Explanation of Terms pertaining to SLAs within the AA Ecosystem		
Term	**Explanation**	
Service Success Rate	The term "Service" refers to an API offered by an API provider, in the AA network, or a function (such as a notification) implemented by any AA participant. Service Success Rate % = daily percentage of API requests or API call-backs that do not fail with errors, excluding failure owing to planned down-time A "request / call-back not failing with error" implies it meets its intended functionaliy. **The following situations represent the service not failing.** a. Where the http response code is 200 AND there is no "bad payload", e.g. if there is gibberish in the response although the http status code says 200, the service is considered "down". b. Where the http response code is 4XX implying there is an error on the API client side. c. Where the callback payload indicates an "FI Status" other than "Timeout". (Relevant for FIP callbacks to AAs and AA callbacks to FIUs) **The following situations represent the service failing.** a. Where the http response code is 200 but there is "bad payload" b. Where the http response code is 5XX c. Where there is no response from the API (i.e. the wait time for the API client exceeds the P100 response time SLA)	
Error Response Rate	The percentage of API requests or API Callbacks that "fail" as per the definition mentioned above. Error Response Rate % = 100 - Service Availability %	
Response Time	Time in milliseconds for an API response or an API callback, by an API provider: P95 latency: The worst response time experienced by 95% of API requestors or callback recipients. P100 latency: The maximum response time that API requestors or callback recipients expect API providers to take, beyond which the API provider is deemed to have "failed".	
Up Time	SLA level of 99.5 % uptime/availability results in the following periods of allowed downtime/unavailability (https://uptime.is/99.5): Daily: 7m 12s Weekly: 50m 24s Monthly: 3h 37m 21s Quarterly: 10h 52m 2.2s Yearly: 1d 19h 28m 8.8s	

Comprehensive SLAs for an FIP Service

FIP API PERFORMANCE SLAs

FIP Module	Up-time	Down time	
	% of time that FIP Service is available	*% of time FIP Service is unavailable*	
FIP Module availablity	>99.5%	<0.5%	

SLA level of 99.5 % uptime/availability results in the following periods of allowed downtime/unavailability (https://uptime.is/99.5):

FIP APIs	Service Success Rate	Error Response Rate (Failure)	Response Time	
	Daily % of API requests that do not fail with errors	*Daily % of API calls returning an "error" response. i.e. either NO response (beyond P100 Latency SLA) or 5XX or bad 2XX response codes (%)*	*Percentile-based latency*	
			P95 latency SLAs	**P100 latency SLA**
POST /Accounts/discover	>95%	<5%	**<5 seconds**	**<10 seconds**
POST /Accounts/link	>95%	<5%	<500 ms	<750 ms
DELETE /Accounts/link	>95%	<5%	<500 ms	<750 ms
GET /Accounts/link/{RefNumber}/{Token}	>95%	<5%	<500 ms	<750 ms
POST /FI/request	>95%	<5%	<500 ms	<750 ms
			< 30 seconds for every unit of 1 year date-range of transaction history	< 60 seconds for every unit of 1 year date-range of transaction history
- for the POST /FI/Notification call to the AA	>95%	<5%		
GET /FI/fetch/{SessionID}	>95%	<5%	<50 ms per Kilobyte	< 100 ms per Kilobyte
POST /Consent/Notification	>95%	<5%	<500 ms	<750 ms
POST /Consent	>95%	<5%	<500 ms	<750 ms
GET /Heartbeat	>95%	<5%	<500 ms	<750 ms

AA Connectivity-Provisioning SLAs

Time to provision connectivity with all operational AAs *measured from the day an AA onboards itself into the production environment of the Central Registry. (Communication regarding the readiness to be on AA) - stage to be made as ready for citizens (FIU interface to be done)*
This SLA to be applicable only for signatories of the AA common participation terms.

45 days

This involves all tasks pertaining to, but not limited to:
* Risk and compliance
* Legal and commercial
* IT Network
* Information Security
* Technical testing

Issue Resolution SLAs

Type of Issue	1st Response	Resolution	
Business-critical *i.e. there is no workaround available for the citizen* *(e.g. a citizen is unable to successfully discover her FIP account or if a required data field is not available in the data stream provided by the FIP)*	By the end of next working day	By the end of the next 2 working days	*Issue type assignment to be done by the requestor of the issue and validated by Sahamati personnel (if through the Sahamati portal) and FIP support SPOC.* *Any disagreements on issue-type to be resolved through mutual collaboration, with involvement of Sahamati personnel for support.*
Service-degradation *i.e. the service is intermittently unavailable or slow*	By the end of the next 2 working days	By the end of the next 5 working days	
Low Priority Issues	By the end of the next 5 working days	NA	

Planned downtime	Advance notification 5 working days prior
Adhoc downtime	Immediate notification as soon as service up-time is affected

