Service Level Agreement
Basic Service: Therapeutic Link
Version 1.1

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eHealth platform

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Service Level Agreement

Therapeutic Links

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
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Confidentiality: /
Language: English
Exhibit of: MSA

1. Table of content

2. Document management

2.1. Document history

Version	Date	Author	Description of changes / remarks
2016.01	July 2016	eHealth Service Management	First version
1.1	18/12/2020	eHealth Service Management	Availability TherLink WS

2.2. Document references

ID	Title	Version	Date	Author
	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 *Basic Service TherLink* 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 Therapeutic Links Basic Service of eHealth allows the handling of therapeutic links between a patient and professionals to authorise them to consult the patient's medical data.

This service is linked to the MetaHub Service (see corresponding SLA for more information).

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

Only authorised types of professionals (doctor, nurse, dentist, midwife, pharmacist) or professional organisations (Insurance organisations, CIN, Vitalink) may access to the TherLink WS. Patients can also access through specialized frontend software therefor they need a valid token from the eHealth STS.

- *Get Therapeutic links [GetTherapeuticLinkRequest]:* allows verifying the existence of a therapeutic link between a healthcare professional and a patient. This service relays all the requests to a CIN web service in possession of this information. The response of this service will then be relayed back.
- *Declare or revoke Therapeutic links [PutTherapeuticLinkRequest – RevokeTherapeuticLinkRequest]:* declares/revokes a Therapeutic link between a healthcare professional and a patient. This is also a relay service with CIN web service. Some therapeutic links may be provisioned in the CIN DB by other means (e.g. GMD links which can't be declared/revoked within eHealth web services or web application). Call is made to CoBRHA for validation of the HC professional.

Note: the validity of the SSIN and support card numbers is checked through the ID Support web service which relays the request to a CBSS web service at the consultation, the declaration and the revocation of the therapeutic relations.

2.5. Validity of the agreement

This document is valid as long as the *Basic Service TherLink* 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

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.
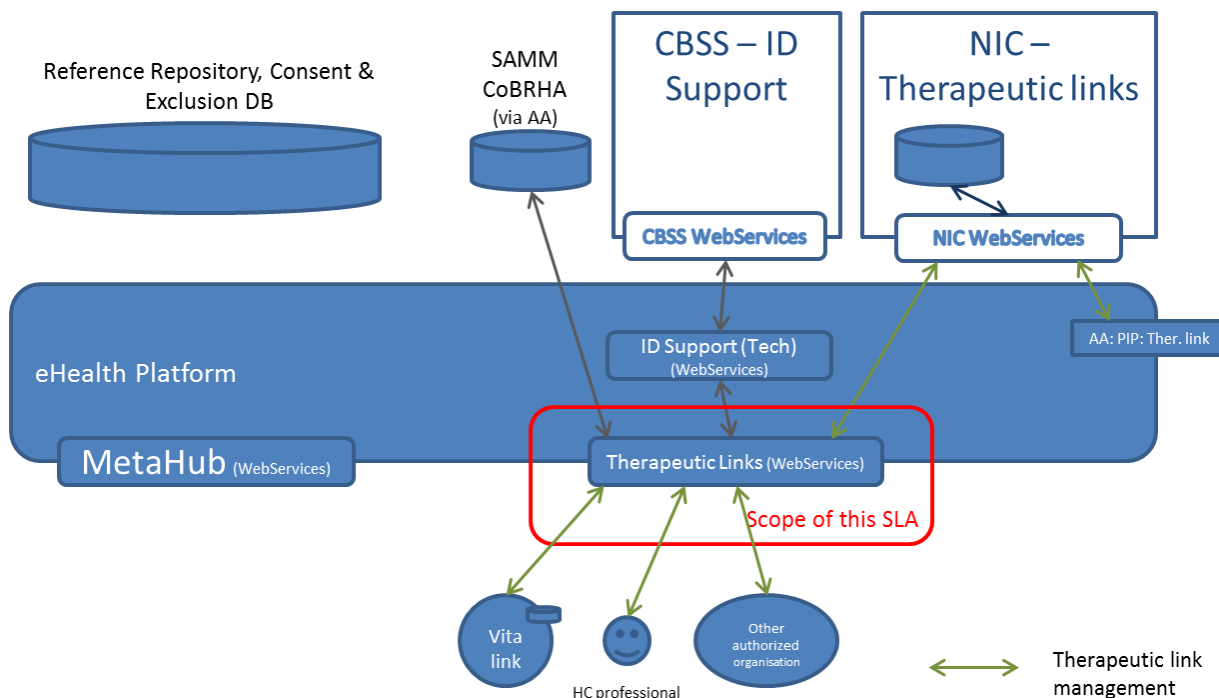
2.6.4. Unplanned Interventions

