



ICA Banken

PSD2 API Performance Statistics

For Quarter 1, 2022

Version 0.1

Availability & Performance Digital Channels

Measure	Month	WWW	APP	API
Availability*	January	99,92%	99,92%	99,45%
	February	99,28%	99,28%	99,60%
	March	99,81%	99,81%	99,96%
Average response time payments initiation**	January	1080 MS	1150 MS	648 MS
	February	1050 MS	1200 MS	719 MS
	March	1130 MS	1250 MS	648 MS
Average response time account information**	January	1240 MS	201 MS	405 MS
	February	1210 MS	200 MS	408 MS
	March	1200 MS	215 MS	405 MS
Error rate payments initiation**	January	0.15%	0.038%	0.06%
	February	0.16%	0.036%	0.10%
	March	0.17%	0.068%	0.06%
Error rate account information**	January	0.12%	0.066%	0.10%
	February	0.092%	0.094%	0.33%
	March	0.11%	0.11%	0.10%

*Availability measures are aggregated for www and app

**Measures are not completely comparable between channels since functionality is split somewhat different

*** Data missing

PSD2 - API statistics – January

Day	Uptime	Av. response time Accounts	Av. response time Payments	Error response rate Accounts	Error response rate Payments
January 1st	100%	446ms	611ms	0.20%	0.00%
January 2nd	100%	401ms	642ms	0.05%	0.00%
January 3rd	100%	492ms	694ms	0.10%	0.00%
January 4th	100%	445ms	714ms	0.01%	0.03%
January 5th	100%	437ms	695ms	0.09%	0.00%
January 6th	100%	404ms	610ms	0.00%	0.02%
January 7th	100%	424ms	606ms	0.00%	0.00%
January 8th	100%	392ms	578ms	0.01%	0.00%
January 9th	100%	423ms	839ms	0.05%	0.23%
January 10th	100%	425ms	651ms	0.01%	0.55%
January 11th	100%	415ms	622ms	0.06%	0.05%
January 12th	100%	430ms	599ms	0.03%	0.02%
January 13th	100%	435ms	732ms	0.00%	0.00%
January 14th	100%	445ms	643ms	0.06%	0.00%
January 15th	100%	419ms	640ms	0.13%	0.08%

Day	Uptime	Av. response time Accounts	Av. response time Payments	Error response rate Accounts	Error response rate Payments
January 16th	100%	431ms	654ms	0.01%	0.00%
January 17th	100%	430ms	616ms	0.02%	0.00%
January 18th	99,98%	382ms	673ms	0.29%	0.52%
January 19th	99,92%	441ms	644ms	0.72%	0.12%
January 20th	100%	376ms	614ms	0.14%	0.03%
January 21st	100%	397ms	634ms	0.06%	0.00%
January 22nd	100%	387ms	647ms	0.16%	0.04%
January 23rd	100%	396ms	628ms	0.04%	0.00%
January 24th	100%	381ms	673ms	0.65%	0.08%
January 25th	100%	367ms	660ms	0.02%	0.04%
January 26th	100%	370ms	668ms	0.01%	0.00%
January 27th	100%	377ms	670ms	0.06%	0.00%
January 28th	100%	364ms	647ms	0.02%	0.02%
January 29th	100%	375ms	627ms	0.08%	0.10%
January 30th	100%	371ms	600ms	0.00%	0.00%
January 31st	100%	373ms	637ms	0.10%	0.00%

