



ICA Banken

PSD2 API Availability & Performance Statistics

For Quarter 4, 2020

Availability & Performance Digital Channels

- ICA Banken PSD2 APIs in comparison with our regular user interface

Measure	Month	Www	App	API
Availability*	Oct	98.30 %	98.30 %	98.17 %
	Nov	99.99 %	99.99 %	99,99 %
	Dec	98.89 %	98.89 %	99.38 %
Average response time Accounts information**	Oct	1162 ms	2441 ms	1121 ms
	Nov	1191 ms	1406 ms	1408 ms
	Dec	1132 ms	1326 ms	1114 ms
Average response time Payments initiation**	Oct	1301 ms	974 ms	1458 ms
	Nov	1066 ms	668 ms	963 ms
	Dec	942 ms	436 ms	852 ms
Error response rate account information**	Oct	0.07 %	0.07 %	0.01 %
	Nov	0.27 %	0.05 %	0.18 %
	Dec	0.10 %	0.06 %	0.03 %
Error response rate payments initiation**	Oct	0.08 %	0.01 %	0.00 %
	Nov	0.05 %	0.05 %	0.03 %
	Dec	0.38 %	0.02 %	0.08 %

*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 – Oct

Day	Uptime	Av. response time Accounts (ms)	Av. response time Payments (ms)	Error response rate (%) Accounts	Error response rate (%) Payments
Oct 1st	99.86 %	1509 ms	6115 ms	0.05 %	0.00 %
Oct 2nd	100 %	1179 ms	***	0.00 %	***
Oct 3rd	100 %	844 ms	***	0.00 %	***
Oct 4th	100 %	855 ms	***	0.00 %	***
Oct 5th	100 %	1560 ms	***	0.00 %	***
Oct 6th	100 %	1757 ms	***	0.00 %	***
Oct 7th	***	***	***	***	***
Oct 8th	100 %	1715 ms	***	0.00 %	***
Oct 9th	100 %	1023 ms	***	0.00 %	***
Oct 10th	***	***	***	***	***
Oct 11th	***	***	***	***	***
Oct 12th	100 %	1060 ms	1247 ms	0.00 %	0.00 %
Oct 13th	100 %	1935 ms	***	0.06 %	***
Oct 14th	100 %	1156 ms	***	0.00 %	***
Oct 15th	100 %	1016 ms	***	0.00 %	***

Day	Uptime	Av. response time Accounts (ms)	Av. response time Payments (ms)	Error response rate (%) Accounts	Error response rate (%) Payments
Oct 16th	100 %	1164 ms	***	0.00 %	***
Oct 17th	100 %	774 ,s	***	0.00 %	***
Oct 18th	100 %	837 ms	***	0.00 %	***
Oct 19th	100 %	1311 ms	***	0.00 %	***
Oct 20th	100 %	1254 ms	***	0.00 %	***
Oct 21st	100 %	1049 ms	***	0.01 %	***
Oct 22nd	100 %	1135 ms	***	0.00 %	***
Oct 23rd	100 %	1139 ms	***	0.00 %	***
Oct 24th	100 %	764 ms	***	0.00 %	***
Oct 25th	100 %	835 ms	***	0.00 %	***
Oct 26th	100 %	1233 ms	***	0.00 %	***
Oct 27th	100 %	1313 ms	***	0.00 %	***
Oct 28th	100 %	1133 ms	1198 ms	0.00 %	0.00 %
Oct 29th	100 %	1023 ms	1396 ms	0.00 %	0.00 %
Oct 30th	100 %	1627 ms	2098 ms	0.00 %	0.00 %
Oct 31th	100 %	838 ms	***	0.00 %	***

*** Data missing/no calls

PSD2 - API statistics – Nov

Day	Uptime	Av. response time Accounts (ms)	Av. response time Payments (ms)	Error response rate (%) Accounts	Error response rate (%) Payments
Nov 1st	100 %	808 ms	***	0.00 %	***
Nov 2nd	100 %	1229 ms	1281 ms	0.00 %	0.00 %
Nov 3rd	100 %	1166 ms	1235 ms	0.00 %	0.00 %
Nov 4th	100 %	1145 ms	1162 ms	0.00 %	0.00 %
Nov 5th	100 %	1199 ms	1260 ms	0.00 %	0.00 %
Nov 6th	100 %	1056 ms	1326 ms	0.00 %	0.00 %
Nov 7th	100 %	827 ms	1113 ms	0.08 %	0.00 %
Nov 8th	100 %	892 ms	1145 ms	0.00 %	0.00 %
Nov 9th	100 %	1355 ms	1038 ms	0.00 %	0.00 %
Nov 10th	100 %	1705 ms	1099 ms	0.03 %	0.00 %
Nov 11th	100 %	1291 ms	818 ms	0.00 %	0.00 %
Nov 12th	100 %	1153 ms	1117 ms	0.00 %	0.00 %
Nov 13th	100 %	1017 ms	1188 ms	0.00 %	0.00 %
Nov 14th	100 %	920 ms	1465 ms	0.00 %	0.00 %
Nov 15th	100 %	915 ms	1210 ms	0.00 %	0.00 %

