ASPSP: CGD
Periodo: 2º trimestre 2020

Ref.	Canais Homebanking	SLA	EBA GL	No período	01-abr	02-abr	03-abr	04-abr	05-abr	06-abr	07-abr	08-abr	09-abr	10-abr	11-abr	12-abr	13-abr	14-abr	15-abr	16-abr	17-abr	18-abr	19-abr	20-abr	21-abr	22-abr	23-abr	24-abr	25-abr	26-abr	27-abr	28-abr	29-abr	30-abr
SLA1	Disponibilidade das API PSD2	99,0%	2.2	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	Perfomance para PISP	5.000 milisegundos	2.3.a	1,174	1,219	1,183	1,207	1,155	1,164	1,153	1,171	1,146	1,185	1,133	1,140	1,160	1,182	1,192	1,184	1,195	1,180	1,141	1,156	1,194	1,161	1,190	1,169	1,172	1,137	1,159	1,182	1,159	1,169	1,199
SLA3	Perfomance para AISP	7.000 milisegundos	2.3.c	1,211	1,217	1,225	1,228	1,188	1,228	1,203	1,205	1,203	1,200	1,176	1,181	1,227	1,196	1,210	1,209	1,193	1,184	1,179	1,201	1,224	1,201	1,203	1,202	1,206	1,179	1,218	1,212	1,203	1,207	1,216
SLA4	Perfomance para CBPII	5.000 milisegundos	2.3.b	1,093	1,100	1,104	1,115	1,089	1,096	1,087	1,093	1,093	1,088	1,076	1,079	1,096	1,087	1,098	1,096	1,099	1,099	1,083	1,088	1,100	1,090	1,092	1,089	1,089	1,080	1,091	1,093	1,090	1,090	1,103
SLA5	Taxa de Erros nas respostas aos TPPs	10%	2.3.d	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Ref.	01-mai	02-mai	03-mai	04-mai	05-mai	06-mai	07-mai	08-mai	09-mai	10-mai	11-mai	12-mai	13-mai	14-mai	15-mai	16-mai	17-mai	18-mai	19-mai	20-mai	21-mai	22-mai	23-mai	24-mai	25-mai	26-mai	27-mai	28-mai	29-mai	30-mai	31-mai
SLA1	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	1,146	1,138	1,155	1,172	1,193	1,178	1,183	1,169	1,142	1,158	1,186	1,170	1,231	1,252	1,180	1,137	1,156	1,171	1,176	1,180	1,177	1,187	1,142	1,160	1,189	1,186	1,202	1,180	1,204	1,151	1,155
SLA3	1,187	1,164	1,197	1,205	1,207	1,205	1,199	1,201	1,182	1,208	1,215	1,205	1,207	1,209	1,194	1,184	1,187	1,209	1,197	1,199	1,195	1,207	1,191	1,215	1,230	1,208	1,204	1,204	1,221	1,192	1,214
SLA4	1,086	1,078	1,086	1,095	1,099	1,092	1,090	1,091	1,082	1,086	1,097	1,090	1,090	1,091	1,089	1,080	1,085	1,089	1,090	1,095	1,088	1,100	1,084	1,092	1,107	1,096	1,091	1,091	1,103	1,086	1,092
SLA5	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Ref.	01-jun	02-jun	03-jun	04-jun	05-jun	06-jun	07-jun	08-jun	09-jun	10-jun	11-jun	12-jun	13-jun	14-jun	15-jun	16-jun	17-jun	18-jun	19-jun	20-jun	21-jun	22-jun	23-jun	24-jun	25-jun	26-jun	27-jun	28-jun	29-jun	30-jun
SLA1	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	1,204	1,186	1,184	1,276	1,209	1,174	1,155	1,189	1,199	1,185	1,181	1,173	1,140	1,154	1,159	1,168	1,189	1,168	1,147	1,135	1,157	1,175	1,162	1,187	1,182	1,186	1,145	1,161	1,188	1,186
SLA3	1,237	1,227	1,222	1,426	1,221	1,190	1,213	1,241	1,226	1,196	1,181	1,214	1,196	1,229	1,223	1,223	1,224	1,216	1,216	1,198	1,228	1,226	1,224	1,222	1,237	1,227	1,204	1,237	1,272	1,199
SLA4	1,104	1,106	1,098	1,156	1,098	1,085	1,086	1,111	1,093	1,086	1,076	1,088	1,080	1,088	1,090	1,091	1,089	1,087	1,088	1,079	1,096	1,098	1,101	1,097	1,103	1,099	1,089	1,100	1,108	1,089
SLA5	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Ref.	Canal API DSP2	SLA	EBA GL	Total	01-abr-20	02-abr-20	03-abr-20	04-abr-20	05-abr-20	06-abr-20	07-abr-20	08-abr-20	09-abr-20	10-abr-20	11-abr-20	12-abr-20	13-abr-20	14-abr-20	15-abr-20	16-abr-20	17-abr-20	18-abr-20	19-abr-20	20-abr-20	21-abr-20	22-abr-20	23-abr-20	24-abr-20	25-abr-20	26-abr-20	27-abr-20	28-abr-20	29-abr-20	30-abr-20
SLA1	Disponibilidade das API PSD2 *	99,0%	2.2	**100%**	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
SLA2	Performance para PISP	5.000 milisegundos	2.3.a	**899**	1.031	1.054	779	1.514	2.234	1.564	1.361	1.790	823	2.562	867	3.040	1.344	1.468	968	1.384	606	1.218	526	1.808	837	2.022	716	633	603	1.728	837	541	803	632
SLA3	Performance para AISP	7.000 milisegundos	2.3.b	**934**	1.047	1.055	1.141	1.093	1.075	1.144	1.111	996	966	915	947	990	919	919	906	944	955	907	887	1.059	886	851	856	883	858	882	889	886	896	963
SLA4	Performance para CBPII	5.000 milisegundos	2.3.c	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLA5	Taxa de Erros nas respostas aos TPPs	10%	2.3d	**0,46%**	0,67%	0,45%	0,37%	0,31%	0,93%	0,48%	0,46%	0,70%	0,47%	0,39%	0,36%	0,74%	0,38%	0,57%	0,45%	1,26%	0,39%	0,40%	1,66%	0,34%	1,19%	1,89%	2,92%	3,05%	2,76%	2,84%	2,67%	3,52%	4,84%	0,12%

