

			01/07/2023 02/07/2023 03/07/2023 04/07/2023 05/07/2023 06/07/2023 07/07/2023 08/07/2023 09/07/2023 10/07/2023 11/07/2023 12/07/2023 13/07/2023 14/07/2023 15/07/2023 16/07/2023 17/07/2023 18/07/2023 19/07/2023 20/07/2023 21/07/2023 22/07/2023 23/07/2023 24/07/2023 25/07/2023 26/07/2023 27/07/2023 28/07/2023 29/07/2023 30/07/2023 31/07/2023																																			
01 - Operazioni di apertura e chiusura di un conto																																						
availability																																						
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			
Internal Banking			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	100		
Mobile APP			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	100		
performance																																						
API Portal			2.802	0.928	0.439	0.119	0.116	0.067	0.0702	0.815	0.361	0.58	0.394	0.195	0.486	0.371	0.675	0.614	0.952	0.381	0.102	0.296	0.546	0.939	0.125	0.685	0.129	0.339	0.0205	0.517	0.432	0.612	1.14					
Internal Banking			6.4	3.28	0.928	0.54	0.78	0.40	0.218	0.718	0.378	0.518	0.278	0.518	0.278	0.518	0.278	0.518	0.278	0.518	0.278	0.518	0.278	0.518	0.278	0.518	0.278	0.518	0.278	0.518	0.278	0.518	0.278	0.518	0.278			
Mobile APP			1.149	0.175	0.475	0.175	0.115	0.035	0.138	0.339	0.142	0.177	0.189	0.134	0.145	0.332	0.632	0.139	0.615	0.371	0.144	0.332	0.137	0.142	0.135	0.115	0.678	0.18	0.173	0.144	0.186	0.513	0.513	0.513	0.513			
API Portal			100	547	548	514	442	100	520	524	634	634	524	462	461	527	561	582	513	519	456	489	555	502	500	534	556	460	451	524	519	511	526					
Internal Banking			1863	1879	1846	1451	1449	1375	1638	1600	1623	1638	1658	1520	1531	1728	1739	1821	1599	1577	1576	1370	1372	1742	1734	1712	1628	1609	1470	1672	1613	1578	174					
Mobile APP			966	926	898	883	773	775	934	927	957	937	930	863	804	923	948	1024	932	953	833	805	971	847	933	938	941	875	805	834	932	938	932	938	927			
02 - Operazioni di apertura e chiusura di un conto																																						
availability																																						
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			
Internal Banking			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	100		
Mobile APP			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	100		
API Portal			0.63	0	0	0.15	0	0	0	0.72	0	0	0.12	0	0	0	0.37	0.24	0.81	0	0	0	0	0	0.13	0.14	0.26	0	0	0.17	0	0	0.31	0	0			
Internal Banking			0.174	0.273	0	0.0339	0	0.0398	0	0	0.00051	0.0241	0.0498	0	0.0646	0	0	0.0375	0.186	0.0805	0	0	0.00002	0.00008	0.0592	0	0.0022	0.073	0	0.0002	0.0275	0.0271	0.0248	0	0			
Mobile APP			0.00004	0.0001	0.0001	0	0	0	0	0.0011	0.00007	0.0012	0	0	0	0	0	0.000796	0.0149	0	0	0	0	0.00001	0.00001	0	0	0.00001	0	0	0.00001	0	0.00001	0	0			
performance																																						
API Portal			465	631	632	665	634	564	632	652	709	657	633	586	652	609	665	633	675	701	640	640	631	626	631	654	639	628	653	627	662	654						
Internal Banking			2327	2273	2203	1906	1763	1784	2557	2050	2156	2089	2584	1922	1999	2313	2339	2359	2440	2387	3661	2622	2246	2227	2267	2396	2461	2041	1860	2133	2051	1977	1997					
Mobile APP			2209	2069	1949	1768	1605	1793	2559	2074	2049	2331	2024	1912	1880	2144	2117	2100	2347	1478	1604	1566	2027	2072	2085	2086	1976	2028	1797	2022	1938	1972	1886					
03 - Operazioni di apertura e chiusura di un conto																																						
availability																																						
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			
Internal Banking			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	100		
Mobile APP			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	100		
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			
Internal Banking			1.17	2.15	0.634	2.16	0.144	0.39	0.546	1.68	1.1	0.797	0.924	0.0496	0.0815	0.667	0.497	1.44	2.25	1.18	0.269	0.0496	1.29	1.85	1.23	0.86	1.51	0.829	0.108	0.748	0.863	0.487	0.419					
Mobile APP			0.172	0.342	0.239	0.61	0.0736	0.054	0.212	0.31	0.376	0.235	0.429	0.0436	0.0786	0.252	0.465	0.181	0.749	0.32	0.075	0.0368	0.315	0.472	0.635	0.399	0.321	0.218	0.0409	0.214	0.448	0.4	0.422					
performance																																						
API Portal			579	514	581	485	568	590	521	545	560	560	544	548	560	539	553	529	535	537	535	535	544	544	544	544	544	544	544	544	544	544	544	544	544			
