

Indicatore	KPI	Interfaccia	01/08/20	02/08/20	03/08/20	04/08/20	05/08/20	06/08/20	07/08/20	08/08/20	09/08/20	10/08/20	11/08/20	12/08/20	13/08/20	14/08/20	15/08/20	16/08/20	17/08/20	18/08/20	19/08/20	20/08/20	21/08/20	22/08/20	23/08/20	24/08/20	25/08/20	26/08/20	27/08/20	28/08/20	29/08/20	30/08/20	31/08/20			
01 - Autenticazione Cliente	Disponibilita'	API Portal	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100		
		Internet Banking	100	81,6	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	
		Mobile App	100	81,6	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
	Performance	API Portal	943	808	1461	629	766	685	810	850	770	776	756	851	656	693	1086	622	833	710	745	542	899	822	506	706	804	621	961	876	1216	891	1134	1000	1000	
		Internet Banking	1023	1037	1084	1073	1071	1071	1109	1133	1120	1097	1091	1078	1085	1098	1156	1114	1053	1077	1063	1073	1103	1107	1151	1057	1104	1060	1100	1077	1416	1479	1463	1512	1000	1000
		Mobile App	1463	1358	1544	1522	1484	1563	1552	1557	1557	1540	1535	1520	1525	1549	1602	1549	1507	1499	1508	1510	1543	1554	1578	1558	1504	1525	1486	1999	2090	2060	2150	1000	1000	
Tasso di errore	API Portal	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Internet Banking	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Mobile App	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
02 - Disposizione di ordine di pagam	Disponibilita'	API Portal	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	
		Internet Banking	100	81,6	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
		Mobile App	100	81,6	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
	Performance	API Portal	2853	2734	3139	3117	3204	3043	3078	2927	2905	2851	2966	3005	3021	2827	2986	2909	2939	2917	2953	2889	3331	2858	2894	2881	3015	3003	2991	3483	3447	3307	3497	1000	1000	
		Internet Banking	2810	1640	1953	1801	1767	1741	1611	1586	1593	1778	1894	1639	1580	1540	1507	1665	1607	1574	1574	1554	1559	1593	1641	1622	1582	2033	1803	1686	1876	1000	1000	1000	1000	1000
		Mobile App	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tasso di errore	API Portal	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Internet Banking	0,03	0,06	0,02	4,39	3,18	0,09	2,52	0,02	0	6,65	0,03	3,16	0,03	0	0	0	0	0	0	0	2,16	0,06	0	4,13	1,8	0,11	0	1,07	0,04	0	0	0	0	3,59	
	Mobile App	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
03 - Recupero del dettaglio su un pa	Disponibilita'	API Portal	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	
		Internet Banking	100	81,6	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
		Mobile App	100	81,6	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
	Performance	API Portal	332	341	360	377	369	354	361	333	365	364	378	345	364	339	315	306	341	397	364	342	338	330	392	360	391	360	394	453	384	408	415	1000	1000	
		Internet Banking	463	480	528	517	487	481	499	431	446	517	511	488	478	495	421	471	430	616	470	453	449	462	453	478	469	473	452	590	473	580	543	1000	1000	
		Mobile App	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tasso di errore	API Portal	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Internet Banking	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Mobile App	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
04 - Recupero dello stato di un paga	Disponibilita'	API Portal	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	
		Internet Banking	100	81,6	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
		Mobile App	100	81,6	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
	Performance	API Portal	332	343	360	378	369	354	361	333	365	365	379	345	364	338	315	306	341	396	364	342	337	330	392	360	391	360	394	453	384	408	415	1000	1000	
		Internet Banking	618	618	779	731	698	635	645	561	556	646	663	651	684	665	615	637	706	723	640	655	576	555	573	673	656	715	712	746	625	609	776	1000	1000	
		Mobile App	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tasso di errore	API Portal	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Internet Banking	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Mobile App	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
05 - Recupero della lista dei conti a	Disponibilita'	API Portal	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	
		Internet Banking	100	81,6	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
		Mobile App	100	81,6	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
	Performance	API Portal	888	534	423	428	447	379	768	832	743	442	792	536	475	576	993	373	643	621	546	505	938	530	519	436	701	496	444	1051	1234	859	991	1000	1000	
		Internet Banking	1079	1079	1442	1134	1138	1149	1137	1102	1103	1115	1117	1111	1138	1099	1100	1102	1126	1097	1114	1111	1101	1098	1166	1100	1157	1178	1124	1195	1160	1209	1291	1000	1000	
		Mobile App	992	915	1061	1023	1036	1040	1008	951	946	979	1011	1011	904	921	958	1024	961	961	961	961	961	961	961	961	961	961	961	961	961	961	961	961	961	961
Tasso di errore	API Portal	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Internet Banking	0,01	0,03	0,02																																