



# Report SIBS API Market

ASPSP: CAIXA DE CREDITO AGRICOLA MUTUO DE MAFRA

Período: 01-jan-2021 a 31-mar-2021

Ref.	Nome	SLA	EBA GL	Total	01-jan-21
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>1 452</b>	0
SLA2.1	Performance para PISP - Componente SIBS	2.500 milisegundos	NA	<b>817</b>	0
SLA2.2	Performance para PISP - Componente Banco	2.500 milisegundos	NA	<b>1 428</b>	0
SLA3	Performance para AISP	7.000 milisegundos	2.3.b	<b>1 420</b>	1 377
SLA3.1	Performance para AISP - Componente SIBS	3.500 milisegundos	NA	<b>323</b>	370
SLA3.2	Performance para AISP - Componente Banco	3.500 milisegundos	NA	<b>2 286</b>	3 113
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%	2.3d	<b>19,89%</b>	49,25%
SLA5.1	Taxa de Erros nas respostas - Responsabilidade SIBS	5%	NA	<b>0,04%</b>	0,00%
SLA5.2	Taxa de Erros nas respostas - Responsabilidade Bancos	5%	NA	<b>19,85%</b>	49,25%
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	0,00%	

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



02-jan-21	03-jan-21	04-jan-21	05-jan-21	06-jan-21	07-jan-21	08-jan-21	09-jan-21	10-jan-21	11-jan-21
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
0	0	0	0	4 895	0	0	0	0	0
0	0	0	0	4 895	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
1 219	1 516	1 896	1 581	1 392	1 169	992	1 484	1 207	1 546
338	328	309	305	309	367	307	282	292	318
2 878	2 206	3 184	2 517	2 028	2 345	1 889	2 943	2 667	2 447
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
19,67%	17,61%	7,48%	16,41%	18,18%	7,26%	19,82%	18,92%	12,08%	13,36%
0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
19,67%	17,61%	7,48%	16,41%	18,18%	7,26%	19,82%	18,92%	12,08%	13,36%



12-jan-21	13-jan-21	14-jan-21	15-jan-21	16-jan-21	17-jan-21	18-jan-21	19-jan-21	20-jan-21	21-jan-21
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
1 060	1 317	1 764	1 459	1 368	1 029	1 455	286	1 612	1 667
311	308	680	313	287	290	498	275	317	456
2 561	2 212	2 536	2 314	2 231	2 569	2 159	1 421	2 412	2 215
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
10,69%	17,53%	17,06%	13,33%	14,16%	9,82%	14,09%	55,96%	14,77%	13,64%
0,00%	0,00%	0,47%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
10,69%	17,53%	16,59%	13,33%	14,16%	9,82%	14,09%	55,96%	14,77%	13,64%



22-jan-21	23-jan-21	24-jan-21	25-jan-21	26-jan-21	27-jan-21	28-jan-21	29-jan-21	30-jan-21	31-jan-21
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	1 777	0
0	0	0	0	0	0	0	0	291	0
0	0	0	0	0	0	0	0	1 486	0
1 706	1 166	1 404	1 871	924	1 993	1 198	2 493	1 877	1 281
359	303	473	712	895	829	315	531	408	301
2 506	1 586	1 752	1 890	1 691	1 865	2 187	3 015	2 474	2 181
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
15,61%	16,06%	16,89%	13,00%	47,64%	13,98%	10,77%	12,03%	13,86%	16,20%
0,00%	0,00%	0,66%	1,06%	0,67%	1,08%	0,00%	0,00%	0,00%	0,00%
15,61%	16,06%	16,23%	11,94%	46,97%	12,90%	10,77%	12,03%	13,86%	16,20%



01-fev-21	02-fev-21	03-fev-21	04-fev-21	05-fev-21	06-fev-21	07-fev-21	08-fev-21	09-fev-21	10-fev-21
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
0	0	0	211	0	0	0	0	0	0
0	0	0	211	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
1 522	1 520	1 387	1 189	1 096	1 089	1 043	1 206	1 090	1 161
423	407	325	278	284	287	272	289	285	275
2 413	2 463	2 040	1 969	1 852	1 891	1 759	1 962	1 809	1 840
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
15,48%	13,77%	13,25%	15,68%	15,86%	14,43%	15,27%	12,82%	15,53%	13,96%
0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
15,48%	13,77%	13,25%	15,68%	15,86%	14,43%	15,27%	12,82%	15,53%	13,96%



