

Access Interfaces - Key Performance Indicators

May 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
01/05/2019						
02/05/2019						
03/05/2019						
04/05/2019						
05/05/2019						
06/05/2019						
07/05/2019						
08/05/2019						
09/05/2019						
10/05/2019						
11/05/2019						
12/05/2019						
13/05/2019						
14/05/2019						
15/05/2019						
16/05/2019						
17/05/2019						
18/05/2019						
19/05/2019						
20/05/2019						
21/05/2019						
22/05/2019						
23/05/2019						
24/05/2019	99.9984		100	0.0016		0
25/05/2019	99.9994	100	100	0.0006	0	0
26/05/2019	99.9997	100	100	0.0003	0	0
27/05/2019	99.999	100	100	0.001	0	0
28/05/2019	99.99966667	100	100	0.00033333	0	0
29/05/2019	100	100	100	0	0	0
30/05/2019	99.99966667	100	100	0.00033333	0	0
31/05/2019	99.99966667	100	100	0.00033333	0	0

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 average end-to-end Transaction time	
					P50	P75	P90	P95	P99	P99.		
01/05/2019												
02/05/2019												
03/05/2019												
04/05/2019												
05/05/2019												
06/05/2019												
07/05/2019												
08/05/2019												
09/05/2019												
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11/05/2019												
12/05/2019												
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14/05/2019												
15/05/2019												
16/05/2019												
17/05/2019												
18/05/2019												
19/05/2019												
20/05/2019												
21/05/2019												
22/05/2019												
23/05/2019												
24/05/2019	NA	0	0	NA	NA	NA	NA	NA	NA	NA	NA	0.99
25/05/2019	NA	0	0	NA	NA	NA	NA	NA	NA	NA	NA	0.99
26/05/2019	NA	0	0	NA	NA	NA	NA	NA	NA	NA	NA	0.99
27/05/2019	NA	0	0	NA	NA	NA	NA	NA	NA	NA	NA	0.99
28/05/2019	NA	0	0	NA	NA	NA	NA	NA	NA	NA	NA	0.99
29/05/2019	NA	0	0	NA	NA	NA	NA	NA	NA	NA	NA	0.99
30/05/2019	NA	0	0	NA	NA	NA	NA	NA	NA	NA	NA	0.99
31/05/2019	NA	0	0	NA	NA	NA	NA	NA	NA	NA	NA	0.99

Service Level Targets			
Problem Resolution			
Dedicated Access - Token	Direct Access - Visa IntelliLink	Dedicated Access - Token	Direct Access - Visa IntelliLink

09/05/2019										
10/05/2019										
11/05/2019										
12/05/2019										
13/05/2019										
14/05/2019										
15/05/2019										
16/05/2019										
17/05/2019										
18/05/2019										
19/05/2019										
20/05/2019										
21/05/2019										
22/05/2019										
23/05/2019										
24/05/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
25/05/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
26/05/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
27/05/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
28/05/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
29/05/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
30/05/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
31/05/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0