

PTSB

PSD2 Availability and Performance Report

1st July 2024 – 30th September 2024

18th October 2024

Data Classification: Public

Public!

ptsb

Introduction

We are pleased to present our latest quarterly PSD2 Availability and Performance report covering the period from 1st July 2024 – 30th September 2024. This provides operational statistics for our Third Party Provider (TPP) dedicated channel and our Open24 online channel.


During this period the bank has provided service to a number of authorised TPPs who have registered application(s) on the bank's TPP dedicated channel. We continue to monitor service levels to compare TPP service with our existing channels and are committed to providing high quality service across all channels used by our customers.


If you have any comments or feedback, please contact us on 01-215-7369 from within the Republic of Ireland and +353 1-215-7369 from outside the Republic of Ireland.

Note: The Error Rate percentage for PSD2 relates to failed PSD2 transactions over a 24-hour period.


Note: Please see Appendix at the end of the document for further information on scheduled maintenance during the period.


July 2024

July 2024	TPP APIs V3.1				
					
	Availability Indicator		Performance Indicator		
	Uptime (%)	Downtime (%)	Average transaction response		Error Rate
PISP response (ms)			AISP response (ms)	%	
01/07/2024	100.00	0.00	893	1,164	0.00%
02/07/2024	100.00	0.00	943	1,149	0.00%
03/07/2024	100.00	0.00	940	1,188	0.00%
04/07/2024	99.24	0.76	950	1,159	0.01%
05/07/2024	100.00	0.00	942	1,108	0.00%
06/07/2024	100.00	0.00	932	1,055	0.00%
07/07/2024	100.00	0.00	946	1,066	0.00%
08/07/2024	100.00	0.00	938	1,078	0.00%
09/07/2024	91.67	8.33	930	1,116	0.03%
10/07/2024	98.12	1.88	938	1,115	0.00%
11/07/2024	100.00	0.00	923	1,095	0.00%
12/07/2024	100.00	0.00	928	1,141	0.00%
13/07/2024	100.00	0.00	904	1,058	0.00%
14/07/2024	100.00	0.00	917	1,099	0.00%
15/07/2024	100.00	0.00	911	1,109	0.00%
16/07/2024	100.00	0.00	940	1,105	0.00%
17/07/2024	100.00	0.00	923	1,069	0.00%
18/07/2024	100.00	0.00	936	1,043	0.00%
19/07/2024	91.67	8.33	934	1,013	0.07%
20/07/2024	87.01	12.99	940	989	0.02%
21/07/2024	100.00	0.00	930	1,008	0.00%
22/07/2024	100.00	0.00	932	1,026	0.01%
23/07/2024	91.67	8.33	950	1,025	0.04%
24/07/2024	89.58	10.42	931	1,018	0.03%
25/07/2024	95.28	4.72	931	1,018	0.03%
26/07/2024	100.00	0.00	920	946	0.00%
27/07/2024	100.00	0.00	909	876	0.00%
28/07/2024	100.00	0.00	909	862	0.00%
29/07/2024	97.43	2.57	1,131	2,022	0.60%
30/07/2024	100.00	0.00	1423	994	0.00%
31/07/2024	100.00	0.00	856	824	0.00%


Open24.ie							
							
Availability Indicator		Performance Indicator					
Uptime (%)	Downtime (%)	Average transaction response					
		Open24 PISP response (ms)	Open24 AISP response (ms)	Business24 PISP response (ms)	Business24 AISP response (ms)	Online24 PISP response (ms)	Online24 AISP response (ms)
100.00	0.00	379	284	375	284	242	244
100.00	0.00	372	280	371	281	284	242
100.00	0.00	364	271	365	270	301	240
99.24	0.76	511	308	384	284	313	249
100.00	0.00	369	278	371	279	255	243
100.00	0.00	365	273	357	267	245	256
100.00	0.00	361	264	359	261	320	236
100.00	0.00	375	276	363	276	257	258
91.67	8.33	354	285	357	271	321	243
98.12	1.88	360	272	363	276	259	277
100.00	0.00	260	277	357	272	245	265
100.00	0.00	360	272	365	275	311	239
100.00	0.00	362	257	352	253	275	236
100.00	0.00	350	253	346	252	298	229
100.00	0.00	363	274	358	276	265	235
100.00	0.00	363	273	370	274	289	258
100.00	0.00	368	274	377	276	249	255
100.00	0.00	374	281	373	275	232	251
91.67	8.33	377	276	369	274	254	240
87.01	12.99	390	264	363	255	262	254
100.00	0.00	355	249	353	248	301	229
100.00	0.00	363	268	365	271	226	251
91.67	8.33	367	274	367	273	278	245
89.58	10.42	378	278	380	274	348	275
95.28	4.72	383	286	376	283	325	260
100.00	0.00	348	273	342	266	299	286
100.00	0.00	332	248	329	246	238	274
100.00	0.00	332	246	332	243	645	295
97.43	2.57	356	271	357	275	305	283
100.00	0.00	357	271	340	262	323	263
100.00	0.00	340	264	342	265	321	268


