Service Level Agreement
Base Service: Portal
Version 2 dd 15/03/2018

This document is provided to you free of charge by the

eHealth platform

Willebroekkaai 38 – 1000 Brussel

38, Quai de Willebroeck – 1000 Bruxelles

All are free to circulate this document with reference to the URL source.

Service Level Agreement

Base Service: Portal

Between

Service provider

eHealth Platform

Quai de Willebroeck, 38

1000 BRUSSELS

To the attention of: the user community

Service customer

User Community

Author:	Service Management
Date:	15/03/2018
Version:	*02*
Status:	Final
Type:	Public
Confidentiality:	
Language:	English
Exhibit of:	MSA

Table of content

1. Document management

1.1. Document history

Version	Date	Author	Description of changes / remarks
2015.01	May 2015	eHealth Service Management	Update
2017.1	April 2017	eHealth Service Management	Update KPI
02	02/03/2018	eHealth Service Management	Lay-out

1.2. Document references

ID	Title	Version	Date	Author
	Master Service Agreement	1.0		

1.3. Goal of the document

The objective of this document is to define the Service Level Agreement (SLA) for the set of services included in the *Base Service Portal services* 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 of the eHealth platform is to offer a central entry point for dedicated information and access to healthcare related applications.

1.4. Features

The portal offers following applications/functionalities that are managed by the Service Provider:

- Consultation of information pages
- Consultation of download area and Registry
- Access to a contact form
- Registration for Newsletter
- Creation and management of information pages (CMS)
- Search engine
- Forum
- Estehr (list of standards KMEHR[1])

Following functionalities of the Basic Service Portal are hosted by the Service Provider:

[1] *Kind Messages For Electronic Healthcare Record – Belgian implementation standard*

- Access to Basic Services and Added Value Services
- Access to other Portals or websites (e.g. My eHealth)

This document is an appendix to the *Master Service Agreement (MSA)*. Information given in this document 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 Portal set of services, managing changes;
- performance indicators related to those services.

1.5. Validity of the agreement

This document is valid as long as the *Base Service Portal* 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.

1.6. Service and maintenance window

1.6.1. Service Level

By default, the priority for the support for this Basic Service (as described in the MSA) is GOLD. Nevertheless, objectives described below are valid only for the production environment.

1.6.2. 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 and Bank Holidays.

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.

1.6.3. 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 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.

