

**Service Level Agreement  
Basic Service: ID Support  
Version 1.1**

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**eHealth platform**

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# Service Level Agreement

## *ID Support*

### Between

#### Service provider

eHealth Platform  
Quai de Willebroek, 38  
1000 BRUSSELS

#### Service customer

User Community

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

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## 2. Document management

### 2.1. Document history

Version	Date	Author	Description of changes / remarks
2015.01	May 2015	eHealth Service Management	Initial Version
1.1	06/03/2026	eHealth Service Management	Update KPI Update Contact Center

### 2.2. Document references

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

### 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 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.

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

eHealth platform offers its partners a Basic Service for retrieving information stored in the Crossroads Bank for Social Security (CBSS) and in the Belgian population Register (National Register - NR).

The service aims to support the verification of the validity of identification supports for physical persons in Belgium. It currently covers the following kinds of supports: eID, KidsID, ForeignID, biometric residence permit 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.

### 2.5. Validity of the agreement

This document is valid as long as the ID Support 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
	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
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.

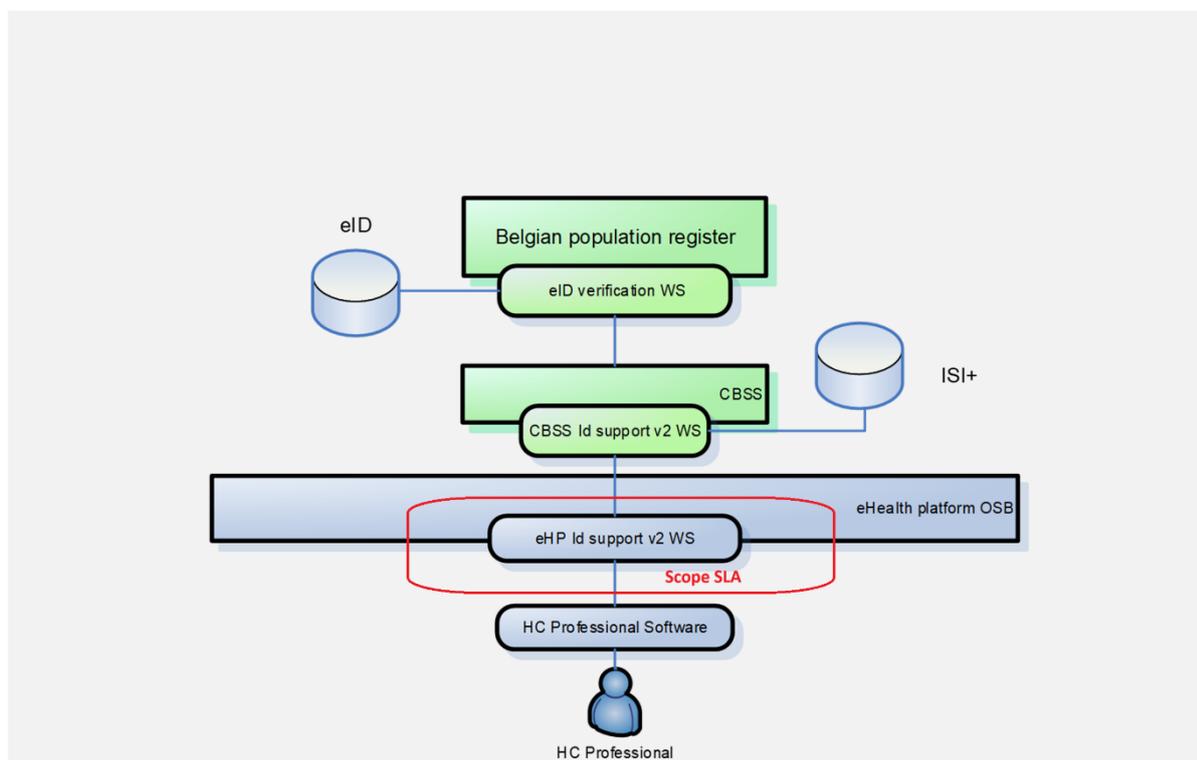
### 2.6.4. Unplanned Interventions

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



#### 3.1.2. Abbreviations

CBSS	Crossroads Bank for Social Security
NR	National Register
HC	Healthcare

### 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 ID Support Basic Service depends on the MSA and on the collaboration with the partner.

## 4. Service Objectives – Overview

Service	KPI	SL ID	Condition	Measure based on	Limit	Service Window	Objective Committed	Objective Target
ID Support v2	Availability of all Interactive Services as described in Par 3.1.1		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 $\leq$ 4 sec	Real transactions		Mo – Su 0:00 – 24:00	N/A <sup>1</sup>	98,0%

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

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<sup>1</sup> No committed value for Performance because depends on CBSS and NR services.

## 5. Detailed service level per service

### 5.1. Availability

Objectives			
Definition	<ul style="list-style-type: none"> <li>The ID Support service is considered to be available when the following test is correctly executed:               <ul style="list-style-type: none"> <li>AliveCheck of the Web Service</li> </ul> </li> <li>This monitoring does not monitor the WS BCSS Id Support V2 nor the WS eID verification at NR</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 on regular basis. 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
	ID Support V2	Mon – Sun 0:00 – 24:00	99,5%      99,9%

The eventual unavailability of ID Support due to the CBSS or RN will be corrected "out of scope".

## 5.2. Performance

Objectives			
Definition	<ul style="list-style-type: none"> <li>The performance of the ID Support service refers to its response time. Response time meaning the time needed to execute a request.</li> <li>Following urls are taken into account:               <ul style="list-style-type: none"> <li>idSupporttech/v2 on the technical BUS</li> <li>idSupport/v2 on the SOA BUS</li> </ul> </li> <li>Attention: The response time does not include:               <ul style="list-style-type: none"> <li>The time needed to deliver the information over the Internet</li> <li>The time needed to process the information at the End Users premises.</li> </ul> </li> </ul>		
Measuring method	<ul style="list-style-type: none"> <li>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.</li> <li>Measuring is done on real transactions, and only on those having a "stop time" within the measuring period.</li> </ul>		
Calculation	<ul style="list-style-type: none"> <li>All response times are calculated: Stop time – Start time for every request.</li> <li>The percentage that meets the target is calculated based on following formula:</li> </ul> $Performance = \frac{\sum Tests\ meeting\ the\ target \times 100}{\sum Total\ Tests} \%$		
Reporting and evaluation period	<ul style="list-style-type: none"> <li>The performance 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	<b>Functionality</b>	<b>Target</b>	<b>Service Level Objective</b>
			<b>Committed</b> <b>Target</b>
	ID Support v2	4 sec	Not Applicable <sup>2</sup> 98%

<sup>2</sup> No committed value for Performance because depends on CBSS and NR services.