Service Level Agreement
Basic Service: Coding
Version 5

eHealth platform

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Service Level Agreement

Coding

Between

Service provider

eHealth Platform

Quai de Willebroek, 38

1000 BRUSSELS

Service customer

User Community

To the attention of: the user community

Author: Service Management
Date: 20/11/2025
Version: *5*
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	October 3rd, 2011	eHealth platform	First approved version
2	April 2nd, 2013		Version approved
3	June 28th, 2016		Third approved version
3.1	June 30th, 2017		Modification of the description of the secured table containing the encryption keys
4	February 28th, 2018		Fourth approved version
4.1	April 25th, 2018		Update
4.2	July 23rd, 2018		Correction
5	November 20th, 2025		Fifth approved version

2.2. Document references

ID	Title	Version	Date	Author
	Master Service Agreement	2022.1	12/04/2022	
	Master Service Agreement	7.0	12/09/2025	

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 Base Service Coding proposed by the eHealth-platform in order to ensure that information related to healthcare can be coded so that no link – direct or indirect – with the patient nor the care provider can be established. 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. Validity of the agreement

This document is valid as long as the *Base Service Coding* 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
	00:00 – 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.

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 – 8:00							
	08:00 – 16:30							
	16:30 – 18:00							
	18:00 – 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 Windows & 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. In case of maintenance requiring support from users, or impacting them, eHealth will notify them at least one week ahead.

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. General

This Service Level Agreement is concerned with the Basic Service eHealth Coding, i.e. the services offered by the eHealth platform to perform the following functions on behalf of eHealth partner applications:

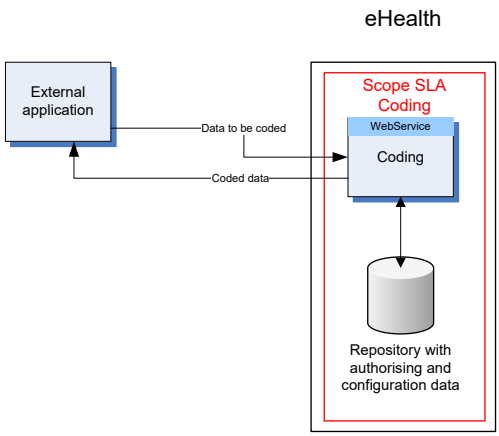
- Coding pieces of text (messages, significant data, documents …), following security checks (authentication, authorisation) and in accordance to well-defined rules for the submitting application;
- Decoding previously coded pieces of text (messages, significant data, documents …), following security checks (authentication, authorisation) and in accordance to well-defined rules for the submitting application;
- Recoding previously coded pieces of text (messages, significant data, documents …), following security checks (authentication, authorisation) and in accordance to well-defined rules for the submitting application.

This SLA covers the second version of the Basic Service:

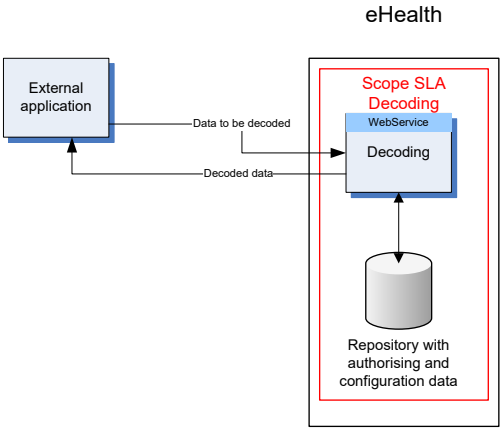
Seals: This version requires authentication and authorisation for each function proposed by the web service (Encode / Decode). Furthermore, the table containing the encryption keys is secured by Thales nShield HSMs.

