Service Level Agreement
Service: DAAS
v 2025.01

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eHealth platform

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Service Level Agreement

Service DAAS

Between

Service provider	Service customer
eHealth Platform Quai de Willebroeck, 38 1000 BRUXELLES	User Community

To the attention of: the user community

Author: Service Management
Date: 23th April 2025
Version: *2025.01*
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
2017.1	April 2017	eHealth Service Management	Starting
2018.01	24/07/2018	eHealth Service Management	Correction
2022.01	01/06/2022	eHealth Service Management	Update KPI
2022.02	22/11/2022	eHealth Service Management	Update KPI and description Architecture overview
2024.01	24/09/2024	eHealth Service Management	Update KPI
2025.01	23/04/2025	eHealth Service Management	Update PIP list

2.2. Document references

ID	Title	Version	Date	Author
	Master Service Agreement	2022.02	12/04/2022	SLA Admin

2.3. Purpose of the document

The objective of this document is to define the Service Level Agreement for the set of *Service DAAS* (DAAS) proposed by the eHealth platform. It will allow our partners in the health sector to query the eHealth authentic source in order to retrieve different kinds of information about an individual, an organization. It defines the minimum level of service offered on the eHealth platform, and provides eHealth's own understanding of service level offering, its measurement methods and its objectives in the long run.

This document contains a short description of the set of services offered by data attribute service (DAAS). These services can be subdivided in three parts. A Web Service Consumer (WSC) sends a SAML AttributeQuery to the DAAS. The DAAS starts the lookup for the requested AttributeQuery and will return with a SAML Response. The service sends a SAML Response to the WSC containing the requested data.

In addition, this document contains a short description of, or a link to a location where such a description can be found:

- some of the dependencies on technical and/or functional components needed and used by the Web Services,
- some technical and/or functional components the Services depend on,
- measurements and KPIs intended to account for a certain number of performance indicators.

This document is a complement to the *Master Service Agreement (MSA)*. The information given in this version takes precedence over the data regarding the same subject given in former versions and in the MSA. Items described in the MSA include, for instance:

- a broad description of the business services offered by the eHealth platform to the applications which may want to make use of them,
- description of cross-sectional services offered on the eHealth platform,
- description of support services, including registering, managing and solving possible incidents with the DAAS suite of services, managing changes,
- performance indicators related to those services.

2.4. Validity of the Agreement

This document is valid as long as the *Service DAAS* is part of the eHealth platform offering.

Once a year, the levels of service proposed will be reviewed and confirmed for the next year.

2.5. Service and Maintenance Windows

2.5.1. Service Windows

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 Windows.

Service Window								
		Day of the week (closing days of Service Provider = Sunday)						
		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Day period	00:00 – 07:00							
	07:00 – 08:00							
	08:00 – 16:30							
	16:30 – 19:00							
	19:00 – 20:00							
	20:00 – 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.
	Timeslots where the Service will be available provided there are no blocking Incidents. If these incidents do appear, no corrective action will be taken.
	Timeslots where unavailability can occur.

2.5.2. Support Window

Support Window								
		Day of the week (Closing day of the eHealth platform = Sunday)						
		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Day period	00:00 – 07:00							
	07:00 – 08:00							
	08:00 – 16:30							
	16:30 – 19:00							
	19:00 – 20:00							
	20:00 – 24:00							

Legend	
	Timeslots during which the eHealth Contact Center is available for the End-Users with a second line support for Infrastructure (HW, OS, Middleware and DB)
	Timeslots during which the eHealth Contact Center is available for the End-Users with a second line support, including the Application Support
	Timeslots during which the eHealth Contact 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.

2.5.3. Maintenance Windows & Planned Interventions

During the Major Releases, a downtime of maximum 30 minutes is authorized. This downtime will not be taken into account when calculating the Availability of the different Services. Other periods can be agreed between the Constituent and the Service Provider.

