

Informe de Disponibilidad y Desempeño de ambientes de TCB

Marzo – Abril 2011

Índice

- 1. Antecedentes**
- 2. Disponibilidad de ambientes**
- 3. Desempeño y resolución de tickets**

1. Antecedentes.

En el marco del contrato de prestación de servicios que celebra BANSEFI con las entidades del Sector de Ahorro y Crédito Popular, mismo que contempla los servicios tecnológicos del Core Bancario TCB (Temenos Core Banking). Se presenta el informe relativo a la disponibilidad y desempeño de ambientes del sistema TCB.

2.- Disponibilidad de Ambientes. .Desempeño TCB – Batch y Apertura de Línea

1 de Marzo al 5 de Marzo del 2011						
	Ma	Mi	Ju	Vi	Sá	PROM
Inicio de Batch	10:14:00 p.m.	09:33:00 p.m.	12:53:00 a.m.	01:08:00 a.m.		11:27:00 p.m.
Fin de Batch	06:47:00 p.m.	05:54:00 a.m.	12:47:00 p.m.	04:19:00 p.m.		01:26:45 p.m.
Duración Batch	08:33:00 p.m.	08:21:00 a.m.	11:54:00 a.m.	03:10:00 p.m.		01:59:30 p.m.
Apertura Operativa	04:16:00 a.m.	04:56:00 a.m.	10:57:00 a.m.	06:35:00 a.m.		06:41:00 a.m.
Inicio Standin	09:40:00 p.m.	08:54:00 p.m.	12:18:00 a.m.	12:33:00 a.m.	10:34:00 p.m.	10:47:48 p.m.
Fin Standin	03:11:00 a.m.	04:16:00 a.m.	07:44:00 a.m.	03:15:00 a.m.	02:58:00 a.m.	04:16:48 a.m.
Online	04:16:00 a.m.	04:56:00 a.m.	07:44:00 a.m.	06:35:00 a.m.		12:00:00 a.m.

6 de Marzo al 12 de Marzo del 2011								
	Do	Lu	Ma	Mi	Ju	Vi	Sá	PROM
Inicio de Batch		11:35:00 p.m.	11:17:00 p.m.	11:18:00 p.m.	11:29:00 p.m.	11:50:00 p.m.		11:29:48 p.m.
Fin de Batch		04:36:00 a.m.	04:06:00 a.m.	04:53:00 a.m.	04:39:00 a.m.	04:50:00 a.m.		04:36:48 a.m.
Duración Batch		05:01:00 a.m.	04:49:00 a.m.	06:11:00 a.m.	05:10:00 a.m.	05:00:00 a.m.		05:14:12 a.m.
Apertura Operativa		03:59:00 a.m.	03:26:00 a.m.	04:06:00 a.m.	04:13:00 a.m.	05:06:00 a.m.		04:10:00 a.m.
Inicio Standin	10:02:00 p.m.	10:59:00 p.m.	10:44:00 p.m.	10:46:00 p.m.	10:47:00 p.m.	11:10:00 p.m.	10:05:00 p.m.	10:39:00 p.m.
Fin Standin	02:49:00 a.m.	02:52:00 a.m.	02:58:00 a.m.	06:35:00 a.m.	02:59:00 a.m.	02:57:00 a.m.	06:50:00 a.m.	04:00:00 a.m.
Online		03:59:00 a.m.	03:26:00 a.m.	04:06:00 a.m.	04:13:00 a.m.	05:06:00 a.m.		04:10:00 a.m.

