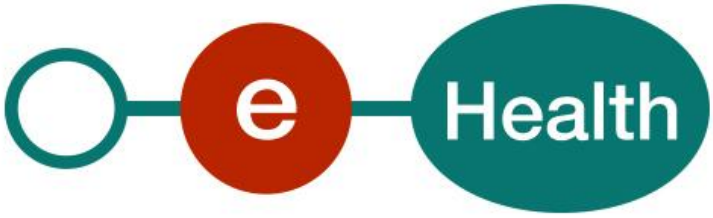

Service Level Agreement
Basic Service: Timestamping
Version 4.0

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eHealth platform

Willebroekkaai 38 – 1000 Brussel

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Service Level Agreement

Base Service Timestamping

Between

Service provider	**Service customer**
eHealth Platform	User Community
Quai de Willebroek, 38	
1000 BRUSSELS	

To the attention of: the user community

Author:	Service Management
Date:	November 17th, 2025
Version:	*4.0*
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
2015.01	May 2015	eHealth Service Management	Update
2.0	14/07/2016	eHealth Service Management	Update
3.0	30/04/2018	eHealth Service Management	Update
4.0	17/11/2025	eHealth Service Management	Update

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 *Base Service Timestamping* 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

This document contains a short description of the set of services offered by Timestamping. The eHealth Timestamping WS provides an irrefutable proof to stakeholders that a certain piece of information existed on a given date.

The eHealth Timestamping Service is comprised of 2 independent web services1:

- Timestamp Authority: takes an input document, obtains a timestamp according to RFC 3161 and returns the document with timestamp and electronic signature to the sender.
- Timestamp Consult: allows two actions, designed for auditing and controlling purposes:
  - retrieve a specific timestamped and electronically signed document from the eHealth archive server, based on a specific number,
  - perform checks for the completeness of a list of timestamps.

In addition, this document contains a short description of, or a link to a location where can be found:

[1] *In order to use those web services, an interface needs to be built within the user application as described in the cookbooks. This interface is under the responsibility of the user application.*

- some of the dependencies on technical and/or functional components needed and used by the web services,
- some technical and/or functional components on which the web services are dependent,
- measurements and KPIs intended to account for a certain number of performance indicators.

This document is a complement to the Master Service Agreement (MSA). The information given in this document version takes precedence over the data regarding the same subject 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,
- a description of cross-sectional services offered on the eHealth platform,
- a description of support services, including registering, managing and solving possible incidents with the Timestamping Base Service, managing changes, etc.
- performance indicators related to those services.

