

**Service Level Agreement  
Base Service: ID Support  
Version 2015.01**

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**eHealth platform**

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## Service Level Agreement

### *Base Service: ID Support*

#### 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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# 1. Table of Content

1. Table of Content.....	3
2. Document management.....	4
2.1. Document history.....	4
2.2. Document references .....	4
2.3. Purpose of the document .....	4
2.4. Validity of the Agreement .....	5
2.5. Service and Maintenance Windows .....	5
2.5.1. Service Windows .....	5
2.5.2. Support Window .....	6
2.5.3. Maintenance Windows & Planned Interventions .....	6
2.5.4. Unplanned Interventions .....	6
3. Service scope.....	7
3.1. eHealth Service .....	7
3.1.1. Architecture overview .....	7
3.1.2. Functionality .....	7
3.2. Interdependencies.....	8
4. List of Service Levels .....	9
5. Detailed Service Level per service.....	10
5.1. Interactive ID Support: availability.....	10
5.1.1. Availability: Verify ID.....	10

## 2. Document management

### 2.1. Document history

Version	Date	Author	Description of changes / remarks
2015.01	May 2015	eHealth Service Management	Initial Version

### 2.2. Document references

ID	Title	Version	Date	Author
	Bestuur overeenkomst			
	Master Service Agreement	1.0		

### 2.3. Purpose of the document

The objective of this document is to define the Service Level Agreement for *ID Support* 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 service offered by ID Support<sup>1</sup>:

- verifyId: verification of the validity of identification supports for physical persons in Belgium.

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 Service,
- some technical and/or functional components on which the Web Service is dependent,
- measurements and KPIs intended to account for a certain number of performance indicators.

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

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,
- description of support services, including registering, managing and solving possible incidents with the ID Support service, managing changes,
- performance indicators related to those services.

## 2.4. Validity of the Agreement

This document is valid as long as the [Base Service ID Support](#) 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 – 21:00							
	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 – 21:00							
	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

eHealth 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.

- Application Releases: max. twice a year: interventions needed for installing new versions of ID Support software, other eHealth components or other eHealth Services involved in the provision of the ID Support Base Service.

**Dynamic Runtime Updating: new user applications using the ID Support service can be added in a dynamic way** so that eHealth platform and current services remain working as usual.

## 2.5.4. Unplanned Interventions

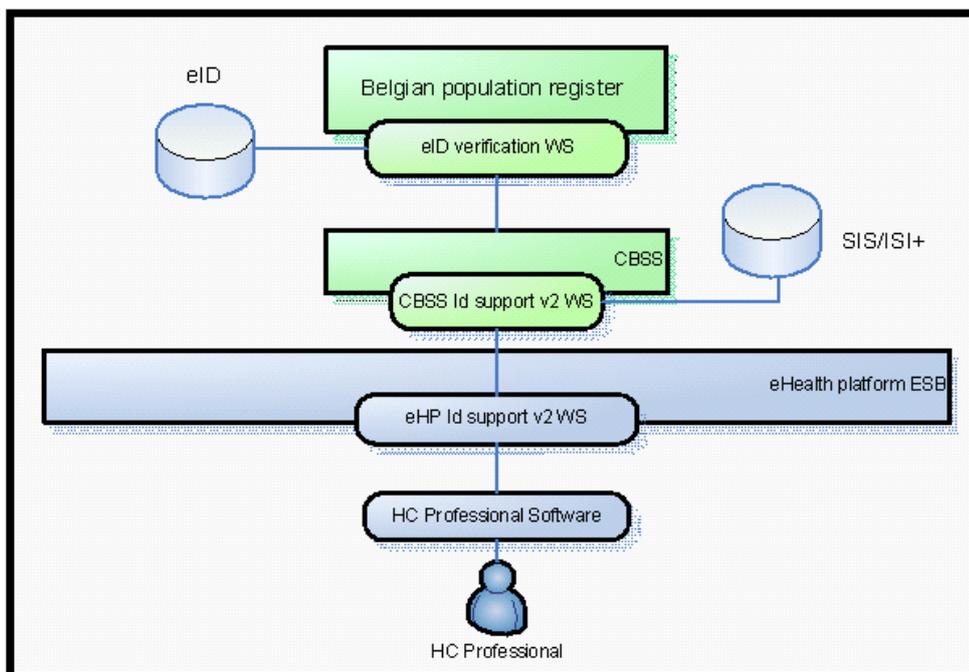
In exceptional circumstances, unplanned interventions may be needed in order to restore the service.

## 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 ID Support, i.e. the service offered by the eHealth platform to verify the validity of identification supports for physical persons in Belgium. It currently covers the following kinds of supports: eID, KidsID, ForeignID, biometric residence permit, SIS and ISI+ cards.

This service is intended to be used in the context of the care of the patients and the implied relations with the Belgian Social Security (e.g. insurance status verification)

The method used is 'verifyId' requiring as main inputs:

EITHER a couple of data composed of the Belgian Identification Number for Social Security (INSS) of a person and the number of the support card

OR a two-dimensional bar code figuring on the eID or ISI+ card. This bar code covers the Belgian INSS and the number of the support card.

The eHealth platform is NOT the authentic source for data related to citizen's identities thus the service is only in fact a "relay" service to the service provided for this purpose by the Crossroads Bank of Social Security. Indeed, the CBSS has a database of the issued cards SIS/ISI+ and provides a service to check the status of Belgian identity cards stored in the Belgian Population Register database.

## 3.2. Interdependencies

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

The ID Support web service depends on the STS (Secure Token Service) eHealth base service to ensure that only authorised entities can have access to this service.

## 4. List of Service Levels

Service	Measure of	SL ID	Limit	Committed	Target	Calculation window
Verify ID	Availability of the eHealth Web Service (not end-to-end)	IS1	successful hit	99,50%	99,90%	monthly

*Table 1* : List of key performance indicator (KPI)

## 5. Detailed Service Level per service

### 5.1. Interactive ID Support: availability

#### 5.1.1. Availability: Verify ID

##### 5.1.1.1. Definition(s)

Percentage of time the interactive querying service has been available from eHealth internal point of view (based on dedicated test 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 responses which do not mention the unavailability of the eHealth component.

This monitoring does not monitor the Web Service at CBSS nor the Web Service eID verification at NR.

##### 5.1.1.3. Measurement method

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

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

$$IS1 = (\sum NSH / \sum NH) \times 100$$

where

NSH = Number of Successful Hits

NH = Number of well-formed Hits received

IS1 is the KPI for the ID Support web service.

##### 5.1.1.5. Calculation window

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