

## Availability statistics (daily average)

Q1 2024

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>99,82%</b>	<b>0,18%</b>	<b>99,66%</b>	<b>0,34%</b>	<b>99,66%</b>	<b>0,34%</b>	<b>99,66%</b>	<b>0,34%</b>
1.01.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2.01.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
3.01.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
4.01.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
5.01.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
6.01.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
7.01.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
8.01.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
9.01.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
10.01.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
11.01.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
12.01.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
13.01.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
14.01.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
15.01.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
16.01.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
17.01.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
18.01.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
19.01.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
20.01.2024	100,00%	0,00%	89,58%	10,42%	89,58%	10,42%	89,58%	10,42%
21.01.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
22.01.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
23.01.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
24.01.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
25.01.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
26.01.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
27.01.2024	93,75%	6,25%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
28.01.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
29.01.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
30.01.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
31.01.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
1.02.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2.02.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
3.02.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
4.02.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
5.02.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
6.02.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
7.02.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
8.02.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
9.02.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
10.02.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
11.02.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
12.02.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
13.02.2024	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%



## Performance statistics (daily average)

Q1 2024

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>65</b>	<b>126</b>	<b>/</b>	<b>/</b>	<b>0,17%</b>	<b>361</b>	<b>1.213</b>	<b>644</b>	<b>366</b>	<b>/</b>	<b>630</b>	<b>190</b>	<b>1.232</b>	<b>679</b>
1.04.2024	55	0	0		0,00%	317	1.307	674	330	0	652	171	1.327	764
2.04.2024	59	0	0		0,00%	302	1.250	672	302	0	619	163	1.295	695
3.04.2024	57	0	0		0,00%	299	1.189	616	303	0	597	161	1.212	659
4.04.2024	82	77	0		0,00%	297	1.331	740	300	0	685	173	1.359	759
5.04.2024	57	85	0		0,00%	289	1.341	686	302	0	663	178	1.378	716
6.04.2024	61	0	0		0,00%	291	1.262	686	290	0	664	165	1.298	727
7.04.2024	60	0	0		0,00%	310	1.292	694	305	0	655	160	1.317	716
8.04.2024	61	85	0		0,00%	295	1.163	669	302	0	651	169	1.190	704
9.04.2024	60	0	0		0,00%	306	1.211	668	316	0	651	173	1.256	704
10.04.2024	57	87	0		0,00%	305	1.212	670	306	0	636	162	1.228	674
11.04.2024	58	2	0		0,00%	371	1.257	645	348	0	659	200	1.272	697
12.04.2024	68	0	0		0,00%	494	1.251	639	501	0	637	226	1.212	689
13.04.2024	67	75	0		0,00%	481	1.318	677	478	0	670	240	1.348	726
14.04.2024	65	127	0		0,00%	469	1.280	651	475	0	644	222	1.319	709
15.04.2024	66	77	0		0,00%	520	1.237	642	541	0	658	240	1.277	703
16.04.2024	81	111	0		0,08%	494	1.261	716	504	0	683	230	1.294	763
17.04.2024	101	0	0		0,00%	506	1.222	731	530	0	707	257	1.252	797
18.04.2024	164	0	0		0,00%	504	1.240	678	518	0	679	228	1.283	727
19.04.2024	103	69	0		0,09%	505	1.270	649	509	0	658	240	1.309	720
20.04.2024	99	73	0		0,00%	531	1.924	719	512	0	707	246	1.981	774
21.04.2024	76	0	0		0,00%	482	1.308	626	490	0	608	233	1.294	667
22.04.2024	101	98	0		0,03%	551	1.273	665	563	0	628	254	1.311	690
23.04.2024	95	60	0		0,00%	530	1.375	741	542	0	702	234	1.425	764
24.04.2024	72	2	0		0,09%	527	1.307	721	531	0	689	257	1.340	750
25.04.2024	60	0	0		0,00%	524	1.236	702	538	0	665	215	1.272	730
26.04.2024	54	0	0		0,00%	367	1.140	683	370	0	655	193	1.155	711
27.04.2024	91	0	0		4,23%	356	1.174	608	358	0	598	166	1.211	694
28.04.2024	61	0	0		0,00%	316	1.202	634	330	0	595	193	1.199	675
29.04.2024	54	0	0		0,00%	315	1.114	601	330	0	585	161	1.131	639
30.04.2024	88	140	0		0,00%	315	1.146	609	337	0	592	174	1.166	639
1.05.2024	102	0	0		0,00%	333	1.147	602	341	0	593	166	1.148	639
2.05.2024	70	50	0		0,00%	328	1.175	621	335	0	602	182	1.146	649
3.05.2024	83	156	0		0,00%	327	1.353	658	334	0	621	164	1.231	683
4.05.2024	61	153	0		0,00%	325	1.157	653	307	0	651	188	1.188	694
5.05.2024	63	154	0		0,00%	319	1.202	622	321	0	614	211	1.220	681
6.05.2024	56	0	0		0,00%	337	1.147	604	341	0	600	202	1.175	643
7.05.2024	55	114	0		0,16%	336	1.154	610	349	0	601	228	1.180	645
8.05.2024	58	0	0		0,00%	325	1.135	608	328	0	605	200	1.164	651
9.05.2024	54	0	0		0,00%	311	1.303	601	311	0	609	177	1.326	646
10.05.2024	54	0	0		0,00%	325	1.069	617	323	0	602	169	1.087	642
11.05.2024	55	0	0		0,00%	314	1.218	668	309	0	620	165	1.241	690
12.05.2024	61	0	0		0,00%	315	1.203	633	317	0	627	177	1.238	657
13.05.2024	55	0	0		0,00%	335	1.160	605	341	0	606	187	1.199	643
14.05.2024	140	0	0		0,03%	350	1.171	611	363	0	610	214	1.202	651
15.05.2024	127	164	0		0,00%	328	1.201	604	331	0	614	177	1.237	641
16.05.2024	68	159	0		0,00%	337	1.240	617	344	0	636	192	1.267	657
17.05.2024	58	2	0		0,00%	329	1.287	622	337	0	624	172	1.243	653

