Service Level Agreement
Basic Service: IAM eXchange
Version 1.1

eHealth platform

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Service Level Agreement

IAM eXchange

Between

Service provider

eHealth Platform

Quai de Willebroek, 38

1000 BRUSSELS

To the attention of: the user community

Service customer

User Community

Author: Service Management
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2. Document management

2.1. Document history

Version	Date	Author	Description of changes / remarks
1.1	10/02/2026	Service Management	Document initiation

2.2. Document references

ID	Title	Version	Date	Author
	Master Service Agreement	2022.1	12/04/2022	
	Master Service Agreement	7.0	01/09/2025	

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 *IAM eXchange* 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 eHealth is to offer a central entry point for dedicated information and access to healthcare related applications.

2.4. Features

In today's clouded world, thin clients have become more and more popular at the expense of fat clients. In addition, all major browsers (most widely used thin clients) have given up support for Java Applets making it possible to embed full Java applications into a browser.

The Service Oriented Architecture (SOA) of the eHealth platform and its partners has so far been designed around a few protocols and principles that work rather well from system to system between the eHealth platform and its partners or with full Java or .net software packages on the desktops of the customers. However, when using simple thin clients such as a browser, things get more difficult, especially if that thin client is running on a mobile device.

Our services currently use:

- SOAP Protocol as extra layer above the HTTP Protocol to transport messages between client and server;
- WS-Security for authentication, confidentiality and integrity of the messages sent between client and server;
- Trusted certificates, issued by recognized Certificate Authorities (CA) to verify identity tokens (X509, SAML assertion);
- Triple-wrapped CMS messages to encrypt data end to end from (identified) sender to both known and unknown receivers.

To facilitate integration with existing eHealth and/or partner services, IAM eXchange can be used.

IAM eXchange issues SAML Holder-of-Key (HOK) session tokens, which assert that a client has a valid eHealth profile.

The SAML token can be used to authenticate the client to most eHealth or partner services by signing the Body of SOAP messages with the Private Key that corresponds with the Public Key mentioned in the SAML token which proves that the client is the legitimate owner of the token.

2.5. Validity of the agreement

This document is valid as long as the IAM eXchange 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.

2.6. Service and maintenance window

2.6.1. 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 all days of the year, except during the biannual maintenance periods.

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
	00:00 – 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.

2.6.2. 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 – 8:00							
	08:00 – 16:30							
	16:30 – 18:00							
	18:00 – 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.

2.6.3. 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 unavailability's 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.

