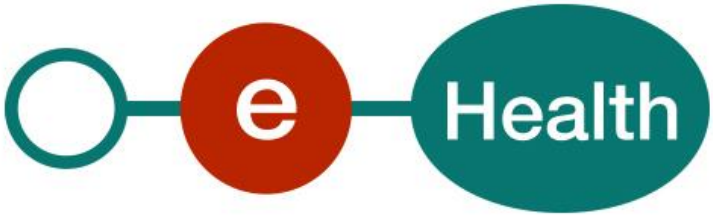

Service Level Agreement
Basic Service: PADAC WS REST Matrix
Version 1.1

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eHealth platform

Willebroekkaai 38 – 1000 Brussel

38, Quai de Willebroeck – 1000 Bruxelles

Service Level Agreement

<PADAC REST Matrix>

Between

Service provider

eHealth Platform

Quai de Willebroek, 38

1000 BRUSSELS

Service customer

User Community

To the attention of: the user community

Author: Service Management
Date: 07/04/2025
Version: *1.1*
Status: Final
Type: Public
Confidentiality: /
Language: English
Exhibit of: MSA

1. Table of content

2. Document management

2.1. Document history

Version	Date	Author	Description of changes / remarks
1.1	7/04/2025	eHealth Service Management	Update

2.2. Document references

ID	Title	Version	Date	Author
	Master Service Agreement	2022.1	12/04/2022	

2.3. Purpose of the document

The Matrix service (PADAC project) of the eHealth platform allows the handling of the patient access matrix. Verifying the patient access matrix is one of the fundamental prerequisites for the healthcare providers to access patient's medical data.

2.4. Functionalities

The access matrix is a decision table which defines the access status of a document or specific health data for a category of health care provider (defined by its quality).

When a holder of a document or health data wishes to grant access, the verification of the patient's access matrix acts as the 4th pillar alongside the control of informed consent, the therapeutic link and therapeutic exclusion.

Each patient has their own access matrix. By default, the patient's matrix corresponds to the standard matrix which is the matrix validated by a working group (management committee).

However, through a patient portal (ex : MyHealth), the patient has the possibility to make changes to his access matrix which will be applied in decision-making.

This service is linked to the Metahub Service (see corresponding SLA for more information).

The Matrix service is only composed of a REST service. The WS must propose operations making it possible to manage the patient access matrix. Here is the list of management operations :

- GET /standardMatrix : Allows an end-user to consult the standard access matrix.
- GET /patientMatrices/{ssin} : Allows an end-user to consult the patient access matrix.
- GET /patientMatrices/changes : Allows an end-user to consult information on all change requests that have been made to the Matrix service that caused a value change for a permission in a patient's access matrix for a selected period by the user and for all the patients.
- PATCH /patientMatrices/{ssin} : Allows an end-user to modify one or multiple permission(s) in the patient's access matrix.
- POST /patientMatrices/{ssin}/reset : Allows an end-user to reset the patient access matrix.
- GET /pseudo/patientMatrices/{ssin}:{transitInfo} : Allows an end-user to modify one or multiple permission(s) in the patient's access matrix for a patient identified by a pseudonymized SSIN.
- PATCH /pseudo/patientMatrices/{ssin}:{transitInfo} : Allows an end-user to modify one or multiple permission(s) in the patient's access matrix for a patient identified by a pseudonymized SSIN.

- POST /pseudo/patientMatrices/{ssin}:{transitInfo}/reset : Allows an end-user to reset the patient access matrix for a patient identified by a pseudonymized SSIN.
- GET /refData/codeTypes/{codeType} : Allows an end-user to consult all the resources representing reference data (refData) used in the API for a given type.

2.5. Validity of the agreement

This document is valid as long as the Padac Matrix Service is part of the eHealth-platform offering services.
Once a year, the levels of service proposed will be reviewed and confirmed for the next year.

