	
02-Dec																					