



CAIXA AGRÍCOLA  
BOMBARRAL

## CAIXA DE CREDITO AGRICOLA MUTUO DE BOMBARRAL

Período: 01-jan-2024 a 31-mar-2024

Ref.	Nome	SLA	EBA GL	Total	01-jan-24	02-jan-24	03-jan-24	04-jan-24	05-jan-24	06-jan-24
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>1 001</b>	0	0	0	0	0	0
SLA3	Performance para AISP	7.000 milisegundos	2.3.b	<b>1 555</b>	1 343	1 253	1 184	1 238	1 253	1 437
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%	2.3.d	<b>17,24%</b>	2,33%	7,69%	6,67%	44,19%	14,29%	5,88%
SLA6	Resolução incidentes - Críticos	90% em < 4horas	8.1	n.a.						
SLA7	Resolução incidentes - Alta	90% em < 16horas	8.1	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-jan-24	08-jan-24	09-jan-24	10-jan-24	11-jan-24	12-jan-24	13-jan-24	14-jan-24	15-jan-24	16-jan-24	17-jan-24	18-jan-24	19-jan-24	20-jan-24	21-jan-24	22-jan-24	23-jan-24	24-jan-24
100%	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	3 704	0	0	0	0	0	0	0	0	0
1 114	1 529	1 670	1 450	1 269	1 355	1 834	1 218	1 631	1 532	1 950	1 964	1 657	1 919	1 810	1 742	1 038	1 297
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0,00%	0,00%	25,58%	22,73%	22,22%	20,00%	5,88%	7,14%	23,08%	11,54%	22,22%	11,11%	0,00%	0,00%	5,26%	15,00%	0,00%	0,00%

25-jan-24	26-jan-24	27-jan-24	28-jan-24	29-jan-24	30-jan-24	31-jan-24	01-fev-24	02-fev-24	03-fev-24	04-fev-24	05-fev-24	06-fev-24	07-fev-24	08-fev-24	09-fev-24	10-fev-24	11-fev-24
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
0	0	0	0	0	0	0	533	0	259	0	0	0	0	0	0	0	0
1 313	1 198	1 277	1 614	1 496	1 304	1 712	2 258	1 549	1 954	1 663	1 803	2 196	1 561	1 789	1 595	2 105	1 566
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11,11%	9,76%	11,11%	9,68%	20,00%	45,00%	23,81%	3,13%	13,04%	11,43%	14,71%	14,81%	13,04%	15,38%	26,53%	20,00%	6,98%	16,67%

12-fev-24	13-fev-24	14-fev-24	15-fev-24	16-fev-24	17-fev-24	18-fev-24	19-fev-24	20-fev-24	21-fev-24	22-fev-24	23-fev-24	24-fev-24	25-fev-24	26-fev-24	27-fev-24	28-fev-24	29-fev-24
100%	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	0	0	0
1 158	1 187	1 161	1 050	1 239	1 329	1 167	1 350	1 484	1 646	1 599	1 288	1 412	1 620	2 210	1 728	2 218	1 832
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
20,00%	9,68%	0,00%	15,15%	16,67%	0,00%	9,09%	9,09%	13,04%	20,00%	11,11%	23,81%	9,68%	0,00%	20,00%	25,00%	17,95%	35,48%

01-mar-24	02-mar-24	03-mar-24	04-mar-24	05-mar-24	06-mar-24	07-mar-24	08-mar-24	09-mar-24	10-mar-24	11-mar-24	12-mar-24	13-mar-24	14-mar-24	15-mar-24	16-mar-24
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	0
1 737	1 497	2 178	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14,49%	20,00%	80,00%	100,00%	100,00%	100,00%	100,00%	100,00%	0,00%	0,00%	0,00%	0,00%	100,00%	100,00%	0,00%	100,00%

17-mar-24	18-mar-24	19-mar-24	20-mar-24	21-mar-24	22-mar-24	23-mar-24	24-mar-24	25-mar-24	26-mar-24	27-mar-24	28-mar-24	29-mar-24	30-mar-24	31-mar-24
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
0	0	0	0	0	3 156	0	0	3 713	0	0	0	0	0	0
0	0	0	0	0	0	0	0	610	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0,00%	0,00%	0,00%	100,00%	100,00%	45,45%	100,00%	100,00%	18,18%	100,00%	0,00%	100,00%	0,00%	100,00%	100,00%