Ref.	01-mai-20	02-mai-20	03-mai-20	04-mai-20	05-mai-20	06-mai-20	07-mai-20	08-mai-20	09-mai-20	10-mai-20	11-mai-20	12-mai-20	13-mai-20	14-mai-20	15-mai-20	16-mai-20	17-mai-20	18-mai-20	19-mai-20	20-mai-20	21-mai-20	22-mai-20	23-mai-20	24-mai-20	25-mai-20	26-mai-20	27-mai-20	28-mai-20	29-mai-20	30-mai-20	31-mai-20
SLA1	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
SLA2	790	796	2.129	602	803	2.165	2.525	1.620	3.098	696	2.441	853	2.035	651	566	1.871	595	2.470	2.816	697	615	887	521	2.438	2.685	749	2.240	2.275	774	1.097	2.535
SLA3	855	865	885	951	985	964	908	927	915	887	939	937	936	920	925	894	902	917	946	908	905	925	876	908	938	951	963	984	994	961	953
SLA4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLA5	0,07%	0,07%	0,12%	0,12%	0,10%	0,08%	0,21%	0,07%	0,11%	0,07%	0,36%	0,04%	0,08%	0,11%	0,15%	0,02%	0,34%	0,16%	0,12%	0,18%	0,10%	0,11%	0,10%	0,20%	0,11%	0,11%	0,07%	0,11%	0,21%	0,09%	0,24%

Ref.	01-jun-20	02-jun-20	03-jun-20	04-jun-20	05-jun-20	06-jun-20	07-jun-20	08-jun-20	09-jun-20	10-jun-20	11-jun-20	12-jun-20	13-jun-20	14-jun-20	15-jun-20	16-jun-20	17-jun-20	18-jun-20	19-jun-20	20-jun-20	21-jun-20	22-jun-20	23-jun-20	24-jun-20	25-jun-20	26-jun-20	27-jun-20	28-jun-20	29-jun-20	30-jun-20
SLA1	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
SLA2	1.930	2.130	2.312	767	2.276	615	1.607	2.903	1.830	442	658	1.734	3.030	1.136	801	2.069	1.870	1.552	2.542	3.197	1.725	773	2.192	605	1.933	1.405	2.451	947	1.906	947
SLA3	958	938	927	967	932	766	732	834	845	791	797	851	823	840	878	910	923	967	991	964	987	1.087	1.137	1.452	873	904	858	841	931	949
SLA4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLA5	0,22%	0,22%	0,14%	0,57%	0,13%	0,13%	4,72%	0,13%	0,06%	0,11%	0,11%	0,21%	0,09%	0,21%	0,14%	0,22%	0,25%	0,17%	0,23%	0,15%	0,24%	0,16%	0,11%	0,11%	0,09%	0,07%	0,07%	0,15%	1,12%	0,63%