Interventions authorized on the Active environment are Corrective actions intended to enhance the availability or stability of the Service. Unavailability caused by these interventions will be recorded as downtime

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

3. Service scope

3.1. eHealth Service

3.1.1. Architecture overview

The DAAS was built to separate access to the application from data access (By example: routing information). This service's sole purpose is to return data.

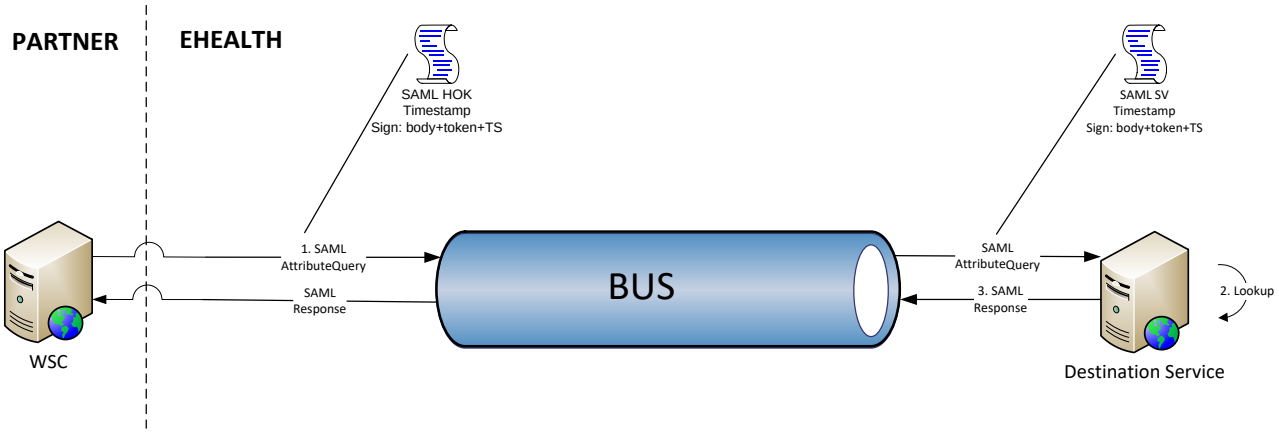


Figure 1

Step 1:

A Web Service Consumer (WSC) sends a SAML AttributeQuery to the Data Attribute Service.

Step 2:

The DAAS starts the lookup for the requested AttributeQuery through all different PIPs and will return with a SAML Response.

Step 3:

The DAAS sends a SAML Response to the WSC containing the requested data.

Services use by Daas:

- B2WORK :
  - /DAtaAttributeService/PIP-ListOfEmployers/v1
  - /DAtaAttributeService/PIP-ListOfPreventionServices/v1
  - /DAtaAttributeService/PIP-GMF/v1
  - /DAtaAttributeService/PIP-Insurability/v1
  - /DAtaAttributeService/PIP-Insurability/v2
- Covid :
  - /DAtaAttributeService/PIP-GMF/v1
- Mult-emediatt :
  - /DAtaAttributeService/PIP-IndemnityBeneficiary/v1
  - /DAtaAttributeService/PIP-DIRECTORY/v1 (internal PIP)
  - /DAtaAttributeService/PIP-GetCitizenProfile/v1

- /DAtaAttributeService/PIP-RULES/v1
- /DAtaAttributeService/PIP-RULES/v3
- /DAtaAttributeService/PIP-eBox/v1
- /DAtaAttributeService/PIP-ListOfEmployers/v2

- TRIO :
  - /DAtaAttributeService/PIP-EMPA/v1

Definition:

- /DAtaAttributeService/PIP-ListOfEmployers/v1

The Dimona employers are looked up on the basis of an INSS. This information comes from Dimona via the CBSS. The CBSS enriches the KBO number with the name of the organisation.

- /DAtaAttributeService/PIP-ListOfPreventionServices/v1

The internal/external prevention services are searched for on the basis of an INSS and an optional CBE. This information comes from COPREV via the CBSS.

