	Explanation of Terms pertaining to SLAs within the AA Ecosystem
Term	Explanation
	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".
Service Success Rate	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 % 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".
	SLA level of 99.5 % uptime/availability results in the following periods of allowed downtime/unavailability (https://uptime.is/99.5):
Up Time	Daily: 7m 12s Weekly: 50m 24s Monthly: 3h 37m 21s Quarterly: 10h 52m 2.2s
	Vearly 1d 10h 78m & Re

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Comprehensive SLAs for an FIP Service

FIP API PERFORMANCE SLAs

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):				

FIP APIs	Service Success Rate	Error Response Rate (Failure)	Resp	oonse 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 (%)	Percentil	ntile-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	< 60 seconds for every unit of 1	
			1 year date-range of	year date-range of transaction	
- for the POST /FI/Notification call to the AA	>95%	<5%	transaction history	history	
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 I Information Security * Technical testing

Issue Resolution SLAs

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

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

Comprehensive SLAs for an AA Service

		AA API SLAs		
IP Module	Up-time	Down time		
IP Module availablity	% of time that FIP Service is available >99.5%	% of time FIP Service is unavailable <a>		
A level of 99.5 % uptime/availability results in	the following periods of allowed downtime/	unavailability (https://uptime.is/99.5):		
A API	Service Success Rate	Error Response Rate	Response Time	e
	Daily % of API requests that do not fail with errors	Daily % of API calls returning an "error" response, i.e. either NO response (beyond	Percentile-based late	ency
		P100 Latency SLA) or 5XX or bad 2XX response codes (%)		
OST /consent	>99.5%	<0.5%	P95 Latency <500 ms	<i>P100 Latency</i> <750 ms
ET /Consent/handle/{consentHandle} ET /Consent/{id}	>99.5% >99.5%	<0.5% <0.5%	<500 ms <500 ms	<750 ms <750 ms
DST /Fl/request	>99.5%	<0.5%	<500 ms	<750 ms
			< 45 seconds TTLB (Time-to-last-byte) for every	< 75 seconds TTLB for every unit of 0-6 months date-range o
or the POST /FI/Notification call to the FIU	NA	<0.5%	unit of 0-6 months date-range of transaction history	transaction history
ET /FI/fetch/{SessionID} OST /Consent/Notification	>99.5% >99.5%	<0.5% <0.5%	<50 ms TTLB per kilobyte <500 ms	<100 ms TTLB per kilobyte <750 ms
DST /FI/Notification	>99.5%	<0.5%	<500 ms	<750 ms
DST /Account/link/Notification ET /Heartbeat	>99.5% >99.5%	<0.5% <0.5%	<500 ms <500 ms	<750 ms <750 ms
		Connectivity-Provisioning		
ime to provision connectivity with all	45 days	This involves all tasks pertaining to, but not limited to:		
operational AAs		* Risk and compliance		
neasured from the day an AA onboards itself		* Legal and commercial * IT Network		
to the production environment of the Central		* Information Security		
egistry. his SLA to be applicable only for signatories		* Technical testing		
f the AA common participation terms.				
		Issue Resolution SLAs		
pe of Issue	1st Response	Resolution	7	
usiness-critical	By the end of next working day	By the end of the next 2 working days		
e. there is no workaround available for the			Issue type assignment to be done by the requestor of the issue and validated by Sahamati personnel (if through the	
tizen			Sahamati portal) and the AA support SPOC.	
e.g. a citizen is unable to successfully			Any disagreements on issue-type to be resolved through	
pprove a consent request or if the data fetch			mutual collaboration, with involvement of Sahamati	
ervice is not functional) ervice-degradation	By the end of the next 2 working days	By the end of the next 5 working days	personnel for support.	
-	_,			
e. the service is intermittently unavailable or low				
	By the end of the next 5 working days	NA		
eneral Query				
lanned downtime	Advance notification 5 working days prior		-	
dhoc downtime	Immediate notification as soon as service u	up-time is affected		
		Communication SLAs		
		sponsibilities, Contact details and response		
ole	Responsibility Respond to all issues related to FIP	Contact details to be published Email ID	Response SLA Within 2 working days	-
	service unavailability, service degradation			
A Support SPOC	or bug reports	Mobile Phone No. Email ID	Within 2 working days	-
	Respond to all techno-functional queries			
A Implementation SPOC	related to FIP implementation Be the first point of escalation for all	Mobile Phone No.	Within 2 working days	4
	queries - be they related to AA service			
	unavailability or general queries - Communicate regarding the readiness of	Email ID		
	AA to intergrate with FIPs	Mobile Phone No.		
A Program SPOC	Be the final point of escalation for all		Within 4 working days	
A Program SPOC			1	
	queries - be they related to AA service unavailability or general queries	Email IDMobile Phone No.		1
	queries - be they related to AA service	Email IDMobile Phone No. MIS SLAs		J
A Program SPOC	queries - be they related to AA service unavailability or general queries		1	1
	queries - be they related to AA service unavailability or general queries Daily, before 11 AM		1	_
A Escalation SPOC	queries - be they related to AA service unavailability or general queries Daily, before 11 AM of activity pertaining to the previous		L	1
A Escalation SPOC	queries - be they related to AA service unavailability or general queries Daily, before 11 AM			_
	queries - be they related to AA service unavailability or general queries Daily, before 11 AM of activity pertaining to the previous calendar day	MIS SLAs		_