2.6. Service and maintenance window

2.6.1. Service window

The time frame during which the eHealth services are offered to the client applications, is defined in terms of days and hours. Standard working days are all days of the year, except during the biannual maintenance periods.

The following table summarises the eHealth service window.

Service Window								
		Day of the week (closing days of Service Provider = Sunday)						
		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	00:00 – 24:00							

Legend	
	Timeslots where the service must be available according to the SLA and where corrective actions will be taken to resolve detected Incidents.

2.6.2. Support Window

Support Window								
		Day of the week (Closing days of Service Provider = Sunday)						
		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Day period	00:00 – 8:00							
	08:00 – 16:30							
	16:30 – 18:00							
	18:00 – 24:00							

Legend	
	Timeslots for which the eHealth Call Center is available for the End-Users with a second line support for Infrastructure (HW, OS, Middleware and DB)
	Timeslots for which the eHealth Call Center is available for the End-Users with a second line support, including Application Support
	Timeslots for which the eHealth Call Center is unavailable for the End-Users. The End-User will have the possibility to record a voice message that will be treated on the next Workday.

2.6.3. Maintenance Windows & Planned Interventions

The eHealth platform will strive for limiting as much as possible the impact and duration of the planned interventions. Today, eHealth is committed to make efforts so planned unavailability's do not exceed one to a few hours per year. In case of maintenance requiring support from users, or impacting them, eHealth will notify them at least one week ahead.

