

Período: 01-out-2024 a 31-dez-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 1	Downtime das API PSD2	Disponibilidade da 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 às TTPs	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 s	2.500 milissegundo s	2.500 milissegundo s	7.000 milissegundo s	3.500 milissegundo s	3.500 milissegundo s	5.000 milissegundo s	2.500 milissegundo s	2.500 milissegundo s	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	8.1	n.a.	NA	NA
Total	100%	0%	100%	0%	100%	963	932	247	429	268	223	0	0	0	0.67%	0.01%	0.66%	n.a.	n.a.	n.a.	0.00%
01-out-24	100%	0%	100%	0%	100%	991	950	356	544	336	290	0	0	0	0.18%	0.00%	0.18%				
02-out-24	100%	0%	100%	0%	100%	1 021	1 000	174	370	261	153	0	0	0	0.37%	0.00%	0.37%				
03-out-24	100%	0%	100%	0%	100%	962	944	167	390	283	149	0	0	0	0.36%	0.00%	0.36%				
04-out-24	100%	0%	100%	0%	100%	1 005	982	207	443	324	172	0	0	0	0.39%	0.26%	0.13%				
05-out-24	100%	0%	100%	0%	100%	1 067	1 039	241	470	326	206	0	0	0	0.03%	0.00%	0.03%				
06-out-24	100%	0%	100%	0%	100%	1 052	1 023	222	394	269	176	0	0	0	0.10%	0.00%	0.10%				
07-out-24	100%	0%	100%	0%	100%	805	773	238	434	279	218	0	0	0	0.27%	0.00%	0.27%				
08-out-24	100%	0%	100%	0%	100%	733	704	208	434	271	229	0	0	0	0.19%	0.00%	0.19%				
09-out-24	100%	0%	100%	0%	100%	709	679	222	400	249	211	0	0	0	0.34%	0.00%	0.34%				
10-out-24	100%	0%	100%	0%	100%	720	690	244	383	247	187	0	0	0	0.17%	0.00%	0.17%				
11-out-24	100%	0%	100%	0%	100%	734	706	221	362	243	167	0	0	0	0.29%	0.00%	0.29%				
12-out-24	100%	0%	100%	0%	100%	713	687	228	336	246	127	0	0	0	0.02%	0.00%	0.02%				
13-out-24	100%	0%	100%	0%	100%	711	689	189	340	247	128	0	0	0	1.08%	0.08%	1.00%				
14-out-24	100%	0%	100%	0%	100%	640	613	212	366	249	163	0	0	0	0.18%	0.00%	0.18%				
15-out-24	100%	0%	100%	0%	100%	651	618	199	372	255	159	0	0	0	0.20%	0.00%	0.20%				
16-out-24	100%	0%	100%	0%	100%	934	721	1 584	952	264	952	0	0	0	0.29%	0.00%	0.29%				
17-out-24	100%	0%	100%	0%	100%	733	683	394	516	249	369	0	0	0	0.17%	0.00%	0.17%				
18-out-24	100%	0%	100%	0%	100%	775	743	226	390	255	191	0	0	0	0.09%	0.00%	0.09%				
19-out-24	100%	0%	100%	0%	100%	790	758	249	338	246	133	0	0	0	0.04%	0.00%	0.04%				
20-out-24	100%	0%	100%	0%	100%	691	669	220	347	243	144	0	0	0	0.22%	0.00%	0.22%				
21-out-24	100%	0%	100%	0%	100%	748	720	230	369	250	168	0	0	0	0.21%	0.00%	0.21%				
22-out-24	100%	0%	100%	0%	100%	751	722	238	377	253	174	0	0	0	0.15%	0.00%	0.15%				
23-out-24	100%	0%	100%	0%	100%	826	785	312	511	255	356	0	0	0	1.08%	0.00%	1.08%				
24-out-24	100%	0%	100%	0%	100%	769	738	297	598	270	449	0	0	0	0.42%	0.00%	0.42%				
25-out-24	100%	0%	100%	0%	100%	826	791	235	389	284	147	0	0	0	0.67%	0.17%	0.50%				
26-out-24	100%	0%	100%	0%	100%	1 083	1 046	322	411	264	201	0	0	0	0.02%	0.00%	0.02%				
27-out-24	100%	0%	100%	0%	100%	1 128	1 074	436	506	270	348	0	0	0	10.48%	0.04%	10.44%				
28-out-24	100%	0%	100%	0%	100%	1 086	1 038	345	422	271	212	0	0	0	0.21%	0.00%	0.21%				
29-out-24	100%	0%	100%	0%	100%	1 101	1 083	114	376	273	150	0	0	0	0.17%	0.00%	0.17%				
30-out-24	100%	0%	100%	0%	100%	1 130	1 111	160	394	282	157	0	0	0	0.35%	0.00%	0.35%				
31-out-24	100%	0%	100%	0%	100%	1 183	1 164	149	382	277	148	0	0	0	0.18%	0.00%	0.18%				
