

eHealth

| | Type | Committed KPI | Q4 2020 | 2020 |
|--|--------------|---------------|---------|---------|
| 1. UAM | | | | |
| Identification/Authentication | | | | |
| eH WALI e-ID | Performance | 98,00% | 99,97% | 99,95% |
| Module for quality checks and relationships | | | | |
| CLC | Availability | 99,50% | 99,97% | 99,97% |
| CLC < 4 sec | Performance | 95,00% | 99,38% | 99,55% |
| Authorization Module | | | | |
| I. AM AA (Attribute Authority - major authentic source) | Availability | 99,50% | 99,97% | 99,93% |
| I. AM AA (Attribute Authority - minor authentic source) | Availability | 99,50% | 99,97% | 99,92% |
| I. AM AA (Attribute Authority - external authentic source) | Availability | 99,50% | 99,97% | 99,93% |
| UAM PDP ("PEP") | Availability | 99,50% | 99,90% | 99,93% |
| I.AM (scénario simple) < 1,5 sec | Performance | 98,00% | 99,91% | 99,91% |
| I.AM (scénario global) < 4 sec | Performance | 90,00% | 99,98% | 99,98% |
| STS | Availability | 99,50% | 99,98% | 99,95% |
| STS < 4 sec | Performance | 98,00% | 99,97% | 99,96% |
| S2S SYSTEM_WS | Availability | 99,50% | 99,91% | 99,93% |
| S2S SYSTEM_WS < 1,5 sec | Performance | 98,00% | 99,51% | 99,62% |
| 2. Coding | | | | |
| SEALS | | | | |
| SEALS | Availability | 99,50% | 99,80% | 99,80% |
| Seals < 1 sec | Performance | 98,00% | 99,74% | 99,71% |
| 3. Timestamping | | | | |
| Timestamp authority | | | | |
| TSA V1 | Availability | 99,50% | 99,92% | 99,95% |
| TSA V2 | Availability | 99,50% | 99,98% | 99,96% |
| TSA (TS bag < 100 kB) (V1 & V2) < 1 sec | Performance | 98,00% | 99,12% | 99,27% |
| Timestamp consult | | | | |
| TSC V1 | Availability | 99,50% | 99,94% | 99,88% |
| TSC V2 | Availability | 99,50% | 99,92% | 99,87% |
| TSC - Validation (V1 & V2) < 4 hours | Performance | 99,50% | 100,00% | 100,00% |

| 4. E2EE | | | | |
|--|--------------|--------|---------|--------|
| ETK Depot | Availability | 99,50% | 100,00% | 99,96% |
| ETK Depot < 1 sec | Performance | 98,00% | 99,90% | 99,88% |
| KGSS | Availability | 99,50% | 99,99% | 99,96% |
| KGSS < 1 sec | Performance | 90,00% | 98,27% | 97,83% |
| 5. Portal | | | | |
| Portal Live | Availability | 99,50% | 99,62% | 99,81% |
| Platform Live | Availability | 99,50% | 99,56% | 99,84% |
| Standards Live | Availability | 99,50% | 99,57% | 99,84% |
| Content Management (staging, Preview, Admin) - Platform | Availability | 99,50% | 99,68% | 99,84% |
| Content Management (staging, Preview, Admin) - Portal | Availability | 99,50% | 99,71% | 99,86% |
| Content Management (staging, Preview, Admin) - Standards | Availability | 99,50% | 99,71% | 99,87% |
| Link to My eHealth | Availability | 99,50% | 99,45% | 99,79% |
| ETEE Requestor (GUI) | Availability | 99,50% | 100,00% | 99,97% |
| Registry | Availability | 99,50% | 99,99% | 99,97% |
| interactive response time < 4 sec | Performance | 98,00% | 97,13% | 99,12% |
| download time < 10 sec | Performance | 98,00% | 87,47% | 95,39% |
| 6. eHealth-Box | | | | |
| Web App | | | | |
| eHealth-Box Back end | Availability | 99,50% | 99,87% | 99,87% |
| EHBox Consult | | | | |
| eHealth-Box v3 Consultation | Availability | 99,50% | 99,79% | 99,81% |
| eHealth-Box Consult (<100kb) < 2 sec | Performance | 90,00% | 99,93% | 99,91% |
| eHealth-Box Consult (500kb) getFullMessage < 4 sec | Performance | 90,00% | 100,00% | 99,99% |
| eHBox Publication | | | | |
| eHealth-Box v3 Publication | Availability | 99,50% | 99,82% | 99,80% |
| eHealth-Box Publi (<100kb) < 2 sec | Performance | 90,00% | 99,86% | 99,85% |
| 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% | 99,98% | 99,97% |
| SOA BUS (= Highest availability of services on the Bus) | Availability | 99,50% | 99,98% | 99,96% |
| SOA BUS "Insurability" | Availability | 99,50% | 99,98% | 99,90% |
| API Gateway | Availability | 99,50% | 99,97% | 99,89% |
| 8. ConsultRN | | | | |
| RN Consult- Internet | Availability | 99,50% | 99,84% | 99,82% |
| RN Consult- SsinHistory | Availability | 99,50% | 99,91% | 99,84% |