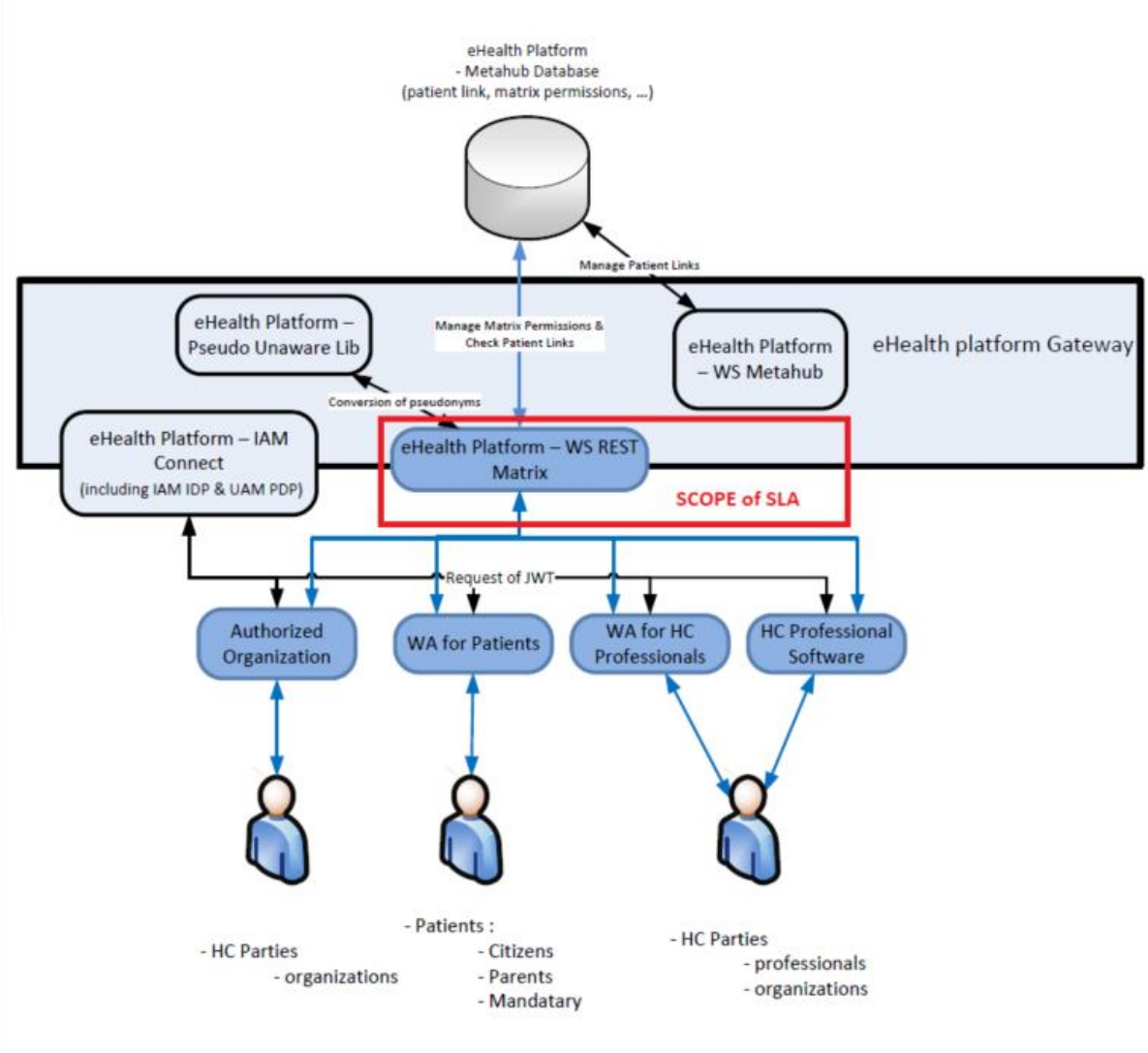
2.6.4. Unplanned Interventions

Under exceptional circumstances, unplanned interventions may be needed in order to restore the service.

3. Service scope

3.1. eHealth service

3.1.1. General



3.1.2. Abbreviations

HC	Health Care
JWT	JSON Web Token
WA	Web App
PADAC	Patient Data Access

3.2. Business criticality

The business criticality of the service is **PLATINUM** as it supports mandatory business processes that should be processed synchronously and within some legal periods.

3.3. Interdependencies

The Basic Service Padac Matrix depends on the MSA.

4. List of service levels

Service	KPI	SL ID	Condition	Measure based on	Limit	Service Window	Objective Committed	Objective Target
Matrix	Availability Matrix WS (Rest)		Transaction passes	Fictitious request		Mo – Su 0:00 – 24:00	99,5%	99,9%
	Performance Matrix – GET/StandardMatrix		Response time ≤ 1 sec	Real transactions	Good practices	Mo – Su 0:00 – 24:00	98%	99,0%
	Performance Matrix – GET/PatientMatrices		Response time ≤ 1 sec	Real transactions	Good practices	Mo – Su 0:00 – 24:00	98%	99,0%
	Performance Matrix – GET/PatientMatrices/Change		Response time ≤ 1 sec	Real transactions	Good practices	Mo – Su 0:00 – 24:00	98%	99,0%
	Performance Matrix – PATCH/PatientMatrices		Response time ≤ 1 sec	Real transactions	Good practices	Mo – Su 0:00 – 24:00	98%	99,0%
	Performance Matrix – POST/PatientMatrices/reset		Response time ≤ 1 sec	Real transactions	Good practices	Mo – Su 0:00 – 24:00	98%	99,0%
	Performance Matrix – GET/Pseudo/PatientMatrices		Response time ≤ 1 sec	Real transactions	Good practices	Mo – Su 0:00 – 24:00	98%	99,0%
	Performance Matrix – PATCH/Pseudo/PatientMatrices		Response time ≤ 1 sec	Real transactions	Good practices	Mo – Su 0:00 – 24:00	98%	99,0%
	Performance Matrix – POST/Pseudo/PatientMatrices/reset		Response time ≤ 1 sec	Real transactions	Good practices	Mo – Su 0:00 – 24:00	98%	99,0%
	Performance Matrix – GET/refData		Response time ≤ 1 sec	Real transactions	Good practices	Mo – Su 0:00 – 24:00	98%	99,0%

Table 1: List of key performance indicators (KPI) per service

5. Detailed service level per service

5.1. Availability Matrix REST

<table>
<tr><th colspan="5">Objectives</th></tr>
<tr><td>Definition</td><td colspan="4">

The eHealth WebService Padac Matrix REST is considered to be available when the following sequence ends successfully (Alive Check):
Send an AliveCheckRequest at the "/PatientDataAccess/Matrix/v1/health endpoint

Generate JTW Token
Get Access Token
Extract Access Token
Get – Health (including DB)

Planned interventions executed within the Maintenance Window are not recorded as unavailable time.

