

# Access Interfaces - Key Performance Indicators

August 2019



Availability KPI						
Date	Dedicated Access - Token		Direct Access - Visa IntelliLink	Dedicated Access - Token		Direct Access - Visa IntelliLink
	Token Availability	Elavon Sandbox Availability	Visa IntelliLink Availability	Token Downtime	Elavon Sandbox Downtime	Visa IntelliLink Downtime
01/08/2019	100	100	100	0	0	0
02/08/2019	100	100	100	0	0	0
03/08/2019	99.99	100	100	0.01	0	0
04/08/2019	99.99	100	100	0.01	0	0
05/08/2019	99.99	100	100	0.01	0	0
06/08/2019	99.92	100	100	0.08	0	0
07/08/2019	99.99	100	100	0.01	0	0
08/08/2019	99.99	100	100	0.01	0	0
09/08/2019	99.99	100	100	0.01	0	0
10/08/2019	99.99	100	100	0.01	0	0
11/08/2019	99.99	100	100	0.01	0	0
12/08/2019	100	100	100	0	0	0
13/08/2019	100	100	100	0	0	0
14/08/2019	100	100	100	0	0	0
15/08/2019	100	100	100	0	0	0
16/08/2019	100	100	100	0	0	0
17/08/2019	100	100	100	0	0	0
18/08/2019	100	100	100	0	0	0
19/08/2019	100	100	100	0	0	0
20/08/2019	100	100	100	0	0	0
21/08/2019	100	100	100	0	0	0
22/08/2019	99.99	100	100	0.01	0	0
23/08/2019	99.99	100	100	0.01	0	0
24/08/2019	99.99	100	100	0.01	0	0
25/08/2019	99.99	100	100	0.01	0	0
26/08/2019	99.99	100	100	0.01	0	0
27/08/2019	99.99	100	100	0.01	0	0
28/08/2019	99.99	99.92	100	0.01	0.08	0
29/08/2019	100.00	100	100	0	0	0
30/08/2019	99.99	100	100	0.01	0	0
31/08/2019	99.99	100	100	0.01	0	0

Performance KPI											
Date	Dedicated Access - Token										Direct Response Time - AISP
	TPP Type	Number of Requests	Number of Errors	Error Rate	Request Duration (ms) - AISP average end-to-end Transaction time						
					P50	P75	P90	P95	P99	P99.9	
01/08/2019	NA	0	0	NA	NA	NA	NA	NA	NA	NA	0.99
02/08/2019	NA	0	0	NA	NA	NA	NA	NA	NA	NA	0.99
03/08/2019	NA	0	0	NA	NA	NA	NA	NA	NA	NA	0.99
04/08/2019	NA	0	0	NA	NA	NA	NA	NA	NA	NA	0.99
05/08/2019	NA	0	0	NA	NA	NA	NA	NA	NA	NA	0.99
06/08/2019	NA	0	0	NA	NA	NA	NA	NA	NA	NA	0.99
07/08/2019	NA	0	0	NA	NA	NA	NA	NA	NA	NA	0.99
08/08/2019	NA	0	0	NA	NA	NA	NA	NA	NA	NA	0.99
09/08/2019	NA	0	0	NA	NA	NA	NA	NA	NA	NA	0.99
10/08/2019	NA	0	0	NA	NA	NA	NA	NA	NA	NA	0.99
11/08/2019	NA	0	0	NA	NA	NA	NA	NA	NA	NA	0.99
12/08/2019	NA	0	0	NA	NA	NA	NA	NA	NA	NA	0.99
13/08/2019	NA	0	0	NA	NA	NA	NA	NA	NA	NA	0.99
14/08/2019	NA	0	0	NA	NA	NA	NA	NA	NA	NA	0.99
15/08/2019	NA	0	0	NA	NA	NA	NA	NA	NA	NA	0.99
16/08/2019	NA	0	0	NA	NA	NA	NA	NA	NA	NA	0.99
17/08/2019	NA	0	0	NA	NA	NA	NA	NA	NA	NA	0.99
18/08/2019	NA	0	0	NA	NA	NA	NA	NA	NA	NA	0.99
19/08/2019	NA	0	0	NA	NA	NA	NA	NA	NA	NA	0.99
20/08/2019	NA	0	0	NA	NA	NA	NA	NA	NA	NA	0.99
21/08/2019	NA	0	0	NA	NA	NA	NA	NA	NA	NA	0.99
22/08/2019	NA	0	0	NA	NA	NA	NA	NA	NA	NA	0.99
23/08/2019	NA	0	0	NA	NA	NA	NA	NA	NA	NA	0.99
24/08/2019	NA	0	0	NA	NA	NA	NA	NA	NA	NA	0.99
25/08/2019	NA	0	0	NA	NA	NA	NA	NA	NA	NA	0.99
26/08/2019	NA	0	0	NA	NA	NA	NA	NA	NA	NA	0.99
27/08/2019	NA	0	0	NA	NA	NA	NA	NA	NA	NA	0.99
28/08/2019	NA	0	0	NA	NA	NA	NA	NA	NA	NA	0.99
29/08/2019	NA	0	0	NA	NA	NA	NA	NA	NA	NA	0.99
30/08/2019	NA	0	0	NA	NA	NA	NA	NA	NA	NA	0.99
31/08/2019	NA	0	0	NA	NA	NA	NA	NA	NA	NA	0.99

Service Level Targets								
Date	Problem Resolution							
	Dedicated Access - Token		Direct Access - Visa IntelliLink		Dedicated Access - Token		Direct Access - Visa IntelliLink	
	Number of Incidents - Critical Priority	Resolution Time	Number of Incidents - Critical Priority	Resolution Time	Number of Incidents - High Priority	Resolution Time	Number of Incidents - High Priority	Resolution Time
01/08/2019	0	NA	0	NA	0	NA	0	NA
02/08/2019	0	NA	0	NA	0	NA	0	NA
03/08/2019	0	NA	0	NA	0	NA	0	NA
04/08/2019	0	NA	0	NA	0	NA	0	NA
05/08/2019	0	NA	0	NA	0	NA	0	NA