2.6.4. Unplanned Interventions

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

3. Service scope

3.1. eHealth service

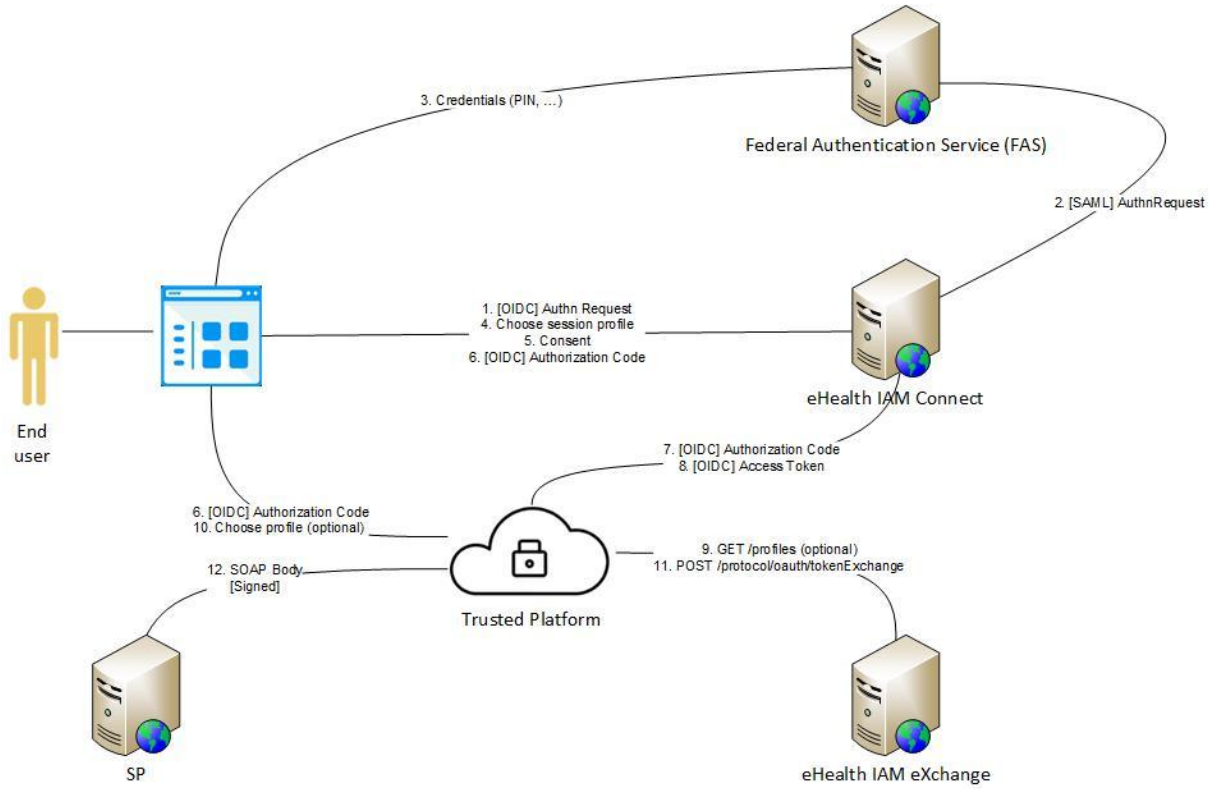
3.1.1. General

The scope of this SLA is IAM eXchange.

In this section, we describe the 2 major ways to use IAM eXchange:

- IAM eXchange for Trusted Platforms;
- IAM eXchange for technical clients.

3.1.1.1. Process overview for Trusted Platforms



The end user uses his browser to contact (at least) one service provider (SP).

The client initiates the login (1) protocol with IAM Connect (Authorization Server).

IAM Connect relies on FAS service (2) for the authentication mechanism. End user is invited to provide his PIN (3) (or other credentials depending on the authentication method supported).

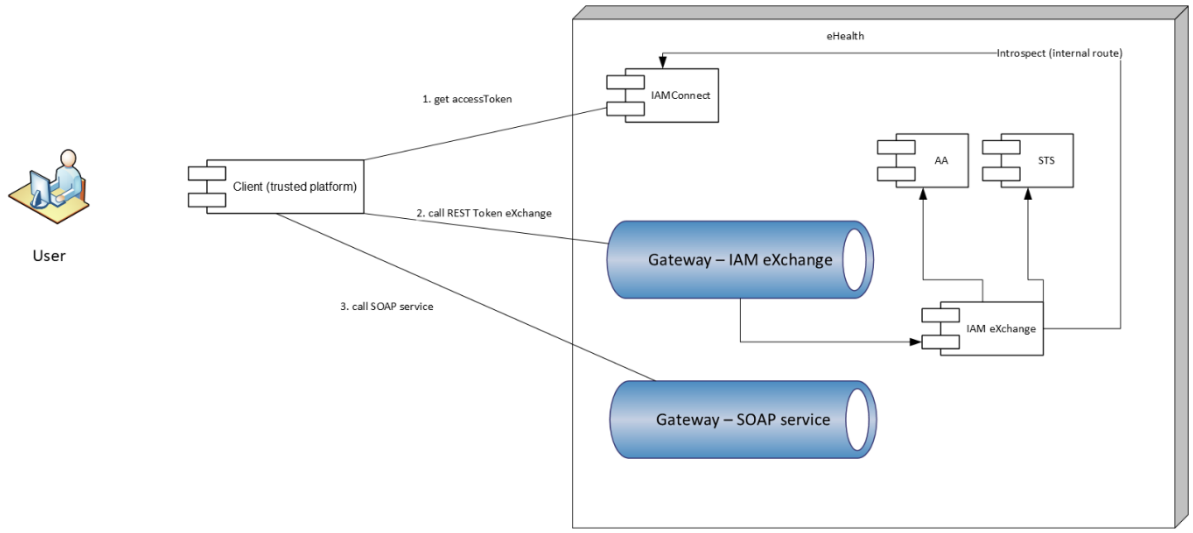
If the authentication succeeds, IAM Connect will propose a list of profiles[1] for the end user authenticated (4).

As the client will perform actions in the name of the end user, the latter must give his consent to the client in order to continue (5).