Communication SLAs

Roles, Responsibilities, Contact details and response SLAs

Role	Responsibility	Contact details to be published	Response SLA (other than Issue Resolution)
AA Support SPOC	Respond to all queries related to FIP service unavailability, service degradation or bug reports	Email ID Mobile Phone No. (optional)	Within 2 working days
AA Implementation SPOC	Respond to all techno-functional queries related to FIP implementation	Email ID Mobile Phone No.	Within 2 working days
AA Program SPOC	Be the first point of escalation for all queries - be they related to AA service unavailability or general queries	Email ID Mobile Phone No.	Within 2 working days
AA Escalation SPOC	Be the final point of escalation for all queries - be they related to AA service unavailability or general queries	Email ID Mobile Phone No.	Within 4 working days

Comprehensive SLAs for an AA Service

AA API SLAs

FIP Module	Up-time	Down time		
	% of time that FIP Service is available	*% of time FIP Service is unavailable*		
FIP Module availablity	>99.5%	<0.5%		

SLA level of 99.5 % uptime/availability results in the following periods of allowed downtime/unavailability (https://uptime.is/99.5):

AA API	Service Success Rate	Error Response Rate	Response Time	
	Daily % of API requests that do not fail with errors	*Daily % of API calls returning an "error" response, i.e. either NO response (beyond P100 Latency SLA) or 5XX or bad 2XX response codes (%)*	*Percentile-based latency*	
			P95 Latency	**P100 Latency**
POST /consent	>99.5%	<0.5%	<500 ms	<750 ms
GET /Consent/handle/{consentHandle}	>99.5%	<0.5%	<500 ms	<750 ms
GET /Consent/{id}	>99.5%	<0.5%	<500 ms	<750 ms
POST /FI/request	>99.5%	<0.5%	<500 ms	<750 ms
- for the POST /FI/Notification call to the FIU	NA	<0.5%	< 45 seconds TTLB (Time-to-last-byte) for every unit of 0-6 months date-range of transaction history	< 75 seconds TTLB for every unit of 0-6 months date-range of transaction history
GET /FI/fetch/{SessionID}	>99.5%	<0.5%	<50 ms TTLB per kilobyte	<100 ms TTLB per kilobyte
POST /Consent/Notification	>99.5%	<0.5%	<500 ms	<750 ms
POST /FI/Notification	>99.5%	<0.5%	<500 ms	<750 ms
POST /Account/link/Notification	>99.5%	<0.5%	<500 ms	<750 ms
GET /Heartbeat	>99.5%	<0.5%	<500 ms	<750 ms

AA Connectivity-Provisioning SLAs

Time to provision connectivity with all operational AAs *measured from the day an AA onboards itself into the production environment of the Central Registry.* *This SLA to be applicable only for signatories of the AA common participation terms.*	45 days	*This involves all tasks pertaining to, but not limited to:* ** Risk and compliance* ** Legal and commercial* ** IT Network* ** Information Security* ** Technical testing*

Issue Resolution SLAs

Type of Issue	1st Response	Resolution	
Business-critical *i.e. there is no workaround available for the citizen* *(e.g. a citizen is unable to successfully approve a consent request or if the data fetch service is not functional)*	By the end of next working day	By the end of the next 2 working days	*Issue type assignment to be done by the requestor of the issue and validated by Sahamati personnel (if through the Sahamati portal) and the AA support SPOC.* *Any disagreements on issue-type to be resolved through mutual collaboration, with involvement of Sahamati personnel for support.*
Service-degradation *i.e. the service is intermittently unavailable or slow*	By the end of the next 2 working days	By the end of the next 5 working days	
General Query	By the end of the next 5 working days	NA	

Planned downtime	Advance notification 5 working days prior
Adhoc downtime	Immediate notification as soon as service up-time is affected

Communication SLAs

Roles, Responsibilities, Contact details and response SLAs

Role	Responsibility	Contact details to be published	Response SLA
AA Support SPOC	Respond to all issues related to FIP service unavailability, service degradation or bug reports	Email ID Mobile Phone No.	Within 2 working days
AA Implementation SPOC	Respond to all techno-functional queries related to FIP implementation	Email ID Mobile Phone No.	Within 2 working days
AA Program SPOC	Be the first point of escalation for all queries - be they related to AA service unavailability or general queries - Communicate regarding the readiness of AA to intergrate with FIPs	Email ID Mobile Phone No.	Within 2 working days
AA Escalation SPOC	Be the final point of escalation for all queries - be they related to AA service unavailability or general queries	Email IDMobile Phone No.	Within 4 working days

MIS SLAs

Frequency of MIS	Daily, before 11 AM *of activity pertaining to the previous calendar day* As defined periodically
MIS Parameters	*by the AA Steering Committee / AA Tech Working Group*

Comprehensive SLAs for an FIU Service

FIU API SLAs

FIP Module	Up-time	Down time		
	% of time that FIP Service is available	*% of time FIP Service is unavailable*		
FIP Module availablity	>99.5%	<0.5%		

