



CAIXA AGRÍCOLA  
BOMBARRAL

## CAIXA DE CREDITO AGRICOLA MUTUO DE BOMBARRAL

Período: 01-out-2024 a 31-dez-2024

Ref.	Nome	SLA	EBA GL	Total	01-out-24	02-out-24	03-out-24	04-out-24	05-out-24	06-out-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>1 590</b>	0	0	0	0	4 348	0
SLA2.1	Performance para PISP - Componente SIBS	2.500 milisegundos	NA	<b>919</b>	0	0	0	0	756	0
SLA3	Performance para AISP	7.000 milisegundos	2.3.b	<b>1 772</b>	576	0	2 540	0	2 439	0
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>64,71%</b>	25,00%	100,00%	80,00%	100,00%	0,00%	0,00%
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-out-24	08-out-24	09-out-24	10-out-24	11-out-24	12-out-24	13-out-24	14-out-24	15-out-24	16-out-24	17-out-24	18-out-24	19-out-24	20-out-24	21-out-24	22-out-24	23-out-24
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	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	516	0	0	0	0	0	1 599
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
100,00%	100,00%	100,00%	0,00%	100,00%	0,00%	100,00%	100,00%	100,00%	100,00%	0,00%	0,00%	0,00%	0,00%	100,00%	100,00%	96,97%

24-out-24	25-out-24	26-out-24	27-out-24	28-out-24	29-out-24	30-out-24	31-out-24	01-nov-24	02-nov-24	03-nov-24	04-nov-24	05-nov-24	06-nov-24	07-nov-24	08-nov-24	09-nov-24
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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	753	0	4 021	0	0	0	0	2 878	0	2 128	0	0	4 606
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
100,00%	100,00%	100,00%	0,00%	60,87%	100,00%	80,00%	100,00%	0,00%	0,00%	100,00%	33,33%	100,00%	85,71%	100,00%	0,00%	0,00%

10-nov-24	11-nov-24	12-nov-24	13-nov-24	14-nov-24	15-nov-24	16-nov-24	17-nov-24	18-nov-24	19-nov-24	20-nov-24	21-nov-24	22-nov-24	23-nov-24	24-nov-24	25-nov-24	26-nov-24
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	2 348	0	0	4 846	0	0	0	4 473	5 305
0	0	0	0	0	0	0	0	317	0	0	1 251	0	0	0	2 410	2 868
0	0	0	4 164	0	0	627	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
100,00%	0,00%	100,00%	0,00%	100,00%	100,00%	0,00%	100,00%	64,29%	100,00%	0,00%	90,00%	100,00%	0,00%	100,00%	4,17%	33,33%

27-nov-24	28-nov-24	29-nov-24	30-nov-24	01-dez-24	02-dez-24	03-dez-24	04-dez-24	05-dez-24	06-dez-24	07-dez-24	08-dez-24	09-dez-24	10-dez-24	11-dez-24	12-dez-24	13-dez-24
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
0	0	563	0	0	2 931	3 425	3 082	0	0	0	0	654	0	686	3 165	0
0	0	253	0	0	1 126	880	1 277	0	0	0	0	612	0	375	1 023	0
0	701	379	0	0	0	2 633	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
100,00%	50,00%	6,25%	100,00%	100,00%	84,21%	61,11%	33,33%	100,00%	0,00%	100,00%	100,00%	2,74%	100,00%	60,00%	85,71%	100,00%

14-dez-24	15-dez-24	16-dez-24	17-dez-24	18-dez-24	19-dez-24	20-dez-24	21-dez-24	22-dez-24	23-dez-24	24-dez-24	25-dez-24	26-dez-24	27-dez-24	28-dez-24	29-dez-24	30-dez-24
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
0	0	1 060	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	425	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	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0,00%	100,00%	0,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	0,00%	100,00%	100,00%	100,00%	0,00%	100,00%

31-dez-24

100%

746

624

0

0

33,33%