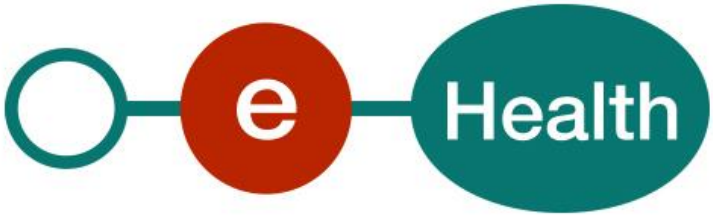

Service Level Agreement

Link

Version v1.3

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eHealth platform

Willebroekkaai 38 – 1000 Brussel

38, Quai de Willebroeck – 1000 Bruxelles

Service Level Agreement

- Template

Between

Service provider	**Service customer**
eHealth Platform	User Community
Quai de Willebroeck, 38	
1000 BRUSSELS	

To the attention of: the user community

Author:	Service Management
Date:	07th March 2025
Version:	*1.3*
Status:	Final
Type:	Public
Confidentiality:	
Language:	English
Exhibit of:	MSA

1. Table of content

2. Document management

2.1. Document history

Version	Date	Author	Description of changes / remarks
1.0 1.1 1.2	01/04/2020 08/06/2021 06/04/2022	Service Management Service Management Service Management	First Draft Update KPI Update KPI and maintenance Window
1.3	07/03/2025	Service Management	Update KPI

2.2. Document references

ID	Title	Version	Date	Author
	Master Service Agreement	2022.01	15/03/2022	

2.3. Purpose of the document

The objective of this document is to define the Service Level Agreement for the set of services included in the Service Link proposed by the eHealth-platform. It defines the minimum level of service offered on the eHealth-platform, and provides eHealth's own understanding of service level offering, its measurement methods and its objectives in the long run. The purpose of the portal eHealth is to offer a central entry point for dedicated information and access to healthcare related applications.

2.4. Features

The Link Service of eHealth allows the handling of the Care Links between a patient and professionals to authorise them to consult the patient's medical data. A care link is a relationship between a patient and a professional that is not included in the A.R.78 list of Health Care providers. These relationships are stored at eHealth platform.

If a patient consent is active, healthcare professionals can access the medical documents of a patient only when a care link that justifies this consultation exists.

Only authorized Health Care organizations (COT and no-COT organizations, BelRAI VL) may access to the Link WS. They need to have a valid access token from the eHealth I.AM Connect to get access to this Rest webservice.

The following operations will support the management of these links :

POST /careLinks	Used to declare or extend the care links. Its main purpose is to allow one to declare a care link.
DELETE /careLinks	Used to revoke the care links. Its main purpose is to allow one to "end" the (declaration of a) care link.
GET /careLinks	Used to consult active care links according to basic search parameters. Its main purpose is to allow one to retrieve a list of the existing care links when executing a consultation process.
GET /careLinks/existences	Used to consult care links according to basic search parameters. Its main purpose is to allow one to check the existence of an active care link when

	executing a consultation process. This method's main difference with the GET method is that it is more lightweight and faster to respond.
GET /careLinks/histories	Used to consult inactive care links according to basic search parameters. Its main purpose is to allow one to retrieve a list of the existing care links when executing a consultation process.

Note: the validity of the SSIN and support card numbers is checked through the ID Support Webservice which relays the request to a CBSS webservice at the declaration of the Care relations.

2.5. Validity of the agreement

This document is valid as long as the *<WS Link Service>* is part of the eHealth-platform offering services.

Once a year, the levels of service proposed will be reviewed and confirmed for the next year.

2.6. Service and maintenance window

2.6.1. Service window

The time frame during which the eHealth services are offered to the client applications, is defined in terms of days and hours. Standard working days are all days of the year, except during the biannual maintenance periods.

The following table summarises the eHealth service window.

Service Window								
		Day of the week (closing days of Service Provider = Sunday)						
		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Day period	00:00 – 07:00							
	07:00 – 08:00							
	08:00 – 16:30							
	16:30 – 19:00							
	19:00 – 20:00							
	20:00 – 24:00							

Legend	
	Timeslots where the Service must be available according to the SLA and where corrective actions will be taken to resolve detected Incidents.
	Timeslots where the Service will be available provided there are no blocking Incidents. If these incidents do appear, no corrective action will be taken.
	Timeslots where unavailability can occur.

2.6.2. Support Window

Support Window

		Day of the week (Closing days of Service Provider = Sunday)						
		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Day period	00:00 – 07:00							
	07:00 – 08:00							
	08:00 – 16:30							
	16:30 – 19:00							
	19:00 – 20:00							
	20:00 – 24:00							

Legend	
	Timeslots for which the eHealth Call Center is available for the End-Users with a second line support for Infrastructure (HW, OS, Middleware and DB)
	Timeslots for which the eHealth Call Center is available for the End-Users with a second line support, including Application Support
	Timeslots for which the eHealth Call Center is unavailable for the End-Users. The End-User will have the possibility to record a voice message that will be treated on the next Workday.