</td></tr>
<tr><td>Measuring method</td><td colspan="4">

The availability of the different functionalities is measured by executing the test scripts every 5 minutes. When the script is executed with as result a Status “OK”, the test “passed”.
When the script is executed with another result, the test “failed”
Measuring is always done on test scenarios

</td></tr>
<tr><td>Calculation</td><td colspan="4">
$$Availability = \frac{\sum Passed\ Tests\ x\ 100}{\sum Total\ Tests}\%$$

Total Tests = Total number of tests launched within corrected timeframe
Passed Tests = Total number of tests that resulted in a status “OK” within the same timeframe
Corrections are applicable on tests that are not taken into account because they were caused:

by a Validated Authentic Source or partner application out of scope of this SLA
by a failing monitoring tool

</td></tr>
<tr><td>Reporting and evaluation period</td><td colspan="4">

The availability is calculated and reported monthly. Corrective interventions are initiated when appropriate.
The formal evaluation however is done on a yearly basis.

</td></tr>
<tr><td rowspan="2">Service Level Objectives</td><td rowspan="2">Functionality</td><td rowspan="2">Service Window</td><td colspan="2">Service Level Objective</td></tr>
<tr><td>Committed</td><td>Target</td></tr>
<tr><td></td><td>Availability Matrix REST</td><td>Mo – Su
0:00 – 24:00</td><td>99,5%</td><td>99,9%</td></tr>
</table>

5.2. Performance Matrix REST

<table>
<tr><th colspan="5">Objectives</th></tr>
<tr><td>Definition</td><td colspan="4">

The performance of the eHealth Padac Matrix webservice refers to its response time. Response time meaning the time needed to execute a request. the url is /patientDataAccess/matrix/v1
Attention: The response time does not include:

The time needed to deliver the information over the Internet
The time needed to process the information at the End Users premises.

</td></tr>
<tr><td>Measuring method</td><td colspan="4">

This response time is measured on the Reverse Proxies. Both start time (request received) and stop time (answer sent to the End User) are measured and stored in a database.
Measuring is done on real transactions, and only on those having a “stop time” within the measuring period.

</td></tr>
<tr><td>Calculation</td><td colspan="4">

All response times are calculated: Stop time – Start time for every request.
The percentage that meets the target is calculated based on following formula:

$$Performanœ = \frac{\sum Tests\ meeting\ the\ target\ x\ 100}{\sum Total\ Tests}\%$$
Note: the KPI’s apply only when the service is used according to the good practices. Improper or inefficient use may lead to different outcomes and will be excluded from the KPI calculation.
</td></tr>
<tr><td>Reporting and evaluation period</td><td colspan="4">

The performance is calculated and reported monthly. Corrective interventions are initiated when appropriate.
The formal evaluation however is done on a yearly basis.

</td></tr>
<tr><td rowspan="11">Service Level Objectives</td><td rowspan="2">Functionality</td><td rowspan="2">Target</td><td colspan="2">Service Level Objective</td></tr>
<tr><td>Committed</td><td>Target</td></tr>
<tr><td>Performance Matrix – GET/StandardMatrix</td><td>≤ 1 sec</td><td>98%</td><td>99%</td></tr>
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<tr><td>Performance Matrix – GET/refData</td><td>≤ 1 sec</td><td>98%</td><td>99%</td></tr>
</table>