SLA level of 99.5 % uptime/availability results in the following periods of allowed downtime/unavailability (https://uptime.is/99.5):

FIU API	Service Success Rate	Error Response Rate	Response Time	
	Daily % of API requests that do not fail with errors	*Daily % of API calls returning an "error" response, i.e. either NO response (beyond P100 Latency SLA) or 5XX or bad 2XX response codes (%)*	*Percentile-based latency*	
			P95 Latency	**P100 Latency**
POST /Consent/Notification	>99.5%	<0.5%	<500 ms	<750 ms
POST /FI/Notification	>99.5%	<0.5%	<500 ms	<750 ms

AA Integration SLAs

Time to provision connectivity with an AA and integrate it into customer journeys *measured from the day an AA onboards itself into the production environment of the Central Registry*	NA

Issue Resolution SLAs

Type of Issue	1st Response	Resolution
Business-critical *i.e. there is no workaround available for the citizen* *(e.g. a citizen is unable to use the AA client integrated within the FIU interface or if the FIU is unable to receive data sent by the FIP through the AA)*	By the end of next working day	By the end of the next 2 working days
Service-degradation *i.e. the service is intermittently unavailable or slow*	By the end of the next 2 working days	By the end of the next 5 working days
General Query	By the end of the next 5 working days	NA

Issue type assignment to be done by the requestor of the issue and validated by Sahamati personnel (if through the Sahamati portal) and the FIU support SPOC.

Any disagreements on issue-type to be resolved through mutual collaboration, with involvement of Sahamati personnel for support.

Planned downtime	Advance notification 5 working days prior
Adhoc downtime	Immediate notification as soon as service up-time is affected

Communication SLAs

Roles, Responsibilities, Contact details and response SLAs

Role	Responsibility	Contact details to be published	Response SLA
AA Support SPOC	Respond to all issues related to FIP service unavailability, service degradation or bug reports	Email ID Mobile Phone No.	Within 2 working days
AA Implementation SPOC	Respond to all techno-functional queries related to FIP implementation	Email ID Mobile Phone No.	Within 2 working days
AA Program SPOC	Be the first point of escalation for all queries - be they related to AA service unavailability or general queries	Email ID Mobile Phone No.	Within 2 working days
AA Escalation SPOC	Be the final point of escalation for all queries - be they related to AA service unavailability or general queries	Email IDMobile Phone No.	Within 4 working days

Comprehensive SLAs for the AA Common Service

AA Common Service API SLAs

	Up-time	Down time		
FIP Module	*% of time that FIP Service is available*	*% of time FIP Service is unavailable*		
FIP Module availablity	>99.5%	<0.5%		

SLA level of 99.5 % uptime/availability results in the following periods of allowed downtime/unavailability (https://uptime.is/99.5):

AA Common Service API	Service Availability	Error Response Rate	Response Time	
	Daily % of API requests that do not fail with errors	*Daily % of API calls returning an "error" response, i.e. either NO response (beyond P100 Latency SLA) or 5XX or bad 2XX response codes (%)*	*Percentile-based latency*	
			P95 Latency	*P100 Latency*
GET /EntityInfo/{Entity_Type}	>99.5%	<0.5%	<500 ms	<750 ms
<Token Fetch API>	>99.5%	<0.5%	<500 ms	<750 ms

Planned downtime	Advance notification 5 working days prior
Adhoc downtime	Immediate notification as soon as service up-time is affected

AA Integration SLAs

Time to provision connectivity with an AA and integrate it into customer journeys *measured from the day an AA onboards itself into the production environment of the Central Registry*	NA

Issue Resolution Support SLAs

Type of Issue	**Issue review and notification to respondents**	
All Issues reported on Portal	By the end of next working day	*Issue type assignment to be done by the requestor of the issue and validated by Sahamati personnel (if through the Sahamati portal) and the FIU support SPOC.* *Any disagreements on issue-type to be resolved through mutual collaboration, with involvement of Sahamati personnel for support*

Registry Services SLAs

Type of Issue	**Issue review and notification to respondents**	
Prod Entry Requests	By the end of next working day	*Request window will be between 9am and 5pm from Monday to Friday (business days). All requests received after 5pm will be considered in the next business day*

Communication SLAs

Roles, Responsibilities, Contact details and response SLAs		
Role	**Responsibility**	**Response SLA**
AA Support SPOC	Review issues to generate a ticket and notify all related parties of the same	Within 2 working days
AA Services SPOC	Respond to all requests for onboarding or modifying details in the Central Registry	Within 2 working days
AA Outreach SPOC	Respond to all techno-functional queries pertaining to AA ecosystem	Within 2 working days
AA Escalation SPOC	Be the final point of escalation for all queries - be they related to AA service unavailability or general queries	Within 4 working days