



Report SIBS API Market

ASPSP: CAIXA DE CREDITO AGRICOLA MUTUO DE MAFRA

Período: 01-abr-2021 a 30-jun-2021

Ref.	Nome	SLA	EBA GL	Total	01-abr-21	02-abr-21
SLA1	Disponibilidade das API PSD2 *	99,0%	2.2	100%	100%	100%
SLA1.1	Disponibilidade das API PSD2 - Responsabilidade SIBS	99,0%	NA	100%	100%	100%
SLA2	Performance para PISP	5.000 milisegundos	2.3.a	429	0	374
SLA2.1	Performance para PISP - Componente SIBS	2.500 milisegundos	NA	305	0	374
SLA2.2	Performance para PISP - Componente Banco	2.500 milisegundos	NA	1 752	0	0
SLA3	Performance para AISP	7.000 milisegundos	2.3.b	1 560	2 095	1 299
SLA3.1	Performance para AISP - Componente SIBS	3.500 milisegundos	NA	277	391	292
SLA3.2	Performance para AISP - Componente Banco	3.500 milisegundos	NA	2 428	3 282	1 937
SLA4	Performance para CBPII	5.000 milisegundos	2.3.c	0	0	0
SLA4.1	Performance para CBPII - Componente SIBS	2.500 milisegundos	NA	0	0	0
SLA4.2	Performance para CBPII - Componente Banco	2.500 milisegundos	NA	0	0	0
SLA5	Taxa de Erros nas respostas aos TPPs	10%	2.3d	18,36%	23,67%	21,01%
SLA5.1	Taxa de Erros nas respostas - Responsabilidade SIBS	5%	NA	0,00%	0,00%	0,00%
SLA5.2	Taxa de Erros nas respostas - Responsabilidade Bancos	5%	NA	18,36%	23,67%	21,01%
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



03-abr-21	04-abr-21	05-abr-21	06-abr-21	07-abr-21	08-abr-21	09-abr-21	10-abr-21	11-abr-21	12-abr-21	13-abr-21	14-abr-21
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
0	336	402	190	466	179	223	358	350	312	269	348
0	336	402	190	466	179	223	358	350	249	246	348
0	0	0	0	0	0	0	0	0	1 877	1 365	0
1 192	2 214	1 382	1 729	1 574	1 896	1 936	2 225	1 687	2 239	2 411	1 942
326	366	423	362	342	363	338	292	290	320	335	295
2 288	3 099	2 065	1 984	1 784	2 115	2 169	2 679	2 314	2 214	2 548	2 455
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	0	0	0
16,43%	16,11%	18,25%	24,72%	20,08%	20,36%	17,30%	19,68%	38,49%	12,29%	12,02%	21,80%
0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
16,43%	16,11%	18,25%	24,72%	20,08%	20,36%	17,30%	19,68%	38,49%	12,29%	12,02%	21,80%



15-abr-21	16-abr-21	17-abr-21	18-abr-21	19-abr-21	20-abr-21	21-abr-21	22-abr-21	23-abr-21	24-abr-21	25-abr-21	26-abr-21
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
242	400	0	248	311	0	0	0	0	0	0	0
242	400	0	248	311	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0
1 758	1 742	2 711	1 604	2 061	1 738	2 133	1 136	1 464	1 172	1 380	1 603
276	289	293	268	296	296	309	300	294	270	285	288
2 478	2 840	3 357	2 408	2 551	2 340	3 089	2 010	2 271	1 945	1 607	2 050
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	0	0	0
17,67%	18,50%	21,17%	22,89%	21,84%	12,50%	15,34%	29,16%	9,59%	5,00%	13,86%	14,46%
0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
17,67%	18,50%	21,17%	22,89%	21,84%	12,50%	15,34%	29,16%	9,59%	5,00%	13,86%	14,46%

27-abr-21	28-abr-21	29-abr-21	30-abr-21	01-mai-21	02-mai-21	03-mai-21	04-mai-21	05-mai-21	06-mai-21	07-mai-21	08-mai-21
100%	100%	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	2 277	0	0	0	0
0	0	0	0	0	0	0	263	0	0	0	0
0	0	0	0	0	0	0	2 014	0	0	0	0
1 653	841	1 130	1 266	1 466	850	1 279	1 133	1 065	1 766	2 346	1 272
297	284	270	278	277	264	277	289	266	287	286	268
2 154	2 220	2 256	2 086	3 159	1 855	2 242	2 466	2 735	2 261	2 485	2 639
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	0	0	0
18,41%	43,41%	15,66%	18,45%	22,66%	19,14%	17,88%	18,83%	22,50%	16,89%	6,40%	20,26%
0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
18,41%	43,41%	15,66%	18,45%	22,66%	19,14%	17,88%	18,83%	22,50%	16,89%	6,40%	20,26%