- /DAtaAttributeService/PIP-GMF/v1

Based on an INSS, it is checked whether the person has a DMG holder (yes/no). This information comes from the MyCareNet Attribute Authority.
(https://prod.mycarenet.be/nip/samlAA/attributeQuery)

- /DAtaAttributeService/PIP-Insurability/v1 & v2

Based on an INSS, it is looked up which IO is associated with this person. The response contains the IO number, IO name and IO KBO. This information comes from the MyCareNet Attribute Authority.

- /DAtaAttributeService/PIP-IndemnityBeneficiary/v1

Based on an INSS, it is checked whether the person is entitled to benefits (yes/no). This information comes from the MyCareNet Attribute Authority.

- /DAtaAttributeService/PIP-DIRECTORY/v1 (internal PIP)

Based on an INSS, the person's responsible medical service is found for a certain type of absence. This information comes from our internal Directory database.

- /DAtaAttributeService/PIP-GetCitizenProfile/v1

Based on an INSS, it is checked whether a person has activated an eBox Burger (yes/no).

- /DAtaAttributeService/PIP-RULES/v1 &v3

The routing rules are calculated for the mult-eMediAtt project based on many parameters. The information comes from PIP-IndemnityBeneficiary, PIP-GetCitizenProfile and PIP-DIRECTORY.

- /DAtaAttributeService/PIP-eBox/v1

Contacts eBox Enterprise in the context of mult-eMediAtt.

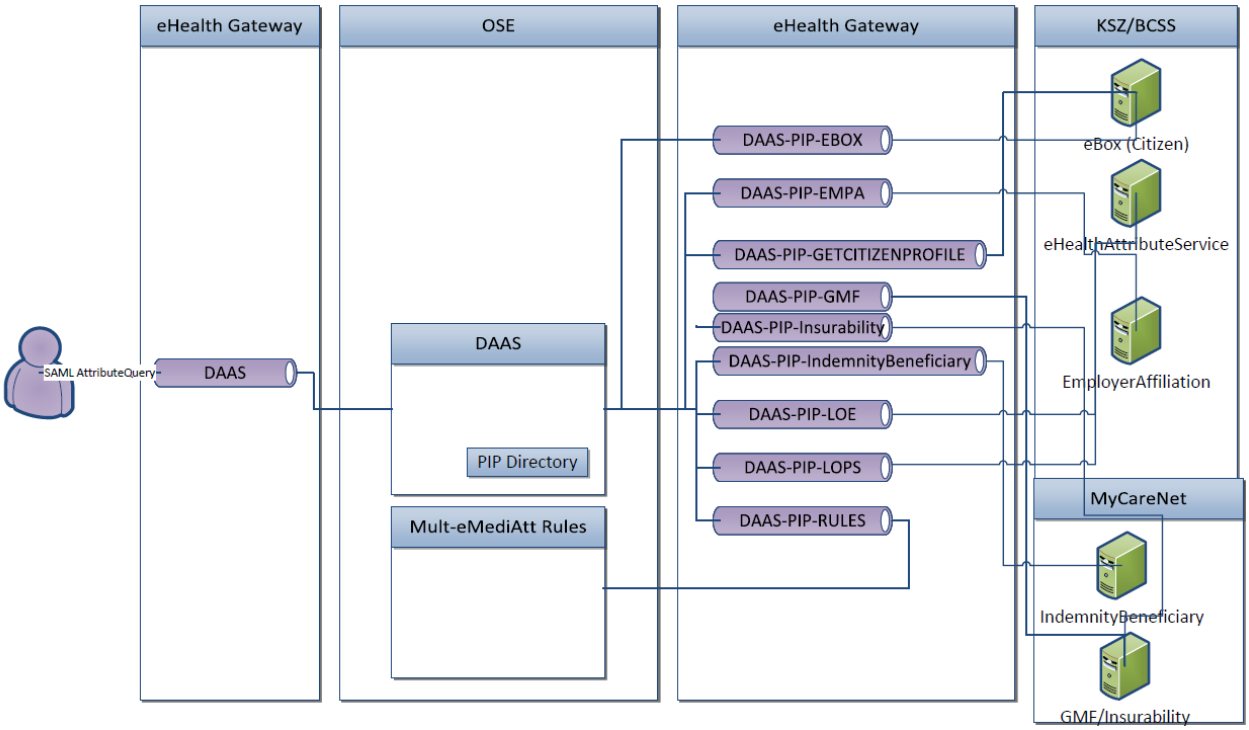
- /DAtaAttributeService/PIP-ListOfEmployers/v2

