



ICA Banken

PSD2 API Performance Statistics

For Quarter 2, 2021

Version 0.1

Availability & Performance Digital Channels

Measure	Month	WWW	APP	API
Availability*	<i>Apr</i>	99.77 %	99.77 %	99.97 %
	<i>May</i>	98.56 %	98.56 %	100 %
	<i>June</i>	99.76 %	99.76 %	99.61 %
Average response time account information**	<i>Apr</i>	1210 ms	264 ms	1049 ms
	<i>May</i>	3120 ms	299 ms	670 ms
	<i>June</i>	1100 ms	243 ms	607 ms
Average response time payments initiation**	<i>Apr</i>	1270 ms	1490 ms	660 ms
	<i>May</i>	2300 ms	3250 ms	700 ms
	<i>June</i>	1260 ms	1530 ms	677 ms
Error rate account information**	<i>Apr</i>	0.70 %	0.01 %	0.14 %
	<i>May</i>	4.34 %	0.16 %	0.18 %
	<i>June</i>	0.16 %	0.01 %	0.61 %
Error rate payments initiation**	<i>Apr</i>	0.07 %	0.03 %	0.02 %
	<i>May</i>	3.04 %	5.42 %	0.02 %
	<i>June</i>	0.14 %	0.09 %	0.07 %

*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 – Apr

Day	Uptime	Av. response time Accounts (ms)	Av. response time Payments (ms)	Error response rate (%) Accounts	Error response rate (%) Payments
Apr 1st	100 %	783 ms	663 ms	0.03 %	0.00 %
Apr 2nd	100 %	647 ms	574 ms	0.00 %	0.00 %
Apr 3rd	100 %	576 ms	572 ms	0.02 %	0.00 %
Apr 4th	100 %	646 ms	570 ms	0.00 %	0.00 %
Apr 5th	100 %	1140 ms	581 ms	0.88 %	0.00 %
Apr 6th	100 %	735 ms	683 ms	0.00 %	0.00 %
Apr 7th	100 %	886 ms	678 ms	0.03 %	0.00 %
Apr 8th	100 %	939 ms	657 ms	0.01 %	0.05 %
Apr 9th	100 %	872 ms	653 ms	0.02 %	0.00 %
Apr 10th	100 %	1040 ms	608 ms	0.00 %	0.00 %
Apr 11th	100 %	979 ms	620 ms	0.01 %	0.13 %
Apr 12th	100 %	1070 ms	702 ms	0.01 %	0.00 %
Apr 13th	100 %	1066 ms	654 ms	0.00 %	0.00 %
Apr 14th	100 %	1026 ms	640 ms	0.02 %	0.00 %
Apr 15th	100 %	1590 ms	677 ms	0.01 %	0.00 %

Day	Uptime	Av. response time Accounts (ms)	Av. response time Payments (ms)	Error response rate (%) Accounts	Error response rate (%) Payments
Apr 16th	100 %	1529 ms	670 ms	0.01 %	0.00 %
Apr 17th	100 %	847 ms	613 ms	0.00 %	0.31 %
Apr 18th	100 %	1346 ms	603 ms	0.00 %	0.00 %
Apr 19th	99.59 %	2241 ms	693 ms	1.54 %	0.00 %
Apr 20th	100 %	2004 ms	713 ms	0.01 %	0.00 %
Apr 21st	100 %	1335 ms	655 ms	0.02 %	0.00 %
Apr 22nd	100 %	641 ms	659 ms	0.00 %	0.00 %
Apr 23rd	100 %	634 ms	698 ms	0.01 %	0.00 %
Apr 24th	100 %	504 ms	589 ms	0.00 %	0.00 %
Apr 25th	100 %	630 ms	612 ms	0.00 %	0.00 %
Apr 26th	99.86 %	689 ms	802 ms	0.63 %	0.19 %
Apr 27th	100 %	615 ms	713 ms	0.01 %	0.00 %
Apr 28th	100 %	666 ms	678 ms	0.01 %	0.00 %
Apr 29th	100 %	706 ms	683 ms	0.13 %	0.00 %
Apr 30th	100 %	574 ms	686 ms	0.03 %	0.06%

*Availability measures are aggregated for www and app

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

*** Data missing/no calls

PSD2 - API statistics – May

Day	Uptime	Av. response time Account (ms)	Av. response time Payments (ms)	Error response rate (%) Accounts	Error response rate (%) Payments
May 1st	100 %	628 ms	599 ms	0.00 %	0.00 %
May 2nd	100 %	648 ms	604 ms	0.00 %	0.00 %
May 3rd	100 %	775 ms	686 ms	0.01 %	0.00 %
May 4th	100 %	677 ms	687 ms	0.02 %	0.00 %
May 5th	100 %	596 ms	650 ms	0.04 %	0.00 %
May 6th	100 %	670 ms	651 ms	0.02 %	0.00 %
May 7th	100 %	671 ms	683 ms	0.01 %	0.00 %
May 8th	100 %	629 ms	644 ms	0.00 %	0.06 %
May 9th	100 %	636 ms	596 ms	0.02 %	0.00 %
May 10th	100 %	666 ms	652 ms	0.01 %	0.05 %
May 11th	100 %	603 ms	684 ms	0.00 %	0.00 %
May 12th	100 %	734 ms	688 ms	0.01 %	0.00 %
May 13th	100 %	553 ms	638 ms	0.00 %	0.00 %
May 14th	100 %	752 ms	665 ms	0.00 %	0.00 %
May 15th	100 %	634 ms	633 ms	0.05 %	0.06 %