09-mai-21	10-mai-21	11-mai-21	12-mai-21	13-mai-21	14-mai-21	15-mai-21	16-mai-21	17-mai-21	18-mai-21	19-mai-21	20-mai-21
100%	100%	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	0	0	0
1 384	1 932	1 676	2 103	1 737	1 334	2 117	367	1 662	972	1 560	1 462
265	287	279	280	283	268	275	253	270	275	286	314
1 879	2 016	2 494	2 112	2 371	2 292	2 798	2 038	2 299	2 110	2 149	1 923
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	0	0	0
21,85%	10,92%	17,09%	8,90%	18,00%	16,36%	11,57%	52,15%	7,96%	19,62%	16,29%	17,39%
0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
21,85%	10,92%	17,09%	8,90%	18,00%	16,36%	11,57%	52,15%	7,96%	19,62%	16,29%	17,39%



21-mai-21	22-mai-21	23-mai-21	24-mai-21	25-mai-21	26-mai-21	27-mai-21	28-mai-21	29-mai-21	30-mai-21	31-mai-21	01-jun-21
100%	100%	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	0	0	0
1 229	1 245	1 237	2 607	964	1 528	1 232	1 528	786	1 283	1 364	1 771
319	315	303	318	295	356	232	235	244	245	244	254
1 798	1 874	2 480	3 167	2 279	2 253	2 462	2 290	1 659	2 011	2 925	2 237
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	0	0	0
15,49%	20,66%	21,53%	11,19%	21,12%	17,03%	20,25%	18,56%	23,28%	15,87%	14,40%	20,09%
0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
15,49%	20,66%	21,53%	11,19%	21,12%	17,03%	20,25%	18,56%	23,28%	15,87%	14,40%	20,09%



02-jun-21	03-jun-21	04-jun-21	05-jun-21	06-jun-21	07-jun-21	08-jun-21	09-jun-21	10-jun-21	11-jun-21	12-jun-21	13-jun-21
100%	100%	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	0	0	0
1 347	2 164	1 270	1 360	778	1 650	1 410	1 015	1 081	2 212	1 084	816
237	246	244	230	227	251	251	227	226	239	234	228
2 321	2 756	2 636	2 392	1 936	2 547	2 439	2 377	2 315	2 515	2 637	2 160
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	0	0	0
18,93%	13,50%	19,83%	10,44%	21,18%	18,84%	22,92%	22,30%	22,09%	10,00%	21,36%	23,51%
0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
18,93%	13,50%	19,83%	10,44%	21,18%	18,84%	22,92%	22,30%	22,09%	10,00%	21,36%	23,51%



14-jun-21	15-jun-21	16-jun-21	17-jun-21	18-jun-21	19-jun-21	20-jun-21	21-jun-21	22-jun-21	23-jun-21	24-jun-21	25-jun-21
100%	100%	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	0	0	0
2 173	1 541	1 337	1 998	804	1 654	1 968	1 664	891	2 350	1 024	2 279
239	267	247	234	230	240	231	244	233	302	233	232
3 438	3 073	2 353	3 063	2 753	2 857	3 034	2 552	2 892	2 342	2 568	3 335
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	0	0	0
19,40%	14,80%	19,10%	14,40%	23,62%	20,16%	7,56%	18,95%	21,19%	7,08%	21,07%	15,59%
0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
19,40%	14,80%	19,10%	14,40%	23,62%	20,16%	7,56%	18,95%	21,19%	7,08%	21,07%	15,59%



26-jun-21	27-jun-21	28-jun-21	29-jun-21	30-jun-21
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
1 818	1 457	2 497	1 556	1 339
230	229	232	234	235
3 151	2 821	3 210	2 055	2 035
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
19,75%	23,11%	9,63%	14,00%	13,79%
0,00%	0,00%	0,00%	0,00%	0,00%
19,75%	23,11%	9,63%	14,00%	13,79%