Dedicated interface					PSU interface									
PSD2 API					Electronic Bank			Business Electronic Bank			Mobile Bank			
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		SCT Inst	SEPA CT				SCT Inst	SEPA CT		SCT Inst	SEPA CT		SCT Inst	SEPA CT
18.05.2024	60	141	0		0,00%	309	1.220	625	320	0	612	182	1.244	659
19.05.2024	56	0	0		0,00%	300	1.345	622	311	0	611	170	1.384	659
20.05.2024	76	0	0		0,06%	357	1.241	602	365	0	601	182	1.276	640
21.05.2024	54	0	0		0,00%	332	1.181	616	338	0	598	177	1.209	638
22.05.2024	52	131	0		0,00%	343	1.182	605	342	0	598	177	1.187	641
23.05.2024	52	0	0		0,00%	328	1.104	601	328	0	597	173	1.130	640
24.05.2024	52	0	0		0,00%	337	1.151	621	337	0	598	189	1.187	649
25.05.2024	56	0	0		0,00%	371	1.249	647	363	0	624	186	1.283	673
26.05.2024	56	160	0		0,46%	364	1.120	1.001	348	0	1.016	192	1.147	904
27.05.2024	52	0	0		0,00%	382	1.133	616	352	0	593	172	1.155	640
28.05.2024	54	0	0		0,42%	347	1.152	614	352	0	616	183	1.175	658
29.05.2024	57	1	0		0,18%	351	1.199	622	367	0	605	170	1.197	645
30.05.2024	53	398	0		0,00%	355	1.178	616	359	0	598	182	1.201	646
31.05.2024	53	99	0		0,00%	351	1.197	631	358	0	611	173	1.220	652
1.06.2024	67	0	0		0,00%	391	1.240	657	352	0	618	198	1.279	672
2.06.2024	57	0	0		0,00%	377	1.252	623	368	0	613	161	1.287	689
3.06.2024	57	0	0		0,00%	401	1.119	625	416	0	606	201	1.152	659
4.06.2024	54	0	0		0,00%	373	1.160	615	371	0	609	179	1.179	647
5.06.2024	53	0	0		0,00%	368	1.098	630	371	0	608	195	1.132	665
6.06.2024	53	199	0		0,00%	363	1.219	612	370	0	607	178	1.247	650
7.06.2024	53	91	0		0,00%	374	1.111	625	372	0	607	187	1.140	647
8.06.2024	55	0	0		0,00%	367	1.227	629	386	0	624	210	1.261	689
9.06.2024	52	0	0		8,47%	310	1.090	619	309	0	610	158	1.134	680
10.06.2024	52	0	0		0,00%	334	1.131	617	345	0	603	157	1.152	637
11.06.2024	51	76	0		0,28%	319	1.568	599	322	0	597	167	1.475	634
12.06.2024	51	833	0		0,02%	326	1.279	605	320	0	606	182	1.313	634
13.06.2024	52	271	0		0,00%	370	1.097	804	380	0	854	188	1.123	841
14.06.2024	57	86	0		0,00%	359	1.040	618	381	0	615	165	1.047	646
15.06.2024	54	0	0		0,00%	332	1.037	632	348	0	611	205	1.066	657
16.06.2024	59	0	0		0,55%	306	1.148	635	306	0	616	199	1.176	657
17.06.2024	59	0	0		0,32%	358	1.157	656	385	0	650	168	1.166	691
18.06.2024	55	85	0		0,00%	313	1.170	616	336	0	596	184	1.200	636
19.06.2024	55	0	0		0,00%	316	1.213	611	323	0	606	175	1.218	644
20.06.2024	57	0	0		0,00%	332	1.211	608	342	0	605	187	1.233	639
21.06.2024	54	241	0		0,00%	313	1.106	610	312	0	593	179	1.125	648
22.06.2024	59	79	0		0,00%	355	1.175	661	360	0	625	230	1.195	678
23.06.2024	57	80	0		0,00%	317	1.180	635	306	0	623	161	1.211	668
24.06.2024	55	82	0		0,00%	339	1.177	611	352	0	589	192	1.083	644
25.06.2024	55	0	0		0,00%	329	1.163	603	328	0	599	176	1.170	641
26.06.2024	55	0	0		0,00%	324	1.094	609	330	0	594	179	1.125	648
27.06.2024	56	80	0		0,03%	332	1.188	603	339	0	600	164	1.156	645
28.06.2024	95	0	0		0,00%	307	1.199	609	311	0	615	184	1.216	660
29.06.2024	60	40	0		0,00%	330	1.215	682	322	0	622	197	1.248	683
30.06.2024	58	0	0		0,00%	378	1.238	647	374	0	622	186	1.193	693

## 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.