11-fev-21	12-fev-21	13-fev-21	14-fev-21	15-fev-21	16-fev-21	17-fev-21	18-fev-21	19-fev-21	20-fev-21
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
1 409	1 660	1 051	1 229	1 294	1 250	1 274	1 892	1 584	1 157
278	286	278	273	283	274	282	283	290	268
2 772	2 429	1 819	2 045	2 057	2 139	2 083	2 597	2 219	2 018
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
10,61%	10,60%	16,28%	13,56%	15,09%	14,12%	12,98%	23,14%	15,86%	14,81%
0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
10,61%	10,60%	16,28%	13,56%	15,09%	14,12%	12,98%	23,14%	15,86%	14,81%



21-fev-21	22-fev-21	23-fev-21	24-fev-21	25-fev-21	26-fev-21	27-fev-21	28-fev-21	01-mar-21	02-mar-21
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
1 472	1 473	1 414	1 612	1 392	1 496	1 010	1 280	1 425	1 407
279	285	269	276	274	285	276	276	272	286
2 152	2 169	2 075	2 218	2 167	2 280	1 834	2 107	2 204	2 114
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
25,96%	24,92%	25,08%	21,45%	17,31%	24,59%	23,94%	28,72%	29,97%	23,98%
0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
25,96%	24,92%	25,08%	21,45%	17,31%	24,59%	23,94%	28,72%	29,97%	23,98%



03-mar-21	04-mar-21	05-mar-21	06-mar-21	07-mar-21	08-mar-21	09-mar-21	10-mar-21	11-mar-21	12-mar-21
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
1 274	1 107	1 408	880	1 278	1 602	1 213	711	1 314	1 160
270	273	278	269	279	278	291	281	299	290
2 137	2 031	2 526	1 664	1 963	2 252	1 852	2 042	2 331	2 287
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
27,73%	23,74%	22,45%	25,53%	28,30%	23,51%	30,40%	12,57%	18,04%	18,45%
0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
27,73%	23,74%	22,45%	25,53%	28,30%	23,51%	30,40%	12,57%	18,04%	18,45%





13-mar-21	14-mar-21	15-mar-21	16-mar-21	17-mar-21	18-mar-21	19-mar-21	20-mar-21	21-mar-21	22-mar-21
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
1 308	1 038	1 378	1 394	1 368	1 121	1 176	1 067	1 348	1 783
290	277	276	274	277	270	290	267	264	275
2 035	1 780	2 169	2 393	1 954	1 884	1 766	1 761	1 998	2 621
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
26,42%	24,64%	26,78%	19,68%	24,63%	21,09%	26,24%	26,02%	26,29%	20,97%
0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
26,42%	24,64%	26,78%	19,68%	24,63%	21,09%	26,24%	26,02%	26,29%	20,97%



23-mar-21	24-mar-21	25-mar-21	26-mar-21	27-mar-21	28-mar-21	29-mar-21	30-mar-21	31-mar-21
100%	100%	100%	100%	100%	100%	100%	100%	100%
100%	100%	100%	100%	100%	100%	100%	100%	100%
0	1 762	0	0	0	0	0	321	352
0	392	0	0	0	0	0	321	352
0	1 371	0	0	0	0	0	0	0
433	1 370	1 225	2 000	1 921	2 498	2 417	2 617	1 863
273	304	290	302	293	287	307	286	333
5 166	1 998	1 946	2 783	2 940	3 604	2 937	3 467	2 465
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
57,03%	25,59%	23,06%	20,39%	26,35%	24,33%	25,11%	18,13%	19,35%
0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
57,03%	25,59%	23,06%	20,39%	26,35%	24,33%	25,11%	18,13%	19,35%

