

## Availability statistics (daily average)

Q3 2023

Dedicated interface			PSU interface					
PSD2 API			Electronic Bank		Business Electronic Bank		Mobile Bank	
Date	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)
<b>Average</b>	<b>99,78%</b>	<b>0,22%</b>	<b>99,75%</b>	<b>0,25%</b>	<b>99,75%</b>	<b>0,25%</b>	<b>99,75%</b>	<b>0,25%</b>
1.07.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2.07.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
3.07.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
4.07.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
5.07.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
6.07.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
7.07.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
8.07.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
9.07.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
10.07.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
11.07.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
12.07.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
13.07.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
14.07.2023	95,83%	4,17%	93,75%	6,25%	93,75%	6,25%	93,75%	6,25%
15.07.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
16.07.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
17.07.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
18.07.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
19.07.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
20.07.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
21.07.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
22.07.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
23.07.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
24.07.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
25.07.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
26.07.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
27.07.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
28.07.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
29.07.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
30.07.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
31.07.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
1.08.2023	98,89%	1,11%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2.08.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
3.08.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
4.08.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
5.08.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
6.08.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
7.08.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
8.08.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
9.08.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
10.08.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
11.08.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
12.08.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
13.08.2023	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%



## Performance statistics (daily average)

Q3 2023

Dedicated interface						PSU interface								
Date	PSD2 API					Electronic Bank			Business Electronic Bank			Mobile Bank		
	AISP time by Calls (ms)	PISP time by Calls (ms)		PIISP time by Calls (ms)	Daily error resp. Rate (%)	AISP time by Calls (ms)	PISP time by Calls (ms)		AISP time by Calls (ms)	PISP time by Calls (ms)		AISP time by Calls (ms)	PISP time by Calls (ms)	