1.6.4. Maintenance window & 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.

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

1.6.5. Unplanned interventions

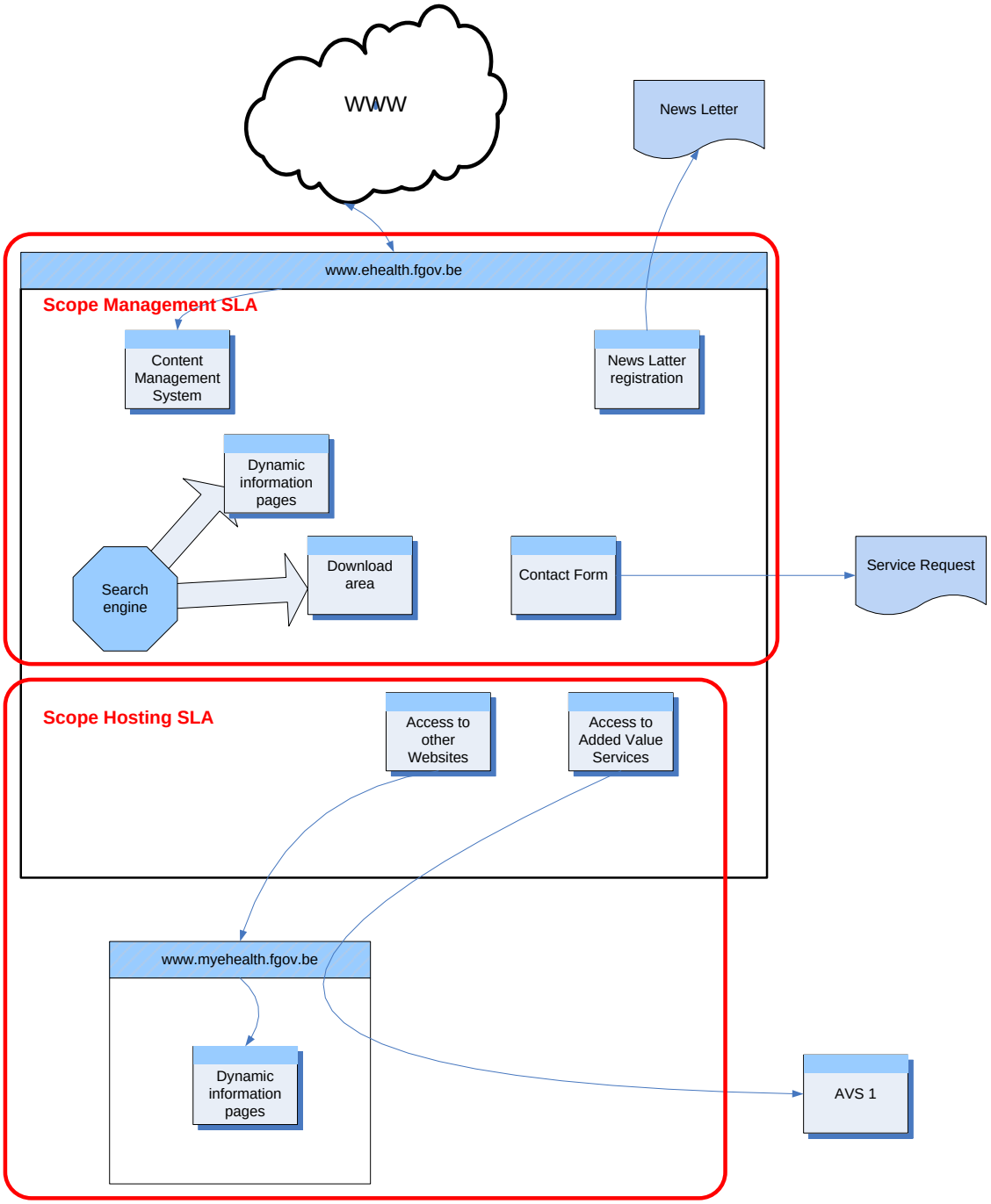
Under exceptional circumstances, unplanned interventions may be needed in order to restore the service.

2. Service scope

2.1. eHealth service

2.1.1. General

The portal of the eHealth platform



2.1.1.1. Consultations – Content Management

- Following functionalities are technically tied together in a unique package and will therefore be measured as a whole (see par 4.1.1.):
    - Home page – Language choice
    - Consultation of information pages
    - Consultation of Support files
    - Registration for Newsletter
    - Access to the Content Management System
    - Access to log-in page (choice between e-ID and Token)
    - Access to the page giving an overview of the available AVS
    - Access to a contact form
    - Access to a working Search engine
    - Access to the Calendar
- The test(s) performed to measure the availability of this service, ensures that all above mentioned components are available.

2.1.1.2. Access to Basic Services and Added Value Services (AVS)

- The link to an AVS that is visualized in a frame of the eHealth Portal is built up by the browser on the Client PC calling the concerned AVS and displaying it in the frame. Both Client PC and the concerned AVS are out of scope of this SLA .
- Also, when above mentioned links do not function properly, a Service request can be addressed to the Service Provider and appropriate actions will be initiated to restore normal operations.

2.1.1.3. Access to other Portals or websites

- The links (URL) to other websites or portals are dynamic and are built on the moment that they are needed (that they are clicked on). Part of the building blocks to build this link is managed by the Service Provider; another part is managed by the Constituent. An objective for the availability of this link is defined in this SLA. However, as the responsibility is shared between Constituent and Service Provider, some corrections may be applied when the origin of the unavailability is out of scope of the SLA.
- Also, when above mentioned links do not function properly, a Service request can be addressed to the Service Provider and appropriate actions will be initiated to restore normal operations.

