



Report SIBS API Market

ASPSP: CAIXA DE CREDITO AGRICOLA MUTUO DE MAFRA

Período: 01-abr-2024 a 30-jun-2024

| Ref. | Nome | SLA | EBA GL | Total | 01-abr-24 | 02-abr-24 |
|--------|---|-----------------------|--------|---------------|-----------|-----------|
| 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 | 596 | 0 | 0 |
| SLA2.1 | Performance para PISP - Componente SIBS | 2.500 milisegundos | NA | 275 | 0 | 0 |
| SLA2.2 | Performance para PISP - Componente Banco | 2.500 milisegundos | NA | 1 237 | 0 | 0 |
| SLA3 | Performance para AISP | 7.000 milisegundos | 2.3.b | 722 | 303 | 649 |
| SLA3.1 | Performance para AISP - Componente SIBS | 3.500 milisegundos | NA | 526 | 303 | 317 |
| SLA3.2 | Performance para AISP - Componente Banco | 3.500 milisegundos | NA | 1 422 | 0 | 1 326 |
| 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 | 48,69% | 76,92% | 61,90% |
| 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 | 48,69% | 76,92% | 61,90% |
| SLA6 | Resolução incidentes - Críticos | 90% em < 4horas | 8.1 | n.a. | | |
| SLA7 | Resolução incidentes - Alta | 90% em < 16horas | 8.1 | 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-abr-24 | 04-abr-24 | 05-abr-24 | 06-abr-24 | 07-abr-24 | 08-abr-24 | 09-abr-24 | 10-abr-24 | 11-abr-24 | 12-abr-24 |
|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 481 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 397 | 0 |
| 481 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 288 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 978 | 0 |
| 405 | 744 | 606 | 405 | 553 | 1 250 | 752 | 665 | 548 | 984 |
| 405 | 329 | 287 | 405 | 286 | 455 | 305 | 296 | 548 | 405 |
| 0 | 1 662 | 1 434 | 0 | 1 469 | 1 590 | 1 174 | 1 476 | 0 | 1 448 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 35,29% | 61,90% | 40,00% | 57,14% | 15,38% | 40,00% | 0,00% | 33,33% | 21,05% | 58,33% |
| 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% |
| 35,29% | 61,90% | 40,00% | 57,14% | 15,38% | 40,00% | 0,00% | 33,33% | 21,05% | 58,33% |

| 13-abr-24 | 14-abr-24 | 15-abr-24 | 16-abr-24 | 17-abr-24 | 18-abr-24 | 19-abr-24 | 20-abr-24 | 21-abr-24 | 22-abr-24 |
|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 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 | 897 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 349 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 1 096 | 0 | 0 | 0 | 0 |
| 831 | 855 | 959 | 933 | 932 | 964 | 461 | 367 | 827 | 622 |
| 317 | 305 | 379 | 418 | 382 | 464 | 461 | 367 | 827 | 622 |
| 1 284 | 1 374 | 1 449 | 1 288 | 1 377 | 1 251 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 28,57% | 0,00% | 37,50% | 50,00% | 44,44% | 70,97% | 60,00% | 50,00% | 42,86% | 36,36% |
| 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% |
| 28,57% | 0,00% | 37,50% | 50,00% | 44,44% | 70,97% | 60,00% | 50,00% | 42,86% | 36,36% |

| 23-abr-24 | 24-abr-24 | 25-abr-24 | 26-abr-24 | 27-abr-24 | 28-abr-24 | 29-abr-24 | 30-abr-24 | 01-mai-24 | 02-mai-24 |
|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 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 | 1 360 | 343 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 241 | 343 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 158 | 0 | 0 |
| 891 | 932 | 768 | 701 | 734 | 989 | 683 | 832 | 712 | 758 |
| 587 | 652 | 768 | 701 | 734 | 989 | 683 | 832 | 712 | 758 |
| 1 517 | 1 398 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 75,00% | 58,33% | 50,00% | 0,00% | 50,00% | 33,33% | 46,67% | 20,93% | 61,90% | 20,00% |
| 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% |
| 75,00% | 58,33% | 50,00% | 0,00% | 50,00% | 33,33% | 46,67% | 20,93% | 61,90% | 20,00% |