		SCT Inst	SEPA CT				SCT Inst	SEPA CT		SCT Inst	SEPA CT		SCT Inst	SEPA CT
<b>Average:</b>	<b>67</b>	<b>1.241</b>	<b>/</b>	<b>/</b>	<b>0,14%</b>	<b>243</b>	<b>2.247</b>	<b>647</b>	<b>241</b>	<b>/</b>	<b>624</b>	<b>170</b>	<b>2.265</b>	<b>679</b>
1.07.2023	52	0	0	0	0,00%	237	2.576	661	241	0	630	169	2.620	682
2.07.2023	61	0	0	0	0,00%	247	2.354	645	238	0	599	174	2.291	685
3.07.2023	56	82	0	0	0,31%	249	2.700	757	246	0	750	166	2.645	775
4.07.2023	142	0	0	0	0,16%	241	2.827	782	241	0	778	169	2.866	811
5.07.2023	68	172	0	0	0,18%	237	2.829	750	232	0	741	179	2.815	772
6.07.2023	44	3.277	0	0	0,08%	238	2.317	608	231	0	591	171	2.309	638
7.07.2023	37	0	0	0	0,08%	233	2.329	596	234	0	594	179	2.303	641
8.07.2023	48	0	0	0	0,37%	247	2.159	630	243	0	609	185	2.180	670
9.07.2023	43	0	0	0	0,17%	252	2.775	632	242	0	621	182	2.852	684
10.07.2023	60	138	0	0	0,10%	308	2.291	609	281	0	589	182	2.308	641
11.07.2023	45	370	0	0	0,20%	244	3.285	593	247	0	589	170	3.337	628
12.07.2023	36	0	0	0	0,00%	246	2.318	610	237	0	601	172	2.355	640
13.07.2023	64	0	0	0	0,00%	233	2.153	598	231	0	601	176	2.168	640
14.07.2023	61	164	0	0	0,17%	233	2.053	609	239	0	612	165	2.099	643
15.07.2023	62	0	0	0	0,29%	234	2.137	608	240	0	590	184	2.143	663
16.07.2023	63	2.183	0	0	0,22%	222	2.361	621	212	0	603	194	2.447	656
17.07.2023	66	611	0	0	0,17%	234	2.202	609	240	0	600	165	2.252	641
18.07.2023	70	0	0	0	0,09%	227	1.900	614	232	0	594	151	1.941	631
19.07.2023	49	1.170	0	0	0,00%	236	2.272	604	234	0	588	173	2.328	636
20.07.2023	53	5.013	0	0	0,00%	230	2.247	606	238	0	584	170	2.246	635
21.07.2023	50	2.532	0	0	0,00%	231	2.104	694	232	0	604	162	2.150	682
22.07.2023	63	177	0	0	0,00%	265	2.105	657	250	0	606	173	2.114	657
23.07.2023	65	2.472	0	0	0,00%	264	2.209	624	262	0	609	183	2.291	657
24.07.2023	70	997	0	0	0,00%	237	2.109	607	230	0	589	171	2.170	642
25.07.2023	61	0	0	0	0,00%	237	2.402	599	225	0	585	167	2.508	639
26.07.2023	49	1.031	0	0	0,00%	231	2.494	608	229	0	587	173	2.577	644
27.07.2023	58	5.178	0	0	0,00%	238	2.287	613	233	0	611	170	2.305	655
28.07.2023	48	132	0	0	0,00%	229	2.068	607	233	0	594	170	2.083	643
29.07.2023	66	0	0	0	0,00%	255	1.913	641	244	0	618	179	1.995	690
30.07.2023	71	0	0	0	0,00%	240	2.410	628	252	0	620	172	2.326	669
31.07.2023	75	677	0	0	0,30%	234	1.949	607	243	0	596	154	1.949	644
1.08.2023	64	89	0	0	0,31%	234	2.167	614	231	0	593	163	2.247	639
2.08.2023	116	0	0	0	0,19%	240	2.783	812	230	0	745	171	2.825	867
3.08.2023	132	5.062	0	0	0,14%	237	2.224	628	238	0	622	177	2.252	662
4.08.2023	62	1.282	0	0	0,22%	230	2.610	627	224	0	612	165	2.513	658
5.08.2023	70	80	0	0	0,28%	236	2.313	632	242	0	632	181	2.364	674
6.08.2023	79	0	0	0	0,25%	246	2.337	621	238	0	614	183	2.296	678
7.08.2023	65	1.879	0	0	0,14%	239	2.307	615	231	0	602	172	2.346	639
8.08.2023	71	0	0	0	0,14%	238	2.276	624	227	0	613	169	2.309	662
9.08.2023	61	1.225	0	0	0,16%	235	2.234	619	232	0	601	169	2.207	644
10.08.2023	75	701	0	0	0,14%	225	2.266	605	232	0	605	162	2.234	642
11.08.2023	57	75	0	0	0,15%	227	2.186	599	226	0	623	161	2.219	648
12.08.2023	71	0	0	0	0,24%	233	2.045	635	235	0	615	189	2.091	728
13.08.2023	73	0	0	0	0,16%	234	2.231	630	229	0	613	187	2.304	678
14.08.2023	65	4.118	0	0	0,15%	208	2.002	611	209	0	600	166	2.015	645
15.08.2023	68	151	0	0	0,12%	218	1.905	618	228	0	602	168	1.907	649
16.08.2023	55	115	0	0	0,14%	234	2.131	621	231	0	609	166	2.136	643

