



CAIXA AGRÍCOLA
BOMBARRAL

CAIXA DE CREDITO AGRICOLA MUTUO DE BOMBARRAL

Período: 01-jul-2025 a 30-set-2025

Ref.	Nome	SLA	EBA GL	Total	01-jul-25	02-jul-25	03-jul-25	04-jul-25	05-jul-25	06-jul-25
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	1 973	0	0	1 973	0	0	0
SLA3	Performance para AISP	7.000 milisegundos	2.3.b	588	0	0	0	0	0	0
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%	2.3d	4,27%	12,31%	10,74%	4,79%	1,47%	1,62%	15,19%
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-jul-25	08-jul-25	09-jul-25	10-jul-25	11-jul-25	12-jul-25	13-jul-25	14-jul-25	15-jul-25	16-jul-25	17-jul-25	18-jul-25	19-jul-25	20-jul-25	21-jul-25	22-jul-25	23-jul-25	24-jul-25	25-jul-25
100%	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	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
0,93%	2,18%	1,64%	1,99%	1,06%	5,51%	2,05%	0,84%	0,93%	1,23%	1,36%	11,92%	1,52%	1,06%	1,12%	1,28%	1,04%	1,83%	1,59%

26-jul-25	27-jul-25	28-jul-25	29-jul-25	30-jul-25	31-jul-25	01-ago-25	02-ago-25	03-ago-25	04-ago-25	05-ago-25	06-ago-25	07-ago-25	08-ago-25	09-ago-25	10-ago-25	11-ago-25
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	0	0	0	0	0	0	0
6,58%	1,30%	1,82%	1,16%	1,41%	6,96%	13,84%	13,10%	2,42%	2,56%	10,22%	4,51%	8,14%	1,83%	13,56%	1,44%	1,18%

12-ago-25	13-ago-25	14-ago-25	15-ago-25	16-ago-25	17-ago-25	18-ago-25	19-ago-25	20-ago-25	21-ago-25	22-ago-25	23-ago-25	24-ago-25	25-ago-25	26-ago-25	27-ago-25	28-ago-25
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
590	0	0	0	0	0	0	0	585	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
1,48%	1,75%	1,38%	1,86%	3,17%	1,21%	0,91%	1,08%	1,30%	1,29%	1,39%	2,38%	2,72%	1,01%	1,12%	1,45%	1,42%

29-ago-25	30-ago-25	31-ago-25	01-set-25	02-set-25	03-set-25	04-set-25	05-set-25	06-set-25	07-set-25	08-set-25	09-set-25	10-set-25	11-set-25	12-set-25	13-set-25	14-set-25
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	0	0	0	0	0	0	0
2,98%	7,28%	4,25%	11,48%	22,35%	22,68%	22,45%	5,53%	9,96%	1,07%	1,00%	12,22%	1,26%	11,12%	2,53%	0,78%	1,95%

15-set-25	16-set-25	17-set-25	18-set-25	19-set-25	20-set-25	21-set-25	22-set-25	23-set-25	24-set-25	25-set-25	26-set-25	27-set-25	28-set-25	29-set-25	30-set-25
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	0	0	0	0
0,72%	0,74%	0,69%	1,36%	0,70%	0,85%	1,91%	0,62%	0,67%	0,72%	0,63%	0,59%	5,15%	0,92%	0,68%	1,56%