

Access Interfaces - Key Performance Indicators

March 2022



Availability KPI						
Date	Dedicated Access - Token		Direct Access - Visa Spend Clarity	Dedicated Access - Token		Direct Access - Visa Spend Clarity
	Token Availability	Elavon Availability	Visa Spend Clarity Availability	Token Downtime	Elavon Downtime	Visa Spend Clarity Downtime
01/03/2022	100	100	99.8	0	0	0.2
02/03/2022	100	100	99.8	0	0	0.2
03/03/2022	100	100	99.8	0	0	0.2
04/03/2022	100	100	99.8	0	0	0.2
05/03/2022	100	100	99.8	0	0	0.2
06/03/2022	100	100	99.8	0	0	0.2
07/03/2022	100	100	99.8	0	0	0.2
08/03/2022	100	100	99.8	0	0	0.2
09/03/2022	100	100	99.8	0	0	0.2
10/03/2022	100	100	99.8	0	0	0.2
11/03/2022	100	100	99.8	0	0	0.2
12/03/2022	100	100	99.8	0	0	0.2
13/03/2022	100	100	99.8	0	0	0.2
14/03/2022	100	100	99.8	0	0	0.2
15/03/2022	100	100	99.8	0	0	0.2
16/03/2022	100	100	99.8	0	0	0.2
17/03/2022	100	100	99.8	0	0	0.2
18/03/2022	100	100	99.8	0	0	0.2
19/03/2022	100	100	99.8	0	0	0.2
20/03/2022	100	100	99.8	0	0	0.2
21/03/2022	100	100	99.8	0	0	0.2
22/03/2022	100	100	99.8	0	0	0.2
23/03/2022	100	100	99.8	0	0	0.2
24/03/2022	100	100	99.8	0	0	0.2
25/03/2022	100	100	99.8	0	0	0.2
26/03/2022	100	100	99.8	0	0	0.2
27/03/2022	100	100	99.8	0	0	0.2
28/03/2022	100	100	99.8	0	0	0.2
29/03/2022	100	100	99.8	0	0	0.2
30/03/2022	100	100	99.8	0	0	0.2
31/03/2022	100	100	99.8	0	0	0.2
Monthly Average	100.00	100.00	99.80	0.00	0.00	0.20

Performance KPI												
Date	Dedicated Access - Token											Direct Access - Visa Spend Clarity
	TPP Type	Number of Requests	Number of Errors	Error Rate	Request Duration (ms) - AISP average end-to-end Transaction time						Response Time - AISP average end	
					P50	P75	P90	P95	P99	P99.9		
01/03/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
02/03/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
03/03/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
04/03/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
05/03/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
06/03/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
07/03/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
08/03/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
09/03/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
10/03/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
11/03/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
12/03/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
13/03/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
14/03/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
15/03/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
16/03/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
17/03/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
18/03/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
19/03/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
20/03/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
21/03/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
22/03/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
23/03/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
24/03/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
25/03/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
26/03/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
27/03/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
28/03/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
29/03/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
30/03/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
31/03/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
Monthly Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99

Service Level Targets								
Date	Problem Resolution							
	Dedicated Access - Token		Direct Access - Visa Spend Clarity		Dedicated Access - Token		Direct Access - Visa Spend Clarity	
	Number of Incidents - Critical Priority	Resolution Time	Number of Incidents - Critical Priority	Resolution Time	Number of Incident - High Priority	Resolution Time	Number of Incidents - High Priority	Resolution Time
01/03/2022	0	N/A	0	N/A	0	N/A	0	N/A
02/03/2022	0	N/A	0	N/A	0	N/A	0	N/A
03/03/2022	0	N/A	0	N/A	0	N/A	0	N/A
04/03/2022	0	N/A	0	N/A	0	N/A	0	N/A
05/03/2022	0	N/A	0	N/A	0	N/A	0	N/A
06/03/2022	0	N/A	0	N/A	0	N/A	0	N/A
07/03/2022	0	N/A	0	N/A	0	N/A	0	N/A
08/03/2022	0	N/A	0	N/A	0	N/A	0	N/A
09/03/2022	0	N/A	0	N/A	0	N/A	0	N/A