2.1.1.4. Access to the Registry

- Oracle Service Registry is a web app provided by Oracle to maintain a list of available services (in the widest sense of the word), to link to the documentation, to organize and classify the services (e.g. based on keywords), and to provide a single point of information for all services.
- The eHealth platform uses this product to document and organize all of their web services.
- The application is built as a webapp around a collection of web services following the UDDI standards. The monitoring will check if the underlying web service is available, and if data can be found in the registry.

2.1.1.5. ETEE Requestor GUI

- This GUI is used to request new eHealth Certificate. For global and detailed information about it, you can refer to Certificates Management SLA.
- In short, the user initiates the request for a new eHealth Certificate via the ETEE Requestor GUI. This application is a fat client (Swing) which can be retrieved with a link on the eHealth Portal via Java Web Start (.jnlp file).
- When the Certificate is available, ETEE Requestor GUI is called again to retrieve the authentication Certificate and to Store in locally. The Encryption Certificate (encryption key pair is also generated by the ETEE Requestor GUI.

2.1.1.6. Access to Estehr

- This website offers a central point for documentation of the KMEHR normative elements.
- The tests performed to measure the availability of this service, ensures that the KMEHR website is available.

2.2. Business criticality

The business criticality of Portal services is **Gold** as it supports mandatory business processes that should be processed synchronously and within some legal periods.

2.3. Interdependencies

NA

3. List of service levels

Service	KPI	SL ID	Condition	Measure based on	Limit	Service Window	Objective Committed	Objective Target
eH Portal	Availability of Portal Consultation and Content management		Test script passes	Fictious request		Mo – Su 0:00 – 24:00	99,5%	99,9%
	Availability of the link to My eHealth		Test script passes	Fictious request		Mo – Su 0:00 – 24:00	99,5%	99,9%
	Availability of the Registry		Test script passes	Fictious request		Mo – Su 0:00 – 24:00	99,5%	99,9%
	Availability of the ETEE Requestor GUI (java Webstart)		Test script passes	Fictious request		Mo – Su 0:00 – 24:00	99,5%	99,9%
	Availability of Kmehr Website		Test script passes	Fictious request		Mo – Su 0:00 – 24:00	99,5%	99,9%
	Performance – Interactive response time		Response time ≤ 4 sec	Real transactions		Mo – Su 0:00 – 24:00	98%	99%
	Performance – Download time		Download time ≤ 10 sec	Download of a testfile	Testfile = +/- 1MB	Mo – Su 0:00 – 24:00	98%	99%

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

4. Detailed service level per service

4.1.1. Availability of Portal Consultation and Content Management

<table>
<tr><th colspan="5">Objectives</th></tr>
<tr><td>Definition</td><td colspan="4">

The eHealth Portal Management Service consists of a single test checking the availability of:

Home page
Consultation of information pages
Consultation of technical libraries
Consultation of Support files
Registration for Newsletter
Access to the Content Management System
Access to log-in page (choice between e-ID and Token)
Access to the page giving an overview of the available AVS
Access to a contact form
Access to a working Search engine
Access to the Calendar

Planned interventions executed within the Maintenance Window are not recorded as unavailable time.

</td></tr>
<tr><td>Measuring method</td><td colspan="4">

The availability of the different functionalities is measured by executing the test scripts every 10 minutes.
Measuring is always done based on test scenarios

</td></tr>
<tr><td>Calculation</td><td colspan="4">
$$Availability = \frac{\sum Passed\ Tests\ x\ 100}{\sum Total\ Tests}\ \%$$

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

</td></tr>
<tr><td>Reporting and evaluation period</td><td colspan="4">

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

</td></tr>
<tr><td rowspan="2">Service Level Objectives</td><th rowspan="2">Functionality</th><th rowspan="2">Service Window</th><th colspan="2">Service Level Objective</th></tr>
<tr><th>Committed</th><th>Target</th></tr>
<tr><td></td><td>Availability of Portal Consultation and content management</td><td>Mon – Sun 0:00 – 24:00</td><td>99,5%</td><td>99,9%</td></tr>
</table>

4.1.2. Availability of the link to My eHealth

<table>
<tr><th colspan="5">Objectives</th></tr>
<tr><td>Definition</td><td colspan="4">

The link to My eHealth is available when
The homepage of My eHealth is reachable through the eHealth Portal.
Planned interventions executed within the Maintenance Window are not recorded as unavailable time.