August 2024

August 2024	TPP APIs V3.1				
					
	Availability Indicator		Performance Indicator		
	Uptime (%)	Downtime (%)	Average transaction response		Error Rate
PISP response (ms)			AISP response (ms)	%	
01/08/2024	100	0.00	860	818	0.00%
02/08/2024	100	0.00	873	822	0.00%
03/08/2024	100	0.00	868	825	0.00%
04/08/2024	100	0.00	865	811	0.02%
05/08/2024	100	0.00	871	805	0.00%
06/08/2024	100	0.00	882	829	0.00%
07/08/2024	100	0.00	880	814	0.00%
08/08/2024	100	0.00	873	816	0.00%
09/08/2024	100	0.00	872	816	0.00%
10/08/2024	100	0.00	872	804	0.00%
11/08/2024	100	0.00	895	803	0.00%
12/08/2024	95.21	4.79	909	1,124	0.04%
13/08/2024	100	0.00	943	1,276	0.00%
14/08/2024	100	0.00	925	998	0.00%
15/08/2024	100	0.00	925	1,027	0.00%
16/08/2024	100	0.00	936	981	0.01%
17/08/2024	100	0.00	731	780	0.00%
18/08/2024	100	0.00	770	781	0.00%
19/08/2024	100	0.00	755	803	0.00%
20/08/2024	100	0.00	766	841	0.00%
21/08/2024	100	0.00	761	847	0.00%
22/08/2024	100	0.00	753	735	0.00%
23/08/2024	100	0.00	667	874	6.10%
24/08/2024	91.67	8.33	636	914	1.78%
25/08/2024	88.47	11.53	527	828	0.00%
26/08/2024	100	0.00	663	826	0.00%
27/08/2024	100	0.00	593	837	0.00%
28/08/2024	100	0.00	759	833	0.00%
29/08/2024	100	0.00	608	828	0.00%
30/08/2024	100	0.00	759	833	0.00%
31/08/2024	100	0.00	745	838	0.01%


Open24.ie							
							
Availability Indicator		Performance Indicator					
Uptime (%)	Downtime (%)	Average transaction response					
		Open24 PISP response (ms)	Open24 AISP response (ms)	Business24 PISP response (ms)	Business24 AISP response (ms)	Online24 PISP response (ms)	Online24 AISP response (ms)
100	0.00	355	272	348	271	238	265
100	0.00	349	273	351	275	349	272
100	0.00	349	268	333	251	323	301
100	0.00	331	250	327	249	284	306
100	0.00	347	267	335	254	328	285
100	0.00	348	267	340	265	275	279
100	0.00	340	263	335	261	267	279
100	0.00	455	410	349	265	283	293
100	0.00	344	263	345	263	464	276
100	0.00	339	249	335	245	295	298
100	0.00	333	247	332	249	283	310
95.21	4.79	348	269	342	265	251	271
100	0.00	371	276	357	275	257	243
100	0.00	366	275	363	273	240	248
100	0.00	373	310	372	284	357	254
100	0.00	361	284	366	280	295	273
100	0.00	329	245	325	244	290	320
100	0.00	353	247	333	244	458	283
100	0.00	339	264	337	263	365	286
100	0.00	338	257	346	264	247	277
100	0.00	348	272	343	265	286	257
100	0.00	353	274	345	271	287	281
100	0.00	356	269	360	270	275	271
91.67	8.33	418	272	331	249	306	305
88.47	11.53	351	279	358	276	364	304
100	0.00	355	317	357	328	287	280
100	0.00	341	310	341	317	346	265
100	0.00	338	310	339	318	319	259
100	0.00	350	340	340	331	553	264
100	0.00	351	329	350	330	295	276
100	0.00	356	287	332	277	457	334

