



CAIXA AGRÍCOLA  
BOMBARRAL

## CAIXA DE CREDITO AGRICOLA MUTUO DE BOMBARRAL

Período: 01-out-2023 a 31-dez-2023

Ref.	Nome	SLA	EBA GL	Total	01-out-23	02-out-23	03-out-23	04-out-23	05-out-23	06-out-23
SLA1	Disponibilidade das API PSD2	99,0%	2.2	<b>100%</b>	100%	100%	100%	100%	100%	100%
SLA2	Performance para PISP	5.000 milisegundos	2.3.a	<b>859</b>	0	0	0	1 955	0	0
SLA3	Performance para AISP	7.000 milisegundos	2.3.b	<b>1 526</b>	797	1 796	1 627	1 953	2 255	1 192
SLA4	Performance para CBPII	5.000 milisegundos	2.3.c	<b>0</b>	0	0	0	0	0	0
SLA5	Taxa de Erros nas respostas aos TPPs	10%	2.3d	<b>10,72%</b>	0,00%	0,00%	6,25%	2,63%	6,67%	2,72%
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-out-23	08-out-23	09-out-23	10-out-23	11-out-23	12-out-23	13-out-23	14-out-23	15-out-23	16-out-23	17-out-23	18-out-23	19-out-23	20-out-23	21-out-23	22-out-23	23-out-23
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
0	0	0	0	0	0	1 165	0	0	0	0	0	0	0	0	0	0
0	1 004	0	2 434	3 327	424	2 659	2 911	3 919	2 182	3 110	0	2 161	2 360	1 703	0	1 261
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
100,00%	0,00%	0,00%	0,00%	13,64%	0,00%	15,38%	21,43%	12,50%	80,00%	7,69%	0,00%	0,00%	20,00%	12,96%	0,00%	20,00%

24-out-23	25-out-23	26-out-23	27-out-23	28-out-23	29-out-23	30-out-23	31-out-23	01-nov-23	02-nov-23	03-nov-23	04-nov-23	05-nov-23	06-nov-23	07-nov-23	08-nov-23	09-nov-23
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
1 032	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1 721	970	1 316	0	3 676	1 478	1 958	1 857	1 765	1 439	1 479	1 662	2 204	761	1 235	1 093	1 240
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
23,53%	59,38%	20,00%	0,00%	18,18%	15,38%	20,00%	20,00%	10,00%	19,64%	6,90%	12,33%	29,41%	2,82%	5,26%	6,82%	9,38%



27-nov-23	28-nov-23	29-nov-23	30-nov-23	01-dez-23	02-dez-23	03-dez-23	04-dez-23	05-dez-23	06-dez-23	07-dez-23	08-dez-23	09-dez-23	10-dez-23	11-dez-23	12-dez-23	13-dez-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	457	0	423	0	0	0	0	0	1 940
3 050	0	586	2 783	0	0	1 661	2 666	2 707	2 555	2 289	2 524	1 129	1 021	1 209	1 199	1 282
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
57,14%	0,00%	0,00%	7,14%	0,00%	0,00%	14,29%	0,00%	0,00%	10,13%	0,00%	5,71%	11,43%	4,55%	0,00%	12,50%	0,00%

14-dez-23	15-dez-23	16-dez-23	17-dez-23	18-dez-23	19-dez-23	20-dez-23	21-dez-23	22-dez-23	23-dez-23	24-dez-23	25-dez-23	26-dez-23	27-dez-23	28-dez-23	29-dez-23	30-dez-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	0	0	0	0	0	0	1 858	0
1 100	1 461	2 339	1 626	1 381	1 755	1 118	1 720	1 823	1 965	1 593	1 110	1 442	1 282	1 398	1 046	1 241
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0,00%	0,00%	15,63%	15,91%	0,00%	0,00%	11,76%	0,00%	8,70%	5,88%	2,63%	0,00%	3,70%	58,33%	13,33%	0,00%	6,90%

31-dez-23

100%

0

1 549

0

2,13%