Access Interfaces - Key Performance Indicators

July 2019

Elavon

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
01/07/2019	100	100	100	0	0	0
02/07/2019	99.99906667	100	100	0.00093333	0	0
03/07/2019	99.99966667	100	100	0.00033333	0	0
04/07/2019	99.9995	99.8093	100	0.0005	0.1907	0
05/07/2019	99.99983333	100	100	0.00016667	0	0
06/07/2019	100	100	100	0	0	0
07/07/2019	100	100	100	0	0	0
08/07/2019	100	100	100	0	0	0
09/07/2019	100	100	100	0	0	0
10/07/2019	100	100	100	0	0	0
11/07/2019	99.9995	100	100	0.0005	0	0
12/07/2019	100	100	100	0	0	0
13/07/2019	100	100	100	0	0	0
14/07/2019	100	100	100	0	0	0
15/07/2019	100	100	100	0	0	0
16/07/2019						
17/07/2019						
18/07/2019						
19/07/2019						
20/07/2019						
21/07/2019						
22/07/2019						
23/07/2019						
24/07/2019						
25/07/2019						
26/07/2019						
27/07/2019						
28/07/2019						
29/07/2019						
30/07/2019						
31/07/2019						

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

Service Level Targets								
Date	Problem Resolution							
	Dedicated Access - Token		Direct Access - Visa IntelliLink		Dedicated Access - Token		Direct Access - Visa IntelliLink	
	Number of Incidents - Crtical Priority	Resolution Time	Number of Incidents - Crtical Priority	Resolution Time	Number of Incident - High Priority	Resolution Time	Number of Incidents - High Priority	Resolution Time

01/07/2019	0	NA	0	NA	0	NA	0	NA
02/07/2019	0	NA	0	NA	0	NA	0	NA
03/07/2019	0	NA	0	NA	0	NA	0	NA
04/07/2019	0	NA	0	NA	0	NA	0	NA
05/07/2019	0	NA	0	NA	0	NA	0	NA
06/07/2019	0	NA	0	NA	0	NA	0	NA
07/07/2019	0	NA	0	NA	0	NA	0	NA
08/07/2019	0	NA	0	NA	0	NA	0	NA
09/07/2019	0	NA	0	NA	0	NA	0	NA
10/07/2019	0	NA	0	NA	0	NA	0	NA
11/07/2019	0	NA	0	NA	0	NA	0	NA
12/07/2019	0	NA	0	NA	0	NA	0	NA
13/07/2019	0	NA	0	NA	0	NA	0	NA
14/07/2019	0	NA	0	NA	0	NA	0	NA
15/07/2019	0	NA	0	NA	0	NA	1	5 hrs
16/07/2019	0	NA	0	NA	0	NA	0	NA
17/07/2019								
18/07/2019								
19/07/2019								
20/07/2019								
21/07/2019								
22/07/2019								
23/07/2019								
24/07/2019								
25/07/2019								
26/07/2019								
27/07/2019								
28/07/2019								
29/07/2019								
30/07/2019								
31/07/2019								

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
01/07/2019	0	NA	NA	NA	0	NA	NA	NA
02/07/2019	0	NA	NA	NA	0	NA	NA	NA
03/07/2019	0	NA	NA	NA	0	NA	NA	NA
04/07/2019	0	NA	NA	NA	0	NA	NA	NA
05/07/2019	0	NA	NA	NA	0	NA	NA	NA
06/07/2019	0	NA	NA	NA	0	NA	NA	NA
07/07/2019	0	NA	NA	NA	0	NA	NA	NA
08/07/2019	0	NA	NA	NA	0	NA	NA	NA
09/07/2019	0	NA	NA	NA	0	NA	NA	NA
10/07/2019	0	NA	NA	NA	0	NA	NA	NA
11/07/2019	0	NA	NA	NA	0	NA	NA	NA
12/07/2019	0	NA	NA	NA	0	NA	NA	NA
13/07/2019	0	NA	NA	NA	0	NA	NA	NA
14/07/2019	0	NA	NA	NA	0	NA	NA	NA
15/07/2019	0	NA	NA	NA	0	NA	NA	NA
16/07/2019	0	NA	NA	NA	0	NA	NA	NA
17/07/2019								
18/07/2019								
19/07/2019								
20/07/2019								
21/07/2019								
22/07/2019								
23/07/2019								
24/07/2019								
25/07/2019								
26/07/2019								
27/07/2019								
28/07/2019								
29/07/2019								
30/07/2019								
31/07/2019								

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 -	
01/07/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
02/07/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
03/07/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
04/07/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
05/07/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
06/07/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
07/07/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
08/07/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
09/07/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
10/07/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0

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