| 03-mai-24 | 04-mai-24 | 05-mai-24 | 06-mai-24 | 07-mai-24 | 08-mai-24 | 09-mai-24 | 10-mai-24 | 11-mai-24 | 12-mai-24 |
|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 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 |
| 593 | 708 | 763 | 1 055 | 656 | 787 | 767 | 745 | 604 | 702 |
| 593 | 708 | 763 | 775 | 656 | 787 | 767 | 745 | 604 | 702 |
| 0 | 0 | 0 | 2 526 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 29,41% | 0,00% | 0,00% | 18,18% | 55,56% | 33,33% | 50,00% | 66,67% | 33,33% | 52,94% |
| 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% |
| 29,41% | 0,00% | 0,00% | 18,18% | 55,56% | 33,33% | 50,00% | 66,67% | 33,33% | 52,94% |

| 13-mai-24 | 14-mai-24 | 15-mai-24 | 16-mai-24 | 17-mai-24 | 18-mai-24 | 19-mai-24 | 20-mai-24 | 21-mai-24 | 22-mai-24 |
|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 0 | 0 | 0 | 509 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 266 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 1 379 | 0 | 0 | 0 | 0 | 0 | 0 |
| 674 | 616 | 668 | 575 | 581 | 676 | 724 | 512 | 625 | 800 |
| 674 | 616 | 668 | 285 | 581 | 676 | 724 | 512 | 625 | 800 |
| 0 | 0 | 0 | 1 887 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 61,90% | 40,00% | 60,00% | 0,00% | 50,00% | 33,33% | 50,00% | 82,61% | 76,47% | 55,56% |
| 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% |
| 61,90% | 40,00% | 60,00% | 0,00% | 50,00% | 33,33% | 50,00% | 82,61% | 76,47% | 55,56% |

| 23-mai-24 | 24-mai-24 | 25-mai-24 | 26-mai-24 | 27-mai-24 | 28-mai-24 | 29-mai-24 | 30-mai-24 | 31-mai-24 | 01-jun-24 |
|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 1 656 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 379 | 308 |
| 322 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 322 | 308 |
| 1 334 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 020 | 0 |
| 0 | 599 | 0 | 548 | 0 | 0 | 0 | 1 815 | 0 | 0 |
| 0 | 599 | 0 | 548 | 0 | 0 | 0 | 218 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 597 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 75,00% | 84,62% | 0,00% | 0,00% | 100,00% | 100,00% | 100,00% | 75,00% | 9,52% | 50,00% |
| 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% |
| 75,00% | 84,62% | 0,00% | 0,00% | 100,00% | 100,00% | 100,00% | 75,00% | 9,52% | 50,00% |

| 02-jun-24 | 03-jun-24 | 04-jun-24 | 05-jun-24 | 06-jun-24 | 07-jun-24 | 08-jun-24 | 09-jun-24 | 10-jun-24 | 11-jun-24 |
|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 363 | 374 | 555 | 756 | 386 | 342 | 0 | 0 | 391 | 441 |
| 363 | 374 | 341 | 338 | 253 | 342 | 0 | 0 | 391 | 202 |
| 0 | 0 | 1 283 | 1 671 | 1 336 | 0 | 0 | 0 | 0 | 1 786 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 33,33% | 50,00% | 36,36% | 16,67% | 21,05% | 71,43% | 100,00% | 100,00% | 0,00% | 3,23% |
| 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% |
| 33,33% | 50,00% | 36,36% | 16,67% | 21,05% | 71,43% | 100,00% | 100,00% | 0,00% | 3,23% |

| 12-jun-24 | 13-jun-24 | 14-jun-24 | 15-jun-24 | 16-jun-24 | 17-jun-24 | 18-jun-24 | 19-jun-24 | 20-jun-24 | 21-jun-24 |
|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 0 | 0 | 423 | 0 | 0 | 0 | 864 | 0 | 371 | 0 |
| 0 | 0 | 423 | 0 | 0 | 0 | 431 | 0 | 228 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 867 | 0 | 1 000 | 0 |
| 0 | 642 | 0 | 0 | 0 | 0 | 0 | 0 | 567 | 0 |
| 0 | 642 | 0 | 0 | 0 | 0 | 0 | 0 | 567 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 100,00% | 33,33% | 85,71% | 100,00% | 0,00% | 100,00% | 62,50% | 100,00% | 10,00% | 100,00% |
| 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% |
| 100,00% | 33,33% | 85,71% | 100,00% | 0,00% | 100,00% | 62,50% | 100,00% | 10,00% | 100,00% |

