

eHealth

	Type	Committed KPI	Q2 2026	2026
1. UAM				
Identification/Authentification				
eH WALI e-ID	Availability	99,50%	99,99%	99,99%
Module de vérifications de qualités et des relations				
CLC < 4 sec	Performance	95,00%	99,98%	99,99%
Authorization Module				
I. AM AA (Attribute Authority - major authentic source)	Availability	99,50%	99,99%	99,99%
I. AM AA (Attribute Authority - minor authentic source)	Availability	99,50%	99,99%	99,99%
I. AM AA (Attribute Authority - external authentic source)	Availability	99,50%	99,99%	99,99%
UAM PDP ("PEP")	Availability	99,50%	100,00%	100,00%
STS	Availability	99,50%	99,99%	99,99%
STS < 1 sec	Performance	98,00%	99,92%	99,91%
Gestion d'autorisation				
IAM Connect Exchange Rest	Availability	99,50%	99,99%	99,99%
IAM Connect Exchange Rest < 1 sec	Performance	98,00%	99,72%	99,74%
2. Coding				
SEALS				
SEALS	Availability	99,50%	100,00%	100,00%
Seals < 1 sec	Performance	98,00%	99,96%	99,95%
3. Timestamping				
Timestamp authority				
TSA V2	Availability	99,50%	100,00%	100,00%
TSA (TS bag < 100 kB) < 1 sec	Performance	98,00%	99,91%	99,90%
Timestamp consult				
TSC V2	Availability	99,50%	100,00%	100,00%
TSC - Validation < 4 heures	Performance	99,50%	100,00%	100,00%
4. E2EE				
ETK Depot	Availability	99,50%	100,00%	100,00%
ETK Depot < 1 sec	Performance	98,00%	99,98%	99,98%
KGSS	Availability	99,50%	100,00%	100,00%
KGSS < 1 sec	Performance	90,00%	99,67%	99,63%
5. Portal				
Portal Live	Availability	99,50%	99,99%	99,99%
Platform Live	Availability	99,50%	99,99%	99,99%

Standards Live	Availability	99,50%	99,99%	99,99%
Content Management (staging, Preview, Admin) - Platform	Availability	99,50%	99,99%	99,99%
Content Management (staging, Preview, Admin) - Portal	Availability	99,50%	99,99%	99,99%
Content Management (staging, Preview, Admin) - Standards	Availability	99,50%	99,99%	99,99%
ETEE Requestor (GUI)	Availability	99,50%	100,00%	100,00%
Registry	Availability	99,50%	100,00%	100,00%
interactive response time < 4 sec	Performance	98,00%	99,98%	99,98%
download time < 10 sec	Performance	98,00%	99,97%	99,99%
6. eHealth-Box				
Web App				
eHealth-Box Back end	Availability	99,50%	99,99%	99,99%
eHealth-Box v4 REST	Availability	99,50%	99,99%	99,99%
EHBox Consult				
eHealth-Box v3 Consultation	Availability	99,50%	99,80%	99,90%
eHealth-Box Consult (<100kb) < 2 sec	Performance	90,00%	99,99%	99,98%
eHealth-Box Consult (500kb) getFullMessage < 4 sec	Performance	90,00%	100,00%	100,00%
eHBox Publication				
eHealth-Box v3 Publication	Availability	99,50%	99,77%	99,88%
eHealth-Box Publi (<100kb) < 2 sec	Performance	90,00%	99,99%	99,95%
eHealth-Box Publi (500kb) sendMessage < 4 sec	Performance	90,00%	99,96%	99,94%
7. Gateway				
API Gateway	Availability	99,50%	100,00%	100,00%
8. ConsultRN				
RN Consult- Internet	Availability	99,50%	99,84%	99,89%
9. Certificate				
CERT RA (WS)	Availability	99,50%	100,00%	100,00%
CERT RA < 4 sec	Performance	98,00%	99,99%	99,99%
ETK RA (WS)	Availability	99,50%	100,00%	100,00%
ETK RA < 1 sec	Performance	98,00%	99,85%	99,89%
Certificate Registration Foreigner (WA)	Availability	99,50%	100,00%	100,00%
10. PADAC				
Metahub				
Metahub WS	Availability	99,50%	99,99%	99,99%
Metahub - DeclarePatientLink < 1 sec	Performance	98,00%	99,96%	99,97%
Metahub - GetPatientLinks < 1 sec	Performance	98,00%	99,96%	99,96%
Metahub - GetPatientConsent < 1 sec	Performance	98,00%	99,97%	99,97%
Metahub - DeclarePatientConsent < 1 sec	Performance	98,00%	99,96%	99,97%
Metahub - RevokePatientConsent < 1 sec	Performance	98,00%	99,97%	99,96%

