



Report SIBS API Market

ASPSP: CAIXA DE CREDITO AGRICOLA MUTUO DE MAFRA

Período: 01-out-2021 a 30-dez-2021

Ref.	Nome	SLA	EBA GL	Total	01-out-21	02-out-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	1 676	0	0
SLA2.1	Performance para PISP - Componente SIBS	2.500 milisegundos	NA	1 618	0	0
SLA2.2	Performance para PISP - Componente Banco	2.500 milisegundos	NA	1 714	0	0
SLA3	Performance para AISP	7.000 milisegundos	2.3.b	1 311	2 199	2 156
SLA3.1	Performance para AISP - Componente SIBS	3.500 milisegundos	NA	279	263	249
SLA3.2	Performance para AISP - Componente Banco	3.500 milisegundos	NA	3 679	2 904	2 890
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%	2.3.d	18,80%	0,45%	0,80%
SLA5.1	Taxa de Erros nas respostas - Responsabilidade SIBS	5%	NA	0,05%	0,00%	0,00%
SLA5.2	Taxa de Erros nas respostas - Responsabilidade Bancos	5%	NA	18,76%	0,45%	0,80%
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



03-out-21	04-out-21	05-out-21	06-out-21	07-out-21	08-out-21	09-out-21	10-out-21	11-out-21	12-out-21	13-out-21	14-out-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	1 154	873	0	0	0	200	0	0	0	0
0	0	210	191	0	0	0	158	0	0	0	0
0	0	1 652	1 364	0	0	0	1 404	0	0	0	0
965	1 601	1 687	1 633	1 688	1 557	1 651	1 639	1 356	1 248	1 952	1 738
241	232	243	250	245	244	248	234	242	245	248	247
2 309	2 052	2 406	2 630	2 431	2 441	2 940	1 870	2 475	2 642	2 703	2 655
0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0
1,50%	5,06%	2,75%	0,75%	0,50%	0,56%	4,86%	0,47%	0,14%	17,00%	0,23%	0,86%
0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
1,50%	5,06%	2,75%	0,75%	0,50%	0,56%	4,86%	0,47%	0,14%	17,00%	0,23%	0,86%



15-out-21	16-out-21	17-out-21	18-out-21	19-out-21	20-out-21	21-out-21	22-out-21	23-out-21	24-out-21	25-out-21	26-out-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	350	302	0	0	2 723	0	334	0
0	0	0	0	173	187	0	0	351	0	171	0
0	0	0	0	2 034	1 380	0	0	2 372	0	1 867	0
1 728	2 152	2 500	1 779	2 146	2 833	1 719	1 917	2 285	2 456	2 538	2 454
247	243	258	361	243	292	246	247	247	285	249	312
3 133	3 478	3 905	2 942	3 647	3 873	3 165	3 806	3 556	3 764	4 374	4 405
0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0
1,81%	12,84%	0,00%	1,01%	0,93%	2,34%	0,11%	0,00%	1,06%	0,24%	0,83%	1,12%
0,72%	0,00%	0,00%	1,01%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
1,09%	12,84%	0,00%	0,00%	0,93%	2,34%	0,11%	0,00%	1,06%	0,24%	0,83%	1,12%



27-out-21	28-out-21	29-out-21	30-out-21	31-out-21	01-nov-21	02-nov-21	03-nov-21	04-nov-21	05-nov-21	06-nov-21	07-nov-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%
335	0	3 154	0	0	0	0	0	371	0	0	0
214	0	3 154	0	0	0	0	0	213	0	0	0
1 396	0	0	0	0	0	0	0	2 374	0	0	0
3 549	3 264	3 322	2 918	1 639	1 612	276	280	1 174	1 212	1 216	1 232
295	305	310	293	287	282	276	280	280	280	274	275
5 911	4 683	5 004	4 607	3 910	4 046	0	0	3 380	3 257	3 462	4 062
0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0
3,68%	1,15%	15,83%	2,02%	2,24%	10,37%	52,41%	53,52%	36,36%	0,96%	2,32%	1,89%
0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
3,68%	1,15%	15,83%	2,02%	2,24%	10,37%	52,41%	53,52%	36,36%	0,96%	2,32%	1,89%

