ASPSP: CGD
Periodo: 4º trimestre 2019

Ref.	Canais Homebanking	SLA	EBA GL	No período	01-out	02-out	03-out	04-out	05-out	06-out	07-out	08-out	09-out	10-out	11-out	12-out	13-out	14-out	15-out	16-out	17-out	18-out	19-out	20-out	21-out	22-out	23-out	24-out	25-out	26-out	27-out	28-out	29-out	30-out	31-out
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%	100,00%
SLA2	Perfomance para PISP	5.000 milisegundos	2.3.a	1,170	1,237	1,224	1,148	1,208	1,123	1,124	1,141	1,136	1,140	1,135	1,130	1,122	1,129	1,128	1,133	1,131	1,130	1,132	1,123	1,119	1,129	1,136	1,129	1,130	1,137	1,123	1,182	1,170	1,175	1,201	1,181
SLA3	Perfomance para AISP	7.000 milisegundos	2.3.c	1,212	1,368	1,328	1,188	1,287	1,197	1,191	1,175	1,174	1,174	1,224	1,191	1,190	1,142	1,163	1,163	1,166	1,171	1,170	1,146	1,146	1,167	1,165	1,163	1,163	1,174	1,151	1,201	1,199	1,195	1,197	1,184
SLA4	Perfomance para CBPII	5.000 milisegundos	2.3.b	1,093	1,130	1,147	1,092	1,127	1,070	1,072	1,084	1,084	1,085	1,079	1,077	1,069	1,074	1,076	1,078	1,077	1,077	1,079	1,071	1,070	1,080	1,085	1,079	1,080	1,085	1,074	1,095	1,098	1,095	1,097	1,088
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%	0%

Ref.	01-nov	02-nov	03-nov	04-nov	05-nov	06-nov	07-nov	08-nov	09-nov	10-nov	11-nov	12-nov	13-nov	14-nov	15-nov	16-nov	17-nov	18-nov	19-nov	20-nov	21-nov	22-nov	23-nov	24-nov	25-nov	26-nov	27-nov	28-nov	29-nov	30-nov
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	1,222	1,130	1,173	1,181	1,568	1,374	1,193	1,182	1,136	1,142	1,191	1,389	1,178	1,178	1,198	1,135	1,145	1,196	1,166	1,182	1,167	1,170	1,132	1,149	1,167	1,130	1,145	1,136	1,124	1,141
SLA3	1,170	1,153	1,312	1,184	1,717	1,357	1,185	1,186	1,158	1,169	1,192	1,408	1,171	1,165	1,170	1,174	1,170	1,173	1,164	1,173	1,168	1,171	1,176	1,183	1,488	1,192	1,272	1,182	1,178	1,190
SLA4	1,076	1,073	1,082	1,090	1,263	1,175	1,095	1,095	1,075	1,083	1,091	1,162	1,089	1,084	1,089	1,077	1,078	1,091	1,086	1,094	1,086	1,090	1,078	1,085	1,164	1,100	1,121	1,094	1,074	1,083
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.	01-dez	02-dez	03-dez	04-dez	05-dez	06-dez	07-dez	08-dez	09-dez	10-dez	11-dez	12-dez	13-dez	14-dez	15-dez	16-dez	17-dez	18-dez	19-dez	20-dez	21-dez	22-dez	23-dez	24-dez	25-dez	26-dez	27-dez	28-dez	29-dez	30-dez	31-dez
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	1,130	1,129	1,135	1,173	1,166	1,140	1,141	1,237	1,124	1,132	1,130	1,389	1,178	1,136	1,135	1,130	1,136	1,133	1,141	1,374	1,208	1,119	1,136	1,122	1,123	1,175	1,130	1,182	1,193	1,201	1,389
SLA3	1,735	1,366	1,197	1,187	1,188	1,190	1,199	1,177	1,181	1,197	1,192	1,191	1,177	1,194	1,390	1,176	1,178	1,185	1,197	1,174	1,204	1,312	1,189	1,163	1,166	1,224	1,197	1,165	1,188	1,164	1,163
SLA4	1,218	1,139	1,105	1,091	1,091	1,076	1,082	1,084	1,085	1,088	1,085	1,085	1,079	1,078	1,176	1,073	1,072	1,080	1,088	1,074	1,081	1,118	1,086	1,072	1,088	1,085	1,086	1,071	1,079	1,092	1,072
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.	Interface Dedicada APIs	SLA	EBA GL	Total	01-out-19	02-out-19	03-out-19	04-out-19	05-out-19	06-out-19	07-out-19	08-out-19	09-out-19	10-out-19	11-out-19	12-out-19	13-out-19	14-out-19	15-out-19	16-out-19	17-out-19	18-out-19	19-out-19	20-out-19	21-out-19	22-out-19	23-out-19	24-out-19	25-out-19	26-out-19	27-out-19	28-out-19	29-out-19	30-out-19	31-out-19
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%	100%
SLA2	Performance para PISP	5.000 milisegundos	2.3.a	1.815	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1.702	0	0	0	0	0	0	1.400	1.942	1.775	1.755
SLA3	Performance para AISP	7.000 milisegundos	2.3.b	1.734	2.278	2.483	2.646	2.821	2.610	2.770	2.790	2.744	2.644	2.602	2.577	2.556	2.582	2.512	2.547	2.419	2.510	2.529	2.448	1.695	1.682	1.655	1.760	1.673	1.729	1.696	1.639	1.718	1.795	1.831	1.786
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	0
SLA5	Taxa de Erros nas respostas aos TPPs	10%	2.3d	0,43%	0,43%	2,06%	0,21%	5,00%	0,11%	0,11%	0,16%	0,12%	0,11%	0,25%	0,17%	0,06%	0,10%	0,07%	0,11%	0,38%	0,20%	0,11%	0,09%	0,46%	0,09%	0,58%	0,92%	0,27%	0,36%	0,08%	0,13%	0,10%	0,17%	0,11%	0,07%