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

The main components included in this SLA are the eHealth Therapeutic Links Web Services (used by HC Professionals, Vitalink, other authorized organisations , after access rights checks or patients through specialized frontend software) for Therapeutic Links management (Get/Declare(Put)/Revoke).

3.1.2. Abbreviations

AA	Attribute Authority
CBSS	Crossroads Bank for Social Security
CIN (NIC)	Collège Intermutualiste National
CoBRHA	Common Basic Registry for Healthcare Actors
GMD	Global Medical Dossier
HC	Health Care
NIHII	National Institute for Health and Invalidity Insurance (INAMI/RIZIV)
SSIN	Social Security Identification Number
STS	Secure Token Service
UAM	User and Access Management

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 Therapeutic Link Basic Service depends on the MSA and on the collaboration with the CIN.

4. List of service levels

Service	KPI	SL ID	Condition	Measure based on	Limit	Service Window	Objective Committed	Objective Target
Therlink	Availability TherLink WS		Transaction passes	Fictitious request		Mo – Su 0:00 – 24:00	N/A	99,5%
	Performance TherLink WS - GetTherapeuticLink		Response time < 4 sec	Real transactions		Mo – Su 0:00 – 24:00	N/A	98,0%
	Performance TherLink WS- PutTherapeuticLink		Response time < 4 sec	Real transactions		Mo – Su 0:00 – 24:00	N/A	98,0%
	Performance TherLink WS - RevokeTherapeuticLink		Response time < 4 sec	Real transactions		Mo – Su 0:00 – 24:00	N/A	98,0%

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

5. Detailed service level per service

5.1. Availability

<table>
<tr><th colspan="2">Objectives</th></tr>
<tr>
<td>Definition</td>
<td>

The eHealth WS TherLink is considered to be available when it is reachable via the BUS, when the DBs are up and running and when the WS TherLink and the DB of the CIN 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.

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

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.

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

$$Availability = \frac{\sum Passed\ Tests\ x\ 100}{\sum Total\ Tests}\%$$

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

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<tr>
<td>Reporting and evaluation period</td>
<td>

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

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<tr>
<td>Service Level Objectives</td>
<td>

Functionality	Service Window	Service Level Objective	
		Committed	Target
Availability TherLink WS	Mo – Su 0:00 – 24:00	N/A	99,5%

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</table>

5.2. Performance

Objectives	

Definition	• The performance of the eHealth TherLink WS refers to its response time meaning the time needed to execute a request. This request can be:
	    ○ Get Therapeutic links (depends on CIN)
	    ○ Declare (Put) and Revoke Therapeutic links (depends on SAMM/CoBRHA and CIN)
	• 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.

Measuring method	• 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.
Calculation	• All response times are calculated: Stop time – Start time for every request. • The percentage that meets the target is calculated based on following formula: $$Performance = \frac{\sum Tests\ meeting\ the\ target\ x\ 100}{\sum Total\ Tests}\%$$
Reporting and evaluation period	• The performance is calculated and reported monthly. Corrective interventions are initiated when appropriate. • The formal evaluation however is done on a yearly basis.

Service Level Objectives	Functionality	Target	Service Level Objective	
			Committed	**Target**
	Performance TherLink WS • GetTherapeuticLink	< 4 sec	N/A	98,0%
	Performance TherLink WS • PutTherapeuticLink	< 4 sec	N/A	98,0%
	Performance TherLink WS • RevokeTherapeuticLink	< 4 sec	N/A	98,0%