

**Service Level Agreement  
Added Value Service: UPPAD  
Version 1.1**

This document is provided to you free of charge by the

**eHealth platform**

**Willebroekkaai 38 – 1000 Brussel  
38, Quai de Willebroeck – 1000 Bruxelles**

All are free to circulate this document with reference to the URL source.

## Service Level Agreement

### *Added Value Service: UPPAD*

#### Between

##### Service provider

eHealth Platform  
Quai de Willebroeck, 38  
1000 BRUSSELS

##### Service customer

User Community

**To the attention of: the user community**

Author: Service Management  
Date: 05/09/2018  
Version: 1.1  
Status: Final  
Type: Public  
Confidentiality:  
Language: English  
Exhibit of: MSA

# 1. Table of content

1. Table of content .....	3
2. Document management.....	4
2.1. Document history.....	4
2.2. Document references .....	4
2.3. Purpose of the document .....	4
2.4. Validity of the agreement.....	4
2.5. Service and maintenance window.....	5
2.5.1. Service window.....	5
2.5.2. Support Window .....	6
2.5.3. Maintenance window & planned interventions .....	6
2.5.4. Unplanned interventions.....	6
3. Service scope.....	7
3.1. eHealth service.....	7
3.1.1. Architecture overview .....	7
3.1.2. Functionalities.....	7
3.2. Business criticality .....	8
3.3. Interdependencies.....	8
4. List of service levels .....	9
5. Detailed service level per service .....	10
5.1. Availability of the UPPAD service.....	10
5.2. Performance of the UPPAD service.....	11

## 2. Document management

### 2.1. Document history

Version	Date	Author	Description of changes / remarks
2016.01	September 2016	eHealth Service Management	Initial version
1.1	05/09/2018	eHealth Service Management	Correction

### 2.2. Document references

ID	Title	Version	Date	Author
1	Master Service Agreement	2.0	22/11/2012	

### 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 *UPPAD service* 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.

This document contains a short description of the current services offered by the UPPAD service. The eHealth platform provides a UPPAD service composed of service and tools to consult personal data.

This document is an appendix to the *Master Service Agreement (MSA)*. Information given in this document takes precedence over the data regarding the same subjects given in former versions and in the MSA. Items described in the MSA include, for instance:

- a broad description of the business services offered by the eHealth-platform to the applications which may want to make use of them;
- description of cross-sectional services offered on the eHealth-platform;
- description of support services, including registering, managing and solving possible incidents with the eHealth certificate set of services, managing changes.

### 2.4. Validity of the agreement

This document is valid as long as the *UPPAD 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.

## 2.5. Service and maintenance window

### 2.5.1. 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.

## 2.5.2. 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.

## 2.5.3. Maintenance window & planned interventions

The eHealth platform will strive for limiting as much as possible the impact and duration of the planned interventions. Today, eHealth is committed to make efforts so planned unavailability's do not exceed one to a few hours per year.

- Portal, Network interventions and application releases: 2 times a year.

## 2.5.4. Unplanned interventions

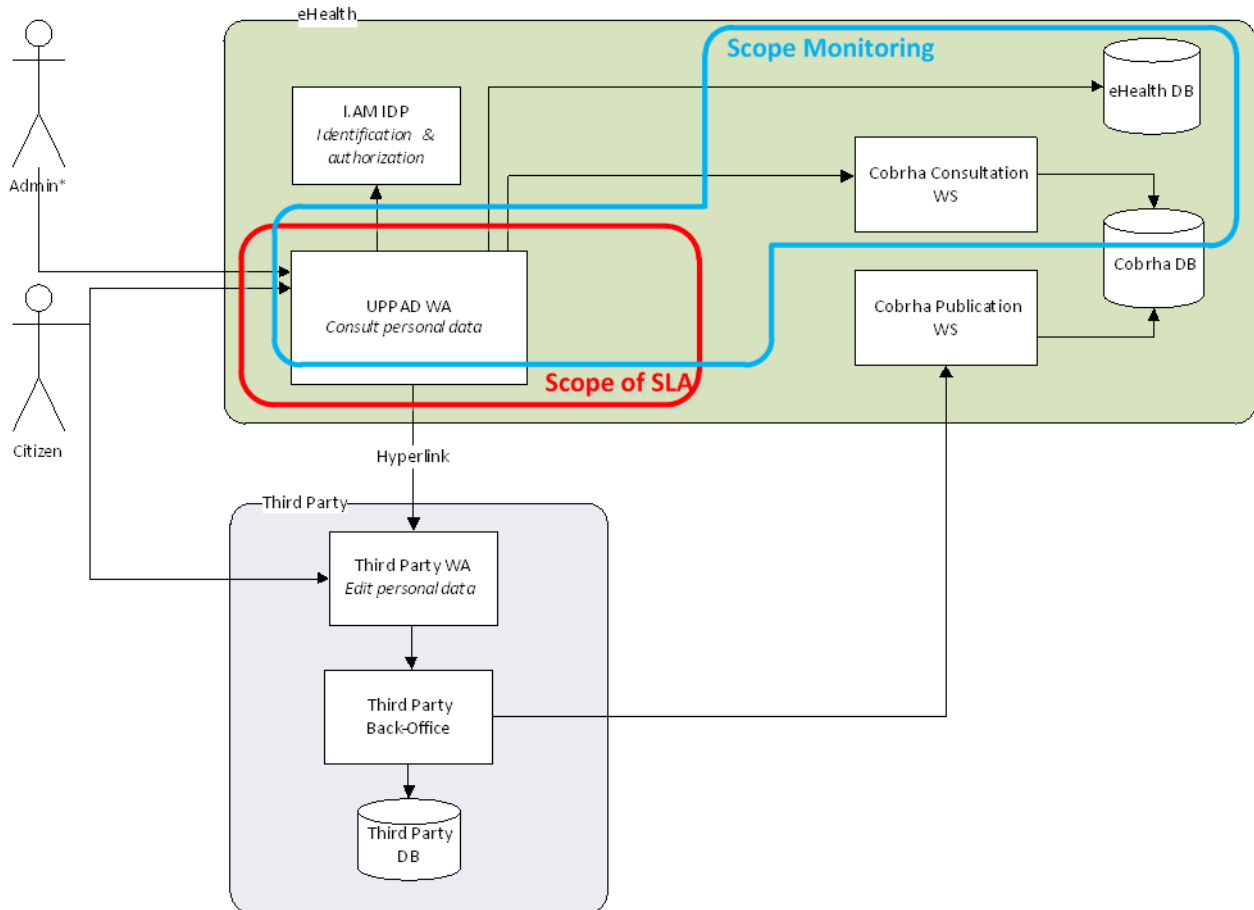
Under exceptional circumstances, unplanned interventions may be needed in order to restore the service.