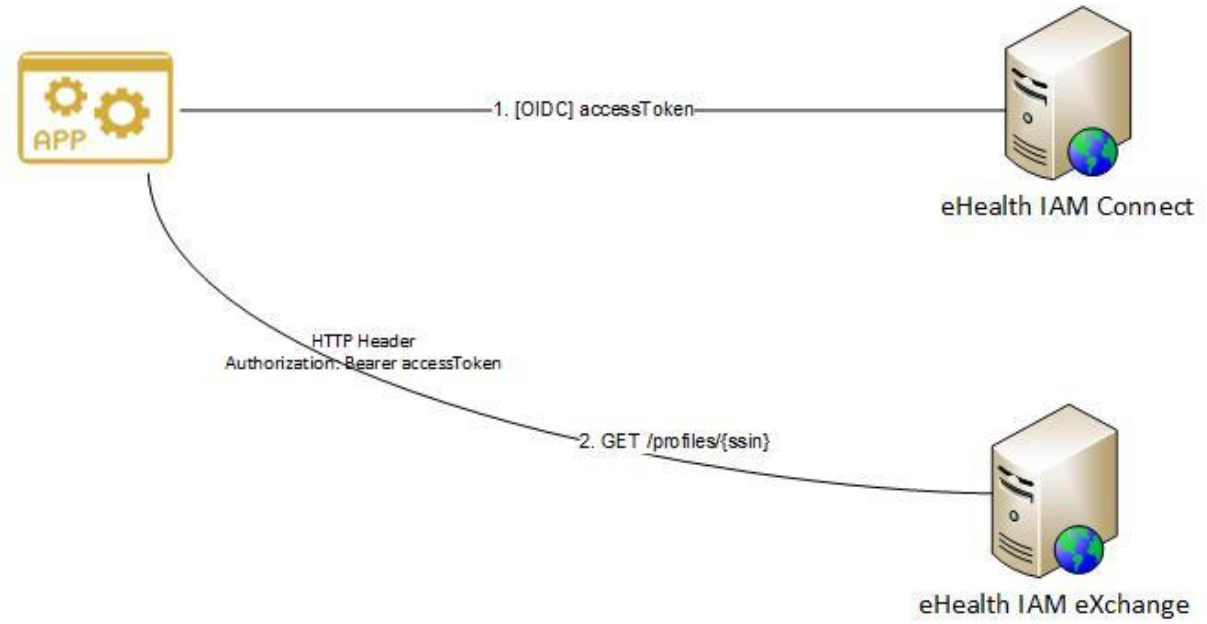
[1] Supported profiles are managed by the eHealth platform. Depending on the profile selected, the SAML HOK assertion may contain different attributes.

An AuthorizationCode is then sent from IAM Connect to the Trusted platform (6). With the AuthorizationCode, the Trusted Platform can obtain an Access Token (7,8) which can be used to interact with IAM eXchange (9, 10, 11).

The SAML token obtained (11) can then be used by the Trusted Platform to contact the service provider in secured way (12).



3.1.1.2. Process overview for technical clients



The client uses client credentials flow to request an accessToken (1) with IAM Connect (Authorization Server).

With this accessToken, the client can request (2) the list of profiles (for the SSIN provided in input) to IAM eXchange.

Technical clients do not have the possibility to perform any exchange with IAM eXchange. The exchange functionality is dedicated to trusted platforms.

Further technical details can be found in the Cookbook Identity & Authorization Management (IAM) Mobile Integration – Technical Specifications.

3.1.2. Abbreviations

FAS	Federal Authentication Service
IAM	Identity and Access/Authorization Management
JWT	JSON Web Token
OIDC	Identity Authentication protocol based on OAuth 2.0
SAML	Security Assertion Markup Language
SSIN	Social Security Inscription number (Belgians)
SOAP	Simple Object Access Protocol
SP	Service Provider

3.2. Business criticality

The business criticality of the service is Platinum as it supports mandatory business processes that should be processed synchronously and within some legal periods.

3.3. Interdependencies

The IAM eXchange Basic Service depends on the MSA and on the collaboration with the partner.

4. List of service levels

Service	KPI	SL ID	Condition	Measure based on	Limit	Service Window	Objective Committed	Objective Target
Connect eXchange	Availability Connect eXchange		Transaction passes	Fictitious request		Mo – Su 0:00 – 24:00	99,5	99,9%
	Performance Connect eXchange		Response time ≤ 1 sec	Real transactions		Mo – Su 0:00 – 24:00	98%	99%

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

5. Detailed service level per service

5.1. Availability

<table>
<tr><th colspan="4">Objectives</th></tr>
<tr><td>Definition</td><td colspan="3">

The eHealth Connect eXchange is considered to be available when following health check succeeds:

Generate JWT Token
Get Access Token
Extract Access Token
Retrieve the list of profiles for an identified SSIN
Retrieve the list of profiles for a wrong identified SSIN
Retrieve healthcheck results

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

</td></tr>
<tr><td>Measuring method</td><td colspan="3">

The availability of the different functionalities is measured by executing the test scripts every 5 minutes. When the script is executed with as result a Status “OK”, the test “passed”.
When the script is executed with another result, the test “failed”
Measuring is always done on test scenarios.

</td></tr>
<tr><td>Calculation</td><td colspan="3">
$$Availability = \frac{\sum Passed\ Tests\ x\ 100}{\sum Total\ Tests}\%$$

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="3">

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>Service Level Objectives</td><td>
<table>
<tr><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>Availability Connect eXchange</td><td>Mo – Su
0:00 – 24:00</td><td>99,5%</td><td>99,9%</td></tr>
</table>
</td></tr>
</table>

5.2. Performance

<table>
<tr><th colspan="2">Objectives</th></tr>
<tr><td>Definition</td><td>

The performance of the eHealth Connect eXcahnge refers to its response time meaning the time needed to execute a request. This request can be:

Get security tokens
Retrieve the list of profiles for a specific individual person (SSIN)
Retrieve the list of profiles for the authenticated end user

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:

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

The performance is calculated and reported monthly. Corrective interventions are initiated when appropriate.
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<tr><th>Committed</th><th>Target</th></tr>
<tr><td>Connect eXchange</td><td>Response time ≤ 1 sec</td><td>98%</td><td>99%</td></tr>
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