

ASPSP: MPG
 Período: 2019-07-01 a 2019-09-30

API - Connect24 (PSD2)

Ref.	Designação	Orientação EBA	SLA (objetivo)	Média Trimestre	2019-07-01	2019-07-02	2019-07-03	2019-07-04	2019-07-05	2019-07-06	2019-07-07	2019-07-08	2019-07-09	2019-07-10	2019-07-11	2019-07-12	2019-07-13	2019-07-14	2019-07-15	2019-07-16	2019-07-17	2019-07-18	2019-07-19	2019-07-20	2019-07-21	2019-07-22	2019-07-23	2019-07-24	2019-07-25	2019-07-26	2019-07-27	2019-07-28	2019-07-29	2019-07-30	2019-07-31	
SLA1	Disponibilidade	2.2	99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
SLA2	Performance - Iniciação de Pagamentos (PISP)	2.3a	5 000.00 ms	1 271.02	833.67		900.00							2 036.00																						
SLA3	Performance - Informação sobre contas (AISP)	2.3b	7 000.00 ms	956.66	880.96	865.26	905.23	897.49	849.39	880.15	901.70	833.51	667.30	671.34	651.78	797.12	888.25	1 016.88	872.12	770.94	814.56	757.04	768.73	835.92	817.45	840.33	833.13	834.32	860.46	799.49	995.61	1 060.41	1 067.72	856.99	924.54	
SLA4	Performance - Disponibilidade de Fundos (CBPII/PISP)	2.3c	5 000.00 ms																																	
SLA5	Taxa de Erros nas respostas aos TPP	2.3d	10%	2.20%	6.83%	6.19%	4.06%	11.59%	6.67%	9.68%	17.33%	12.82%	37.87%	22.10%	18.59%	9.77%	38.83%	11.86%	16.04%	8.94%	10.26%	7.14%	3.61%	6.38%	7.92%	7.41%	9.24%	7.51%	8.92%	5.06%	2.30%	5.88%	4.79%	4.35%	2.88%	
SLA6	Resolução incidentes - Críticos	6.1	90% até 4 h																																	
SLA7	Resolução incidentes - Alta	6.1	90% até 16 h																																	
SLA8	Resolução incidentes - Média	N/A	80% até 2 d.u.																																	
SLA9	Resolução incidentes - Baixa	N/A	80% até 5 d.u.																																	
SLA10	Pedidos de Serviço	N/A	Variável																																	

Tradicional - Net24 e Netmóvel (Homebanking) e M24 (App mobile)

Ref.	Designação	Orientação EBA	SLA (objetivo)	Média Trimestre	2019-07-01	2019-07-02	2019-07-03	2019-07-04	2019-07-05	2019-07-06	2019-07-07	2019-07-08	2019-07-09	2019-07-10	2019-07-11	2019-07-12	2019-07-13	2019-07-14	2019-07-15	2019-07-16	2019-07-17	2019-07-18	2019-07-19	2019-07-20	2019-07-21	2019-07-22	2019-07-23	2019-07-24	2019-07-25	2019-07-26	2019-07-27	2019-07-28	2019-07-29	2019-07-30	2019-07-31
SLA1	Disponibilidade	2.2	N/A %	99.86%	98.62%	100.00%	100.00%	99.66%	100.00%	100.00%	100.00%	99.66%	100.00%	100.00%	99.66%	100.00%	100.00%	100.00%	99.66%	100.00%	99.66%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.59%	99.45%	99.97%	100.00%	100.00%	99.59%	99.66%	100.00%
SLA2	Performance - Efetivação de Transferências (similar a PISP)	2.3a	N/A ms	1257.72	1 454.71		1 291.66	1 223.72	1 269.66	1 242.29	1 232.40	1 126.15	1 279.09	1 249.29	1 099.90	1 286.63	1 321.94		1 304.46	1 257.16	1 310.07	1 757.70	1 315.28	1 213.05	1 107.92	978.77	1 244.18	1 400.63	1 045.63	1 571.59	1 387.06	983.48			
SLA3	Performance - Informação Saldos/Movimentos (similar a AISP)	2.3b	N/A ms	560.21	570.48		502.68	518.07	492.34	488.12	469.38	439.45	462.72	455.19	373.65	463.06	487.72		481.63	435.49	483.58	696.00	464.01	502.12	512.05	451.89	549.71	617.04	499.83	737.00	636.00	433.55			
SLA4	Performance - Disponibilidade de Fundos (CBPII/PISP)	2.3c	N/A ms																																
SLA5	Taxa de Erros nas respostas aos Clientes	2.3d	N/A %	0.0037%	0.0095%		0.0007%	0.0007%	0.0032%	0.0016%	0.0000%	0.0000%	0.0032%	0.0008%	0.0054%	0.0067%	0.0058%		0.0052%	0.0054%	0.0041%	0.0000%	0.0010%	0.0019%	0.0000%	0.0000%	0.0014%	0.0000%		0.0504%	0.0022%	0.0000%	0.0000%		

