



# Report SIBS API Market

ASPSP: CAIXA DE CREDITO AGRICOLA MUTUO DE MAFRA

Período: 01-out-2020 a 31-dez-2020

Ref.	Nome	SLA	EBA GL	Total	01-out-20
SLA1	Disponibilidade das API PSD2 *	99,0%	2.2	<b>100%</b>	100%
SLA1.1	Disponibilidade das API PSD2 - Responsabilidade SIBS	99,0%	NA	<b>100%</b>	100%
SLA2	Performance para PISP	5.000 milisegundos	2.3.a	<b>1 826</b>	324
SLA2.1	Performance para PISP - Componente SIBS	2.500 milisegundos	NA	<b>919</b>	324
SLA2.2	Performance para PISP - Componente Banco	2.500 milisegundos	NA	<b>1 588</b>	0
SLA3	Performance para AISP	7.000 milisegundos	2.3.b	<b>1 024</b>	1 898
SLA3.1	Performance para AISP - Componente SIBS	3.500 milisegundos	NA	<b>326</b>	493
SLA3.2	Performance para AISP - Componente Banco	3.500 milisegundos	NA	<b>2 818</b>	3 329
SLA4	Performance para CBPII	5.000 milisegundos	2.3.c	<b>0</b>	0
SLA4.1	Performance para CBPII - Componente SIBS	2.500 milisegundos	NA	<b>0</b>	0
SLA4.2	Performance para CBPII - Componente Banco	2.500 milisegundos	NA	<b>0</b>	0
SLA5	Taxa de Erros nas respostas aos TPPs	10%	2.3.d	<b>17,00%</b>	24,14%
SLA5.1	Taxa de Erros nas respostas - Responsabilidade SIBS	5%	NA	<b>0,01%</b>	0,00%
SLA5.2	Taxa de Erros nas respostas - Responsabilidade Bancos	5%	NA	<b>16,99%</b>	24,14%
SLA6	Resolução incidentes - Críticos	90% em < 4horas	6.1	n.a.	
SLA7	Resolução incidentes - Alta	90% em < 16horas	6.1	n.a.	
SLA8	Resolução incidentes - Média	80% em < 2 dias úteis	NA	n.a.	
SLA9	Resolução incidentes - Baixa	80% em < 5 dias úteis	NA	n.a.	

\* Devido a falta de informação a Disponibilidade das API PSD2 só se refere a Responsabilidade SIBS



02-out-20	03-out-20	04-out-20	05-out-20	06-out-20	07-out-20	08-out-20	09-out-20	10-out-20	11-out-20
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
193	613	471	294	379	164	456	604	702	899
193	613	471	294	379	164	456	604	702	899
0	0	0	0	0	0	0	0	0	0
1 870	2 345	249	2 321	2 615	2 280	2 002	2 341	320	0
378	386	249	430	369	481	378	837	320	0
2 051	2 194	0	2 520	2 808	2 159	1 624	2 255	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
67,57%	45,28%	85,19%	62,86%	63,64%	72,41%	77,78%	61,76%	36,11%	17,39%
0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
67,57%	45,28%	85,19%	62,86%	63,64%	72,41%	77,78%	61,76%	36,11%	17,39%



12-out-20	13-out-20	14-out-20	15-out-20	16-out-20	17-out-20	18-out-20	19-out-20	20-out-20	21-out-20
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
538	2 206	1 943	1 919	1 820	1 897	1 829	1 856	1 791	2 122
538	479	615	473	388	497	429	457	820	367
0	1 884	1 608	1 653	1 500	1 610	1 533	1 533	1 488	1 931
3 010	3 118	2 754	2 205	660	1 762	2 114	2 121	2 201	2 593
469	436	619	318	283	307	297	302	294	339
3 138	3 352	2 372	2 427	2 099	1 969	2 272	2 053	2 264	2 441
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
47,73%	31,25%	0,00%	2,94%	0,00%	2,13%	0,00%	3,33%	3,17%	0,00%
0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
47,73%	31,25%	0,00%	2,94%	0,00%	2,13%	0,00%	3,33%	3,17%	0,00%





01-nov-20	02-nov-20	03-nov-20	04-nov-20	05-nov-20	06-nov-20	07-nov-20	08-nov-20	09-nov-20	10-nov-20
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
1 804	1 899	1 801	1 886	1 946	1 748	1 790	1 901	1 909	1 906
346	365	422	347	404	445	394	362	536	578
1 458	1 680	1 524	1 615	1 619	1 628	1 466	1 539	1 544	1 608
1 939	2 347	876	2 746	2 164	1 603	1 915	0	2 777	2 667
305	284	254	287	396	352	616	0	332	307
1 634	2 234	3 385	2 459	1 768	2 503	2 382	0	2 539	2 575
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
19,23%	0,00%	1,80%	0,00%	6,90%	14,29%	5,88%	13,04%	6,25%	2,78%
0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
19,23%	0,00%	1,80%	0,00%	6,90%	14,29%	5,88%	13,04%	6,25%	2,78%