2.6.3. Maintenance Windows & Planned Interventions

During the Major Releases, a downtime of maximum 30 minutes is authorised. This downtime will not be taken into account when calculating the Availability of the different Services. Other periods can be agreed between the Constituent and the Service Provider .

Interventions authorized on the Active environment[1] are Corrective actions intended to enhance the availability or stability of the Service. Unavailability caused by these interventions will be recorded as downtime.

2.6.4. Unplanned Interventions

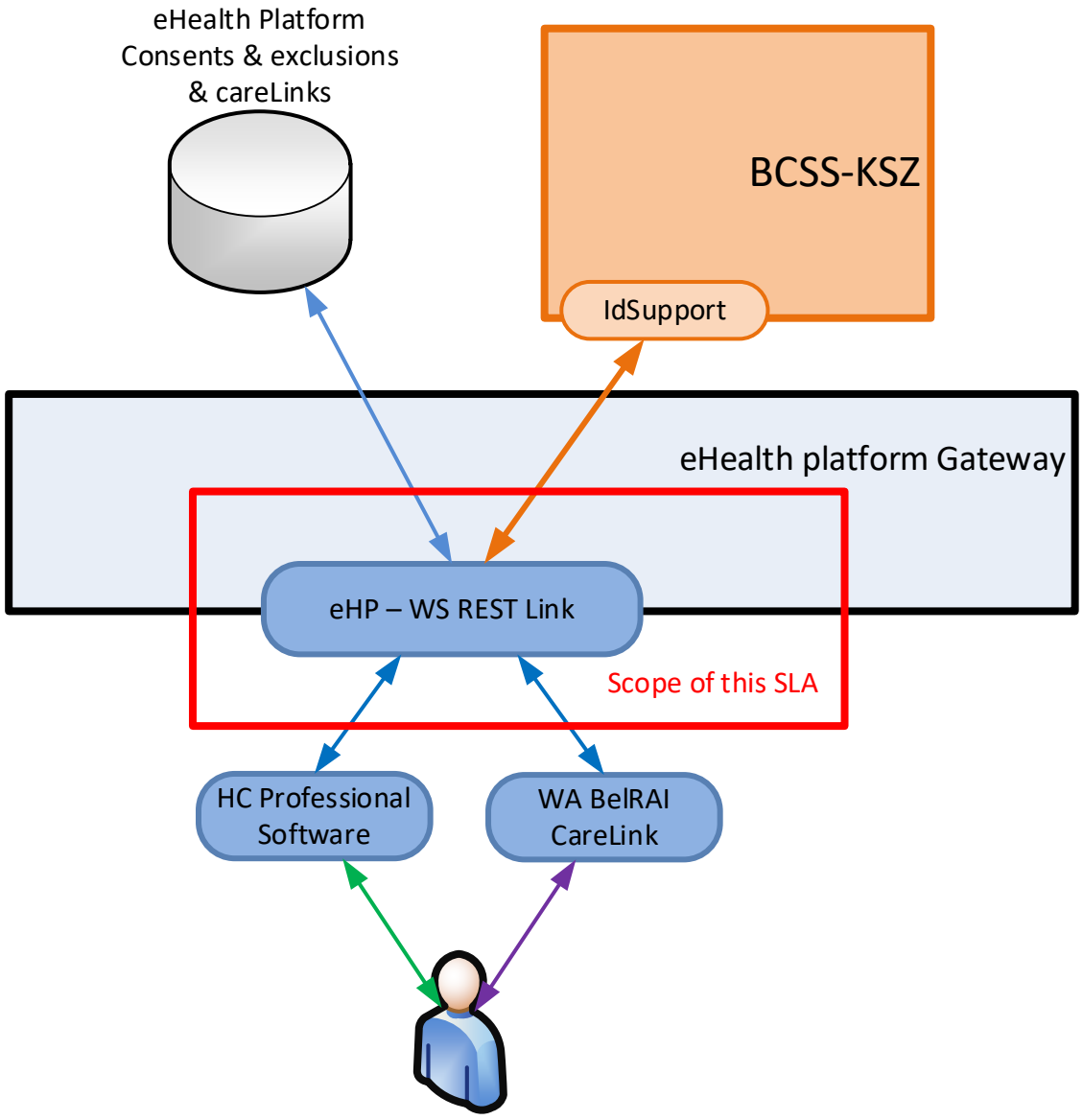
Under exceptional circumstances, unplanned interventions may be needed in order to restore the service.

[1].

3. Service scope

3.1. eHealth service

3.1.1. General



- HC Parties
  - Authorized users belonging to a COT organization
  - Authorized users belonging to a non-COT organization

The main component included in this SLA is :

- eHealth Link WebService for Care Links management (POST, GET, DELETE).

