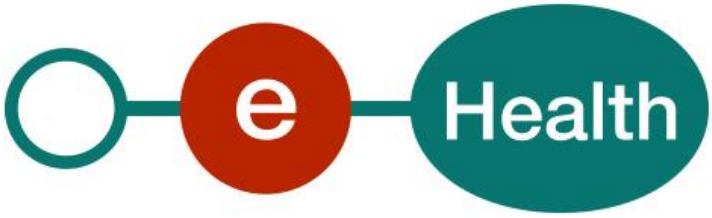

Service Level Agreement
Base service: eHealthBox
Version 2.0

eHealth platform

Willebroekkaai 38 – 1000 Brussel

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Table of contents

To the attention of: “IT expert” willing to integrate this web service.

1. Document management

1.1 Document history

Version	Date	Author	Description of changes / remarks
2015.01	April 2015	eHealth Service Management	Update
2017.01	September 2017	eHealth Service Management	Update
2.0	16/04/2018	eHealth Service Management	Update

2. Introduction

2.1 Goal of the service

The eHealth Box (eHBox) is a secured mailbox, which means users can have access only to the messages and/or documents they are authorized to.

2.2 eHealth platform document references

On the portal of the eHealth platform, you can find all the referenced documents.[1]. These versions or any following versions can be used for the eHealth platform service.

ID	Title	Version	Date	Author
1	Bestuursovereenkomst			
2.	Master Service Agreement	1.0		

[1] ***https://www.ehealth.fgov.be/ehealthplatform***

3. Global overview

3.1 Features

The secured electronic mailbox service is mainly composed of the following functionalities:

- publication of messages from one constituent to one or several receivers;
- consultation of mails stored within the eHealthBox;
- management of the eHealthBox;
- management of the notification to an external mail address (eHealth platform update info functionality).

The eHBox Basic Service is composed of a web application and several web services.

eHBox users can publish, consult or manage their mailboxes either through the web application interface hosted on the portal or through direct call to web services.

3.1.1 Web application interfaces and functionalities

In the framework of the web application, eHBox users will use their local browser and connect themselves to the myeHealth component (covered by the portal SLA). In order to use their mailbox they will need to identify themselves and select with which health actor profile they want to work with the eHealthBox. Therefore, they have to identify themselves through their eID (Covered by the UAM SLA).

Citizens can only consult and manage their mailbox. Health "actor" profile and health "institution representative" profile can also publish mails.

The eHBox web application interface includes a Java application running on the local pc of the user. It includes the component necessary for the encryption and decryption of addressed messages (covered partially by the ETEE SLA)[2]. This web application makes direct call to the eHBox webservice interface to cover the eHBox functionalities.

3.1.2 Web service interfaces and functionalities

Some medical software integrates direct calls to the eHBox web services. In this framework, the STS, and the identification through the certificate of the eHealth platform cover the identification and authentication steps.

In addition, this software should integrate the call to the eHealth end-to-end encryption basic service before any publication of medical messages and after their consultation (covered by the ETEE SLA).

3.2 Typical use

3.2.1 Main use case

a. A user can send a message that may be encrypted beforehand and may contain some attachments.

b. Each message sent, is first set in a temporary spool in order to be stored directly in the receiver's eHBox. As soon as the mail is in the receiver's eHBox, the sender may receive a notification[3].

c. If content of the receiver's inbox is less than its authorised capacity, the receiver can see the mail, and otherwise he has to clean his inbox.

[2] *Please, note that eHBox users need to have a valid eHealth certificate and encryption key in order to receive encrypted messages even for the web application interface.*

[3] *This notification does not mean service that it is already visible for the receiver.*

d. From that moment, the receiver can consult the list of messages (limited to 100 messages per call). In addition, once a day, the receiver may obtain a notification if he subscribed to the eHealth update info service.

e. The receiver can select and consult a specific message. The sender can obtain a notification related to this act.

f. The receiver can then download the attachment.

3.2.2 Other use cases

a. The eHBox users can move mails from their inbox to the trash.

b. eHBox users can navigate from their inbox, to the trash and to their sent item.

c. eHBox users can navigate from one user profile to the other or the all of them

d. Mails in the trash are automatically deleted after their validity period has expired.

e. The subscription to the eHealth update info functionality is mandatory if you want to receive a notification about a new mail in your eHealthBox.