Internal Banking			453	453	454	454	453	452	451	452	453	452	453	452	453	454	452	453	454	452	453	454	452	453	454	452	453	454	452	453	454	452	453	454	452	453		
Mobile APP			392	369	357	353	307	301	361	363	369	339	352	302	300	363	368	384	359	355	312	303	372	369	367	351	355	355	360	360	360	360	360	360	360	360		
04 - Operazioni di apertura e chiusura di un conto																																						
availability																																						
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			
Internal Banking			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	100		
Mobile APP			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	100		
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			
Internal 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			
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			
performance																																						
API Portal			242	233	226	254	276	242	261	261	188	206	202	286	213	164	236	273	238	228	257	174	158	209	258	344	344	165	176	160	214	228	174	223				
Internal Banking			236	204	205	201	261	261	261	261	261	261	261	261	261	261	261	261	261	261	261	261	261	261	261	261	261	261	261	261	261	261	261	261	261	261		
Mobile APP			222	209	198	197	174	167	201	206	242	196	182	162	155	188	194	233	280	187	170	162	201	199	193	190	194	184	168	195	182	193	188					
05 - Operazioni di apertura e chiusura di un conto																																						
availability																																						
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			
Internal Banking			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	100		
Mobile APP			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	100		
API Portal			0	0.022	0	0	0	0.022	0	0	0.022	0.022	0	0	0.022	0.022	0	0	0.022	0	0	0.022	0	0	0.022	0	0	0.022	0	0	0	0	0	0	0	0		
Internal Banking			0.000001	0.00001	0.00001	0.00001	0.00001	0.00001	0.00001	0.00001	0.00001	0.00001	0.00001	0.00001	0.00001	0.00001	0.00001	0.00001	0.00001	0.00001	0.00001	0.00001	0.00001	0.00001	0.00001	0.00001	0.00001	0.00001	0.00001	0.00001	0.00001	0.00001	0.00001	0.00001	0.00001			
Mobile APP			0.00005	0.00002																																		

	01/08/2025	02/08/2025	03/08/2025	04/08/2025	05/08/2025	06/08/2025	07/08/2025	08/08/2025	09/08/2025	10/08/2025	11/08/2025	12/08/2025	13/08/2025	14/08/2025	15/08/2025	16/08/2025	17/08/2025	18/08/2025	19/08/2025	20/08/2025	21/08/2025	22/08/2025	23/08/2025	24/08/2025	25/08/2025	26/08/2025	27/08/2025	28/08/2025	29/08/2025	30/08/2025	31/08/2025	
01 - Autenticazione Cliente																																
API Portal																																
availability	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
error_rate	0,055	0,712	0,129	0,147	0,452	0,23	0,475	0,596	0,498	0,525	1,51	0,82	0,407	0,211	0	0,438	0,227	0,515	0,587	0,55	0,894	0,17	1,2	0,106	0,573	0,378	0,056	0,0991	1,37	1,02	0,812	
performance	580	433	472	409	546	486	807	493	462	461	475	462	474	450	450	511	443	453	468	454	469	460	438	417	470	479	516	537	612	444	456	
Internet Banking																																
availability	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
error_rate	0,691	0,362	0,687	0,935	1,29	1,19	1,21	0,989	0,867	0,871	1,22	1,38	1,39	1,44	1,05	0,794	0,863	0,583	0,626	0,83	0,987	1,19	1,17	1,19	1,12	1,06	0,906	0,701	0,772	0,446	0,651	
performance	1587	1236	1293	1648	1619	1605	1677	1571	1400	1394	1604	1611	1578	1423	1479	1325	1371	1399	1456	1499	1546	1478	1449	1635	1614	1624	1565	1510	1332	1392		
Mobile APP																																
availability	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
error_rate	0,211	0,164	0,146	0,14	0,136	0,159	0,248	0,167	0,155	0,151	0,12	0,152	0,16	0,139	0,165	0,146	0,146	0,131	0,145	0,151	0,146	0,156	0,165	0,143	0,141	0,152	0,143	0,153	0,139	0,15	0,144	
performance	957	809	798	926	880	880	1010	893	809	806	858	848	845	818	791	830	787	844	845	847	840	855	807	787	879	867	903	913	879	816	821	
02 - Disposizione di ordine di pagamento																																
API Portal																																
availability	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
error_rate	0,14	0	0,29	0	0	0	0	0	0	0	0	0,98	0	0	0	0,21	0,25	0	0	0,515	0,57	0	0	0	0	0	0	0	0	0	0	0