The Dimona employers are looked up on the basis of an INSS. This information comes from Dimona via the CBSS. The CBSS enriches the KBO number with the name of the organisation in the context of mult-eMediAtt.

- /DAtaAttributeService/PIP-EMPA/v1

The EmployerAffiliationService is used to retrieve the prevention services linked to a specific CBE. This information comes from COPREV via the BCSS.

3.1.2. Scope of the SLA



Lops: List of prevention services

LoE: List of Employers

The main component included in this SLA is:

- eHealth Data Attribute Web Service (used by authorized users)

3.1.3. Abbreviations

AS	Authentic Source
DAAS	Data Attribute Service
SAML	Security Assertion Markup Language
UAM	User and Access Management

3.2. Business criticality

The Service Level Criticality (as described in the MSA) for this on-line Basic Service is **PLATINUM**.

4. List of Service Levels

Service	KPI	SL ID	Condition	Measure based on	Limit	Service Window	Objective Committed	Objective Target
DAAS	DAtaAttributeService WS		Transaction passes (availability)	Real transactions		Mo – Su 0:00 – 24:00	99,5%	99,9%
	Performance DAAS WS /dataattributeservice/pip-GetCitizenProfile/v1		Response time < 4 sec	Real transactions	Depends on CBSS for some transactions	Mo – Su 0:00 – 24:00	N-A (*)	98%
	Performance DAAS WS dataattributeservice/pip-gmf/v1		Response time < 4 sec	Real transactions	Depends on CIN for some transactions	Mo – Su 0:00 – 24:00	N-A (**)	98%
	Performance DAAS WS /dataattributeservice/pip-insurability/v1		Response time < 4 sec	Real transactions	Depends on CIN for some transactions	Mo – Su 0:00 – 24:00	N-A (**)	98%
	Performance DAAS WS /dataattributeservice/ PIP-insurability/v2		Response time < 4 sec	Real transactions	Depends on CIN for some transactions	Mo – Su 0:00 – 24:00	N-A (**)	98%
	Performance DAAS WS /dataattributeservice/pip-indemnitybeneficiary/v1		Response time < 4 sec	Real transactions	Depends on CIN for some transactions	Mo – Su 0:00 – 24:00	N-A (**)	98%
	Performance DAAS WS /dataattributeservice/pip-listofpreventionservices/v1		Response time < 4 sec	Real transactions	Depends on CBSS during the check of Parent/child filiation	Mo – Su 0:00 – 24:00	N-A (*)	98%
	Performance DAAS WS /dataattributeservice/pip-listofemployers/v1		Response time < 4 sec	Real transactions	Depends on CBSS for some transactions	Mo – Su 0:00 – 24:00	N-A (*)	98%
	Performance DAAS WS /dataattributeservice/pip-rules/v1		Response time < 4 sec	Real transactions	Depends on CIN for some transactions	Mo – Su 0:00 – 24:00	N-A (**)	98%

