Service Level Agreement
Base Service: Oriented Architecture (SOA)
Version 2.1

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eHealth platform

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Service Level Agreement

Base Service: SOA

Between

Service provider   **Service customer**

    eHealth Platform   User Community

    Quai de Willebroeck, 38

    1000 BRUSSELS

To the attention of: the user community

<table>
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1. Table of content

2. Document management

2.1. Document history

Version	Date	Author	Description of changes / remarks
2015.01	May 2015	eHealth Service Management	Update
2	30/04/2018	eHealth Service Management	Update (new logo)
2.1	14/08/2018	eHealth Service Management	Corrections

2.2. Document references

ID	Title	Version	Date	Author
1	Master Service Agreement	2.0	22/11/2012	

2.3. Goal of the document

The objective of this document is to define the Service Level Agreement for the set of services included in the *Base Service Oriented Architecture* proposed by the eHealth-platform. It defines the minimum level of service offered on the eHealth-platform, and provides eHealth's own understanding of service level offering, its measurement methods and its objectives in the long run.

This document contains a short description of the current services offered by the orchestration services (SOA). The eHealth platform provides a SOA infrastructure hosting:

- Different pipes on the eHealth service bus for external partners as eBirth, eCare safe, … ;

- Providing a service catalogue of services offer on the eHealth Service Bus.

In addition, this document contains a short description of, or a link to a location where such a description can be found:

- Some technical and/or functional components the services depend on.

- Measurements and KPIs intended to account for a certain number of performance indicators.

This document is an appendix to the *Master Service Agreement (MSA)*. Information given in this document takes precedence over the data regarding the same subjects given in former versions and in the MSA. Items described in the MSA include, for instance:

- a broad description of the business services offered by the eHealth-platform to the applications which may want to make use of them;

- description of cross-sectional services offered on the eHealth–platform;

- description of support services, including registering, managing and solving possible incidents with the Portal set of services, managing changes;

- performance indicators related to those services.

2.4. Validity of the agreement

This document is valid as long as the *Base Service Oriented Architecture* is part of the eHealth-platform offering services.

Once a year, the levels of service proposed will be reviewed and confirmed for the next year.

2.5. Service and maintenance window

2.5.1. Service Level

By default, the priority for the support for this Basic Service (as described in the MSA) is GOLD. Nevertheless, objectives described below are valid only for the Production environment.

2.5.2. Service window

The time frame during which the services of the eHealth platform are offered to the client applications, is defined in terms of days and hours. Standard working days are all working days of the year, except during the biannual maintenance periods.

The following table summarises the service window.

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 – 20:00							
	20:00 – 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 these incidents do appear, no corrective action will be taken.
	Timeslots where unavailability can occur.

2.5.3. Support Window

Support 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 – 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.

2.5.4. Maintenance window & planned interventions

The eHealth platform will strive for limiting as much as possible the impact and duration of the planned interventions. Today, eHealth is committed to make efforts so planned unavailability's do not exceed one to a few hours per year.

- Portal, Network interventions and application releases: 2 times a year.
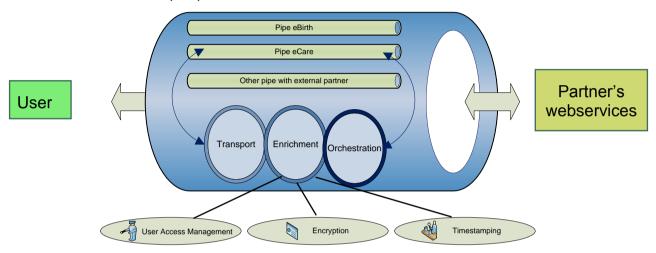
2.5.5. Unplanned interventions

Under exceptional circumstances, unplanned interventions may be needed in order to restore the service.

3. Service scope

3.1. eHealth service

3.1.1. Architecture overview

The eHealth Service Bus (ESB)

The eHealth-platform's service bus is hosting several dedicated buses to call partner's webservices. Each call can be

- transported, transfer to call partner's webservices
- enriched by call to eHealth base service as the User access management or the timestamping
- orchestrated

As each call is different, the eHealth platform ensures the availability of the eHealth Service Bus.

In addition, the eHealth platform offers an access to its SOA service catalogue through the registry. The registry provides technical documentation on all services hosted and accessed on the eHealth Service Bus.

3.1.2. Functionalities

This Service Level Agreement is concerned with the base service orchestration (SOA). The services offered by the eHealth-platform for the base service SOA are:

- the availability of the SOA infrastructure to let run the ESB and the pipes hosted;
- the availability and performance of the registry.

Enrichment and orchestration at partner side are out of scope of this agreement (As for eBirth)

3.2. Business criticality

The business criticality of SOA services is **Gold** as it supports mandatory business processes that should be processed synchronously and within some legal periods.

3.3. Interdependencies

The availability and performance of the registry are part of the portal SLA.

4. List of service levels

Service	Measure of	SL ID	Limit	Committed	Target	Calculation window	Criticality
SOA1	Availability of SOA infrastructure	SOA1	regular check (Every minute)	99,5%	99,90%	Monthly (min 100 hits)	Gold

Table 1: List of key performance indicators (KPI) per service

5. Detailed service level per service

5.1. Availability of the SOA infrastructure

5.1.1. Definition

Percentage of time the SOA infrastructure has been available from a business point of view.

5.1.2. KPI Objectives

- Ensure the availability of the SOA infrastructure to ensure the availability of the different services proposed on the eHealth Service Bus.

5.1.3. Measurement method

Every minute, the availability of major components of the SOA infrastructure are checked.

The SOA infrastructure is considered as available when a successful response is provided for each major component. If one component failed to respond, the SOA infrastructure is considered as unavailable.

Successful responses are all responses which are not blocked by the unavailability of a specific component needed to support the eHealth service Bus.

For the measurement of this KPI, a monitoring script checks every minute the availability of each major component. Only request with an answer during the calculation windows are taken into the account. Therefore requests initiated before that the calculation window starts and which are closed within are taken into account.

5.1.4. KPI Formula

SOA 1 = (Σ SOAA / Σ TNP) x 100

where

SOAA = **SOA a**vailability is the measurement of the availability of the SOA infrastructure per period

TNP = **T**otal **N**umber of measuring **P**eriods within the calculation window (4620 for a month of 30 days – 6*24*30)

POR1 is the KPI for availability of the major information sections of the portal.

Please note that unavailability during planned interventions are not taken into account.

5.1.5. Calculation window

Monthly