



# **Service reporting for RBAL for 2024-07-31**

# Service Reporting for PSD2 Regulatory

Category	Blocker	Critical	Major	Minor	Trivial
# of incidents/service req	0	0	0	0	0
# of violation of resp/neut/reso times	0	0	0	0	0
# of reopen Incidents/service req	0	0	0	0	0
# of rejected Incidents/service req	0	0	0	0	0
AVG resolution time of incidents/service req	0 min	0 min	0 min	0 min	0 min

SLA KPI Throughput time	Value
# of total API Calls	2.808
# of total API Calls within <=3s	2.806
SLG of API Calls within <=3s	99.93%

SLA KPI Throughput time detailed	Value
# of total API Calls > 3s	2
# of total API Calls in SP boundaries <= 1,5s	2
Adapted SLG of API Calls	100%

SLA KPI Throughput time	Value
# of security incidents	0
# of major incidents	0