Service Level Agreement
Base Service: AddressBook
Version 2016.01

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eHealth platform

Willebroekkaai 38

38, Quai de Willebroeck

1000 BRUSSELS

Service Level Agreement

Base Service: AddressBook

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: September, 2016
Version: *2016.01*
Status: Final
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
2016.01	September 2016	eHealth Service Management	Initial version

2.2. Document references

ID	Title	Version	Date	Author
	Master Service Agreement	1.0		

2.3. Purpose of the document

The objective of this document is to define the Service Level Agreement for the set of services included in the *AddressBook Base Service* 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 current services offered by the AddressBook service. The eHealth platform provides an AddressBook service composed of service and tools to :

- enable an institution or health care professional to check the contact information of a person or a healthcare organization;

- indirectly promote the use of eHealthBox;

- indirectly improve the quality of data in authentic sources partner.

The target audience of the application is wider than that eHealthBox: all health care professionals who are known in CoBRHA or all organizations with an eHealth certificate can access it.

Addressbook eHealth is a generic address book for the Belgian Health Care sector. The user (sender, individual or organization) consults the data (located in COBRHA) received by webservice and decides what the best method of communication is for a particular recipient and for a particular communication. In this way, flexible communication strategies can be developed by the senders (eg. Authorities).

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 eHealth certificate set of services, managing changes.

2.4. Validity of the agreement

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

2.5. Service and maintenance window

2.5.1. 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 every day 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 – 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 window & 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 unavailability's do not exceed one to a few hours per year.

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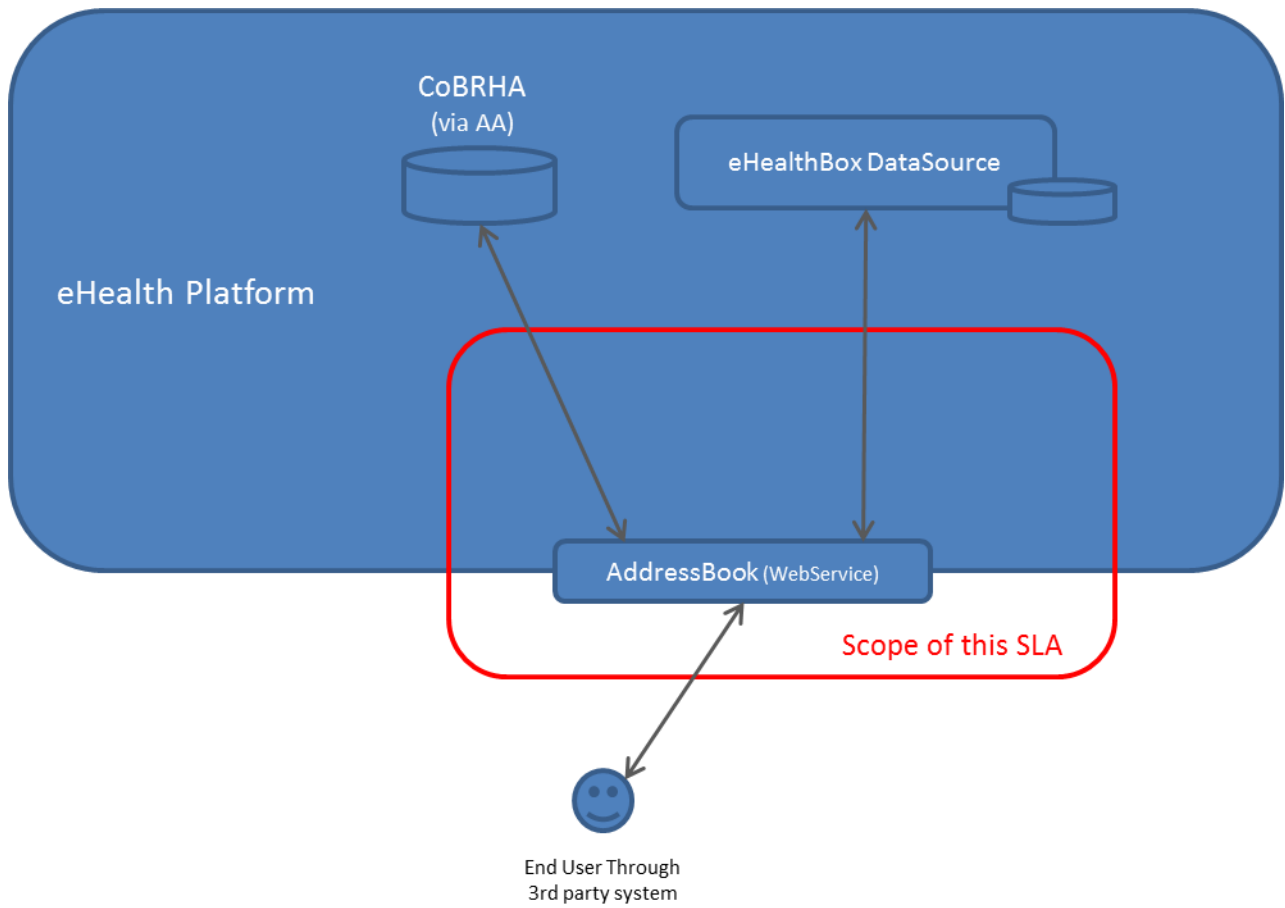
2.5.4. Unplanned interventions