</td></tr>
<tr><td>Measuring method</td><td colspan="4">

The availability of the link is measured by executing the test scripts every 10 minutes.
Measuring is always done based on test scenarios

</td></tr>
<tr><td>Calculation</td><td colspan="4">
$$Availability = \frac{\sum Passed\ Tests\ x\ 100}{\sum Total\ Tests}\%$$

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

</td></tr>
<tr><td>Reporting and evaluation period</td><td colspan="4">

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

</td></tr>
<tr><td rowspan="2">Service Level Objectives</td><td rowspan="2">Functionality</td><td rowspan="2">Service Window</td><td colspan="2">Service Level Objective</td></tr>
<tr><td>Committed</td><td>Target</td></tr>
<tr><td></td><td>Availability of the link to My eHealth</td><td>Mon – Sun 0:00 – 24:00</td><td>99,5%</td><td>99,9%</td></tr>
</table>

4.1.3. Availability of the Registry

<table>
<tr><th colspan="5">Objectives</th></tr>
<tr><td>Definition</td><td colspan="4">

The Registry application is built as a web app around a collection of web services following the UDDI standards.
The Registry is available when
the underlying web service is available, and if data can be found in the registry.
Planned interventions executed within the Maintenance Window are not recorded as unavailable time.

</td></tr>
<tr><td>Measuring method</td><td colspan="4">

The availability of the web service is measured by executing the test scripts every 10 minutes.
Measuring is always done based on test scenarios

</td></tr>
<tr><td>Calculation</td><td colspan="4">
$$Availability = \frac{\sum Passed\ Tests\ x\ 100}{\sum Total\ Tests}\%$$

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

</td></tr>
<tr><td>Reporting and evaluation period</td><td colspan="4">

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

</td></tr>
<tr><td rowspan="2">Service Level Objectives</td><td rowspan="2">Functionality</td><td rowspan="2">Service Window</td><td colspan="2">Service Level Objective</td></tr>
<tr><td>Committed</td><td>Target</td></tr>
<tr><td></td><td>Availability of the Registry</td><td>Mon – Sun 0:00 – 24:00</td><td>99,5%</td><td>99,9%</td></tr>
</table>

4.1.4. Availability of the ETEE Requestor GUI

<table>
<tr><th colspan="5">Objectives</th></tr>
<tr><td>Definition</td><td colspan="4">

The ETEE Requestor GUI is available when
The fat client can be retrieved from the portal via Java Web Start (.jnlp file) in its fr and nl version.
Planned interventions executed within the Maintenance Window are not recorded as unavailable time.

</td></tr>
<tr><td>Measuring method</td><td colspan="4">

The availability of the link is measured by executing the test scripts every 10 minutes.
Measuring is always done based on test scenarios

</td></tr>
<tr><td>Calculation</td><td colspan="4">
$$Availability = \frac{\sum Passed\ Tests\ x\ 100}{\sum Total\ Tests}\%$$

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

</td></tr>
<tr><td>Reporting and evaluation period</td><td colspan="4">

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

</td></tr>
<tr><td rowspan="2">Service Level Objectives</td><th rowspan="2">Functionality</th><th rowspan="2">Service Window</th><th colspan="2">Service Level Objective</th></tr>
<tr><th>Committed</th><th>Target</th></tr>
<tr><td></td><td>Availability of the ETEE Requestor GUI</td><td>Mon – Sun 0:00 – 24:00</td><td>99,5%</td><td>99,9%</td></tr>
</table>

4.1.5. Availability of Kmehr website

<table>
<tr><th colspan="5">Objectives</th></tr>
<tr><td>Definition</td><td colspan="4">

The link to KMEHR Website is available when

The homepage of the website https://www.ehealth.fgov.be/standards/kmehr is available.