Metahub - GetTherapeuticExclusion < 1 sec	Performance	98,00%	99,96%	99,96%
Metahub - RevokePatientLink < 4 sec	Performance	98,00%	100,00%	100,00%
Consent				
Consent WS	Availability	99,50%	100,00%	100,00%
Consent ws SOAP – GET operations < 2 sec	Performance	98,00%	99,99%	99,99%
Consent Rest				
Consent WS REST	Availability	99,50%	99,99%	99,99%
Consent WS Rest - GetConsentHistory < 1 sec	Performance	98,00%	99,99%	99,99%
Consent WS Rest - GetPatientConsent < 1 sec	Performance	98,00%	99,99%	99,99%
Therapeutic Exclusion Rest				
Therapeutic Exclusion WS Rest	Availability	99,50%	99,99%	99,99%
Link Rest				
Link WS Rest	Availability	99,50%	99,98%	99,99%
Link WS Rest - DELETE < 1 sec	Performance	98,00%	99,19%	99,62%
Link WS Rest - GET < 1 sec	Performance	98,00%	99,58%	99,77%
11. CoBRHA				
CoBRHA WSPub	Availability	99,50%	99,99%	99,99%
CoBRHA WSPub < 4 sec	Performance	98,00%	100,00%	100,00%
CoBRHA WSCons	Availability	99,50%	99,99%	99,99%
CoBRHA WSCons < 4 sec	Performance	98,00%	100,00%	100,00%
SFTP	Availability	99,50%	100,00%	100,00%
12. ID Support				
ID Support v2	Availability	99,50%	99,99%	99,99%
13. AddressBook				
AddressBook WS	Availability	99,50%	99,85%	99,92%
AddressBook WS < 4 sec	Performance	98,00%	99,95%	99,95%
14. UPPAD				
UPPAD	Availability	99,50%	99,99%	99,99%
UPPAD < 4 sec	Performance	98,00%	100,00%	99,99%
15. Data Attribute Service (DAAS)				
Data Attribute Service	Availability	99,50%	99,99%	99,92%
16. SecLog				
SecLog Core	Availability	99,00%	99,99%	99,99%
SecLog VAS	Availability	99,00%	100,00%	100,00%
18. eH2eBox				
eh2eBox	Availability	99,50%	99,96%	99,98%
19. Directory				
Directory WS	Availability	99,50%	100,00%	100,00%
Directory WS - Deletelinks < 2 sec	Performance	98,00%	99,98%	99,98%
Directory WS - UpdateLinks < 1 sec	Performance	98,00%	99,93%	99,92%
19. Pseudonymisation REST				
Pseudonymisation WS Rest	Availability	99,50%	99,99%	99,99%
Pseudonymisation Rest - getDomains < 1 sec	Performance	98,00%	99,91%	99,94%
Pseudonymisation Rest - getDomain < 1 sec	Performance	98,00%	99,92%	99,98%
Pseudonymisation Rest - pseudonymise < 1 sec	Performance	98,00%	99,92%	99,94%