11-nov-20	12-nov-20	13-nov-20	14-nov-20	15-nov-20	16-nov-20	17-nov-20	18-nov-20	19-nov-20	20-nov-20
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
2 005	1 799	2 041	1 908	1 902	2 036	1 947	2 071	1 742	1 922
438	618	478	353	529	773	434	1 427	1 742	1 922
1 645	1 430	1 720	1 555	1 580	1 736	1 664	1 771	0	0
2 670	2 653	2 502	0	1 490	2 291	647	1 987	2 265	1 972
389	314	332	0	315	295	324	405	314	341
2 534	2 477	2 169	0	2 056	2 424	2 309	2 294	2 276	4 358
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
3,03%	0,00%	3,70%	4,35%	7,50%	7,55%	3,57%	26,76%	44,07%	13,79%
0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
3,03%	0,00%	3,70%	4,35%	7,50%	7,55%	3,57%	26,76%	44,07%	13,79%



21-nov-20	22-nov-20	23-nov-20	24-nov-20	25-nov-20	26-nov-20	27-nov-20	28-nov-20	29-nov-20	30-nov-20
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
1 923	1 899	1 864	2 134	1 545	1 893	1 817	1 944	1 914	1 931
1 923	1 899	1 864	2 134	1 495	1 893	1 817	1 944	1 914	1 931
0	0	0	0	1 413	0	0	0	0	0
1 949	1 590	1 110	519	393	572	394	432	493	520
264	312	287	308	284	362	296	284	279	305
1 926	1 491	2 648	2 001	1 654	3 038	1 481	1 507	2 306	2 132
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
45,45%	45,28%	17,87%	12,73%	7,20%	3,32%	10,00%	27,51%	20,00%	6,56%
0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
45,45%	45,28%	17,87%	12,73%	7,20%	3,32%	10,00%	27,51%	20,00%	6,56%



01-dez-20	02-dez-20	03-dez-20	04-dez-20	05-dez-20	06-dez-20	07-dez-20	08-dez-20	09-dez-20	10-dez-20
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
1 947	1 810	1 955	1 653	1 969	1 607	2 043	1 788	0	0
1 947	1 761	1 955	1 653	1 969	1 607	2 043	1 788	0	0
0	1 419	0	0	0	0	0	0	0	0
691	2 315	1 670	640	381	502	612	1 907	348	284
320	424	476	296	255	252	266	501	265	284
1 902	2 802	2 074	1 649	1 482	1 611	1 853	2 877	1 831	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
57,39%	27,08%	31,65%	24,04%	25,58%	20,17%	18,18%	38,16%	22,50%	75,44%
0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
57,39%	27,08%	31,65%	24,04%	25,58%	20,17%	18,18%	38,16%	22,50%	75,44%





11-dez-20	12-dez-20	13-dez-20	14-dez-20	15-dez-20	16-dez-20	17-dez-20	18-dez-20	19-dez-20	20-dez-20
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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
1 427	661	1 853	518	1 016	1 062	1 250	1 350	1 149	1 970
299	278	253	272	404	282	282	322	278	404
3 295	1 614	1 600	1 812	3 039	3 594	3 548	3 590	2 851	2 828
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
23,16%	32,18%	82,14%	14,21%	11,21%	12,50%	13,79%	12,61%	28,82%	41,05%
0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,29%	0,00%	0,00%
23,16%	32,18%	82,14%	14,21%	11,21%	12,50%	13,79%	12,32%	28,82%	41,05%



21-dez-20	22-dez-20	23-dez-20	24-dez-20	25-dez-20	26-dez-20	27-dez-20	28-dez-20	29-dez-20	30-dez-20	31-dez-20
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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	0
729	959	923	3 052	1 914	1 145	1 066	2 206	1 995	494	1 769
341	314	358	325	410	335	308	359	388	377	436
2 832	2 005	2 645	4 463	3 458	2 935	3 181	3 518	3 215	1 765	3 628
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	0
10,93%	12,50%	14,52%	19,23%	36,99%	21,64%	16,00%	29,82%	37,04%	65,12%	35,53%
0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
10,93%	12,50%	14,52%	19,23%	36,99%	21,64%	16,00%	29,82%	37,04%	65,12%	35,53%