01-nov-24	100%	0%	100%	0%	100%	1 155	1 136	161	351	262	126	0	0	0	0.17%	0.00%	0.17%				
02-nov-24	100%	0%	100%	0%	100%	1 107	1 090	161	349	258	128	0	0	0	0.29%	0.28%	0.01%				
03-nov-24	100%	0%	100%	0%	100%	1 150	1 126	204	412	265	212	0	0	0	0.09%	0.00%	0.09%				
04-nov-24	100%	0%	100%	0%	100%	1 161	1 138	178	381	272	155	0	0	0	0.24%	0.00%	0.24%				
05-nov-24	100%	0%	100%	0%	100%	1 249	1 223	211	393	284	155	0	0	0	0.23%	0.00%	0.23%				
06-nov-24	100%	0%	100%	0%	100%	1 180	1 142	284	453	290	233	0	0	0	0.36%	0.00%	0.36%				
07-nov-24	100%	0%	100%	0%	100%	1 105	1 080	176	367	259	153	0	0	0	0.35%	0.00%	0.35%				
08-nov-24	100%	0%	100%	0%	100%	1 233	1 190	312	417	266	213	0	0	0	0.16%	0.00%	0.16%				
09-nov-24	100%	0%	100%	0%	100%	1 277	1 247	211	354	260	136	0	0	0	0.02%	0.00%	0.02%				
10-nov-24	100%	0%	100%	0%	100%	1 224	1 204	143	345	254	128	0	0	0	0.31%	0.00%	0.31%				
11-nov-24	100%	0%	100%	0%	100%	1 172	1 150	170	353	262	129	0	0	0	0.27%	0.00%	0.27%				
12-nov-24	100%	0%	100%	0%	100%	951	918	252	405	256	205	0	0	0	0.34%	0.00%	0.34%				
13-nov-24	100%	0%	100%	0%	100%	867	834	238	396	252	205	0	0	0	0.43%	0.00%	0.43%				
14-nov-24	100%	0%	100%	0%	100%	1 117	1 085	240	387	255	184	0	0	0	0.37%	0.00%	0.37%				
15-nov-24	100%	0%	100%	0%	100%	1 255	1 226	211	399	268	183	0	0	0	0.18%	0.00%	0.18%				
16-nov-24	100%	0%	100%	0%	100%	1 278	1 242	262	384	259	175	0	0	0	0.92%	0.00%	0.92%				
17-nov-24	100%	0%	100%	0%	100%	1 296	1 254	282	582	277	443	0	0	0	20.36%	0.00%	20.36%				
18-nov-24	100%	0%	100%	0%	100%	1 241	1 208	224	397	262	190	0	0	0	0.23%	0.00%	0.23%				
19-nov-24	100%	0%	100%	0%	100%	1 132	1 111	175	403	264	194	0	0	0	0.61%	0.04%	0.57%				
20-nov-24	100%	0%	100%	0%	100%	1 174	1 153	166	406	266	197	0	0	0	0.56%	0.00%	0.56%				
21-nov-24	100%	0%	100%	0%	100%	1 219	1 197	159	408	276	183	0	0	0	0.39%	0.00%	0.39%				
22-nov-24	100%	0%	100%	0%	100%	1 152	1 125	184	359	252	148	0	0	0	0.41%	0.00%	0.41%				
23-nov-24	100%	0%	100%	0%	100%	1 218	1 193	181	363	242	166	0	0	0	0.00%	0.00%	0.00%				
24-nov-24	100%	0%	100%	0%	100%	1 146	1 126	162	368	246	170	0	0	0	0.30%	0.00%	0.30%				
25-nov-24	100%	0%	100%	0%	100%	1 291	1 268	161	389	253	186	0	0	0	0.39%	0.00%	0.39%				
26-nov-24	100%	0%	100%	0%	100%	1 134	1 113	155	410	254	207	0	0	0	0.37%	0.00%	0.37%				
27-nov-24	100%	0%	100%	0%	100%	1 028	1 007	171	417	262	203	0	0	0	0.47%	0.00%	0.47%				
28-nov-24	100%	0%	100%	0%	100%	915	888	228	471	270	280	0	0	0	0.24%	0.00%	0.24%				
29-nov-24	100%	0%	100%	0%	100%	699	667	273	494	297	262	0	0	0	0.27%	0.00%	0.27%				
30-nov-24	100%	0%	100%	0%	100%	698	663	299	445	284	218	0	0	0	0.04%	0.00%	0.04%				
01-dez-24	100%	0%	100%	0%	100%	681	647	286	502	283	301	0	0	0	0.02%	0.00%	0.02%				
02-dez-24	100%	0%	100%	0%	100%	689	641	455	581	298	382	0	0	0	0.49%	0.00%	0.49%				
03-dez-24	100%	0%	100%	0%	100%	716	686	242	509	287	284	0	0	0	0.09%	0.00%	0.09%				
04-dez-24	100%	0%	100%	0%	100%	787	764	197	456	287	228	0	0	0	0.28%	0.00%	0.28%				
05-dez-24	100%	0%	100%	0%	100%	855	832	205	440	265	237	0	0	0	0.43%	0.00%	0.43%				
06-dez-24	100%	0%	100%	0%	100%	968	939	238	493	269	304	0	0	0	0.18%	0.00%	0.18%				
07-dez-24	100%	0%	100%	0%	100%	950	931	176	354	248	151	0	0	0	0.04%	0.00%	0.04%				
08-dez-24	100%	0%	100%	0%	100%	910	882	268	415												