performance	639	598	616	622	641	643	686	642	623	634	662	625	672	624	659	638	670	636	631	621	637	598	630	611	600	601	624	603	586	627		
Internet Banking																																
availability	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
error_rate	0	0,0908	0	0,00679	0,0322	0,0267	0,049	0,011	0	0	0,0375	0,0459	0,0176	0	0	0	0	0	0	0	0,0574	0	0	0	0	0	0	0	0,0236	0	0	0
performance	2035	1531	1556	2061	2182	2149	2212	2054	1845	1661	2077	2046	2172	2018	1724	1875	1685	1752	1771	1878	1872	2005	1925	1840	2095	2024	2076	2012	1872	1541	1613	
Mobile APP																																
availability	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
error_rate	0	0	0	0	0	0	0,0248	0	0	0	0	0	0,011	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
performance	1879	1459	1542	2026	2076	2003	2090	1961	1678	1659	1918	1963	2051	2012	1616	1712	1630	1636	1674	1722	1808	1835	1834	1751	1994	2036	1944	1828	1782	1550	1581	
03 - Recupero del dettaglio su un pagamento																																
API Portal																																
availability	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
error_rate	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
performance	570	543	558	568	566	561	595	588	547	543	565	549	554	557	552	543	550	579	564	553	550	549	543	545	543	555	590	583	588	558	562	
Internet Banking																																
availability	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
error_rate	0,664	0,327	0,4937	0,621	0,463	0,901	0,621	0,334	0,202	0,27	1,4	0,991	0,526	0,148	0,356	0,475	0,296	0,22	0,559	0,695	1,24	0,597	0,233	0,139	0,434	0,307	0,245	1,14	0,528	0,115	0,309	
performance	453	371	367	462	429	416	438	429	381	369	422	400	416	385	371	395	368	414	401	419	409	406	373	381	423	412	412	468	405	370	363	
Mobile APP																																
availability	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
error_rate	0,219	0,148	0,149	0,255	0,24	0,12	0,273	0,0993	0,0594	0,0923	0,249	0,104	0,0891	0,0477	0,0654	0,0221	0,0635	0,122	0,161	0,224	0,0883	0,0908	0,0491	0,0574	0,108	0,125	0,131	0,871	0,294	0,0574	0,0773	
performance	311	366	311	302	365	357	347	356	345	318	304	339	333	336	322	302	317	303	337	341	335	330	328	309	304	342	332	348	349	342	310	306
04 - Recupero dello stato di un pagamento disposto																																
API Portal																																
availability	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
error_rate	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
performance	155	209	231	255	225	223	230																									

			01/09/2025	02/09/2025	03/09/2025	04/09/2025	05/09/2025	06/09/2025	07/09/2025	08/09/2025	09/09/2025	10/09/2025	11/09/2025	12/09/2025	13/09/2025	14/09/2025	15/09/2025	16/09/2025	17/09/2025	18/09/2025	19/09/2025	20/09/2025	21/09/2025	22/09/2025	23/09/2025	24/09/2025	25/09/2025	26/09/2025	27/09/2025	28/09/2025	29/09/2025	30/09/2025			
01 - Autenticazione Cliente																																			
API Portal			availability	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	
			error rate	0.383	0.536	0.304	0.824	0.626	1.00	1.00	1.00	0.681	0.405	0.492	0.712	0.634	0.268	0.375	0.212	0.136	0.131	0.666	0.509	0.593	0.408	0.00209	0.408	0.727	0.266	1.12	0.673	0.141	0.439	0.267	0.889
			performance	1516	132	516	520	499	646	646	646	646	646	646	646	646	646	646	646	646	646	646	646	646	646	646	646	646	646	646	646	646	646	646	646
Internet Banking			availability	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
			error rate	0.818	0.798	0.574	0.664	0.934	0.942	0.946	0.808	0.662	0.704	0.844	1.25	0.927	0.735	0.611	0.728	0.888	1.07	0.739	0.575	0.726	0.561	0.709	0.943	0.935	0.646	0.693	0.675	0.572	0.697	0.697	
			performance	1719	1615	1603	1576	1610	1486	1497	1638	1592	1657	1715	2195	1452	1413	1603	1587	1656	1747	1549	1355	1279	1484	1592	1668	1613	1554	1304	1309	1547	1639	1639	1639
Mobile APP			availability	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
			error rate	0.141	0.147	0.147	0.141	0.144	0.144	0.137	0.213	0.13	0.144	0.153	0.149	0.115	0.133	0.15	0.154	0.163	0.135	0.152	0.154	0.143	0.134	0.141	0.142	0.15	0.152	0.138	0.131	0.148	0.131	0.143	
