

Período: 01-abr-2024 a 30-jun-2024

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 das API PSD2 - Responsabilidade SIBS	Performance para PISP	Performance para PISP - Componente SIBS	Performance para PISP - Componente Banco	Performance para AISP	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 Banco	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 milissegundo \$	2.500 milissegundo \$	2.500 milissegundo \$	7.000 milissegundo \$	3.500 milissegundo \$	3.500 milissegundo \$	5.000 milissegundo \$	2.500 milissegundo \$	2.500 milissegundo \$	10%	5%	5%	90% em < 4horas	90% em < 16horas	80% em < 2 dias úteis	80% em < 5 dias úteis
EGA 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	8.1	8.1	NA	NA
Total	100%	0%	100%	0%	100%	353	333	169	382	275	158	0	0	0	0.77%	0.00%	0.77%	n.a.	n.a.	n.a.	100.00%
01-abr-24	100%	0%	100%	0%	100%	260	242	186	295	259	52	0	0	0	0.07%	0.00%	0.07%				
02-abr-24	100%	0%	100%	0%	100%	274	253	187	296	257	58	0	0	0	0.16%	0.00%	0.16%				
03-abr-24	100%	0%	100%	0%	100%	392	374	177	314	281	48	0	0	0	0.25%	0.00%	0.25%				
04-abr-24	100%	0%	100%	0%	100%	320	299	178	301	267	49	0	0	0	0.18%	0.00%	0.18%				
05-abr-24	100%	0%	100%	0%	100%	275	260	147	314	280	47	0	0	0	0.25%	0.00%	0.25%				
06-abr-24	100%	0%	100%	0%	100%	261	249	130	308	284	35	0	0	0	0.01%	0.00%	0.01%				
07-abr-24	100%	0%	100%	0%	100%	269	250	185	303	282	32	0	0	0	11.42%	0.00%	11.42%				
08-abr-24	100%	0%	100%	0%	100%	313	271	335	325	296	43	0	0	0	0.17%	0.00%	0.17%				
09-abr-24	100%	0%	100%	0%	100%	292	278	122	322	293	43	0	0	0	0.15%	0.00%	0.15%				
10-abr-24	100%	0%	100%	0%	100%	299	281	159	320	292	42	0	0	0	0.17%	0.00%	0.17%				
11-abr-24	100%	0%	100%	0%	100%	298	283	141	313	284	43	0	0	0	0.02%	0.00%	0.02%				
12-abr-24	100%	0%	100%	0%	100%	314	293	187	319	290	43	0	0	0	0.16%	0.00%	0.16%				
13-abr-24	100%	0%	100%	0%	100%	306	292	126	305	281	36	0	0	0	0.02%	0.00%	0.02%				
14-abr-24	100%	0%	100%	0%	100%	316	299	154	358	282	117	0	0	0	2.79%	0.00%	2.79%				
15-abr-24	100%	0%	100%	0%	100%	342	323	149	407	302	157	0	0	0	4.56%	0.00%	4.56%				
16-abr-24	100%	0%	100%	0%	100%	366	342	181	466	301	245	0	0	0	2.85%	0.00%	2.85%				
17-abr-24	100%	0%	100%	0%	100%	353	334	164	435	289	224	0	0	0	0.47%	0.00%	0.47%				
18-abr-24	100%	0%	100%	0%	100%	364	331	291	608	427	275	0	0	0	0.14%	0.00%	0.14%				
19-abr-24	100%	0%	100%	0%	100%	362	341	171	415	287	193	0	0	0	0.21%	0.00%	0.21%				
20-abr-24	100%	0%	100%	0%	100%	360	342	174	368	281	135	0	0	0	0.01%	0.00%	0.01%				
21-abr-24	100%	0%	100%	0%	100%	348	331	154	372	289	131	0	0	0	0.10%	0.00%	0.10%				
22-abr-24	100%	0%	100%	0%	100%	308	287	174	375	270	163	0	0	0	0.19%	0.00%	0.19%				
23-abr-24	100%	0%	100%	0%	100%	295	274	181	430	263	255	0	0	0	0.32%	0.00%	0.32%				
24-abr-24	100%	0%	100%	0%	100%	358	340	155	435	280	237	0	0	0	0.51%	0.00%	0.51%				
25-abr-24	100%	0%	100%	0%	100%	375	359	143	414	279	203	0	0	0	0.60%	0.00%	0.60%				
26-abr-24	100%	0%	100%	0%	100%	411	390	160	440	291	224	0	0	0	0.19%	0.00%	0.19%				
27-abr-24	100%	0%	100%	0%	100%	413	392	178	366	281	132	0	0	0	0.01%	0.00%	0.01%				
28-abr-24	100%	0%	100%	0%	100%	406	390	154	366	280	134	0	0	0	0.01%	0.00%	0.01%				
29-abr-24	100%	0%	100%	0%	100%	324	304	185	419	285	206	0	0	0	0.07%	0.00%	0.07%				
30-abr-24	100%	0%	100%	0%	100%	337	313	224	395	265	197	0	0	0	0.21%	0.00%	0.21%				