Planned interventions executed within the Maintenance Window are not recorded as unavailable time.

</td></tr>
<tr><td>Measuring method</td><td colspan="4">

The availability of the link is measured by executing the test scripts every 5 minutes.
Measuring is always done based on test scenarios

</td></tr>
<tr><td>Calculation</td><td colspan="4">
$$Availability = \frac{\sum Passed\ Tests\ x\ 100}{\sum Total\ Tests}\%$$

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 failing monitoring tool

</td></tr>
<tr><td>Reporting and evaluation period</td><td colspan="4">

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

</td></tr>
<tr><td rowspan="2">Service Level Objectives</td><td rowspan="2">Functionality</td><td rowspan="2">Service Window</td><td colspan="2">Service Level Objective</td></tr>
<tr><td>Committed</td><td>Target</td></tr>
<tr><td></td><td>Availability of the Kmehr website</td><td>Mon – Sun 0:00 – 24:00</td><td>99,0%</td><td>99,9%</td></tr>
</table>

4.1.6. Performance – Interactive response time

<table>
<tr><th colspan="5">Objectives</th></tr>
<tr><td>Definition</td><td colspan="4">

This Performance metric of the Portal service refers to its interactive response time. Response time meaning the time needed to execute a request. This request can be

Displaying a webpage
Executing a search (with the search engine)

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.

</td></tr>
<tr><td>Measuring method</td><td colspan="4">

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.

</td></tr>
<tr><td>Calculation</td><td colspan="4">

All response times are calculated: Stop time – Start time for every request.
The percentage that meets the target is calculated based on following formula:

$$Performance = \frac{\sum Tests\ meeting\ the\ target\ x\ 100}{\sum Total\ Tests}\%$$
</td></tr>
<tr><td>Reporting and evaluation period</td><td colspan="4">

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

</td></tr>
<tr><td rowspan="2">Service Level Objectives</td><th rowspan="2">Functionality</th><th rowspan="2">Target</th><th colspan="2">Service Level Objective</th></tr>
<tr><th>Committed</th><th>Target</th></tr>
<tr><td></td><td>Response time</td><td>4 sec</td><td>98%</td><td>99%</td></tr>
</table>

4.1.7. Performance – Download time

<table>
<tr><th colspan="5">Objectives</th></tr>
<tr><td>Definition</td><td colspan="4">• This Performance metric of the Portal service refers to its download capabilities. Download time meaning the time needed to download a file of +/- 1 MB

• Attention: The response time does not include:
o The time needed to deliver the information over the Internet
o The time needed to process the information at the End Users premises.</td></tr>
<tr><td>Measuring method</td><td colspan="4">• The download is executed every 10 minutes by a test scenario. Both download start time and download stop time are measured and stored in a database.</td></tr>
<tr><td>Calculation</td><td colspan="4">• All response times are calculated: Stop time – Start time for every request.
• The percentage that meets the target is calculated based on following formula:
$$Performance = \frac{\sum Tests\ meeting\ the\ target\ x\ 100}{\sum Total\ Tests}\%$$</td></tr>
<tr><td>Reporting and evaluation period</td><td colspan="4">• The performance is calculated and reported monthly. Corrective interventions are initiated when appropriate.
• The formal evaluation however is done on a yearly basis.</td></tr>
<tr><td rowspan="2">Service Level Objectives</td><td rowspan="2">Functionality</td><td rowspan="2">Target</td><td colspan="2">Service Level Objective</td></tr>
<tr><td>Committed</td><td>Target</td></tr>
<tr><td></td><td>Download time</td><td>10 sec</td><td>98%</td><td>99%</td></tr>
</table>