3.1.2. Architecture overview

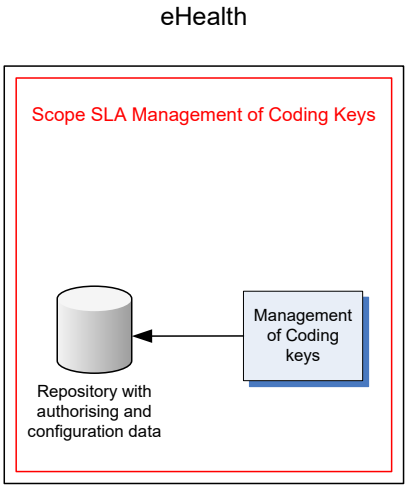
3.1.2.1. Coding process



3.1.2.2. Decoding process



3.1.2.3. Management of coding keys



3.1.3. Functionality

Consumers of these services may only be health care providers, following a due integration path of the application they use. Health care providers have access to these services through their eHealth partner applications, on the premise that both the user and the application have been granted proper access. Further processing of coded and/or decoded data is fully the responsibility of the partner application, including archiving the coded or decoded data, as coded or decoded data is never archived on the eHealth platform.

From a business point of view, eHealth Coding services are comprised of several components:

- A coding service for coding the input data, as submitted by the partner application;
- A decoding service for decoding the input data, as submitted by the partner application;
- A component for authenticating and authorising the requestor and her / his request for coding and/or decoding some data.

From a technical point of view, eHealth Coding service is comprised of:

- A coding web service with 2 methods, one for coding, one for decoding;
- A data Repository (database) to:
  - store the coding keys, thus providing a security mechanism whereby the coding keys are kept separately from the coded data;

- manage the set of authorisation rules and parameters (such as which coding algorithm to use for a given combination of parameters).

Remark:

This SLA is related to the online use of the coding basic service. In this framework, each request to the coding service is a single request.

3.2. Business criticality

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

3.3. Interdependencies

The Coding Basic Service depends on the MSA and on the collaboration with the partner.

4. List of service levels

Service	KPI	SL ID	Condition	Measure based on	Limit	Service Window	Objective Committed	Objective Target
Seals Coding/ Decoding	Availability	COD3	Test script passes	Fictitious request		Mo – Su 0:00 – 24:00	99,5%	99,5%
	Performance – Response time	COD4	Response time ≤ 1 sec	Real transactions	Encrypt a list of elements for a size of max 10 KB (min 100 connections)	Mo – Su 0:00 – 24:00	98,0 %	99,0%

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

5. Detailed service level per service

5.1. Availability Seals Coding/ Decoding

<table>
<tr><th colspan="5">Objectives</th></tr>
<tr><td>Definition</td><td colspan="4">• The Coding/Decoding service is considered to be available when the following test is correctly executed:
○ Coding of data
○ Decoding of coded data (see previous step)
○ Compare the end result with the initial data (should be the same)
• 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”</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>Committed</td><td>Target</td></tr>
<tr><td></td><td>Availability Coding/ Decoding</td><td>Mo – Su
0:00 – 24:00</td><td>99,5%</td><td>99,9%</td></tr>
</table>

5.2. Performance Seals Coding/ Decoding

<table>
<tr><th colspan="5">Objectives</th></tr>
<tr><td>Definition</td><td colspan="4">• The performance of the Coding/Decoding Basic Service refers to its response time. Response time meaning the time needed to execute a request. This request can be
○ Coding of data (max 10 kB1)
○ Decoding of data (max 10 kB1)
• 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 colspan="4">• 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 colspan="4">• 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 colspan="4">• The performance is calculated and reported monthly. Corrective actions are initiated when appropriate.
• Performance is only reported when there are at least 100 connections
• The formal evaluation however is done on a yearly basis.</td></tr>
<tr><td rowspan="3">Service Level Objectives</td><td rowspan="2">Functionality</td><td rowspan="2">Target</td><td colspan="2">Service Level Objective</td></tr>
<tr><td>Committed</td><td>Target</td></tr>
<tr><td>• Seals Coding or Decoding (max 10 KB)</td><td>1 sec</td><td>98,0%</td><td>99,0%</td></tr>
</table>

[1] *This limit is not implemented yet. This means that all the transactions are eligible for measurement and reporting.*