3

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		
	>99.5% Its in the following periods of allowed downtime	<0.5% /unavailability (https://uptime.is/99.5):		
FIU API	Service Success Rate	Error Response Rate	R	esponse 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 (%)		entile-based latency
	>99.5% >99.5%	<0.5% <0.5%	P95 Latency <500 ms <500 ms	P100 Latency <750 ms <750 ms
	AA Integ	ration SLAs		
Fime to provision connectivity with an AA and integrate it into customer ourneys	NA			
measured from the day an AA onboards tself into the production environment of he Central Registry				
		olution SLAs		

1st Response By the end of next working day Resolution 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 FIU support SPOC. 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)			Any disagreements on issue-type to be resolved through mutual collaboration, with involvement of Sahamati personnel for support.
Service-degradation	By the end of the next 2 working days	By the end of the next 5 working days	
i.e. the service is intermittently unavailable or slow			
	By the end of the next 5 working days	NA	
General Query			
Planned downtime	Advance notification 5 working days prior		1
Adhoc downtime	Immediate notification as soon as service up-tim	e 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	Email ID	Within 2 working days			
	reports	Mobile Phone No.				
AA Implementation SPOC	Respond to all techno-functional queries related to FIP implementation	Email ID	Within 2 working days			
		Mobile Phone No.				
AA Program SPOC	Be the first point of escalation for all queries - be they related to AA service unavailability or	Email ID	Within 2 working days			
	general queries	Mobile Phone No.				
AA Escalation SPOC	Be the final point of escalation for all queries - be they related to AA service unavailability or	Email IDMobile Phone No.	Within 4 working days			
	general queries					

Type of Issue Business-critical

4

Comprehensive SLAs for the AA Common Service

Dremensive SLAS for the A	A Common Service		
AA Common S	Service API SLAs		
Up-time	Down time		
V of time that EIR Service is available	% of time EIP Service is unavailable		
>99.5%	<0.5%		
ults in the following periods of allowed downtime	e/unavailability (https://uptime.is/99.5):		
Service Availability	Error Response Rate	Response Time	9
Daily % of API requests that do not fail with	Daily % of API calls returning an "error"	Percentile-based	atency
errors	response, i.e. either NO response (beyond P100 Latency SLA) or 5XX or bad 2XX		
	response codes (%)	P95 Latency	P100 Latency
>99.5%	<0.5%	<500 ms	<750 ms
>99.5%	<0.5%	<500 ms	<750 ms
Advance notification 5 working days prior		7	
Immediate notification as soon as service up	time is affected		
AA Integration SLAs			
A Integration OLAS			
NA			
9			
ssue Resolution Support S	SLAs		
lesue review and petification to	-		
respondents			
By the end of next working day	of the issue and validated by Sahamati personnel		
	Any disagreements on issue-type to be resolved through mutual collaboration, with involvement of		
Registry Services SLA	3		
- · ·		-	
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			
	SI A	7	
s, Responsibilities, Contact details and resp	onse SLAS		
	-	-	
Responsibility Review issues to generate a ticket and notify	Response SLA Within 2 working days		
Responsibility Review issues to generate a ticket and notify all related parties of the same	Response SLA Within 2 working days	-	
Responsibility Review issues to generate a ticket and notify all related parties of the same Respond to all requests for onboarding or modifying details in the Central Registry	Response SLA Within 2 working days Within 2 working days	_	
Responsibility Review issues to generate a ticket and notify all related parties of the same Respond to all requests for onboarding or	Response SLA Within 2 working days	-	
	AA Common S Up-time % of time that FIP Service is available >99.5% ults in the following periods of allowed downtime Service Availability Daily % of API requests that do not fail with errors >99.5% >99.5% Advance notification 5 working days prior Immediate notification as soon as service up AA Integration SLAs NA SSUE Resolution Support S Issue review and notification to respondents By the end of next working day Issue review and notification to respondents By the end of next working day Itsue review and notification to respondents By the end of next working day Itsue review and notification to respondents By the end of next working day Itsue review and notification to respondents By the end of next working day	% of time that FIP Service is unavailable <0.5%	Accommon Service API SLAS Up-time Down time Service Availability Set from FIP Service is unavailable <0.5%