13 de Marzo al 19 de Marzo del 2011								
	Do	Lu	Ma	Mi	Ju	Vi	Sá	PROM
Inicio de Batch		11:52:00 p.m.	11:46:00 p.m.	11:16:00 p.m.	11:20:00 p.m.	11:44:00 p.m.		11:35:36 p.m.
Fin de Batch		04:25:00 a.m.	04:09:00 a.m.	04:12:00 a.m.	04:43:00 a.m.	07:11:00 a.m.		04:56:00 a.m.
Duración Batch		04:33:00 a.m.	04:23:00 a.m.	05:04:00 a.m.	05:23:00 a.m.	07:27:00 a.m.		05:22:00 a.m.
Apertura Operativa		03:47:00 a.m.	03:38:00 a.m.	03:40:00 a.m.	04:14:00 a.m.	05:56:00 a.m.		04:15:00 a.m.
Inicio Standin	01:34:00 a.m.	11:09:00 p.m.	11:01:00 p.m.	10:44:00 p.m.	10:47:00 p.m.	11:10:00 p.m.	10:15:00 p.m.	11:14:17 p.m.
Fin Standin	02:29:00 a.m.	03:01:00 a.m.	02:51:00 a.m.	05:22:00 a.m.	03:04:00 a.m.	02:54:00 a.m.	12:23:00 a.m.	02:52:00 a.m.
Online		03:47:00 a.m.	03:38:00 a.m.	03:40:00 a.m.	04:14:00 a.m.	05:56:00 a.m.		04:15:00 a.m.

20 de Marzo al 27 de Marzo del 2011									
	Do	Lu	Ma	Mi	Ju	Vi	Sá	Do	PROM
Inicio de Batch			12:49:00 a.m.	01:30:00 a.m.	12:38:00 a.m.	02:05:00 a.m.			01:15:30 a.m.
Fin de Batch			05:40:00 a.m.	06:52:00 a.m.	05:33:00 a.m.	07:51:00 a.m.			06:29:00 a.m.
Duración Batch			04:51:00 a.m.	05:22:00 a.m.	04:55:00 a.m.	05:46:00 a.m.			05:13:30 a.m.
Apertura Operativa			05:25:00 a.m.	06:03:00 a.m.	05:03:00 a.m.	07:50:00 a.m.			06:05:15 a.m.
Inicio Standin	10:44:00 p.m.		12:14:00 a.m.	12:50:00 a.m.	12:04:00 a.m.	01:30:00 a.m.	10:03:00 p.m.	01:23:00 a.m.	12:06:51 a.m.
Fin Standin	10:56:00 p.m.		03:15:00 a.m.	04:20:00 a.m.	03:07:00 a.m.	04:40:00 a.m.	04:47:00 a.m.	07:47:00 a.m.	07:16:00 a.m.
Online			05:25:00 a.m.	06:03:00 a.m.	05:03:00 a.m.	07:50:00 a.m.			06:05:15 a.m.

En promedio, en las últimas cuatro semanas hemos abierto línea de TCB entre 4:10 y 6:10

Desempeño TCB – Batch y Apertura de Línea

01 de Abril al 09 de Abril del 2011										
	Ví	Sá	Do	Lu	Ma	Mi	Ju	Ví	Sá	PROM
Inicio de Batch				11:08:00 p.m.	12:12:00 a.m.	12:48:00 a.m.	01:43:00 a.m.	11:20:00 p.m.		12:14:12 a.m.
Fin de Batch				08:02:00 a.m.	08:03:00 a.m.	04:40:00 p.m.	07:07:00 a.m.	05:36:00 a.m.		09:05:36 a.m.
Duración Batch				08:53:00 a.m.	07:50:00 a.m.	03:51:00 p.m.	05:24:00 a.m.	06:16:00 a.m.		08:50:48 a.m.
Apertura Operativa				06:56:00 a.m.	06:51:00 a.m.	06:14:00 a.m.	06:02:00 a.m.	05:21:00 a.m.		06:16:48 a.m.
Inicio Standin			01:30:00 a.m.	10:34:00 p.m.	11:30:00 p.m.	12:09:00 a.m.	01:06:00 a.m.	10:46:00 p.m.	10:01:00 p.m.	11:39:26 p.m.
Fin Standin			06:15:00 a.m.	04:13:00 a.m.	05:13:00 a.m.	05:15:00 a.m.	04:26:00 a.m.	02:55:00 a.m.	03:03:00 a.m.	04:28:34 a.m.
Online				06:56:00 a.m.	06:51:00 a.m.	06:14:00 a.m.	06:02:00 a.m.	05:21:00 a.m.		06:16:48 a.m.