Dedicated interface					PSU interface									
Date	PSD2 API				Electronic Bank			Business Electronic Bank			Mobile Bank			
	AISP time by Calls (ms)	PISP time by Calls (ms)		PIISP time by Calls (ms)	Daily error resp. Rate (%)	AISP time by Calls (ms)	PISP time by Calls (ms)		AISP time by Calls (ms)	PISP time by Calls (ms)		AISP time by Calls (ms)	PISP time by Calls (ms)	
		SCT Inst	SEPA CT				SCT Inst	SEPA CT		SCT Inst	SEPA CT		SCT Inst	SEPA CT
17.08.2023	66	85	0	0	0,26%	243	1.922	631	235	0	610	169	1.956	640
18.08.2023	55	0	0	0	0,12%	400	1.962	610	414	0	602	146	1.970	639
19.08.2023	92	0	0	0	0,14%	248	2.007	627	230	0	607	163	2.051	664
20.08.2023	70	0	0	0	0,22%	226	2.259	615	223	0	605	184	2.244	665
21.08.2023	63	918	0	0	0,12%	239	2.356	616	242	0	602	160	2.344	642
22.08.2023	67	160	0	0	0,16%	228	2.249	616	229	0	594	161	2.226	642
23.08.2023	53	0	0	0	0,18%	233	2.086	618	229	0	597	169	2.067	640
24.08.2023	65	3.233	0	0	0,19%	240	2.240	608	231	0	598	167	2.183	647
25.08.2023	55	1.213	0	0	0,55%	234	2.017	682	233	0	614	163	2.016	684
26.08.2023	70	3.740	0	0	0,20%	266	2.402	648	245	0	630	179	2.468	700
27.08.2023	72	0	0	0	0,13%	267	2.339	644	267	0	613	180	2.422	676
28.08.2023	64	1.614	0	0	0,19%	239	1.972	605	239	0	595	160	1.993	646
29.08.2023	64	0	0	0	0,18%	234	2.291	610	234	0	587	153	2.343	642
30.08.2023	55	125	0	0	0,25%	251	2.412	618	240	0	605	175	2.444	663
31.08.2023	66	92	0	0	0,18%	249	2.188	618	248	0	601	161	2.175	656
1.09.2023	55	86	0	0	0,06%	245	2.037	626	246	0	597	160	2.046	650
2.09.2023	94	2.345	0	0	0,13%	251	2.201	703	252	0	643	179	2.261	713
3.09.2023	72	0	0	0	0,07%	254	2.361	664	253	0	613	179	2.434	674
4.09.2023	144	3.950	0	0	0,28%	252	2.241	1.037	244	0	853	169	2.254	1.040
5.09.2023	104	2.482	0	0	0,71%	245	2.278	822	239	0	659	161	2.315	760
6.09.2023	59	0	0	0	0,08%	251	2.320	620	239	0	608	168	2.332	652
7.09.2023	70	85	0	0	0,06%	234	2.452	615	238	0	591	174	2.412	639
8.09.2023	59	585	0	0	0,06%	230	2.093	607	230	0	601	158	2.069	645
9.09.2023	69	951	0	0	0,13%	248	2.341	640	244	0	634	186	2.392	685
10.09.2023	77	0	0	0	0,14%	239	2.365	658	245	0	615	172	2.334	686
11.09.2023	72	985	0	0	0,20%	228	2.241	624	236	0	605	162	2.292	650
12.09.2023	70	77	0	0	0,26%	224	2.226	615	229	0	612	168	2.264	648
13.09.2023	54	1.901	0	0	0,06%	228	2.282	624	230	0	607	168	2.320	646
14.09.2023	70	1.955	0	0	0,07%	231	2.362	622	227	0	619	174	2.374	644
15.09.2023	56	913	0	0	0,15%	245	1.918	616	235	0	621	162	1.944	647
16.09.2023	72	99	0	0	0,22%	260	1.954	632	248	0	617	181	1.948	676
17.09.2023	80	0	0	0	0,16%	222	1.939	645	226	0	628	179	1.984	661
18.09.2023	68	94	0	0	0,07%	232	1.910	616	236	0	612	150	1.919	650
19.09.2023	66	82	0	0	0,11%	228	2.024	610	235	0	606	156	2.071	655
20.09.2023	57	120	0	0	0,06%	238	2.157	622	237	0	600	166	2.194	651
21.09.2023	65	0	0	0	0,19%	236	2.142	617	238	0	607	169	2.158	649
22.09.2023	56	0	0	0	0,19%	246	2.220	666	232	0	619	159	2.225	733
23.09.2023	68	962	0	0	0,13%	264	2.283	644	249	0	616	174	2.259	677
24.09.2023	73	0	0	0	0,15%	253	2.369	644	260	0	628	181	2.342	667
25.09.2023	69	79	0	0	0,12%	252	2.016	616	255	0	595	162	2.038	642
26.09.2023	65	156	0	0	0,25%	280	2.245	848	277	0	710	172	2.342	816
27.09.2023	57	4.069	0	0	0,05%	256	2.457	1.201	253	0	1.178	182	2.459	1.317
28.09.2023	69	93	0	0	0,06%	260	2.197	612	260	0	602	170	2.166	650
29.09.2023	81	0	0	0	0,04%	255	2.013	611	247	0	598	164	1.994	654
30.09.2023	76	90	0	0	0,00%	277	2.203	735	257	0	636	174	2.142	717