Service	KPI	SL ID	Condition	Measure based on	Limit	Service Window	Objective Committed	Objective Target
	Performance DAAS WS /dataattributeservice/pip-rules/v3		Response time < 4 sec	Real transactions	Depends on CIN for some transactions	Mo – Su 0:00 – 24:00	N-A (**)	98%
	Performance DAAS WS /dataattributeservice/pip-ebox/v1		Response time < 4 sec	Real transactions	Depends on CBSS for some transactions	Mo – Su 0:00 – 24:00	N-A (*)	98%
	Performance DAAS WS /dataattributeservice/pip-listofemployers/v2		Response time < 4 sec	Real transactions	Depends on CBSS for some transactions	Mo – Su 0:00 – 24:00	N-A (*)	98%
	Performance DAAS WS /dataattributeservice/pip-EMPA/v1		Response time < 4 sec	Real transactions	Depends on CBSS for some transactions	Mo – Su 0:00 – 24:00	N-A (*)	98%

Table 1 : List of key performance indicators (KPI) per functionality in iteration 1

(*) Depends on BCSS

(**) Depends on CIN

5. Detailed Service Level per service

5.1. Interactive DAAS Services: End-to-end availability

5.1.1. Availability DAAS WebService.

<table>
<tr><th colspan="4">Objectives</th><th>Ref: 2770-01</th></tr>
<tr><td>Definition</td><td colspan="4">• The eHealth Web Service DAAS is considered to be available when the following sequence ends successfully:
- It sends two requests to query 4 attributes:
▪ The list of prevention services (LOPS)
▪ The list of employers (LOE)
▪ The routing rules (Rules)
▪ The benefits (IndemnityBeneficiary)
- The monitoring asserts that :
▪ the issuer is DAAS (urn:be:fgov:ehealth:daas)
▪ the status of the query is "urn:oasis:names:tc:SAML:2.0:status:Success"
▪ the signature, subject, and attribute exist
• Planned interventions executed within the Maintenance Window are not recorded as unavailable time.
• Unavailability due to external source is not recorded as down 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>
</table>

	Availability DAAS WS	Mo – Su 0:00 – 24:00	99,5%	99,9%

5.1.2. Performance DAAS Web Service

Objectives				
Definition	• The performance of the eHealth DAAS webservice refers to its response time. Response time meaning the time needed to execute a request. • 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.			
Measuring method	• 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.			
Calculation	• All response times are calculated: Stop time – Start time for every request. • The percentage that meets the target is calculated based on following formula: $$Performanœ = \frac{\sum Tests\ meeting\ the\ target\ x\ 100}{\sum Total\ Tests}\%$$			
Reporting and evaluation period	• The performance is calculated and reported monthly. Corrective interventions are initiated when appropriate. • The formal evaluation however is done on a yearly basis.			
Service Level Objectives	**Functionality**	**Target**	**Service Level Objective**	
			Committed	**Target**
	Performance DAAS WS • /dataattributeservice/pip-gmf/v1	< 4 sec	N-A	98%
	Performance DAAS WS • /dataattributeservice/pip-insurability/v1	< 4 sec	N-A	98%
	Performance DAAS WS • /dataattributeservice/pip-insurability/v2	< 4 sec	N-A	98%
	Performance DAAS WS • /dataattributeservice/pip-listofpreventionservices/v1	< 4 sec	N-A	98%
	Performance DAAS WS • /dataattributeservice/ PIP-listofemployers/v1	< 4sec	N-A	98%
	Performance DAAS WS	< 4 sec	N-A	98%

	• /dataattributeservice/pip-listofemployers/v2			
	Performance DAAS WS • /dataattributeservice/pip-indemnitybeneficiary/v1	< 4 sec	N-A	98%
	Performance DAAS WS • /dataattributeservice/pip-GetCitizenProfile /v1	< 4 sec	N-A	98%
	Performance DAAS WS • /dataattributeservice/pip-rules/v1	< 4 sec	N-A	98%
	Performance DAAS WS • /dataattributeservice/pip-rules/v3	< 4 sec	N-A	98%
	Performance DAAS WS • /dataattributeservice/pip-ebox/v1	< 4 sec	N-A	98%
	Performance DAAS WS • /dataattributeservice/pip-EPMA/v1	< 4 sec	N-A	98%