10 de Abril al 16 de Abril del 2011								
	Do	Lu	Ma	Mi	Ju	Ví	Sá	PROM
Inicio de Batch		11:21:00 p.m.	11:51:00 p.m.	12:03:00 a.m.	11:53:00 p.m.	11:52:00 p.m.		11:48:00 p.m.
Fin de Batch		05:26:00 a.m.	05:57:00 a.m.	05:32:00 a.m.	05:18:00 a.m.	06:48:00 a.m.		05:48:12 a.m.
Duración Batch		06:05:00 a.m.	06:06:00 a.m.	05:28:00 a.m.	05:24:00 a.m.	06:56:00 a.m.		05:59:48 a.m.
Apertura Operativa		04:44:00 a.m.	05:28:00 a.m.	04:56:00 a.m.	04:51:00 a.m.	05:55:00 a.m.		05:10:48 a.m.
Inicio Standin	01:19:00 a.m.	10:47:00 p.m.	11:13:00 p.m.	11:20:00 p.m.	11:18:00 p.m.	11:13:00 p.m.	10:22:00 p.m.	11:21:43 p.m.
Fin Standin	03:16:00 a.m.	03:07:00 a.m.	03:13:00 a.m.	04:41:00 a.m.	02:37:00 a.m.	02:54:00 a.m.	03:50:00 a.m.	03:22:34 a.m.
Online		04:44:00 a.m.	05:28:00 a.m.	04:56:00 a.m.	04:51:00 a.m.	05:55:00 a.m.		05:10:48 a.m.

17 de Abril al 23 de Abril del 2011								
	Do	Lu	Ma	Mi	Ju	Ví	Sá	PROM
Inicio de Batch		11:57:00 p.m.	11:35:00 p.m.	12:16:00 a.m.				11:56:00 p.m.
Fin de Batch		06:57:00 a.m.	05:06:00 a.m.	08:13:00 a.m.				06:45:20 a.m.
Duración Batch		06:57:00 a.m.	05:30:00 a.m.	07:57:00 a.m.				06:48:00 a.m.
Apertura Operativa		06:47:00 a.m.	04:29:00 a.m.	06:31:00 a.m.				05:55:40 a.m.
Inicio Standin	01:29:00 a.m.	11:15:00 p.m.	10:54:00 p.m.	11:30:00 p.m.			10:54:00 p.m.	11:36:24 p.m.
Fin Standin	02:20:00 a.m.	03:48:00 a.m.	02:43:00 a.m.	04:59:00 a.m.			05:28:00 a.m.	03:51:36 a.m.
Online		06:47:00 a.m.	04:29:00 a.m.	06:31:00 a.m.				05:55:40 a.m.

24 de Abril al 30 de Abril del 2011								
	Do	Lu	Ma	Mi	Ju	Ví	Sá	PROM
Inicio de Batch		12:23:00 a.m.	01:00:00 a.m.	12:17:00 a.m.	12:06:00 a.m.	01:16:00 a.m.		12:36:24 a.m.
Fin de Batch		06:31:00 a.m.	06:31:00 a.m.	05:16:00 a.m.	04:51:00 a.m.	06:54:00 a.m.		06:00:36 a.m.
Duración Batch		06:07:00 a.m.	05:30:00 a.m.	04:59:00 a.m.	04:45:00 a.m.	07:11:00 a.m.		03:18:24 p.m.
Apertura Operativa		06:01:00 a.m.	05:40:00 a.m.	04:36:00 a.m.	04:14:00 a.m.	04:33:00 p.m.		07:24:48 a.m.
Inicio Standin	01:29:00 a.m.		11:35:00 p.m.	11:29:00 p.m.	11:25:00 p.m.	12:32:00 a.m.	07:10:00 a.m.	01:16:40 a.m.
Fin Standin	03:03:00 a.m.		03:03:00 a.m.	06:12:00 a.m.	02:45:00 a.m.	06:40:00 a.m.	10:13:00 a.m.	05:19:20 a.m.
Online		06:01:00 a.m.	05:40:00 a.m.	04:36:00 a.m.	04:14:00 a.m.	04:33:00 p.m.		07:24:48 a.m.