08-nov-21	09-nov-21	10-nov-21	11-nov-21	12-nov-21	13-nov-21	14-nov-21	15-nov-21	16-nov-21	17-nov-21	18-nov-21	19-nov-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%
413	1 075	1 974	2 128	1 903	1 274	2 078	0	0	864	1 799	585
242	984	1 974	2 128	1 903	1 172	2 078	0	0	797	1 521	585
1 365	1 366	0	0	0	2 405	0	0	0	1 380	1 737	0
1 494	1 744	1 219	1 289	1 509	1 080	1 045	264	309	1 270	1 115	261
285	285	281	276	281	276	277	264	309	277	279	261
4 157	4 254	3 278	3 465	3 989	3 266	3 220	0	0	4 224	3 464	0
0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0
1,29%	1,00%	1,20%	1,43%	1,10%	1,89%	1,69%	51,46%	51,63%	15,34%	0,89%	52,27%
0,00%	0,00%	0,08%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
1,29%	1,00%	1,12%	1,43%	1,10%	1,89%	1,69%	51,46%	51,63%	15,34%	0,89%	52,27%



20-nov-21	21-nov-21	22-nov-21	23-nov-21	24-nov-21	25-nov-21	26-nov-21	27-nov-21	28-nov-21	29-nov-21	30-nov-21	01-dez-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%
2 381	1 732	2 050	1 214	2 156	2 184	1 882	1 854	1 938	1 773	2 843	3 751
2 381	1 732	2 050	1 179	2 156	2 184	1 629	1 854	1 938	1 648	2 843	3 751
0	0	0	1 402	0	0	1 645	0	0	2 498	0	0
1 212	1 028	1 243	1 224	1 582	1 501	1 181	1 115	1 149	689	694	715
271	270	271	294	274	275	278	275	272	286	274	274
4 143	3 343	4 204	3 370	4 850	4 091	3 869	3 290	3 929	2 467	2 474	2 984
0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0
25,76%	0,72%	1,42%	1,12%	1,03%	1,24%	4,19%	1,46%	4,91%	37,88%	33,24%	29,99%
0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
25,76%	0,72%	1,42%	1,12%	1,03%	1,24%	4,19%	1,46%	4,91%	37,88%	33,24%	29,99%

02-dez-21	03-dez-21	04-dez-21	05-dez-21	06-dez-21	07-dez-21	08-dez-21	09-dez-21	10-dez-21	11-dez-21	12-dez-21	13-dez-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%
3 003	2 218	2 161	2 079	569	0	2 113	1 773	2 809	0	0	2 594
3 003	2 218	2 161	2 079	569	0	2 113	1 773	2 809	0	0	2 594
0	0	0	0	0	0	0	0	0	0	0	0
1 216	1 655	1 324	1 505	281	269	1 836	1 462	1 292	263	264	1 968
295	288	282	279	281	269	284	348	283	263	264	291
3 462	4 369	3 691	4 031	0	0	4 794	3 565	4 963	0	0	4 920
0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0
18,22%	1,16%	1,19%	1,36%	53,11%	51,82%	11,67%	1,37%	21,52%	51,64%	49,53%	22,30%
0,26%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
17,96%	1,16%	1,19%	1,36%	53,11%	51,82%	11,67%	1,37%	21,52%	51,64%	49,53%	22,30%



14-dez-21	15-dez-21	16-dez-21	17-dez-21	18-dez-21	19-dez-21	20-dez-21	21-dez-21	22-dez-21	23-dez-21	24-dez-21	25-dez-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%
2 044	1 471	0	0	0	0	0	0	0	2 157	2 072	1 869
2 044	1 471	0	0	0	0	0	0	0	2 157	2 072	1 869
0	0	0	0	0	0	0	0	0	0	0	0
1 340	916	275	266	270	268	269	287	279	1 213	1 111	1 006
288	281	275	266	270	268	269	287	279	322	311	283
3 394	3 669	0	0	0	0	0	0	0	3 988	3 707	3 719
0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0
0,68%	14,55%	51,58%	51,67%	51,80%	52,01%	51,50%	53,72%	54,15%	35,95%	2,78%	4,28%
0,00%	0,00%	0,00%	0,00%	0,21%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
0,68%	14,55%	51,58%	51,67%	51,59%	52,01%	51,50%	53,72%	54,15%	35,95%	2,78%	4,28%



26-dez-21	27-dez-21	28-dez-21	29-dez-21	30-dez-21	31-dez-21
100%	100%	100%	100%	100%	100%
100%	100%	100%	100%	100%	100%
1 819	2 019	540	2 506	2 317	1 108
1 819	2 019	540	2 506	2 317	1 108
0	0	0	0	0	0
951	1 357	402	1 212	1 185	330
284	303	288	273	278	330
3 157	3 994	3 434	3 317	3 674	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
1,98%	2,34%	52,48%	2,07%	3,14%	51,52%
0,00%	0,00%	1,95%	0,00%	0,00%	0,00%
1,98%	2,34%	50,53%	2,07%	3,14%	51,52%