10/03/2022	0	N/A	0	N/A	0	N/A	0	N/A
11/03/2022	0	N/A	0	N/A	0	N/A	0	N/A
12/03/2022	0	N/A	0	N/A	0	N/A	0	N/A
13/03/2022	0	N/A	0	N/A	0	N/A	0	N/A
14/03/2022	0	N/A	0	N/A	0	N/A	0	N/A
15/03/2022	0	N/A	0	N/A	0	N/A	0	N/A
16/03/2022	0	N/A	0	N/A	0	N/A	0	N/A
17/03/2022	0	N/A	0	N/A	0	N/A	0	N/A
18/03/2022	0	N/A	0	N/A	0	N/A	0	N/A
19/03/2022	0	N/A	0	N/A	0	N/A	0	N/A
20/03/2022	0	N/A	0	N/A	0	N/A	0	N/A
21/03/2022	0	N/A	0	N/A	0	N/A	0	N/A
22/03/2022	0	N/A	0	N/A	0	N/A	0	N/A
23/03/2022	0	N/A	0	N/A	0	N/A	0	N/A
24/03/2022	0	N/A	0	N/A	0	N/A	0	N/A
25/03/2022	0	N/A	0	N/A	0	N/A	0	N/A
26/03/2022	0	N/A	0	N/A	0	N/A	1	85
27/03/2022	0	N/A	0	N/A	0	N/A	0	N/A
28/03/2022	0	N/A	0	N/A	0	N/A	0	N/A
29/03/2022	0	N/A	0	N/A	0	N/A	0	N/A
30/03/2022	0	N/A	0	N/A	0	N/A	0	N/A
31/03/2022	0	N/A	0	N/A	0	N/A	0	N/A
Monthly Average	0	N/A	0	N/A	0	N/A	0.03	2.74

Visa received first system alert at 10:53 AM and the issue was resolved at 12:18 PM GMT

Date	Dedicated Access - Token		Direct Access - Visa Spend Clarity		Dedicated Access - Token		Direct Access - Visa Spend Clarity	
	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
01/03/2022	0	NA	0	NA	0	NA	0	NA
02/03/2022	0	NA	0	NA	0	NA	0	NA
03/03/2022	0	NA	0	NA	0	NA	0	NA
04/03/2022	0	NA	0	NA	0	NA	0	NA
05/03/2022	0	NA	0	NA	0	NA	0	NA
06/03/2022	0	NA	0	NA	0	NA	0	NA
07/03/2022	0	NA	0	NA	0	NA	0	NA
08/03/2022	0	NA	0	NA	0	NA	0	NA
09/03/2022	0	NA	0	NA	0	NA	0	NA
10/03/2022	0	NA	0	NA	0	NA	0	NA
11/03/2022	0	NA	0	NA	0	NA	0	NA
12/03/2022	0	NA	0	NA	0	NA	0	NA
13/03/2022	0	NA	0	NA	0	NA	0	NA
14/03/2022	0	NA	0	NA	0	NA	0	NA
15/03/2022	0	NA	0	NA	0	NA	0	NA
16/03/2022	0	NA	0	NA	0	NA	0	NA
17/03/2022	0	NA	0	NA	0	NA	0	NA
18/03/2022	0	NA	0	NA	0	NA	0	NA
19/03/2022	0	NA	0	NA	0	NA	0	NA
20/03/2022	0	NA	0	NA	0	NA	0	NA
21/03/2022	0	NA	0	NA	0	NA	0	NA
22/03/2022	0	NA	0	NA	0	NA	0	NA
23/03/2022	0	NA	0	NA	0	NA	0	NA
24/03/2022	0	NA	0	NA	0	NA	0	NA
25/03/2022	0	NA	0	NA	0	NA	0	NA
26/03/2022	0	NA	0	NA	0	NA	0	NA
27/03/2022	0	NA	0	NA	0	NA	0	NA
28/03/2022	0	NA	0	NA	0	NA	0	NA
29/03/2022	0	NA	0	NA	0	NA	0	NA
30/03/2022	0	NA	0	NA	0	NA	0	NA
31/03/2022	0	NA	0	NA	0	NA	0	NA
Monthly Average	0	NA	0	NA	0	NA	0	NA

Date	Out of Hours Support		Monitoring		Contingency Plans		Maintenance		
	Dedicated Access - Token	Direct Access - Visa Spend Clarity	Dedicated Access - Token	Direct Access - Visa Spend Clarity	Dedicated Access - Token	Direct Access - Visa Spend Clarity	Dedicated Access - Token	Direct Access - Visa Spend Clarity	Direct Access - Visa Spend Clarity
	Technical Support Hours		Monitoring Support Hours		Contingency Plan Back Up Time		Maintenance Hours - Priority 1 and		Maintenance Hours - Priority 3 and
01/03/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
02/03/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
03/03/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
04/03/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
05/03/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
06/03/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
07/03/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
08/03/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
09/03/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
10/03/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
11/03/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
12/03/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
13/03/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
14/03/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
15/03/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
16/03/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
17/03/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
18/03/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
19/03/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
20/03/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
21/03/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
22/03/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
23/03/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
24/03/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
25/03/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
26/03/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
27/03/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
28/03/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
29/03/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
30/03/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
31/03/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
Monthly Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours