



CAIXA AGRÍCOLA
BOMBARRAL

CAIXA DE CREDITO AGRICOLA MUTUO DE BOMBARRAL

Período: 01-abr-2023 a 30-jun-2023

| Ref. | Nome | SLA | EBA GL | Total | 01-abr-23 | 02-abr-23 | 03-abr-23 | 04-abr-23 | 05-abr-23 | 06-abr-23 |
|------|--------------------------------------|-----------------------|--------|--------------|-----------|-----------|-----------|-----------|-----------|-----------|
| SLA1 | Disponibilidade das API PSD2 * | 99,0% | 2.2 | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| SLA2 | Performance para PISP | 5.000 milisegundos | 2.3.a | 2 134 | 2 146 | 1 963 | 2 184 | 1 732 | 2 007 | 2 174 |
| SLA3 | Performance para AISP | 7.000 milisegundos | 2.3.b | 822 | 2 974 | 2 388 | 0 | 641 | 0 | 2 569 |
| SLA4 | Performance para CBPII | 5.000 milisegundos | 2.3.c | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SLA5 | Taxa de Erros nas respostas aos TPPs | 10% | 2.3.d | 1,58% | 0,00% | 0,00% | 4,35% | 0,00% | 0,00% | 0,00% |
| SLA6 | Resolução incidentes - Críticos | 90% em < 4horas | 6.1 | n.a. | | | | | | |
| SLA7 | Resolução incidentes - Alta | 90% em < 16horas | 6.1 | n.a. | | | | | | |
| SLA8 | Resolução incidentes - Média | 80% em < 2 dias úteis | NA | n.a. | | | | | | |
| SLA9 | Resolução incidentes - Baixa | 80% em < 5 dias úteis | NA | n.a. | | | | | | |

| 07-abr-23 | 08-abr-23 | 09-abr-23 | 10-abr-23 | 11-abr-23 | 12-abr-23 | 13-abr-23 | 14-abr-23 | 15-abr-23 | 16-abr-23 | 17-abr-23 | 18-abr-23 | 19-abr-23 | 20-abr-23 | 21-abr-23 | 22-abr-23 | 23-abr-23 |
|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 617 | 2 333 | 0 | 0 | 2 718 | 2 060 | 2 056 | 2 306 |
| 385 | 0 | 682 | 0 | 2 227 | 354 | 1 695 | 1 388 | 0 | 2 450 | 0 | 2 408 | 0 | 3 475 | 540 | 2 342 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 0,00% | 1,40% | 0,00% | 7,42% |

| 24-abr-23 | 25-abr-23 | 26-abr-23 | 27-abr-23 | 28-abr-23 | 29-abr-23 | 30-abr-23 | 01-mai-23 | 02-mai-23 | 03-mai-23 | 04-mai-23 | 05-mai-23 | 06-mai-23 | 07-mai-23 | 08-mai-23 | 09-mai-23 | 10-mai-23 |
|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 2 122 | 2 219 | 2 426 | 2 087 | 1 997 | 1 982 | 2 027 | 1 809 | 2 107 | 2 075 | 1 614 | 2 125 | 1 900 | 1 890 | 1 999 | 1 930 | 2 076 |
| 2 025 | 0 | 2 575 | 1 754 | 448 | 2 331 | 0 | 1 999 | 913 | 2 026 | 0 | 383 | 1 870 | 0 | 2 314 | 1 410 | 1 193 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0,22% | 0,44% | 0,22% | 0,46% | 0,21% | 0,22% | 1,32% | 0,00% | 0,74% | 0,87% | 0,00% | 0,87% | 0,46% | 1,17% | 0,00% | 0,41% | 3,70% |

| 11-mai-23 | 12-mai-23 | 13-mai-23 | 14-mai-23 | 15-mai-23 | 16-mai-23 | 17-mai-23 | 18-mai-23 | 19-mai-23 | 20-mai-23 | 21-mai-23 | 22-mai-23 | 23-mai-23 | 24-mai-23 | 25-mai-23 | 26-mai-23 | 27-mai-23 |
|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 2 165 | 2 028 | 2 334 | 1 999 | 1 931 | 2 113 | 2 051 | 2 071 | 2 117 | 2 131 | 2 165 | 3 854 | 1 925 | 1 675 | 1 931 | 1 587 | 2 166 |
| 2 416 | 748 | 3 165 | 2 544 | 484 | 0 | 1 032 | 0 | 2 040 | 0 | 2 388 | 0 | 1 778 | 1 906 | 347 | 1 141 | 1 931 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0,00% | 0,29% | 0,00% | 0,32% | 1,39% | 0,16% | 0,63% | 0,00% | 9,05% | 11,54% | 0,00% | 0,00% | 4,00% | 58,21% | 11,54% | 7,27% | 4,00% |

| 28-mai-23 | 29-mai-23 | 30-mai-23 | 31-mai-23 | 01-jun-23 | 02-jun-23 | 03-jun-23 | 04-jun-23 | 05-jun-23 | 06-jun-23 | 07-jun-23 | 08-jun-23 | 09-jun-23 | 10-jun-23 | 11-jun-23 | 12-jun-23 | 13-jun-23 | 14-jun-23 |
|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 1 775 | 2 118 | 2 094 | 2 015 | 1 580 | 1 648 | 1 873 | 2 012 | 1 858 | 1 723 | 2 069 | 2 050 | 2 430 | 2 298 | 2 321 | 2 283 | 2 804 | 4 366 |
| 0 | 367 | 2 098 | 792 | 2 116 | 854 | 0 | 2 263 | 837 | 1 710 | 946 | 667 | 980 | 674 | 380 | 2 150 | 870 | 785 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0,00% | 0,00% | 5,71% | 0,00% | 0,00% | 38,10% | 0,00% | 4,00% | 0,00% | 2,04% | 0,00% | 0,00% | 1,67% | 0,00% | 0,00% | 6,67% | 0,00% | 2,44% |

| 15-jun-23 | 16-jun-23 | 17-jun-23 | 18-jun-23 | 19-jun-23 | 20-jun-23 | 21-jun-23 | 22-jun-23 | 23-jun-23 | 24-jun-23 | 25-jun-23 | 26-jun-23 | 27-jun-23 | 28-jun-23 | 29-jun-23 | 30-jun-23 |
|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 2 114 | 3 625 | 3 850 | 3 844 | 1 944 | 2 085 | 2 359 | 1 956 | 1 811 | 2 239 | 1 867 | 1 884 | 1 876 | 1 797 | 1 302 | 1 906 |
| 884 | 750 | 0 | 1 684 | 2 090 | 2 113 | 2 342 | 919 | 790 | 0 | 2 279 | 690 | 561 | 1 096 | 904 | 1 103 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0,00% | 1,35% | 14,29% | 0,00% | 0,93% | 0,00% | 12,37% | 7,77% | 1,23% | 4,17% | 0,00% | 0,00% | 0,00% | 21,62% | 0,00% | 0,00% |