Ref.	01-nov-19	02-nov-19	03-nov-19	04-nov-19	05-nov-19	06-nov-19	07-nov-19	08-nov-19	09-nov-19	10-nov-19	11-nov-19	12-nov-19	13-nov-19	14-nov-19	15-nov-19	16-nov-19	17-nov-19	18-nov-19	19-nov-19	20-nov-19	21-nov-19	22-nov-19	23-nov-19	24-nov-19	25-nov-19	26-nov-19	27-nov-19	28-nov-19	29-nov-19	30-nov-19
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	0	0	0	0	0	0	0	0	0	0	535	0	0	0	0	0	0	0	0	604	0	591	0	1.605	1.275	2.338	1.506	0	1.831	0
SLA3	1.634	1.659	1.306	1.488	1.381	1.423	1.324	1.423	1.345	1.344	1.362	1.391	1.250	1.261	1.221	1.210	4.148	1.478	1.379	1.298	1.178	1.134	1.006	1.071	1.049	1.138	1.449	1.270	1.376	1.281
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	0,13%	0,06%	11,53%	1,85%	0,35%	1,22%	0,11%	0,54%	0,03%	0,06%	0,18%	0,28%	0,06%	0,10%	0,05%	0,07%	9,55%	1,57%	0,10%	0,05%	0,14%	0,08%	0,08%	3,34%	0,07%	0,74%	0,66%	0,31%	0,30%	0,09%

Ref.	01-dez-19	02-dez-19	03-dez-19	04-dez-19	05-dez-19	06-dez-19	07-dez-19	08-dez-19	09-dez-19	10-dez-19	11-dez-19	12-dez-19	13-dez-19	14-dez-19	15-dez-19	16-dez-19	17-dez-19	18-dez-19	19-dez-19	20-dez-19	21-dez-19	22-dez-19	23-dez-19	24-dez-19	25-dez-19	26-dez-19	27-dez-19	28-dez-19	29-dez-19	30-dez-19	31-dez-19
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	0	2.658	0	0	3.656	2.392	0	0	1.970	1.815	2.322	1.418	1.958	1.359	0	1.417	1.848	986	2.201	3.194	0	2.080	2.734	0	0	0	0	0	0	0	0
SLA3	1.286	1.388	1.416	1.337	1.401	1.353	1.268	1.235	1.414	1.428	1.452	1.494	1.494	1.453	1.404	1.446	1.444	1.736	1.582	1.553	1.608	1.598	1.695	1.478	1.325	1.416	1.447	1.430	1.369	1.420	1.230
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%	0,21%	0,17%	0,12%	0,14%	0,13%	0,07%	0,66%	0,28%	0,24%	0,13%	0,17%	0,08%	0,12%	0,15%	0,08%	0,06%	2,29%	0,14%	0,21%	0,11%	0,39%	0,23%	0,06%	0,02%	0,17%	0,14%	0,09%	0,09%	0,20%	0,09%