3.3 Service parameters

The service parameters and objectives described below are valid only for the production environment.

3.3.1 Service Level Criticality

The Service Level Criticality (as described in the MSA) for the Basic Service eHBox is GOLD.

3.3.2 Service Window

The default service windows defined in the MSA (Chapter 5.1.1 Service, support and maintenance window) is applicable for this SLA.

Service Window								
		Day of the week (closing days of Service Provider = Sunday)						
		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Day period	00:00 – 07:00							
	07:00 – 08:00							
	08:00 – 16:30							
	16:30 – 19:00							
	19:00 – 21:00							
	21:00 – 24:00							

Legend	
	Timeslots where the service must be available according to the SLA and where corrective actions will be taken to resolve detected incidents.
	Timeslots where the service will be available provided there are no blocking Incidents. If incidents do appear, no corrective action will be taken.
	Timeslots where unavailability can occur.

3.3.3 Support window

The default support windows defined in the MSA (Chapter 5.1.1 Service, support and maintenance window) is applicable for this SLA.

Support Window								
		Day of the week (Closing day of the eHealth platform = Sunday)						
		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Day period	00:00 – 07:00							
	07:00 – 08:00							
	08:00 – 16:30							
	16:30 – 19:00							
	19:00 – 20:00							
	20:00 – 24:00							

Legend	
	Timeslots for which the eHealth Call Center is available for the End-Users with a second line support for Infrastructure (HW, OS, Middleware and DB).
	Timeslots for which the eHealth Call Center is available for the End-Users with a second line support, including Application Support.
	Timeslots for which the eHealth Call Center is unavailable for the End-Users. The End-User will have the possibility to record a voice message that will be treated on the next Workday. Email is available 24/24 7/7 to send question.

3.3.4 Maintenance window

During the switch over between P1 and P2, a downtime of maximum 30 minutes is authorized. This downtime is not taken into account when calculating the availability of the different services.

Interventions authorized on the active environment[4] are corrective actions intended to enhance the availability or stability of the service. Unavailability caused by these interventions are recorded as downtime.

Release management processes, like other interventions, handle these interventions.

[4] *Active environment being the environment (P1 or P2) effectively running the Production. The other one is than the Next Release environment.*

3.4 Service objectives – Overview

Service	KPI	SL ID	Condition	Measure based on	Limit	Service Window	Objective Committed	Objective Target
eHBox	Availability of the eHBox Web App		Test script passes	Fictitious request		Mo – Su 0:00 – 24:00	99,5%	99,9%
	Availability of the eHBox Web Service Consultation		Test script passes	Fictitious request		Mo – Su 0:00 – 24:00	99,5%	99,9%
	Availability of the eHBox Web Service Publication		Test script passes	Fictitious request		Mo – Su 0:00 – 24:00	99,5%	99,9%
	Performance – eHBox Web services Consultation <100kb		Response time ≤ 2 sec	Real transactions		Mo – Su 0:00 – 24:00	90,0%	95,0%
	Performance – eHBox Web services Publication <100kb		Response time ≤ 2 sec	Real transactions		Mo – Su 0:00 – 24:00	90,0%	95,0%

3.5 Service Objectives – Details

3.5.1 Availability Web Application

<table>
<tr><th colspan="4">Objectives</th></tr>
<tr><td>Definition</td><td colspan="3">

The eHBox Web App service is considered to be available when the following test is correctly executed:

Log-in with e-ID and/or certificate
Select role
Check status of Web App
Log-out

Planned interventions executed within the Maintenance Window are not recorded as unavailable time.

</td></tr>
<tr><td>Measuring method</td><td colspan="3">

The availability of the different functionalities is measured by executing the test scripts every 10 minutes. When the script is executed with as result a status “OK”, the test “passed”.
When the script is executed with another result, the test “failed”

</td></tr>
<tr><td>Calculation</td><td colspan="3">
$$Availability = \frac{\sum Passed\ Tests\ x\ 100}{\sum Total\ Tests}\%$$

Total Tests = Total number of tests launched within correct timeframe
Passed Tests = Total number of tests that resulted in a status “OK” within the same timeframe
Corrections are applicable on tests that are not taken into account because they were caused :

by a Validated Authentic Source or partner application out of scope of this SLA
by a failing monitoring tool

</td></tr>
<tr><td>Reporting and evaluation period</td><td colspan="3">

The availability is calculated and reported monthly. Corrective actions are initiated when appropriate.
The formal evaluation however is done on a yearly basis.

