

## Service Level and KPI-s

### INTRODUCTION

With this document Partner banka d.d. Zagreb (hereinafter: Bank) provides a summary of availability and KPI's based on PSD2 regulations.

### API AVAILABILITY

Target availability for IB and API is 99.50%

In 2018 IB availability was 99,98%

- ▶ Planned minor downtime is max 10 minutes every 2 weeks - the Bank will issue notice at least 12h in advance on <https://e.paba.hr/tpp/>
- ▶ Planned minor downtime is max 24 hours once a year after working hours - the Bank will issue notice at least 48h in advance on <https://e.paba.hr/tpp/>
- ▶ Unplanned downtime after working hours is max 8 hours - the Bank will issue notice in shortest possible time on [www.paba.hr](http://www.paba.hr)
- ▶ Unplanned downtime during working hours is max 4 hours - the Bank will issue notice in shortest possible time on [www.paba.hr](http://www.paba.hr)

### WORKING HOURS

Regular working hours

- ▶ Monday-Friday 08:00-17:00
- ▶ Saturday 9:00-14:00

On call 24/7/365

### RESPONSE AND REPAIR TIME

#### Critical issues

All critical issues should be reported on +385 1 460 2300

- ▶ response 2h
- ▶ repair 4h

#### Noncritical issues

All noncritical issues should be reported to [psd2@paba.hr](mailto:psd2@paba.hr)

- ▶ response NBD
- ▶ repair 5d

### KEY PERFORMANCE INDICATORS

The Bank will publish key performance indicators starting from 15.06.2019. on <https://e.paba.hr/tppapikpi/>.

#### Availability

Availability of service is automatically measured and published by independent service that measures if the service is available.

Uptime per day (%)	API	≥99,50 %
	Direct channels	
Downtime per day (%)	API	<0,500 %
	Direct channels	

### Performance

Performance of service is automatically measured and published by independent service that measures:

- ▶ time between request and response
- ▶ daily number of error responses as a percentage of total requests
- ▶ Number of requests per day

Daily average latency (ms)	PISP	≤ 3000 ms
	AISP	
	PIISP	
Daily error response rate (%)	PISP	≤ 0,10 %
	AISP	
	PIISP	
Requests per day	PISP	
	AISP	
	PIISP	

### CHANGE MANAGEMENT

Changes in API will be published on <https://e.paba.hr/tpp/> with scheduled dates of change.

Changes in functionalities will be published with a scheduled date of change with minimum 3 months' notice.

New functionalities will be published with a scheduled date of change with minimum 3 days' notice.

### ENVIRONMENT

Test environment: <https://psd2service.paba.hr>

Production environment: <https://psd2.paba.hr>

### DOCUMENTATION

The documentation is available on <https://e.paba.hr/tpp/>

### CONTACT INFORMATION

You can contact us on [psd2@paba.hr](mailto:psd2@paba.hr).

### PUBLISHING

This Overview is published on 14.06.2019.

**PARTNER BANKA d.d. ZAGREB**