# Service Level Agreement

## Service DAAS

**Between**

<table>
<thead>
<tr>
<th>Service provider</th>
<th>Service customer</th>
</tr>
</thead>
<tbody>
<tr>
<td>eHealth Platform</td>
<td>User Community</td>
</tr>
<tr>
<td>Quai de Willebroeck, 38</td>
<td></td>
</tr>
<tr>
<td>1000 BRUXELLES</td>
<td></td>
</tr>
</tbody>
</table>

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

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**Author:** Service Management  
**Date:** March, 2018  
**Version:** v.1  
**Type:** Public  
**Confidentiality:**  
**Language:** English  
**Exhibit of:** MSA
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2. Document management

2.1. Document history

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Author</th>
<th>Description of changes / remarks</th>
</tr>
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<tbody>
<tr>
<td>2017.1</td>
<td>April 2017</td>
<td>eHealth Service Management</td>
<td>starting</td>
</tr>
</tbody>
</table>

2.2. Document references

<table>
<thead>
<tr>
<th>ID</th>
<th>Title</th>
<th>Version</th>
<th>Date</th>
<th>Author</th>
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<tr>
<td>2770</td>
<td>SLA PRD</td>
<td>2017.1</td>
<td>03/04/2017</td>
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<tr>
<td>2380</td>
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<td>03/04/2017</td>
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<td>Master Service Agreement</td>
<td>1.0</td>
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2.3. Purpose of the document

The objective of this document is to define the Service Level Agreement for the set of Service DAAS proposed by the eHealth platform. It will allow our partners in the health sector to query the eHealth authentic source in order to retrieve different kinds of information about an individual, an organization... 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 set of services offered by data attribute service (DAAS). These services can be subdivided in three parts. A Web Service Consumer (WSC) sends a SAML AttributeQuery to the Data Attribute Service. The DAAS starts the lookup for the requested AttributeQuery and will return with a SAML Response. The DAAS sends a SAML Response to the WSC containing the requested data.

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

- some of the dependencies on technical and/or functional components needed and used by the Web Services,
- some technical and/or functional components the Services depend on,
- 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 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,
- description of cross-sectional services offered on the eHealth platform,
• description of support services, including registering, managing and solving possible incidents with the DAAS suite of services, managing changes,
• performance indicators related to those services.

2.4. Validity of the Agreement

This document is valid as long as the Service DAAS is part of the eHealth platform offering.
Once a year, the levels of service proposed will be reviewed and confirmed for the next year.

2.5. Service and Maintenance Windows

2.5.1. Service Windows

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 and Bank Holidays.

The following table summarises the eHealth Service Windows.

<table>
<thead>
<tr>
<th>Service Window</th>
<th>Day of the week (closing days of Service Provider = Sunday)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Monday</td>
</tr>
<tr>
<td>Day period</td>
<td></td>
</tr>
<tr>
<td>00:00 – 07:00</td>
<td></td>
</tr>
<tr>
<td>07:00 – 08:00</td>
<td></td>
</tr>
<tr>
<td>08:00 – 16:30</td>
<td></td>
</tr>
<tr>
<td>16:30 – 19:00</td>
<td></td>
</tr>
<tr>
<td>19:00 – 20:00</td>
<td></td>
</tr>
<tr>
<td>20:00 – 24:00</td>
<td></td>
</tr>
</tbody>
</table>

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**

<table>
<thead>
<tr>
<th>Day period</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
<th>Sunday</th>
</tr>
</thead>
<tbody>
<tr>
<td>00:00 – 07:00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>07:00 – 08:00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>08:00 – 16:30</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>16:30 – 19:00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>19:00 – 20:00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20:00 – 24:00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Legend

- Green timeslots during which the eHealth Contact Center is available for the End-Users with a second line support for Infrastructure (HW, OS, Middleware and DB)
- Yellow timeslots during which the eHealth Contact Center is available for the End-Users with a second line support, including the Application Support
- Shades of orange timeslots during which the eHealth Contact 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 Windows & Planned Interventions**

The eHealth platform will strive for limiting as much as possible the impact and duration of the planned interventions. Today, the eHealth platform is committed to make efforts so planned unavailability’s do not exceed one to a few hours per year.

- Portal, Network interventions and application release: 2 times a year.

2.5.4. **Unplanned Interventions**

In 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

The DAAS was built to separate access to the application from data access (By example: routing information). This service’s sole purpose is to return data.

![Diagram of the architecture](image)

**Figure 1**

Step 1:
A Web Service Consumer (WSC) sends a SAML AttributeQuery to the Data Attribute Service.

Step 2:
The DAAS starts the lookup for the requested AttributeQuery and will return with a SAML Response.

Step 3:
The DAAS sends a SAML Response to the WSC containing the requested data.
3.1.2. Scope of the SLA

Lops: List of prevention services
LoE: List of Employers

3.2. Business criticality

The Service Level Criticality (as described in the MSA) for this on-line Basic Service is GOLD

Interdependencies
### 4. List of Service Levels

*Table 1*: List of key performance indicators (KPI) per functionality in iteration 1

<table>
<thead>
<tr>
<th>Service</th>
<th>KPI</th>
<th>SL ID</th>
<th>Condition</th>
<th>Measure based on</th>
<th>Limit</th>
<th>Service Window</th>
<th>Objective Committed</th>
<th>Objective Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>DAAS</td>
<td>DAtaAttributeService WS</td>
<td>Transaction passes (availability)</td>
<td>Real transactions</td>
<td></td>
<td>Mo – Su 0:00 – 24:00</td>
<td>99,5%</td>
<td>99,9%</td>
<td></td>
</tr>
</tbody>
</table>
5. Detailed Service Level per service

5.1. Interactive DAAS Services: End-to-end availability

5.1.1. End-to-end availability (EA):

5.1.1.1. Definition(s)
Percentage of time the interactive querying service has been available from a user point of view (based on real transactions).

5.1.1.2. KPI Objectives
Ensure that the specific interactive web service is available on the eHealth platform. The service is considered as available when it provides a successful response at each access. Successful responses are all Front Web Service responses which do not mention the unavailability of a component needed to route a request from its reception at a Front Web Service till the answer is delivered. Poor request formulations (e.g. bad NISS) which provide an error message, are considered as successful transactions when this error message is not related to a component failure.

5.1.1.3. Measurement method
A hit is an access to the Front Web Service of the eHealth platform. A successful hit is an access to the Front Web Service of the eHealth platform with a response excluding any component unavailability. Therefore, it measures the availability of the querying service at the Front Web Service.

5.1.1.4. KPI Formula

\[ EA = \left( \frac{\sum NSH}{\sum NH} \right) \times 100 \]

where

- \( NSH = \) Number of Successful Hits
- \( NH = \) Number of well-formed Hits received

5.1.1.5. Calculation window
Monthly (with a minimum of 100 hits per month).