06/08/2019	0	NA	0	NA	0	NA	0	NA
07/08/2019	0	NA	0	NA	0	NA	0	NA
08/08/2019	0	NA	0	NA	0	NA	0	NA
09/08/2019	0	NA	0	NA	0	NA	0	NA
10/08/2019	0	NA	0	NA	0	NA	0	NA
11/08/2019	0	NA	0	NA	0	NA	0	NA
12/08/2019	0	NA	0	NA	0	NA	0	NA
13/08/2019	0	NA	0	NA	0	NA	0	NA
14/08/2019	0	NA	0	NA	0	NA	0	NA
15/08/2019	0	NA	0	NA	0	NA	0	NA
16/08/2019	0	NA	0	NA	0	NA	0	NA
17/08/2019	0	NA	0	NA	0	NA	0	NA
18/08/2019	0	NA	0	NA	0	NA	0	NA
19/08/2019	0	NA	0	NA	0	NA	0	NA
20/08/2019	0	NA	0	NA	0	NA	0	NA
21/08/2019	0	NA	0	NA	0	NA	0	NA
22/08/2019	0	NA	0	NA	0	NA	0	NA
23/08/2019	0	NA	0	NA	0	NA	0	NA
24/08/2019	0	NA	0	NA	0	NA	0	NA
25/08/2019	0	NA	0	NA	0	NA	0	NA
26/08/2019	0	NA	0	NA	0	NA	0	NA
27/08/2019	0	NA	0	NA	0	NA	0	NA
28/08/2019	0	NA	0	NA	0	NA	0	NA
29/08/2019	0	NA	0	NA	0	NA	0	NA
30/08/2019	0	NA	0	NA	0	NA	0	NA
31/08/2019	0	NA	0	NA	0	NA	0	NA

Date	Dedicated Access - Token		Direct Access - Visa IntelliLink		Dedicated Access - Token		Direct Access - Visa IntelliLink	
	Number of Incidents - Medium Priority	Resolution Time	Number of Incidents -Medium Priority	Resolution Time	Number of Incidents - Low Priority	Resolution Time	Number of Incidents - Low Priority	Resolution Time
01/08/2019	0	NA	NA	NA	0	NA	NA	NA
02/08/2019	0	NA	NA	NA	0	NA	NA	NA
03/08/2019	0	NA	NA	NA	0	NA	NA	NA
04/08/2019	0	NA	NA	NA	0	NA	NA	NA
05/08/2019	0	NA	NA	NA	0	NA	NA	NA
06/08/2019	0	NA	NA	NA	0	NA	NA	NA
07/08/2019	0	NA	NA	NA	0	NA	NA	NA
08/08/2019	0	NA	NA	NA	0	NA	NA	NA
09/08/2019	0	NA	NA	NA	0	NA	NA	NA
10/08/2019	0	NA	NA	NA	0	NA	NA	NA
11/08/2019	0	NA	NA	NA	0	NA	NA	NA
12/08/2019	0	NA	NA	NA	0	NA	NA	NA
13/08/2019	0	NA	NA	NA	0	NA	NA	NA
14/08/2019	0	NA	NA	NA	0	NA	NA	NA
15/08/2019	0	NA	NA	NA	0	NA	NA	NA
16/08/2019	0	NA	NA	NA	0	NA	NA	NA
17/08/2019	0	NA	NA	NA	0	NA	NA	NA
18/08/2019	0	NA	NA	NA	0	NA	NA	NA
19/08/2019	0	NA	NA	NA	0	NA	NA	NA
20/08/2019	0	NA	NA	NA	0	NA	NA	NA
21/08/2019	0	NA	NA	NA	0	NA	NA	NA
22/08/2019	0	NA	NA	NA	0	NA	NA	NA
23/08/2019	0	NA	NA	NA	0	NA	NA	NA
24/08/2019	0	NA	NA	NA	0	NA	NA	NA
25/08/2019	0	NA	NA	NA	0	NA	NA	NA
26/08/2019	0	NA	NA	NA	0	NA	NA	NA
27/08/2019	0	NA	NA	NA	0	NA	NA	NA
28/08/2019	0	NA	NA	NA	0	NA	NA	NA
29/08/2019	0	NA	NA	NA	0	NA	NA	NA
30/08/2019	0	NA	NA	NA	0	NA	NA	NA
31/08/2019	0	NA	NA	NA	0	NA	NA	NA

Date	Out of Hours Support		Monitoring		Contingency Plans		Maintenance			
	Dedicated Access - Token	Direct Access - Visa IntelliLink	Dedicated Access - Token	Direct Access - Visa IntelliLink	Dedicated Access - Token	Direct Access - Visa IntelliLink	Dedicated Access - Token	Direct Access - Visa IntelliLink	Dedicated Access - Token	Direct Access - Visa IntelliLink
	Technical Support Hours		Monitoring Support Hours		Contingency Plan Back Up Time		Maintenance Hours - Priority 1		Maintenance Hours -	
01/08/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
02/08/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
03/08/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
04/08/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
05/08/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
06/08/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
07/08/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
08/08/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
09/08/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
10/08/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
11/08/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
12/08/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
13/08/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
14/08/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0

15/08/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
16/08/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
17/08/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
18/08/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
19/08/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
20/08/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
21/08/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
22/08/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
23/08/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
24/08/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
25/08/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
26/08/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
27/08/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
28/08/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
29/08/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
30/08/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0