

**Service Level Agreement
Basic Service: RNConsult WS
Version 2.1**

This document is provided to you, free of charge, by the

eHealth platform

**Willebroekkaai 38 – 1000 Brussel
38, Quai de Willebroeck – 1000 Bruxelles**

All are free to circulate this document with reference to the URL source.

Service Level Agreement

RNConsult WS

Between

Service provider

eHealth Platform
Quai de Willebroeck, 38
1000 BRUSSELS

Service customer

User Community

To the attention of: the user community

Author: Service Management
Date: 05/10/2022
Version: 2.1
Status: Final
Type: Public
Confidentiality: /
Language: English
Exhibit of: MSA

1. Table of content

1.	Table of content	3
2.	Document management.....	4
2.1.	Document history.....	4
2.2.	Document references.....	4
2.3.	Purpose of the document.....	4
2.4.	Features.....	4
2.5.	Validity of the agreement.....	5
2.6.	Service and maintenance window	5
2.6.1.	Service window	5
2.6.2.	Support Window	6
2.6.3.	Maintenance Windows & Planned Interventions.....	6
2.6.4.	Unplanned Interventions	6
3.	Service scope.....	7
3.1.	eHealth service.....	7
3.1.1.	General	7
3.1.2.	Functionality	7
3.2.	Business criticality	8
3.3.	Interdependencies	8
4.	List of service levels.....	9
5.	Detailed service level per service.....	10
5.1.	Availability	10

2. Document management

2.1. Document history

Version	Date	Author	Description of changes / remarks
1.0	21/03/2022	eHealth	Initial version
2.0	16/03/2018	eHealth	PM
2.1	05/10/2022	eHealth	New schema

2.2. Document references

ID	Title	Version	Date	Author
	Master Service Agreement	2.0	22/11/2012	

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 **RNConsult services** 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

The RNConsult service is composed of the following services:

- **PersonService**
Old service : IdentifyPerson & PhoneticSearch
Description : Identify a person based on an INSS or an INSS BIS, or search for a person based on a minimal set of identifications.
- **CbssPersonService**
Old service : ManagePerson
Description : Create a new person in the CBSS register, to be able to identify him with a unique INSS BIS.
- **InscriptionService**
Old service : ManageInscription
Description : Subscribe during a certain period an application to receive future changes for a INSS or INSS BIS.
- **PersonNotificationService**
Old service : MutationSenderDescription : Get daily changes for an application based on the subscriptions it made.

- **PersonInfoGroupService**

Old service : PersonHistory

Description : Retrieve for a certain business concepts, all changes during a certain period

- **SSIN history**

Description: The history of each NISS and BISS of a person, the active Unique identifier of a person

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 on which the Web Services are dependent,
- measurements and KPIs intended to account for a certain number of performance indicators.

2.5. Validity of the agreement

This document is valid as long as the *RNConsult services* are 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
Day period	00:00 – 07:00							
	07:00 – 08:00							
	08:00 – 16:30							
	16:30 – 19:00							
	19:00 – 20:00							
	20:00 – 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.
	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.

2.6.2. 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 – 07:00							
	07:00 – 08:00							
	08:00 – 16:30							
	16:30 – 19:00							
	19:00 – 20:00							
	20:00 – 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.