3.1.2. Abbreviations

AA	Attribute Authority
CBSS	Crossroads Bank for Social Security
CIN (NIC)	Collège Intermutualiste National
CoBRHA	Common Base Registry for Healthcare Actors
GMD	Global Medical Dossier
COT	Circle of Trust
HC	Health Care
STS	Secure Token Service
SSIN	Social Security Identification Number
UAM	User and Access Management

3.2. Business criticality

The business criticality of the service is **Platinum** as it supports mandatory business processes that should be processed synchronously and within some legal periods.

3.3. Interdependencies

N/A

Table 1: List of key performance indicators (KPI) per service

Service	KPI	Condition	Measure based on	Service Window	Objective Target	Objective Committed
Link	Availability Link ws	Test script passes	Fictitious request	Mo – Su 0:00 – 24:00	99.9%	99.5%
	Performance Link ws – POST	Response time < 1 sec	Real transactions	Mo – Su 0:00 – 24:00	98%.	N-A
	Performance Link ws – DELETE	Response time < 1 sec	Real transactions	Mo – Su 0:00 – 24:00	98%	98%.
	Performance Link ws – GET	Response time < 1 sec	Real transactions	Mo – Su 0:00 – 24:00	98%	98%.

4. Detailed service level per service

4.1.1. Availability

<table>
<tr><th colspan="5">Objectives</th></tr>
<tr><td>Definition</td><td colspan="4">The eHealth WebService is considered to be available when it is reachable via the Gateway, when the DBs are up and running and when the WSk and the DB are up and running (get request and evaluation of the response -keep Alive Test)
Planned interventions executed within the Maintenance Window are not recorded as unavailable time.</td></tr>
<tr><td>Measuring method</td><td colspan="4">The availability of the different functionalities is measured by executing the test scripts every 5 minutes. When the script is executed with as result a Status “OK”, the test “passed”.
When the script is executed with an other result, the test “failed”
Measuring is always done on test scenarios</td></tr>
<tr><td>Calculation</td><td colspan="4">$$Availability = \frac{\sum Passed\ Tests\ x\ 100}{\sum Total\ Tests}\%$$
Total Tests = Total number of tests launched within corrected timeframe
Passed Tests = Total number of tests that resulted in a status “OK” within the same timeframe
Corrections are applicable on tests that are not taken into account because they were caused:
by a Validated Authentic Source or partner application out of scope of this SLA
by a failing monitoring tool</td></tr>
<tr><td>Reporting and evaluation period</td><td colspan="4">The availability is calculated and reported monthly. Corrective interventions are initiated when appropriate.
The formal evaluation however is done on a yearly basis.</td></tr>
<tr><td rowspan="2">Service Level Objectives</td><td rowspan="2">Functionality</td><td rowspan="2">Service Window</td><td colspan="2">Service Level Objective</td></tr>
<tr><td>Target</td><td>Committed</td></tr>
<tr><td></td><td>Ws Link</td><td>Mo – Su 0:00 – 24:00</td><td>99.9%</td><td>99,5%</td></tr>
</table>

4.1.2. Performance

<table>
<tr><td>Definition</td><td>

The performance of webservice refers to its response time. Response time meaning the time needed to execute a request. This request can be:
Attention: The response time does not include:

The time needed to deliver the information over the Internet
The time needed to process the information at the End Users premises.

</td></tr>
<tr><td>Measuring method</td><td>

This response time is measured on the Reverse Proxies. Both start time (request received) and stop time (answer sent to the End User) are measured and stored in a database.
Measuring is done on real transactions, and only on those having a “stop time” within the measuring period.

</td></tr>
<tr><td>Calculation</td><td>

All response times are calculated: Stop time – Start time for every request.
The percentage that meets the target is calculated based on following formula:

$$Performanœ = \frac{\sum Tests\ meeting\ the\ target\ x\ 100}{\sum Total\ Tests}\%$$
</td></tr>
<tr><td>Reporting and evaluation period</td><td>

The performance is calculated and reported monthly. Corrective interventions are initiated when appropriate.
The formal evaluation however is done on a yearly basis.

</td></tr>
<tr><td>Service Level Objectives</td><td>
<table>
<tr><th rowspan="2">Functionality</th><th rowspan="2">Target</th><th colspan="2">Service Level Objective</th></tr>
<tr><th>Target</th><th>Committed</th></tr>
<tr><td>• Link ws – POST</td><td>< 1 sec</td><td>98%</td><td>N-A (*)</td></tr>
<tr><td>• Link ws – GET</td><td>< 1 sec</td><td>98%</td><td>98,0%</td></tr>
<tr><td>• Link ws –DELETE</td><td>< 1 sec</td><td>98%</td><td>98,0%</td></tr>
</table>
</td></tr>
</table>

(*) Due to IdSupport