Day	Uptime	Av. response time Accounts (ms)	Av. response time Payments (ms)	Error response rate (%) Accounts	Error response rate (%) Payments
Nov 16th	100 %	1158 ms	1233 ms	0.00 %	0.00 %
Nov 17th	99.97 %	2407 ms	991 ms	0.74 %	0.00 %
Nov 18th	100 %	3344 ms	1168 ms	0.00 %	0.00 %
Nov 19th	100 %	1176 ms	1063 ms	0.00 %	0.00 %
Nov 20th	100 %	1234 ms	1176 ms	0.00 %	0.00 %
Nov 21st	100 %	981 ms	1411 ms	0.00 %	1.10 %
Nov 22nd	100 %	1011 ms	1184 ms	0.00 %	0.00 %
Nov 23rd	100 %	1351 ms	1234 ms	0.00 %	0.00 %
Nov 24th	99.93 %	2166 ms	970 ms	1.88 %	0.00 %
Nov 25th	99.86 %	5049 ms	897 ms	0.95 %	0.00 %
Nov 26th	99.98 %	1015 ms	846 ms	0.02 %	0.00 %
Nov 27th	100 %	883 ms	753 ms	0.00 %	0.00 %
Nov 28th	100 %	718 ms	791 ms	0.00 %	0.00 %
Nov 29th	100 %	912 ms	747 ms	0.02 %	0.22 %
Nov 30th	99.98 %	1091 ms	833 ms	0.02 %	0.00 %

*** Data missing/no calls

PSD2 - API statistics – Dec

Day	Uptime	Av. Response time Accounts (ms)	Av. response time Payments (ms)	Error response rate (%) Accounts	Error response rate (%) Payments
Dec 1st	100 %	1200 ms	976 ms	0.00 %	0.00 %
Dec 2nd	100 %	998 ms	1224 ms	0.04 %	0.00 %
Dec 3rd	100 %	1130 ms	887 ms	0.00 %	0.00 %
Dec 4th	100 %	894 ms	853 ms	0.00 %	0.00 %
Dec 5th	100 %	808 ms	959 ms	0.00 %	0.00 %
Dec 6th	100 %	849 ms	809 ms	0.00 %	0.00 %
Dec 7th	100 %	902 ms	905 ms	0.02 %	0.00 %
Dec 8th	100 %	854 ms	873 ms	0.04 %	0.00 %
Dec 9th	100 %	1283 ms	831 ms	0.03 %	0.00 %
Dec 10th	99.98 %	1089 ms	811 ms	0.06 %	0.00 %
Dec 11th	100 %	3195 ms	856 ms	0.00 %	0.00 %
Dec 12th	100 %	1154 ms	927 ms	0.00 %	0.00 %
Dec 13th	99.98 %	871 ms	809 ms	0.00 %	0.00 %
Dec 14th	100 %	1153 ms	851 ms	0.00 %	0.00 %
Dec 15th	100 %	1065 ms	715 ms	0.00 %	0.00 %

Day	Uptime	Av. response time Accounts (ms)	Av. response time Payments (ms)	Error response rate (%) Accounts	Error response rate (%) Payments
Dec 16th	100 %	1147 ms	938 ms	0.00 %	0.00 %
Dec 17th	100 %	981 ms	772 ms	0.00 %	0.23 %
Dec 18th	100 %	769 ms	837 ms	0.18 %	0.30 %
Dec 19th	***	***	***	***	***
Dec 20th	***	***	***	***	***
Dec 21st	100 %	1289 ms	881 ms	0.00 %	0.00 %
Dec 22nd	100 %	1005 ms	1012 ms	0.11 %	0.00 %
Dec 23rd	100 %	1015 ms	1008 ms	0.55 %	1.67 %
Dec 24th	100 %	840 ms	1070 ms	0.00 %	0.00 %
Dec 25th	100 %	708 ms	633 ms	0.00 %	0.00 %
Dec 26th	100 %	890 ms	702 ms	0.00 %	0.00 %
Dec 27th	100 %	925 ms	660 ms	0.00 %	0.00 %
Dec 28th	100 %	1013 ms	871 ms	0.00 %	0.00 %
Dec 29th	100 %	993 ms	769 ms	0.07 %	0.00 %
Dec 30th	100 %	1077 ms	904 ms	0.00 %	0.00 %
Dec 31th	100 %	935 ms	1419 ms	0.00 %	0.00 %

*** Data missing/no calls