September 2024

September 2024	TPP APIs V3.1				
					
	Availability Indicator		Performance Indicator		
	Uptime (%)	Downtime (%)	Average transaction response		Error Rate
PISP response (ms)			AISP response (ms)	%	
01/09/2024	100	0.00	751	821	0.00%
02/09/2024	100	0.00	752	847	0.00%
03/09/2024	100	0.00	749	845	0.00%
04/09/2024	94.17	5.86	754	839	0.00%
05/09/2024	100	0.00	737	825	0.04%
06/09/2024	100	0.00	743	841	0.02%
07/09/2024	100	0.00	751	1,037	0.00%
08/09/2024	100	0.00	785	821	0.05%
09/09/2024	100	0.00	758	871	0.13%
10/09/2024	100	0.00	755	859	0.04%
11/09/2024	100	0.00	762	862	0.00%
12/09/2024	100	0.00	738	831	0.00%
13/09/2024	99.20	0.80	754	1,141	0.00%
14/09/2024	100	0.00	758	918	0.00%
15/09/2024	100	0.00	729	820	0.00%
16/09/2024	100	0.00	753	982	0.00%
17/09/2024	100	0.00	760	844	0.00%
18/09/2024	100	0.00	1,019	1,072	0.05%
19/09/2024	100	0.00	739	857	0.00%
20/09/2024	93.75	6.25	742	819	0.00%
21/09/2024	100	0.00	823	1,186	0.01%
22/09/2024	100	0.00	819	987	0.00%
23/09/2024	100	0.00	820	1,025	0.00%
24/09/2024	100	0.00	854	1,008	0.00%
25/09/2024	100	0.00	831	1,014	0.00%
26/09/2024	100	0.00	821	1,038	0.00%
27/09/2024	100	0.00	823	1,042	0.00%
28/09/2024	99.06	0.94	798	1,197	0.00%
29/09/2024	100	0.00	832	985	0.00%
30/09/2024	100	0.00	825	1,035	0.00%

Open24.ie							
							
Availability Indicator		Performance Indicator					
Uptime (%)	Downtime (%)	Average transaction response					
		Open24 PISP response (ms)	Open24 AISP response (ms)	Business24 PISP response (ms)	Business24 AISP response (ms)	Online24 PISP response (ms)	Online24 AISP response (ms)
100	0.00	342	283	340	287	309	297
100	0.00	349	326	354	335	302	280
100	0.00	351	322	339	321	319	290
94.17	5.86	464	434	334	314	317	279
100	0.00	357	274	391	292	266	261
100	0.00	341	259	355	270	238	255
100	0.00	326	245	321	239	458	304
100	0.00	330	243	328	239	289	267
100	0.00	353	273	330	255	289	249
100	0.00	326	250	329	256	278	244
100	0.00	329	253	334	260	298	259
100	0.00	333	261	329	256	325	241
99.20	0.80	331	252	340	258	306	247
100	0.00	324	240	317	238	383	278
100	0.00	323	238	325	239	254	268
100	0.00	335	255	335	255	280	243
100	0.00	331	250	325	252	360	245
100	0.00	328	250	326	250	259	239
100	0.00	333	255	329	255	265	247
93.75	6.25	352	258	370	265	307	258
100	0.00	360	261	361	263	376	227
100	0.00	360	261	356	263	289	245
100	0.00	369	278	375	283	279	251
100	0.00	365	273	372	277	309	255
100	0.00	363	275	362	276	231	254
100	0.00	372	283	374	288	304	250
100	0.00	274	287	372	290	304	237
99.06	0.94	360	270	359	271	316	227
100	0.00	363	271	361	270	305	231
100	0.00	393	294	375	289	311	236

Appendix

			
ASPSP Downtime Details			
Date	Start Time	End Time	Duration (min)
09 th July 2024	22:00	00:00	120
10 th July 2024	00:00	00:27	27
19 th July 2024	22:00	00:00	120
20 th July 2024	00:00	03:07	187
23 rd July 2024	22:00	00:00	120
24 th July 2024	00:00	02:30	150
25 th July 2024	22:00	23:08	68
12 th August 2024	22:00	23:09	69
24 th August 2024	22:00	00:00	120
25 th August 2024	00:00	02:46	166
20 th September 2024	22:00	23:30	90