## Publication of PSD2 statistics

### Delavska hranilnica quarterly PSD2 publication of daily statistics

Presentation of daily statistics on the availability and the performance of the dedicated interface (PSD2 API) as set out in EBA Guidelines 2.2 and 2.3, and of the PSU interface made available to Delavska hranilnica d.d. clients for directly accessing their payment accounts online.

### Kvartalna objava PSD2 dnevne statistike Delavske hranilnice

Predstavitev dnevne statistike o ključnih kazalnikih razpoložljivosti in uspešnosti namenskega vmesnika (PSD2 API), kot izhaja iz EBA Smernic 2.2 in 2.3 v primerjavi z vmesnikom, ki je na razpolago uporabnikom plačilnih storitev za neposreden dostop do plačilnih računov DH prek spleta.

### Description of PSD2 abbreviations & terms

PSD2	The revised Payment Services Directive (EU) 2015/2366
AISP	Account Information Service Provider
PISP	Payment Initiation Service Provider
PIISP (CoF)	Payment Instrument Issuing Service Provider / Card Based Payment Instrument Issuer (Confirmation of Funds)
PSU	Payment service User
API	Dedicated Interface (Application Programming Interface)
KPI	Key Performance and Availability Indicators

### Opis PSD2 okrajšav in izrazov

Revidirana direktiva o plačilnih storitvah (EU) 2015/2366
Ponudnik storitev zagotavljanja informacij o računih
Ponudnik storitev odreditve plačil
Izdajatelj kartičnih plačilnih instrumentov (potrditev o razpoložljivosti sredstev)
uporabnik plačilnih storitev
namenski vmesnik
ključni kazalniki razpoložljivosti in uspešnosti namenskega vmesnika

### Key availability indicators

Uptime (%)	the uptime per day of all interfaces
Downtime (%)	the downtime per day of all interfaces

### Ključni kazalniki razpoložljivosti

čas delovanja na dan, izražen v odstotkih
čas nedelovanja na dan, izražen v odstotkih

### Key performance indicators

AISP time by Calls (ms)	the daily average time (in milliseconds) taken, per AISP request
PISP time by Calls (ms)	the daily average time (in milliseconds) taken, per PISP request
PIISP time by Calls (ms)	the daily average time (in milliseconds) taken, per PIISP / CBPII request
Daily error resp. rate (%)	the daily error response rate is calculated as the number of error messages concerning errors per day, divided by the total number of requests received by DH from AISPs, PISPs and PIISPs (CBPIIs) in the same day.

### Ključni kazalniki uspešnosti

dnevni povprečni čas (v ms) odgovora na zahtevo AISP-ja
dnevni povprečni čas (v ms) odgovora na zahtevo PISP-ja
dnevni povprečni čas (v ms) odgovora na zahtevo PIISP / CBPII-ja
dnevna stopnja odziva z napako izračunana kot št. poslanih sporočil o napaki deljeno s št. zahtevkov, ki jih DH v istem dnevu skupno prejme od AISP, PISP in PIISP-jev.