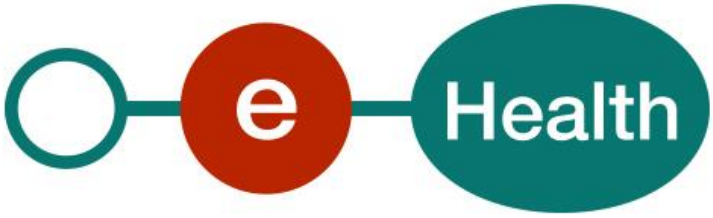


Service Level Agreement
Service: DAAS
v.1 dd 12.03.2018

eHealth platform

Willebroekkaai 38 – 1000 Brussel

38, Quai de Willebroeck - 1000 Bruxelles

Service Level Agreement

Service DAAS

Between

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

To the attention of: the user community

Author: Service Management
Date: March, 2018
Version: *v.1*
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
2017.1	April 2017	eHealth Service Management	starting

2.2. Document references

ID	Title	Version	Date	Author
2770 2380	SLA PRD Service ID	2017.1 2017.1	03/04/2017 03/04/2017	SLA Admin SLA Admin
	Master Service Agreement	1.0		SLA Admin

2.3. Purpose of the document

The objective of this document is to define the Service Level Agreement for the set of *Service DAAS* proposed by the eHealth platform. It will allow our partners in the health sector to query the eHealth authentic source in order to retrieve different kinds of information about an individual, an organization… 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 set of services offered by data attribute service (DAAS). These services can be subdivided in three parts. A Web Service Consumer (WSC) sends a SAML AttributeQuery to the Data Attribute Service. The DAAS starts the lookup for the requested AttributeQuery and will return with a SAML Response. The DAAS sends a SAML Response to the WSC containing the requested data.

In addition, this document contains a short description of, or a link to a location where such a description can be found:

- some of the dependencies on technical and/or functional components needed and used by the Web Services,
- some technical and/or functional components the Services depend on,
- measurements and KPIs intended to account for a certain number of performance indicators.

This document is a complement to the *Master Service Agreement (MSA)*. The information given in this version takes precedence over the data regarding the same subject 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 DAAS suite of services, managing changes,
- performance indicators related to those services.

2.4. Validity of the Agreement

This document is valid as long as the *Service DAAS* is part of the eHealth platform offering.

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

2.5. Service and Maintenance Windows

2.5.1. Service Windows

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 and Bank Holidays.

The following table summarises the eHealth Service Windows.

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 day of the eHealth platform = 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 during which the eHealth Contact Center is available for the End-Users with a second line support for Infrastructure (HW, OS, Middleware and DB)
	Timeslots during which the eHealth Contact Center is available for the End-Users with a second line support, including the Application Support
	Timeslots during which the eHealth Contact 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, the eHealth platform is committed to make efforts so planned unavailability's do not exceed one to a few hours per year.

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

2.5.4. Unplanned Interventions

In 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

The DAAS was built to separate access to the application from data access (By example: routing information). This service's sole purpose is to return data.

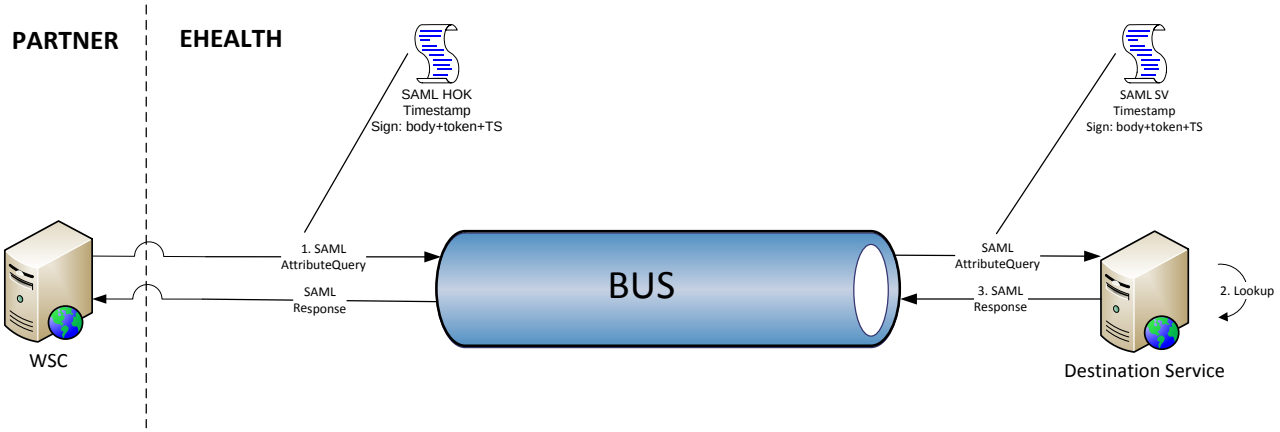


Figure 1

Step 1:

A Web Service Consumer (WSC) sends a SAML AttributeQuery to the Data Attribute Service.