Under 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

CoBRHA
(via AA)

eHealthBox DataSource

eHealth Platform

AddressBook (WebService)

Scope of this SLA

End User Through
3rd party system

3.1.2.   Functionalities

eHealth AddressBook is composed of only a web service, and has the following methods:

- SearchProfessionals
- SearchOrganizations
- GetProfessionalContactInfo
- GetOrganizationContactInfo

The search operations return a set of results.

To access all details of 1 result, a get method needs to be used.

The application will allow searching a healthcare person based on:

- Name, first name and quality,
- NISS or INAMI number,
- City or Zip Code and quality

The application will allow searching a healthcare organization based on:

- Institution Name and quality,
- INAMI, EHP or CBE number,
- City or Zip Code and quality

The same types of research exist for the healthcare facilities.

All possible combinations can be found in the cookbook.

Note: Limitations exist for CBE organizations, as not all searches are possible.

Users can then use the contact information retrieved to decide what the best means of communication is, depending also on the type of message to be transmitted.

3.2. Business criticality

The Service Level Criticality (as described in the MSA) for the AddressBook Base Service is GOLD.

3.3. Interdependencies

The AddressBook service depends on the MSA, on the IAM based services (including Attribute Authority), on the CoBRHA services and on the eHBox services.

4. List of service levels

Service	KPI	SL ID	Condition	Measure based on	Limit	Service Window	Objective Committed	Objective Target
AddressBook	Availability of all Interactive Services as described in Par **Error! Reference source not found.**.		Status check of the Web Service	Status	Only SLA Scope (not End to End)	Mo – Su 0:00 – 24:00	99,5%	99,9%
	Performance – Response time of the Interactive Services		Response time ≤ 4 sec	Real transactions		Mo – Su 0:00 – 24:00	90%[1]	95%

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

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[1] Objectives will be reviewed when the usage of the service becomes substantial

5. Detailed service level per service

5.1. Availability of the Addressbook base service

<table>
<tr><td colspan="2" align="center">Objectives</td></tr>
<tr>
<td>Definition</td>
<td>
• The AddressBook service is considered to be available when the following test is correctly executed:
   o AliveCheck of the Web Service, including AA and eHealthBox technical.
• Planned interventions executed within the Maintenance Window are not recorded as unavailable time
</td>
</tr>
<tr>
<td>Measuring method</td>
<td>
• The availability of the different functionalities is measured by executing the test scripts on regular basis. When the script is executed with as result a Status "OK", the test "passed".
• When the script is executed with an other result, the test "failed"
</td>
</tr>
<tr>
<td>Calculation</td>
<td>

$$Availability = \frac{\sum Passed\ Tests\ x\ 100}{\sum Total\ Tests}\%$$

   o Total Tests = Total number of tests launched within corrected timeframe
   o Passed Tests = Total number of tests that resulted in a status "OK" within the same timeframe
   o 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>
• The availability is calculated and reported monthly. Corrective actions are initiated when appropriate.
• The formal evaluation however is done on a yearly basis.
</td>
</tr>
</table>

Service Level Objectives	Functionality	Service Window	Service Level Objective	
			Committed	Target
	AddressBook	Mon – Sun 0:00 – 24:00	99,5%	99,9%

5.2. Performance of the Addressbook base service

<table>
<tr><th colspan="2" style="text-align:center">Objectives</th></tr>
<tr>
<td>Definition</td>
<td>

- The performance of the AddressBook service refers to its response time. Response time meaning the time needed to execute a request.
- Following url is taken into account:
  - AddressBook/v1 (on the SOA BUS)
- 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>

- This response time is measured on the Reverse Proxies. .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>

- 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>

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

</td>
</tr>
</table>

Service Level Objectives	Functionality	Target	Service Level Objective	
			Committed	Target
	AddressBook	4 sec	90%[2]	95%

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[2] Objectives will be reviewed when the usage of the service becomes substantial