

eHealth

	Type	Committed KPI	Q3 2020	2020
1. UAM				
Identification/Authentication				
eH WALI e-ID	Performance	98,00%	99,89%	99,94%
Module for quality checks and relationships				
CLC	Availability	99,50%	99,90%	99,96%
CLC < 4 sec	Performance	95,00%	99,48%	99,62%
Authorization Module				
I. AM AA (Attribute Authority - major authentic source)	Availability	99,50%	99,92%	99,92%
I. AM AA (Attribute Authority - minor authentic source)	Availability	99,50%	99,91%	99,91%
I. AM AA (Attribute Authority - external authentic source)	Availability	99,50%	99,91%	99,91%
UAM PDP ("PEP")	Availability	99,50%	99,90%	99,94%
I.AM (scénario simple) < 1,5 sec	Performance	98,00%	99,84%	99,91%
I.AM (scénario global) < 4 sec	Performance	90,00%	99,97%	99,98%
STS	Availability	99,50%	99,94%	99,95%
STS < 4 sec	Performance	98,00%	99,94%	99,96%
S2S SYSTEM_WS	Availability	99,50%	99,91%	99,93%
S2S SYSTEM_WS < 1,5 sec	Performance	98,00%	99,38%	99,65%
2. Coding				
SEALS				
SEALS	Availability	99,50%	99,80%	99,80%
Seals < 1 sec	Performance	98,00%	99,56%	99,68%
3. Timestamping				
Timestamp authority				
TSA V1	Availability	99,50%	99,93%	99,96%
TSA V2	Availability	99,50%	99,93%	99,95%
TSA (TS bag < 100 kB) (V1 & V2) < 1 sec	Performance	98,00%	99,00%	99,33%
Timestamp consult				
TSC V1	Availability	99,50%	99,86%	99,86%
TSC V2	Availability	99,50%	99,86%	99,85%
TSC - Validation (V1 & V2) < 4 hours	Performance	99,50%	100,00%	100,00%
4. E2EE				
ETK Depot	Availability	99,50%	99,94%	99,94%
ETK Depot < 1 sec	Performance	98,00%	99,77%	99,88%
KGSS	Availability	99,50%	99,93%	99,95%

KGSS < 1 sec	Performance	90,00%	97,71%	97,66%
5. Portal				
Portal Live	Availability	99,50%	99,91%	99,88%
Platform Live	Availability	99,50%	99,91%	99,93%
Standards Live	Availability	99,50%	99,91%	99,93%
Content Management (staging, Preview, Admin) - Platform	Availability	99,50%	99,92%	99,90%
Content Management (staging, Preview, Admin) - Portal	Availability	99,50%	99,92%	99,92%
Content Management (staging, Preview, Admin) - Standards	Availability	99,50%	99,91%	99,92%
Link to My eHealth	Availability	99,50%	99,89%	99,90%
ETEE Requestor (GUI)	Availability	99,50%	99,92%	99,97%
Registry	Availability	99,50%	99,92%	99,96%
interactive response time < 4 sec	Performance	98,00%	99,94%	99,88%
download time < 10 sec	Performance	98,00%	96,02%	97,99%
6. eHealth-Box				
Web App				
eHealth-Box Back end	Availability	99,50%	99,81%	99,87%
EHBox Consult				
eHealth-Box v3 Consultation	Availability	99,50%	99,74%	99,82%
eHealth-Box Consult (<100kb) < 2 sec	Performance	90,00%	99,82%	99,90%
eHealth-Box Consult (500kb) getFullMessage < 4 sec	Performance	90,00%	99,99%	99,99%
eHBox Publication				
eHealth-Box v3 Publication	Availability	99,50%	99,74%	99,79%
eHealth-Box Publi (<100kb) < 2 sec	Performance	90,00%	99,78%	99,84%
eHealth-Box Publi (500kb) sendMessage < 4 sec	Performance	90,00%	99,96%	99,96%
7. Bus SOA				
SOA BUS "Platinum" (= Highest availability of services on the Bus)	Availability	99,50%	99,91%	99,96%
SOA BUS (= Highest availability of services on the Bus)	Availability	99,50%	99,91%	99,96%
SOA BUS "Insurability"	Availability	99,50%	99,90%	99,87%
API Gateway	Availability	99,50%	99,90%	99,86%
8. ConsultRN				
RN Consult- Internet	Availability	99,50%	99,78%	99,81%
RN Consult- SsinHistory	Availability	99,50%	99,78%	99,82%
9. Certificate				
CERT RA (WS)	Availability	99,50%	99,89%	99,90%
CERT RA < 4 sec	Performance	98,00%	96,77%	95,97%
ETK RA (WS)	Availability	99,50%	99,88%	99,90%
ETK RA < 1 sec	Performance	98,00%	99,39%	99,62%
Certificate Registration Foreigner (WA)	Availability	99,50%	99,90%	99,96%
10. PADAC				

Metahub				
Metahub WS	Availability	99,50%	99,94%	99,96%
Metahub - DeclarePatientLink < 1 sec	Performance	98,00%	97,60%	99,20%
Metahub - GetPatientLinks < 1 sec	Performance	98,00%	99,54%	99,71%
Metahub - GetPatientConsent < 1 sec	Performance	98,00%	99,50%	99,71%
Metahub - DeclarePatientConsent < 1 sec	Performance	98,00%	99,13%	99,45%
Metahub - RevokePatientConsent < 1 sec	Performance	98,00%	99,46%	99,58%
Metahub - GetTherapeuticExclusion < 1 sec	Performance	98,00%	99,50%	99,69%
Metahub - RevokePatientLink < 4 sec	Performance	98,00%	100,00%	100,00%
Consent				
Consent WS	Availability	99,50%	99,87%	99,88%
Consent WS - PutPatientConsent < 4 sec	Performance	98,00%	99,77%	99,82%
Therapeutic Exclusion				
Therapeutic Exclusion WS	Availability	99,50%	99,95%	99,96%
11. CoBRHA				
CoBRHA WSPub	Availability	99,50%	99,86%	99,87%
CoBRHA WSPub < 4 sec	Performance	98,00%	99,83%	99,83%
CoBRHA WSCons	Availability	99,50%	99,86%	99,87%
CoBRHA WSCons < 4 sec	Performance	98,00%	99,85%	99,84%
SFTP	Availability	99,50%	99,92%	99,95%
12. ID Support				
ID Support v2	Availability	99,50%	99,86%	99,88%
13. AddressBook				
AddressBook WS	Availability	99,50%	99,85%	99,87%
AddressBook WS < 4 sec	Performance	98,00%	99,84%	99,88%
14. UPPAD				
UPPAD	Availability	99,50%	99,91%	99,93%
UPPAD < 4 sec	Performance	98,00%	99,97%	99,95%
15. Data Attribute Service (DAAS)				
Data Attribute Service	Availability	99,50%	99,78%	99,76%