			performance	958	921	943	923	893	813	827	887	910	927	932	946	813	837	937	936	934	932	890	828	782	900	918	920	890	882	802	791	921	943	943	943
02 - Disposizione di ordine di pagamento																																			
API Portal			availability	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
			error rate	0.3	0	0	0	0	0	0	0	0	0	0.25	0	0	0	0	0	0	0	0.13	0.13	0	0	0	0	0	0.37	0.3	0.09	0	0	0.36	0.09
			performance	608	609	555	566	600	566	672	596	555	537	564	590	593	569	554	586	559	568	579	627	603	701	589	567	566	660	637	591	611	611	611	611
Internet Banking			availability	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
			error rate	0.0205	0.0187	0	0.018	0.0119	0	0	0.0338	0.0095	0.00806	0.0103	0	0.0263	0.0243	0	0	0.0521	0.0115	0.0117	0.0626	0.0386	0.0404	0.00959	0.0107	0	0.0117	0.0142	0	0.0187	0.0187	0.0187	
			performance	2179	2072	1987	1938	2093	1846	1707	2217	2125	2137	2276	2567	1790	1710	2006	2010	2118	2201	1914	1649	1631	2028	2207	2150	2212	1980	1581	1636	2118	2234	2234	2234
Mobile APP			availability	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
			error rate	0	0.00046	0	0	0	0	0	0	0	0	0	0	0.0261	0	0	0.0615	0	0	0.0189	0	0	0.0302	0	0	0.0302	0	0	0	0	0.0255	0.00326	
			performance	2009	1901	1867	1818	1894	1785	1724	1955	1955	1913	2040	2343	1734	1643	1936	1862	1935	2061	1796	1542	1406	1796	1917	1965	1977	1874	1555	1575	1900	1952	1952	
03 - Recupero del dettaglio su un pagamento																																			
API Portal			availability	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
			error rate	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	
			performance	599	606	539	550	561	636	539	552	545	551	539	536	536	551	543	553	619	604	616	593	603	603	602	593	607	620	594	577	593	593	593	593
Internet Banking			availability	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
			error rate	0.784	0.841	0.503	0.584	0.564	0.112	0.114	0.109	0.164	0.243	0.104	0.164	0.164	0.109	0.114	0.117	0.117	1.1	1.4	0.137	0.0628	0.12	1.83	1.06	0.843	0.189	0.116	0.786	0.786	0.786	0.786	0.786
			performance	480	472	439	434	426	375	364	435	486	492	494	435	461	461	447	431	428	447	442	380	367	510	547	478	478	444	365	363	428	428	428	428
Mobile APP			availability	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
			error rate	0.146	0.203	0.147	0.136	0.149	0.101	0.0375	0.257	0.257	0.162	0.146	0.289	0.115	0.0451	0.101	0.211	0.334	0.32	0.339	0.037	0.0733	0.323	0.846	0.668	0.507	0.34	0.167	0.176	0.4	0.203	0.4	
			performance	383	368	356	348	342	310	307	349	354	358	360	351	310	303	370	359	355	360	343	317	307	375	386	366	356	350	313	306	373	386	373	386
04 - Recupero dello stato di un pagamento disposto																																			
API Portal			availability	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
			error rate	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	
			performance	179	310	232	227	219	248	215	212	270	236	267	272	220	154	211	182	182	205	172	195	150	155	170	188	131	165	178	132	139	186	186	186
Internet Banking			availability	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
			error rate	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	
			performance	283	277	283	277	273	212	208	311	311	341	341	341	281	227	211	217	269	261	305	258	333	307	319	273	273	213	209	168	149	168	149	168
Mobile APP			availability	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
			error rate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.013	0.00687	0	0.0313	0.0392	0.0195	0	0	0	0	0	0	
			performance	204	194	201	190	183	173	167	189	191	198	193	198	193	192	172	165	198	193	191	195	185	196	199	189	195	186	191	168	166	194	197	197
05 - Recupero dello stato dei centri a cui l'utente ha accesso																																			
API Portal			availability	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
			error rate	0.022	0	0	0	0.02	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	
			performance	355	382	336	298	328	351	317	401	380	336	333	308	309	340	332	326	285	330	324	296	280	423	317	310	320	326	318	276	322	291	291	291
Internet Banking			availability	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
			error rate	0.00096	0.00024	0	0	0.0023	0	0	0.0026	0.00397	0	0.0157	0	0.0109	0	0.00185	0	0.00711	0.00704														