| 9. Certificate | | | | |
|---|--------------|--------|---------|--------|
| CERT RA (WS) | Availability | 99,50% | 99,96% | 99,92% |
| CERT RA < 4 sec | Performance | 98,00% | 98,36% | 96,79% |
| ETK RA (WS) | Availability | 99,50% | 99,97% | 99,92% |
| ETK RA < 1 sec | Performance | 98,00% | 99,73% | 99,65% |
| Certificate Registration Foreigner (WA) | Availability | 99,50% | 100,00% | 99,97% |
| 10. PADAC | | | | |
| Metahub | | | | |
| Metahub WS | Availability | 99,50% | 99,86% | 99,93% |
| Metahub - DeclarePatientLink < 1 sec | Performance | 98,00% | 99,69% | 99,32% |
| Metahub - GetPatientLinks < 1 sec | Performance | 98,00% | 99,74% | 99,72% |
| Metahub - GetPatientConsent < 1 sec | Performance | 98,00% | 99,71% | 99,71% |
| Metahub - DeclarePatientConsent < 1 sec | Performance | 98,00% | 99,53% | 99,47% |
| Metahub - RevokePatientConsent < 1 sec | Performance | 98,00% | 99,58% | 99,58% |
| Metahub - GetTherapeuticExclusion < 1 sec | Performance | 98,00% | 99,70% | 99,69% |
| Metahub - RevokePatientLink < 4 sec | Performance | 98,00% | 99,98% | 99,99% |
| Consent | | | | |
| Consent WS | Availability | 99,50% | 99,81% | 99,86% |
| Consent WS - PutPatientConsent < 4 sec | Performance | 98,00% | 99,68% | 99,79% |
| Therapeutic Exclusion | | | | |
| Therapeutic Exclusion WS | Availability | 99,50% | 99,95% | 99,96% |
| 11. CoBRHA | | | | |
| CoBRHA WSPub | Availability | 99,50% | 99,91% | 99,88% |
| CoBRHA WSPub < 4 sec | Performance | 98,00% | 99,99% | 99,87% |
| CoBRHA WSCons | Availability | 99,50% | 99,90% | 99,88% |
| CoBRHA WSCons < 4 sec | Performance | 98,00% | 99,97% | 99,88% |
| SFTP | Availability | 99,50% | 99,99% | 99,96% |
| 12. ID Support | | | | |
| ID Support v2 | Availability | 99,50% | 99,91% | 99,89% |
| 13. AddressBook | | | | |
| AddressBook WS | Availability | 99,50% | 99,91% | 99,88% |
| AddressBook WS < 4 sec | Performance | 98,00% | 99,94% | 99,90% |
| 14. UPPAD | | | | |
| UPPAD | Availability | 99,50% | 99,98% | 99,94% |
| UPPAD < 4 sec | Performance | 98,00% | 99,81% | 99,94% |
| 15. Data Attribute Service (DAAS) | | | | |

Data Attribute Service

Availability

99,50%

99,67%

99,74%