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SLA1	Disponibilidade	2.2	99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
SLA2	Performance - Iniciação de Pagamentos (PISP)	2.3a	5 000.00 ms	1 271.02							950.50		1 053.00																					1 171.33		
SLA3	Performance - Informação Saldos/Movimentos (similar a AISP)	2.3b	N/A ms	956.66	909.81	862.90	901.14	952.10	912.78	849.44	841.62	884.65	819.08	881.63	937.76	778.17	832.04	841.43	809.23	798.09	953.48	868.17	849.39	869.75	863.37	816.58	877.57	878.56	852.24	906.13	847.11	817.26	860.28	837.01	835.56	
SLA4	Performance - Disponibilidade de Fundos (CBPII/PISP)	2.3c	5 000.00 ms																																	
SLA5	Taxa de Erros nas respostas aos TPP	2.3d	10%	2.20%	1.37%	0.81%	0.59%	2.53%	0.84%	2.45%	1.75%	1.15%	1.93%	3.51%	4.23%	4.49%	2.77%	1.10%	12.22%	4.57%	1.98%	2.50%	3.17%	2.18%	1.60%	2.65%	1.79%	2.86%	4.84%	1.73%	1.02%	2.10%	2.93%	2.51%	3.85%	
SLA6	Resolução incidentes - Críticos	6.1	90% até 4 h																																	
SLA7	Resolução incidentes - Alta	6.1	90% até 16 h																																	
SLA8	Resolução incidentes - Média	N/A	80% até 2 d.u.																																	
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SLA10	Pedidos de Serviço	N/A	Variável																																	

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SLA1	Disponibilidade	2.2	N/A %	99.86%	99.87%	100.00%	100.00%	100.00%	99.67%	99.47%	99.59%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.59%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.59%	100.00%	100.00%	100.00%	100.00%	99.59%	100.00%	100.00%	100.00%	99.54%	100.00%
SLA2	Performance - Efetivação de Transferências (similar a PISP)	2.3a	N/A ms	1257.72	1 404.52	1 238.28	1 245.91	1 022.66	1 206.85	1 635.80	1 732.90	1 144.03	1 301.36	1 190.74	1 135.57	1 178.41	1 126.57	1 200.17	1 131.17	1 061.87	1 084.47	1 065.65	1 067.08	1 386.96	1 159.86	1 478.09	1 103.54	1 107.26	1 213.15	1 211.70	1 150.70	1 646.81	1 055.18	1 165.04	1 179.22
SLA3	Performance - Informação Saldos/Movimentos (similar a AISP)	2.3b	N/A ms	560.21	730.21	619.50	600.39	482.48	497.92	947.30	972.39	490.09	630.53	461.97	524.53	435.04	475.29	511.90	492.98	461.12	459.31	526.38	415.25	716.07	462.07	854.16	483.92	482.73	523.72	505.40	564.47	611.97	504.57	566.29	548.87
SLA4	Performance - Disponibilidade de Fundos (CBPII/PISP)	2.3c	N/A ms																																
SLA5	Taxa de Erros nas respostas aos Clientes	2.3d	N/A %	0.0037%	0.0090%	0.0045%	0.0030%	0.0031%	0.0016%	0.0216%	0.0108%	0.0000%	0.0068%	0.0009%	0.0035%	0.0000%	0.0008%	0.0018%	0.0107%	0.0029%	0.0010%	0.0000%	0.0019%	0.0115%	0.0029%	0.0035%	0.0044%	0.0000%	0.0020%	0.0021%	0.0025%	0.0000%	0.0051%	0.0010%	0.0117%

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