Day	Uptime	Av. response time Accounts (ms)	Av. response time Payments (ms)	Error response rate (%) Accounts	Error response rate (%) Payments
May 16th	100 %	774 ms	628 ms	0.01 %	0.00 %
May 17th	100 %	631 ms	679 ms	0.13 %	0.00 %
May 18th	100 %	517 ms	645 ms	0.01 %	0.00 %
May 19th	100 %	557 ms	585 ms	0.01 %	0.05 %
May 20th	100 %	584 ms	634 ms	0.01 %	0.00 %
May 21st	100 %	608 ms	642 ms	0.43 %	0.10 %
May 22nd	100 %	513 ms	585 ms	0.03 %	0.00 %
May 23rd	100 %	559 ms	594 ms	0.03 %	0.00 %
May 24th	100 %	964 ms	629 ms	0.71 %	0.00 %
May 25th	100 %	896 ms	1348 ms	0.61 %	0.02 %
May 26th	100 %	810 ms	707 ms	0.07 %	0.03 %
May 27th	100 %	717 ms	716 ms	0.01 %	0.05 %
May 28th	100 %	861 ms	741 ms	1.08 %	0.00 %
May 29th	100 %	496 ms	612 ms	0.02 %	0.08 %
May 30th	100 %	542 ms	648 ms	1.16 %	0.13 %
May 31th	100 %	634 ms	731 ms	0.58 %	0.00 %

*Availability measures are aggregated for www and app

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

*** Data missing/no calls

PSD2 - API statistics – June

Day	Uptime	Av. response time Accounts (ms)	Av. response time Payments (ms)	Error response rate (%) Accounts	Error response rate (%) Payments
June 1st	100 %	654 ms	703 ms	0.02 %	0.03 %
June 2nd	88,60 %	655 ms	719 ms	13.79 %	0.25 %
June 3rd	100 5	648 ms	653 ms	0.02 %	0.00 %
June 4th	100 %	609 ms	646 ms	0.01 %	0.05 %
June 5th	99.99 %	553 ms	574 ms	1.69 %	0.05 %
June 6th	100 %	563 ms	600 ms	0.00 %	0.00 %
June 7th	100 %	558 ms	670 ms	0.03 %	0.00 %
June 8th	100 %	560 ms	691 ms	0.26 %	0.22 %
June 9th	100 %	681 ms	677 ms	0.71 %	0.18 %
June 10th	100 %	600 ms	709 ms	0.18 %	0.19 %
June 11th	100 %	550 ms	684 ms	0.10 %	0.31 %
June 12th	100 %	655 ms	678 ms	0.03 %	0.00 %
June 13th	100 %	594 ms	662 ms	0.01 %	0.10 %
June 14th	100 %	645 ms	728 ms	0.02 %	0.04 %
June 15th	100 %	612 ms	674 ms	0.04 %	0.04 %

Day	Uptime	Av. response time Accounts (ms)	Av. response time Payments (ms)	Error response rate (%) Accounts	Error response rate (%) Payments
June 16th	100 %	530 ms	634 ms	0.37 %	0.08 %
June 17th	100 %	554 ms	682 ms	0.02 %	0.00 %
June 18th	100 %	528 ms	701 ms	0.19 %	0.04 %
June 19th	99.98 %	488 ms	675 ms	0.87 %	0.23 %
June 20th	100 %	557 ms	656 ms	0.42 %	0.00 %
June 21st	100 %	639 ms	674 ms	0.02 %	0.11 %
June 22nd	99.84 %	800 ms	719 ms	0.33 %	0.12 %
June 23rd	100 %	629 ms	689 ms	0.00 %	0.00 %
June 24th	99.99 %	709 ms	689 ms	2.55 %	0.04 %
June 25th	100 %	566 ms	653 ms	0.00 %	0.10 %
June 26th	100 %	552 ms	631 ms	0.32 %	0.00 %
June 27th	100 %	537 ms	637 ms	0.00 %	0.00 %
June 28th	100 %	574 ms	690 ms	0.35 %	0.00 %
June 29th	100 %	676 ms	685 ms	0.004 %	0.03 %
June 30th	100 %	672 ms	728 ms	0.17 %	0.09 %

*Availability measures are aggregated for www and app

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

*** Data missing/no calls