2.5. Validity of the agreement

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

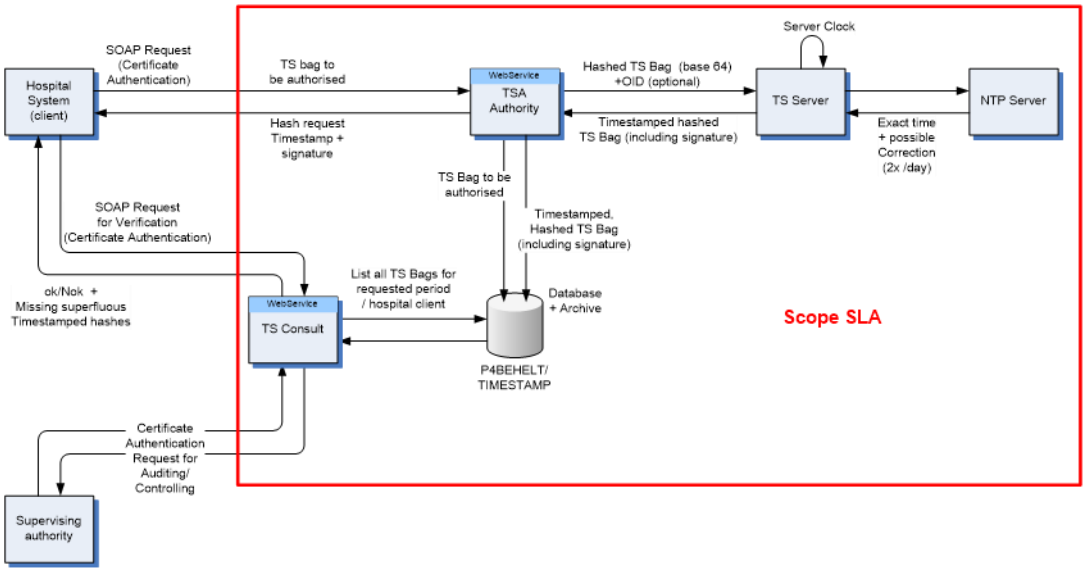
2.6.4. Unplanned Interventions

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



3.1.2. Functionalities

This Service Level Agreement covers the *basic service Timestamping*, i.e. the set of services offered by the eHealth platform to perform electronic time stamping of documents. Currently this service is only offered to hospitals willing to switch over to a paperless procedure for submitting their medical prescriptions to the Supervising Authority (RIZIV -INAMI); a part of this service is also offered to the Supervising Authority itself. The eHealth Timestamping service could benefit to other business services: for instance, it could be used in combination with other types of TAGs and documents than those related to the medical prescriptions.

This service provided by the basic service Timestamping is twofold:

- For Health Care Providers (currently only the hospitals) and their client applications, provide a proof that a certain document (set of medical prescriptions, wrapped in an envelope, called TS Bag[2]) has existed at a certain time with a definite, although undecipherable content,
- For the supervising authority (i.e. RIZIV – INAMI), in the framework of its audit and supervising functions.

From a business point of view, the Timestamping set of services currently offers:

- Two web services (Timestamp Authority, Timestamp Consult),
- a database to archive the original (hashed) envelope of medical prescriptions, its timestamp and the identity of its provider,
- an appliance for timestamp and electronically signing of documents,
- a connection to a reliable time source (NTP server) for time synchronisation.

[2] *The eHealth Timestamp service could benefit to other business services: for instance, it could be used in combination with other types of TAGs and documents than those related to the medical prescriptions.*

3.1.3. Abbreviations

TSA	Timestamp Authority
TSC	Timestamp Consult
RIZIV - INAMI	Rijksinstituut voor Ziekte- en Invaliditeitsverzekering Institut National d'Assurance Maladie-Invalidité
MSA	Master Service Agreement
NTP Server	Network Time Protocol Server

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 Base Services Timestamp depends on the MSA.

4. List of service levels

Service	KPI	SL ID	Condition	Measure based on	Limit	Service Window	Objective Committed	Objective Target
Timestamping Authority	Availability of the Timestamping Authority Webservice V2		Test script passes	Fictitious request		Mo – Su 0:00 – 24:00	99,5%	99,9%
	Response time of the Timestamping Authority Webservice	TSA2	Response time ≤ 1 sec	Real transactions	(TS Bag ≤ 100kB)	Mo – Su 0:00 – 24:00	98%	99%
Timestamping Consult	Availability of the Timestamping Consult Webservice V2		Test script passes	Fictious request		Mo – Su 0:00 – 24:00	99,5%	99,9%
	Response time of the Timestamping Consult Webservice	TSC2	Response time ≤ 4 sec	Real transactions	(1 element or, list of elements ≤ 100kB)	Mo – Su 0:00 – 24:00	99,5%	99,9%

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

5. Detailed service level per service

5.1. Availability

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

The Timestamping Authority service (TSA) is considered to be available when the following test is correctly executed:

Sending a request to the Webservice TSA
The TSA returns a Timestamp and a signature
Timestamp and signature are stored in the database
Verification of correct processing

The Timestamping consulting service(TSC) is considered to be available when the following test is correctly executed:

Sending a request to the database
Returning the requested data
Verification of the status

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 2 minutes. 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 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 actions are initiated when appropriate.
The formal evaluation however is done on a yearly basis.

</td></tr>
<tr><td rowspan="3">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>Timestamping Authority V2</td><td>Mon-Sun 0:00-24:00</td><td>99,5%</td><td>99,9%</td></tr>
<tr><td>Timestamping Consult V2</td><td>Mon-Sun 0:00-24:00</td><td>99,5%</td><td>99,9%</td></tr>
</table>

5.2. Performance

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

The performance of the Timestamping service refers to its response time. Response time meaning the time needed to execute a request. This request can be

Generating and returning a Timestamp on request (For TSA)
Return one or more existing Timestamps (For TSC)

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.
Both Versions are covered by this measure.

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

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 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:

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

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

</td></tr>
<tr><td rowspan="3">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>Timestamping Authority
• (TS bag< 100kB)</td><td>1 sec</td><td>98%</td><td>99%</td></tr>
<tr><td>Timestamping Consult
• (max 100 KB)</td><td>4 hours</td><td>99,5%</td><td>99,9%</td></tr>
</table>