01-mai-24	100%	0%	100%	0%	100%	318	303	137	359	255	157	0	0	0	0.00%	0.00%	0.00%				
02-mai-24	100%	0%	100%	0%	100%	426	405	162	409	293	178	0	0	0	0.02%	0.00%	0.02%				
03-mai-24	100%	0%	100%	0%	100%	440	425	135	413	302	166	0	0	0	0.46%	0.00%	0.46%				
04-mai-24	100%	0%	100%	0%	100%	466	446	138	388	292	143	0	0	0	0.01%	0.00%	0.01%				
05-mai-24	100%	0%	100%	0%	100%	450	434	117	375	291	129	0	0	0	1.24%	0.00%	1.24%				
06-mai-24	100%	0%	100%	0%	100%	442	425	137	407	299	163	0	0	0	0.10%	0.00%	0.10%				
07-mai-24	100%	0%	100%	0%	100%	445	428	130	401	296	160	0	0	0	0.27%	0.00%	0.27%				
08-mai-24	100%	0%	100%	0%	100%	328	312	129	444	331	170	0	0	0	0.33%	0.00%	0.33%				
09-mai-24	100%	0%	100%	0%	100%	274	254	162	405	293	170	0	0	0	0.40%	0.00%	0.40%				
10-mai-24	100%	0%	100%	0%	100%	287	261	187	429	305	187	0	0	0	0.28%	0.00%	0.28%				
11-mai-24	100%	0%	100%	0%	100%	272	255	130	369	280	137	0	0	0	0.27%	0.01%	0.26%				
12-mai-24	100%	0%	100%	0%	100%	273	255	154	363	278	137	0	0	0	0.12%	0.00%	0.12%				
13-mai-24	100%	0%	100%	0%	100%	279	266	138	428	280	202	0	0	0	0.09%	0.00%	0.09%				
14-mai-24	100%	0%	100%	0%	100%	303	283	168	409	254	253	0	0	0	0.25%	0.00%	0.25%				
15-mai-24	100%	0%	100%	0%	100%	328	306	199	442	265	265	0	0	0	0.20%	0.00%	0.20%				
16-mai-24	100%	0%	100%	0%	100%	318	294	206	442	269	266	0	0	0	0.20%	0.17%	0.03%				
17-mai-24	100%	0%	100%	0%	100%	297	279	188	432	282	245	0	0	0	0.24%	0.00%	0.24%				
18-mai-24	100%	0%	100%	0%	100%	292	276	146	376	281	144	0	0	0	0.01%	0.00%	0.01%				
19-mai-24	100%	0%	100%	0%	100%	278	265	127	363	272	137	0	0	0	11.23%	0.00%	11.23%				
20-mai-24	100%	0%	100%	0%	100%	317	288	126	410	293	175	0	0	0	0.05%	0.00%	0.05%				
21-mai-24	100%	0%	100%	0%	100%	311	295	155	468	337	195	0	0	0	0.22%	0.00%	0.22%				
22-mai-24	100%	0%	100%	0%	100%	323	305	145	386	282	160	0	0	0	0.17%	0.00%	0.17%				
23-mai-24	100%	0%	100%	0%	100%	331	311	179	435	284	229	0	0	0	0.33%	0.00%	0.33%				
24-mai-24	100%	0%	100%	0%	100%	341	322	171	445	285	239	0	0	0	0.18%	0.00%	0.18%				
25-mai-24	100%	0%	100%	0%	100%	340	325	151	411	279	204	0	0	0	0.00%	0.00%	0.00%				
26-mai-24	100%	0%	100%	0%	100%	354	329	219	458	278	263	0	0	0	0.14%	0.00%	0.14%				
27-mai-24	100%	0%	100%	0%	100%	374	348	202	462	293	245	0	0	0	0.15%	0.00%	0.15%				
28-mai-24	100%	0%	100%	0%	100%	362	339	190	470	297	253	0	0	0	0.11%	0.00%	0.11%				
29-mai-24	100%	0%	100%	0%	100%	349	329	161	397	274	182	0	0	0	0.08%	0.00%	0.08%				
30-mai-24	100%	0%	100%	0%	100%	341	321	150	366	267	150	0	0	0	0.04%	0.00%	0.04%				
31-mai-24	100%	0%	100%	0%	100%	367	346	160	391	269	184	0	0	0	0.36%	0.00%	0.36%				
01-jun-24	100%	0%	100%	0%	100%	353	335	139	366	262	154	0	0	0	0.04%	0.00%	0.04%				
02-jun-24	100%	0%	100%	0%	100%	368	350	135	342	255	128	0	0	0	0.14%	0.00%	0.14%				
03-jun-24	100%	0%	100%	0%	100%	381	362	138	374	267	152	0	0	0	0.06%	0.00%	0.06%				
04-jun-24	100%	0%	100%	0%	100%	359	344	145	371	261	156	0	0	0	0.14%	0.00%	0.14%				
05-jun-24	100%	0%	100%	0%	100%	385	366	148	366	257	156	0	0	0	0.77%	0.00%	0.77%				
06-jun-24	100%	0%	100%	0%	100%	434	413	151	379	272	153	0	0	0	0.20%	0.00%	0.20%				
07-jun-24	100%	0%	100%	0%	100%	401	381	146	372	261	158	0	0	0	0.53%	0.00%	0.53%				
08-jun-24	100%	0%	100%	0%	100%	410	392	147	346	254	129	0	0	0	0.01%	0.00%	0.01%				
09-jun-24	100%	0%	100%	0%																	