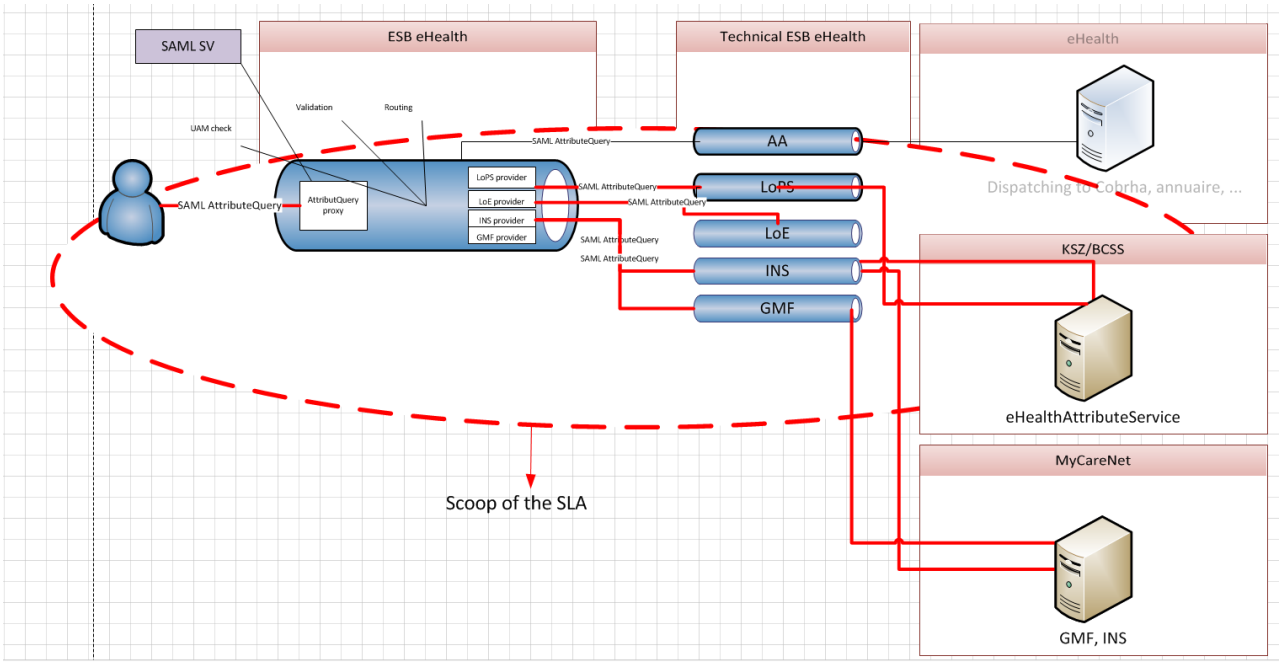
Step 2:

The DAAS starts the lookup for the requested AttributeQuery and will return with a SAML Response.

Step 3:

The DAAS sends a SAML Response to the WSC containing the requested data.

3.1.2. Scope of the SLA



Lops:List of prevention services

LoE: List of Employers

3.2. Business criticality

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

Interdependencies

4. List of Service Levels

Table 1 : List of key performance indicators (KPI) per functionality in iteration 1

Service	KPI	SL ID	Condition	Measure based on	Limit	Service Window	Objective Committed	Objective Target
DAAS	DAtaAttributeService WS		Transaction passes (availability)	Real transactions		Mo – Su 0:00 – 24:00	99,5%	99,9%

5. Detailed Service Level per service

5.1. Interactive DAAS Services: End-to-end availability

5.1.1. End-to-end availability (EA):

5.1.1.1. Definition(s)

Percentage of time the interactive querying service has been available from a user point of view (based on real transactions).

5.1.1.2. KPI Objectives

Ensure that the specific interactive web service is available on the eHealth platform.

The service is considered as available when it provides a successful response at each access. Successful responses are all Front Web Service responses which do not mention the unavailability of a component needed to route a request from its reception at a Front Web Service till the answer is delivered. Poor request formulations (e.g. bad NISS) which provide an error message, are considered as successful transactions when this error message is not related to a component failure.

5.1.1.3. Measurement method

A hit is an access to the Front Web Service of the eHealth platform.

A successful hit is an access to the Front Web Service of the eHealth platform with a response excluding any component unavailability.

Therefore, it measures the availability of the querying service at the Front Web Service.

5.1.1.4. KPI Formula

EA = (Σ NSH / Σ NH) x 100

where

NSH = Number of Successful Hits

NH = Number of well-formed Hits received

5.1.1.5. Calculation window

Monthly (with a minimum of 100 hits per month).