</td></tr>
<tr><td rowspan="2">Service Level Objectives</td><td rowspan="2">Functionality</td><td rowspan="2">Service Window</td><td colspan="2">Service Level Objective</td></tr>
<tr><td>Committed</td><td>Target</td></tr>
<tr><td></td><td>eHBox Web App</td><td>Mon – Sun 0:00 – 24:00</td><td>99,5%</td><td>99,9%</td></tr>
</table>

3.5.2 Availability web Service Publication

<table>
<tr><th colspan="4">Objectives</th></tr>
<tr><td>Definition</td><td colspan="3">

The eHBox Web service Publication is considered to be available when the following test is correctly executed:

Get STS Token
Send message to inboxes with the different active versions
Wait 5 sec
Clean-up mails

Planned interventions executed within the Maintenance Window are not recorded as unavailable time.

</td></tr>
<tr><td>Measuring method</td><td colspan="3">

The availability of the different functionalities is measured by executing the test scripts every 10 minutes. When the script is executed with as result a Status “OK”, the test “passed”.
When the script is executed with an other result, the test “failed”

</td></tr>
<tr><td>Calculation</td><td colspan="3">
$$Availability = \frac{\sum Passed\ Tests\ x\ 100}{\sum Total\ Tests}\%$$

Total Tests = Total number of tests launched within corrected timeframe
Passed Tests = Total number of tests that resulted in a status “OK” within the same timeframe
Corrections are applicable on tests that are not taken into account because they were caused :

by a Validated Authentic Source or partner application out of scope of this SLA
by a failing monitoring tool

</td></tr>
<tr><td>Reporting and evaluation period</td><td colspan="3">The availability is calculated and reported monthly. Corrective actions are initiated when appropriate.
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<tr><td>Committed</td><td>Target</td></tr>
<tr><td>eHBox Web Service Publication</td><td>Mon – Sun 0:00 – 24:00</td><td>99,5%</td><td>99,9%</td></tr>
</table>

3.5.3 Performance – eHBox web services Consultation and Publication <100kb

<table>
<tr><th colspan="5">Objectives</th></tr>
<tr><td>Definition</td><td colspan="4">

The performance of the eHBox web service refers to its response time meaning the time needed to execute a request.
The performance is reported

By technical module (web service Consultation / Publication)
By version of the module
By type of request, (Get list, Get message, Send message ….)
As function of the size of the message

Attention: The response time does not include:

The time needed to deliver the information over the Internet.
The time needed to process the information at the End Users premises.

</td></tr>
<tr><td>Measuring method</td><td colspan="4">

This response time is measured on the Reverse Proxies. Both start time (request received) and end time (answer sent to the End User) are measured and stored in a database.
Measuring is done on real transactions, and only on those having a “stop time” within the measuring period.

</td></tr>
<tr><td>Calculation</td><td colspan="4">

All response times are calculated: Stop time – Start time for every request.
The percentage that meets the target is calculated based on following formula:

$$Performance = \frac{\sum Tests\ meeting\ the\ target\ x\ 100}{\sum Total\ Tests}\%$$
</td></tr>
<tr><td>Reporting and evaluation period</td><td colspan="4">

The performance is calculated and reported monthly. Corrective actions are initiated when appropriate.
The formal evaluation however is done on a yearly basis.

</td></tr>
<tr><td rowspan="3">Service Level Objectives</td><td rowspan="2">Functionality</td><td rowspan="2">Target</td><td colspan="2">Service Level Objective</td></tr>
<tr><td>Committed</td><td>Target</td></tr>
<tr><td>Performance eHBox WS Consultation <100kb</td><td>< 2 sec</td><td>90,0%</td><td>95,0%</td></tr>
<tr><td></td><td>Performance eHBox WS Publication <100kb</td><td>< 2 sec</td><td>90,0%</td><td>95,0%</td></tr>
</table>