

**Service Level Agreement  
Base Service: Consult RN  
Version v 2.0 dd 16/03/2018**

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**eHealth platform**

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## Service Level Agreement

### *Base Service: Consult RN*

#### Between

##### Service provider

eHealth Platform  
Quai de Willebroeck, 38  
B-1000 BRUSSELS

##### Service customer

User Community

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

Author: Service Management

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## 2. Document management

### 2.1. Document history

Version	Date	Author	Description of changes / remarks
2015.01	April 2015	eHealth Service	Update
2017.01	May 2017	Management	Update (SSIN History)
V 2.0	March 2018		Add Manage person

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### 2.2. Document references

ID	Title	Version	Date	Author
	Bestuur overeenkomst			
	Master Service Agreement	1.0		

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## 2.3. Purpose of the document

The objective of this document is to define the Service Level Agreement for the set of *Base Service Consult RN* 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 set of services offered by Consult RN, and the 7 independent web services it is comprised of<sup>1</sup> :

- Identify Person: Identification of a physical person based on his NISS,
- Phonetic Search: Identification of a physical person based on phonetic criteria,
- Person History: Retrieve historical data concerning a physical person based on his NISS
- Manage Inscription: Addition of a Health Care Provider to, and removal from the subscription service,
- Mutation Sender: Provision of some modified information on patients from the subscription service, regarding items such as address changes.
- SSIN history web services: The history of each NISS and BISS of a person, The active Unique identifier of a person
- Manage Person
  - Allow the SSIN-BIS number creation

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 on which the Web Services are dependent,
- 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 document version 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,

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<sup>1</sup> In order to use those web services, an interface needs to be built, operated and maintained by the client application supplier as described in the cookbooks.

- description of support services, including registering, managing and solving possible incidents with the NR Consult 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 *Base Service NR Consult* is part of the eHealth 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 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 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 unavailabilities 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.

- Portal Interventions: 2 times a year
- Network Interventions: 2 times a year
- Application Releases: max. twice a year: interventions needed for installing new versions of Consult RN software, other eHealth components or other eHealth Services involved in the provision of the Consult RN Base Service.

**Dynamic Runtime Updating: new user applications using the Consult RN services can be added in a dynamic way** so that eHealth platform and current services remain working as usual. Such updates should occur on Thursday.

## 2.5.4. Unplanned Interventions

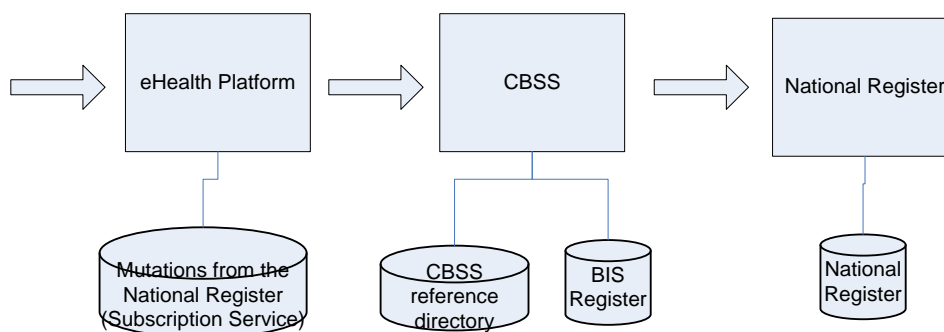
In exceptional circumstances, unplanned interventions may be needed in order to restore the service.

## 3. Service scope

### 3.1. eHealth Service

#### 3.1.1. Architecture overview

High level overview diagram:



#### 3.1.2. Functionality

This Service Level Agreement is concerned with the Base Service Consult RN, i.e. the suite of services offered by the eHealth platform to access the following Validated Sources for Authentication: (Belgian) National Register and (Belgian) BIS Register. Consumers of these services are only Health Care Providers and their client applications, on the premise that they have been granted proper access and comply with legal requirements. The services are intended to make it easier to the Health Care Providers to obtain patient-related data for administrative purposes (e.g. address changes).

From a business point of view, the Consult RN suite of services offers:

- Two services to query the NR or BIS registers, based on the NISS of the patient or on the last name of the patient,
- A Subscription service, which allows the Health Care Provider to register a request to be kept informed of relevant changes to patient data for a certain period of time.

From a technical point of view, the Consult RN suite of services is comprised of:

- seven web services
  - **Identify Person**
  - **Phonetic Search**
  - **Person history**
  - **Manage inscription**
  - **SSIN History**
  - **Mutation Sender**
  - **Manage Person**



- a database to manage the requests for subscribing to the subscription service,
- the underlying components needed to provide the client applications with an access to Consult RN from the Internet, as well as to interface with the CBSS, BIS Register and National Register,
- the infrastructure needed to operate them.

The eHealth platform only provides interfaces for consulting the following data repositories: CBSS reference directory, BIS and National Register. From a content point of view, those repositories are managed respectively by the CBSS and the National Register.

## 3.2. Interdependencies

The services covered by this Service Level Agreement are functionally dependent upon services offered by the CBSS.

The Consult RN web services depend on the Certification eHealth base service to ensure that only authorised entities can have access to these services.

## 4. List of Service Levels

Service	KPI	SL ID	Condition	Measure based on	Limit	Service Window	Objective Committed	Objective Target
Consult RN	Availability of all Interactive Services as described in Par 3.1.2		Status check of the Web Services	Status	Only SLA Scope (not End to End)	Mo – Su 0:00 – 24:00	99,5%	99,9%
	Availability of Interactive Service SSIN History		Status check of the Web Services	Status	Only SLA Scope (not End to End)	Mo – Su 0:00 – 24:00	99,5%	99,9%

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

## 5. Detailed Service Level per service

### 5.1. Interactive Consult RN Services: End-to-end availability

#### 5.1.1. End-to-end availability

Objectives				
Definition	<ul style="list-style-type: none"> <li>The Consult RN service is considered to be available when the following test is correctly executed:               <ul style="list-style-type: none"> <li>Status check of the Web Services</li> </ul> </li> <li>All functionalities are tested together.</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 every 10 minutes. When the script is executed with as result a Status "OK", the test "passed".</li> <li>When the script is executed with an other 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
	Consult RN Web Services	Mon – Sun 0:00 – 24:00	99,5%	99,9%
	Availability of Interactive Service SSIN History	Mon – Sun 0:00 – 24:00	99,5%	99,9%