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*** Data missing/no calls

PSD2 - API statistics – February

Day	Uptime	Av. response time Accounts	Av. response time Payments	Error response rate Accounts	Error response rate Payments
February 1st	100%	392ms	657ms	0.18%	0.03%
February 2nd	99,99%	374ms	631ms	0.07%	0.06%
February 3rd	100%	391ms	630ms	0.03%	0.00%
February 4th	100%	405ms	604ms	0.01%	0.00%
February 5th	100%	410ms	704ms	0.05%	0.00%
February 6th	100%	416ms	645ms	0.15%	0.00%
February 7th	100%	424ms	992ms	0.07%	0.56%
February 8th	100%	424ms	662ms	0.09%	0.00%
February 9th	100%	436ms	752ms	0.04%	0.05%
February 10th	100%	432ms	703ms	0.15%	0.00%
February 11th	100%	428ms	824ms	0.06%	0.00%
February 12th	100%	394ms	1256ms	0.06%	0.00%
February 13th	100%	417ms	1332ms	0.13%	0.00%
February 14th	100%	406ms	1226ms	0.05%	0.00%
February 15th	96,59%	441ms	1484ms	5.17%	0.00%

Day	Uptime	Av. response time Accounts	Av. response time Payments	Error response rate Accounts	Error response rate Payments
February 16th	100%	392ms	1553ms	0.24%	0.00%
February 17th	100%	429ms	1546ms	0.03%	0.00%
February 18th	100%	450ms	1379ms	0.25%	0.00%
February 19th	100%	419ms	1471ms	0.03%	0.00%
February 20th	100%	397ms	1340ms	0.01%	0.00%
February 21st	100%	400ms	724ms	0.03%	0.17%
February 22nd	99,12%	406ms	752ms	2.33%	0.25%
February 23rd	100%	406ms	796ms	0.17%	0.28%
February 24th	100%	400ms	808ms	0.60%	1.63%
February 25th	100%	386ms	681ms	0.02%	0.00%
February 26th	100%	373ms	671ms	0.03%	0.18%
February 27th	100%	397ms	708ms	0.05%	0.08%
February 28th	100%	406ms	720ms	0.11%	0.07%

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PSD2 - API statistics – March

Day	Uptime	Av. response time Accounts	Av. response time Payments	Error response rate Accounts	Error response rate Payments
March 1st	100%	386ms	750ms	0.03%	0.00%
March 2nd	100%	475ms	753ms	0.04%	0.00%
March 3rd	100%	429ms	714ms	0.12%	0.00%
March 4th	100%	432ms	774ms	0.03%	0.00%
March 5th	100%	394ms	755ms	0.10%	0.00%
March 6th	100%	423ms	769ms	0.07%	0.00%
March 7th	100%	393ms	705ms	0.04%	0.00%
March 8th	100%	412ms	744ms	0.09%	0.00%
March 9th	100%	437ms	738ms	0.02%	0.00%
March 10th	100%	394ms	758ms	0.02%	0.00%
March 11th	100%	425ms	843ms	1.04%	2.84%
March 12th	100%	362ms	762ms	2.24%	5.67%
March 13th	100%	394ms	739ms	2.04%	4.72%
March 14th	100%	387ms	688ms	1.61%	1.22%
March 15th	100%	383ms	652ms	1.03%	0.66%

Day	Uptime	Av. response time Accounts	Av. response time Payments	Error response rate Accounts	Error response rate Payments
March 16th	99,95%	394ms	745ms	0.15%	0.24%
March 17th	100%	402ms	727ms	0.09%	0.09%
March 18th	99,35%	371ms	788ms	0.31%	0.00%
March 19th	100%	376ms	773ms	0.04%	0.00%
March 20th	99,99%	440ms	834ms	0.52%	0.00%
March 21st	100%	401ms	699ms	0.14%	0.00%
March 22nd	100%	364ms	699ms	0.88%	1.40%
March 23rd	100%	389ms	752ms	2.00%	2.07%
March 24th	100%	376ms	716ms	1.22%	0.98%
March 25th	100%	343ms	630ms	0.01%	0.00%
March 26th	100%	343ms	632ms	0.09%	0.00%
March 27th	100%	363ms	629ms	0.01%	0.00%
March 28th	100%	348ms	664ms	0.09%	0.00%
March 29th	100%	353ms	665ms	0.01%	0.00%
March 30th	100%	346ms	651ms	0.14%	0.00%
March 31 st	100%	343ms	675ms	0.04%	0.00%

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