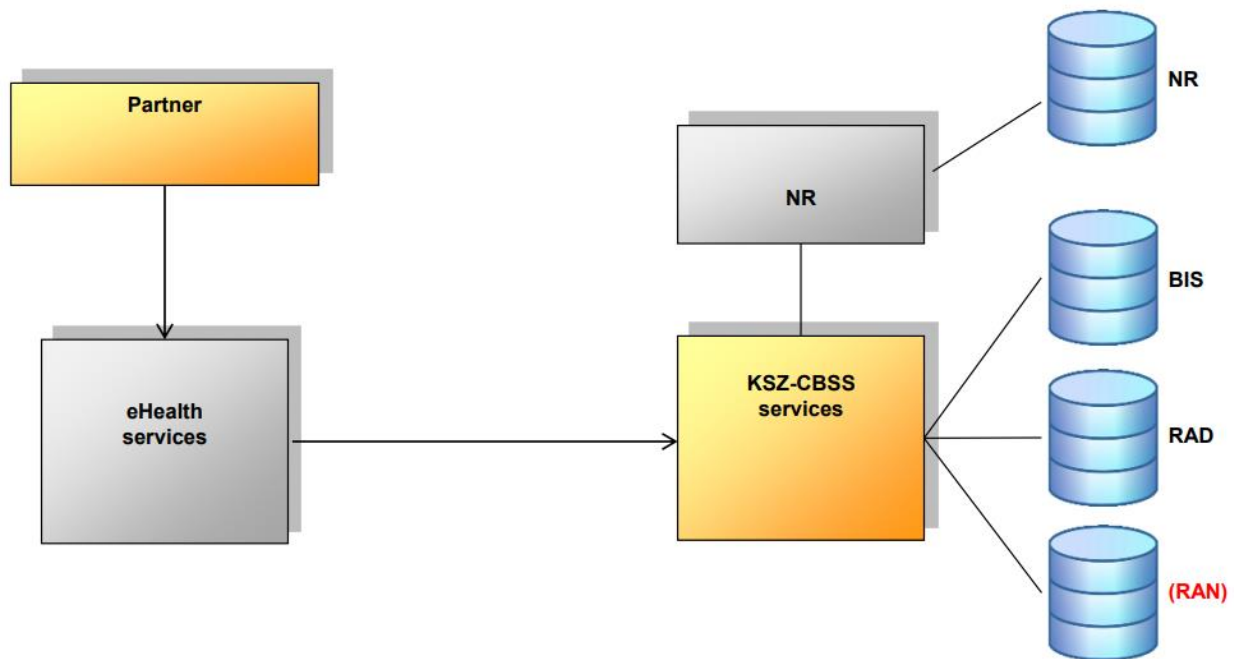
2.6.4. Unplanned Interventions

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. Functionality

This Service Level Agreement is concerned with the *RNConsult services*, i.e. the suite of services offered by the eHealth platform to access the following Validated Sources for Authentication: (Belgian) National Register and (Belgian) BIS Register. **Users** of these services are only Health Care Providers and their client applications, on the premise that they have been granted proper access and comply with legal requirements. The services are intended to make it easier to the Health Care Providers to obtain patient-related data for administrative purposes (e.g. address changes).

From a technical point of view, the RNConsult suite of services is comprised of services:

- PersonService, CbssPersonService, InscriptionService, PersonInfoGroupService, PersonNotificationService, SSINHistory
- A database to manage the requests for subscribing to the subscription service
- The underlying components needed to provide the client applications with an access to RNConsult from the Internet, as well as to interface with the CBSS (Crossroads Bank for Social Security), BIS Register and National Register
- The infrastructure needed to operate them.

The eHealth platform only provides interfaces for consulting the following data repositories: CBSS reference directory, BIS and National Register. From a content point of view, those repositories are managed respectively by the CBSS and the National Register.

3.2. Business criticality

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

3.3. Interdependencies

The services covered by this Service Level Agreement are functionally dependent upon services offered by the CBSS (Crossroads Bank for Social Security). The RNConsult web services depend on the Certification eHealth base service to ensure that only authorized entities can have access to these services.

4. List of service levels

Service	KPI	SL ID	Condition	Measure based on	Limit	Service Window	Objective Committed	Objective Target
RNConsult	Availability of all Interactive Services as described in Par 3.1.2		Status check of the Web Services	Status	Only SLA Scope (not End to End)	Mo – Su 0:00 – 24:00	98%	99,5%

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

5. Detailed service level per service

5.1. Availability

Objectives				
Definition	<ul style="list-style-type: none"> The RNConsult service is considered to be available when the following test is correctly executed: Status check of the Web Services All functionalities are tested together. Planned interventions executed within the Maintenance Window are not recorded as unavailable time. 			
Measuring method	<ul style="list-style-type: none"> The availability of the different functionalities is measured by executing the test scripts every 10 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. 			
Calculation	$Availability = \frac{\sum Passed\ Tests \times 100}{\sum Total\ Tests} \%$ <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> by a Validated Authentic Source or partner application out of scope of this SLA by a failing monitoring tool 			
Reporting and evaluation period	<ul style="list-style-type: none"> The availability is calculated and reported monthly. Corrective interventions are initiated when appropriate. The formal evaluation however is done on a yearly basis. 			
Service Level Objectives	Functionality	Service Window	Service Level Objective	
			Committed	Target
	RNConsult services	Mo – Su 0:00 – 24:00	98%	99,5%