# 3. Service scope

## 3.1. eHealth service

### 3.1.1. Architecture overview

High level overview diagram:



eHealth platform offers its partners a service for retrieving information stored in CoBRHA to allow the verification and improve the quality of the data provided by the authentic sources.

The UPPAD service offers a consultation service based on the NISS number of a person. The UPPAD web application access is not restricted to health care professionals; it is accessible for all who have personal and/or professional records in the CoBRHA database.

A second function of the UPPAD service is developed in order to provide a link to a Third party application that gives it the opportunity to edit and/or to modify records of the CoBRHA database.

### 3.1.2. Functionalities

This SLA is based upon the availability of other web services calling by the UPPAD service. Those ensure the operational availability of the UPPAD added value service.

### **3.2. Business criticality**

The Service Level Criticality (as described in the MSA) for this on-line Service is GOLD.

### **3.3. Interdependencies**

The UPPAD service depends on the MSA, on the IAM base services and on the CoBRHA services.



#### 4. List of service levels

Service	KPI	SL ID	Condition	Measure based on	Limit	Service Window	Objective Committed	Objective Target
UPPAD	Availability - UPPAD		Test script passes	Fictitious request		Mo – Su 0:00 – 24:00	99,5%	99,9%
	Performance - UPPAD		Response time ≤ 4 sec	Real transactions	Depends on WS CoBRHA Consult	Mo – Su 0:00 – 24:00	95,0%	98,0%

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

## 5. Detailed service level per service

### 5.1. Availability of the UPPAD service

Objectives				
Definition	<ul style="list-style-type: none"> <li>The UPPAD service is considered to be available when the following test is correctly executed:               <ul style="list-style-type: none"> <li>Check of the Portal availability, including backend and DB (monitoring page)</li> <li>Check of CoBRHA Consultation availability through the Portal monitoring page (on tech BUS)</li> </ul> </li> <li>Planned interventions executed within the Maintenance Window are not recorded as unavailable time</li> </ul>			
Measuring method	<ul style="list-style-type: none"> <li>The availability of the different functionalities is measured by executing the test scripts on regular basis. When the script is executed with as result a Status "OK", the test "passed".</li> <li>When the script is executed with another result, the test "failed"</li> </ul>			
Calculation	$Availability = \frac{\sum Passed\ Tests \times 100}{\sum Total\ Tests} \%$ <ul style="list-style-type: none"> <li>Total Tests = Total number of tests launched within corrected timeframe</li> <li>Passed Tests = Total number of tests that resulted in a status "OK" within the same timeframe</li> <li>Corrections are applicable on tests that are not taken into account because they were caused :               <ul style="list-style-type: none"> <li>by a Validated Authentic Source or partner application out of scope of this SLA</li> <li>by a failing monitoring tool</li> </ul> </li> </ul>			
Reporting and evaluation period	<ul style="list-style-type: none"> <li>The availability is calculated and reported monthly. Corrective actions are initiated when appropriate.</li> <li>The formal evaluation however is done on a yearly basis.</li> </ul>			
Service Level Objectives	Functionality	Service Window	Service Level Objective	
			Committed	Target
	UPPAD	Mon – Sun 0:00 – 24:00	99,5%	99,9%

## 5.2. Performance of the UPPAD service

Objectives			
Definition	<ul style="list-style-type: none"> <li>The performance of the UPPAD service refers to its response time. Response time meaning the time needed to execute a request.</li> <li>Following url is taken into account:               <ul style="list-style-type: none"> <li>Myhealthadmin/home.html</li> </ul> </li> <li>Attention: The response time does not include:               <ul style="list-style-type: none"> <li>The time needed to deliver the information over the Internet</li> <li>The time needed to process the information at the End Users premises.</li> </ul> </li> </ul>		
Measuring method	<ul style="list-style-type: none"> <li>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.</li> <li>Measuring is done on real transactions, and only on those having a “stop time” within the measuring period.</li> </ul>		
Calculation	<ul style="list-style-type: none"> <li>All response times are calculated: Stop time – Start time for every request.</li> <li>The percentage that meets the target is calculated based on following formula:</li> </ul> $Performance = \frac{\sum Tests\ meeting\ the\ target \times 100}{\sum Total\ Tests} \%$		
Reporting and evaluation period	<ul style="list-style-type: none"> <li>The performance is calculated and reported monthly. Corrective actions are initiated when appropriate.</li> <li>The formal evaluation however is done on a yearly basis.</li> </ul>		
Service Level Objectives	<b>Functionality</b>	<b>Target</b>	<b>Service Level Objective</b>
			<b>Committed</b> <b>Target</b>
	UPPAD	4 sec	95,0%      98,0%