En promedio, en las últimas cuatro semanas hemos abierto línea de TCB entre 5:10 Y 6:15

Desempeño TCB – Transacciones TCB en Línea

01 de Marzo al 05 de Marzo del 2011						
	Ma	Mi	Ju	Vi	Sá	Total
Bansefi	76,590	77,653	77,342	71,834	287	303,706
Entidades	21,654	22,720	19,301	21,520	8,700	93,895
Total	98,244	100,373	96,643	93,354	8,987	397,601

06 de Marzo al 12 de Marzo del 2011								
	Do	Lu	Ma	Mi	Ju	Vi	Sá	Total
Bansefi	142	90,562	80,659	78,491	79,024	77,759	73	406,710
Entidades	30	22,119	21,096	21,270	21,329	24,086	10,325	120,255
Total	172	112,681	101,755	99,761	100,353	101,845	10,398	526,965

13 de Marzo al 19 de Marzo del 2011								
	Do	Lu	Ma	Mi	Ju	Vi	Sá	Total
Bansefi	68	81,074	82,827	78,659	77,099	76,289	133	396,149
Entidades	282	25,494	23,215	22,223	23,414	23,928	11,740	130,296
Total	350	106,568	106,042	100,882	100,513	100,217	11,873	526,445

20 de Marzo al 26 de Marzo del 2011								
	Do	Lu	Ma	Mi	Ju	Vi	Sá	Total
Bansefi	35	272	88,486	82,010	79,068	74,688	1,218	325,777
Entidades	245	56	22,135	21,668	18,470	17,395	7,193	87,162
Total	280	328	110,621	103,678	97,538	92,083	8,411	412,939

Desempeño TCB – Transacciones TCB en Línea

01 de Abril al 09 de Abril del 2011

	Ví	Sá	Do	Lu	Ma	Mi	Ju	Ví	Sá	Total
Bansefi	72,311	55	164	77,148	87,050	79,373	71,244	68,162	103	455,610
Entidades	21,536	10,167	61	23,140	20,733	22,122	17,791	19,074	9,234	143,858
Total	93,847	10,222	225	100,288	107,783	101,495	89,035	87,236	9,337	599,468

10 de Abril al 16 de Abril del 2011

	Do	Lu	Ma	Mi	Ju	Ví	Sá	Total
Bansefi	103	75,062	77,459	72,752	70,730	72,179	210	368,495
Entidades	30	18,807	16,934	18,431	18,842	24,562	8,897	106,503
Total	133	93,869	94,393	91,183	89,572	96,741	9,107	474,998

17 de Abril al 23 de Abril del 2011

	Do	Lu	Ma	Mi	Ju	Ví	Sá	Total
Bansefi	110	73,073	73,704	67,244	81	40	105	214,357
Entidades	22	25,598	20,102	22,954	723	54	292	69,745
Total	132	98,671	93,806	90,198	804	94	397	284,102

24 de Abril al 30 de Abril del 2011

	Do	Lu	Ma	Mi	Ju	Ví	Sá	Total
Bansefi	70	67,572	67,346	66,974	61,914	61,660	119	325,655
Entidades	1,778	22,776	20,938	21,103	19,767	29,107	10,925	126,394
Total	1,848	90,348	88,284	88,077	81,681	90,767	11,044	452,049

Desempeño TCB – Transacciones TCB en Línea

