REGULATION (EU) 2022/2554

DORA Evidence Pack

1 to 31 October 2026 (UTC) · Example workspace

Workspace	Example workspace
Reporting period	1 to 31 October 2026 (UTC)
Generated	2026-11-25 23:52:45 UTC
Pack ID	7ee4c86c-073e-4c8a-859c-d0420d78a02b
Manifest SHA-256	a2870b9c208a028c3f28af95600c2fcd0f1dfac687d4fa83af0d5e51e556e9f6
Data source	Based on vendor-published status data.
Vendors in this pack	5
Produced by	Generated by PulsAPI (pulsapi.com)

Vendors in this pack

Vendor	Availability	Contract SLA target	Monthly SLA assessment
GoCardless EXAMPLE-ICT-001	100.0000%	99.95%	Within downtime budget
Marqeta EXAMPLE-ICT-002	99.9740%	99.95%	Within downtime budget
Wise EXAMPLE-ICT-003	100.0000%	99.9%	Within downtime budget
Google Cloud EXAMPLE-ICT-004	100.0000%	99.95%	Within downtime budget
MongoDB Atlas EXAMPLE-ICT-005	99.9742%	99.99%	**Downtime budget exhausted**

Polling coverage per vendor

Vendor	Observed polling interval	Successful polls	Failed polls	Gaps	Gap minutes	Longest gap minutes
GoCardless	every 60 seconds (median)	42888	0	611	1822.17	9.73
Marqeta	every 60 seconds (median)	42903	0	578	1723.55	9.87
Wise	every 60 seconds (median)	42911	0	577	1709.15	9.72
Google Cloud	every 60 seconds (median)	42933	0	595	1776.37	9.68
MongoDB Atlas	every 60 seconds (median)	42919	0	583	1738.50	9.55

Limitations

Availability is observed from each vendor's public status page. It indicates how the vendor reported its own service and is not a finding under the SLA terms of your contract, which may measure availability differently.

Degraded performance and planned maintenance count as available. When availability uses component readings, a component in partial or major outage counts as unavailable. When it uses the service-level status, a partial outage counts as available, because that label means only some components are affected, and a major outage counts as unavailable.

A poll that could not read the status page records no status. That time is left out of availability and of the observed minutes. A monitoring gap is a stretch with no poll at all that is longer than twice the median polling interval, including any unpolled time at the start or end of the month. Availability carries the last recorded status across a gap, so the gap minutes are listed for each vendor.

The downtime budget is exhausted when observed downtime is greater than the downtime the contract target allows over the whole month. Observed downtime is the unavailable share of the observed minutes.

Vendor incident time to resolution covers incidents resolved during the month with a reported impact, at their full vendor-reported duration. Planned maintenance and incidents shorter than one minute are not in the sample.

VENDOR EVIDENCE

GoCardless

Based on vendor-published status data.

AVAILABILITY	CONTRACT SLA TARGET	OBSERVED DOWNTIME	MONTHLY SLA ASSESSMENT
100.0000%	**99.95%**	**0.00 min**	**Within budget**
Mean availability of the vendor's components	in force since 2026-01-01	allowance 22.32 min	Within downtime budget

Contract

Supports a critical or important function	Yes	**Business function**	Direct debit collection
Contract reference	EXAMPLE-ICT-001	**Internal owner**	Head of ICT risk (example)
In force since	2026-01-01	**Details entered at**	2026-02-02 09:12:00 UTC
Details entered by	Example user	**Contract SLA target (%)**	99.95

Availability and coverage

Availability (%)	100.0000	**Measurement basis**	Mean availability of the vendor's components
Components with readings	11	**Components eligible**	11
Observed minutes	44639.64	**Observed downtime (minutes)**	0.00
Downtime allowance (minutes)	22.32	**Monthly SLA assessment**	Within downtime budget
Observed polling interval	every 60 seconds (median)	**Median polling interval (seconds)**	60
Successful polls	42888	**Failed polls**	0
Monitoring gaps	611	**Total gap minutes**	1822.17
Longest gap minutes	9.73		

Response

Vendor incident time to resolution, median (minutes)	5558
Vendor incident time to resolution, mean (minutes)	5558
Incidents in resolution sample	1
Customer alert time to acknowledge, median (minutes)	Unavailable
Customer alert time to acknowledge, mean (minutes)	Unavailable
Customer alerts fired	Unavailable
Customer alerts acknowledged	Unavailable
Alerts excluded (acknowledged before firing)	Unavailable
Customer alert note	Not shown in this example. In your workspace this is the time your team took to acknowledge PulsAPI alerts for this vendor.

DATA QUALITY

611 monitoring gaps totalling 1822.17 minutes. Availability carries the last recorded status across each gap.

Incidents (4)

Incident	Impact	Status	Vendor-reported start	Vendor-reported end	Duration (min)	In MTTR sample
Intermittent ARUDD-8 failures for Nationwide Bank First detected by PulsAPI: Not recorded Vendor first acknowledged: Not recorded Affected components: Not recorded *Resolved after the reporting period. Not in this month's resolution time sample.*	Minor	Resolved	2026-09-24 17:21:09 UTC	2026-11-04 09:26:16 UTC	58565	No
Bacs Processing Issue Affecting Payments Scheduled for Collection on 2 October First detected by PulsAPI: Not recorded Vendor first acknowledged: Not recorded Affected components: Not recorded	Minor	Resolved	2026-10-01 12:44:09 UTC	2026-10-05 09:22:34 UTC	5558	Yes
Email delivery issues affecting Yahoo and AOL addresses First detected by PulsAPI: Not recorded Vendor first acknowledged: Not recorded Affected components: Not recorded *The vendor reported no impact. Not in the resolution time sample.*	None	Resolved	2026-10-12 08:39:28 UTC	2026-10-15 08:28:59 UTC	4309	No
GoCardless Dashboard - SSO Login Issues First detected by PulsAPI: Not recorded Vendor first acknowledged: Not recorded Affected components: Not recorded *The vendor reported no impact. Not in the resolution time sample.*	None	Resolved	2026-10-20 14:49:18 UTC	2026-10-20 15:44:32 UTC	55	No

VENDOR EVIDENCE

Marqeta

Based on vendor-published status data.

AVAILABILITY	CONTRACT SLA TARGET	OBSERVED DOWNTIME	MONTHLY SLA ASSESSMENT
99.9740%	**99.95%**	**11.61 min**	**Within budget**
Mean availability of the vendor's components	in force since 2026-01-01	allowance 22.32 min	Within downtime budget

Contract

Supports a critical or important function	Yes	**Business function**	Card issuing and processing
Contract reference	EXAMPLE-ICT-002	**Internal owner**	Head of ICT risk (example)
In force since	2026-01-01	**Details entered at**	2026-02-02 09:12:00 UTC
Details entered by	Example user	**Contract SLA target (%)**	99.95

Availability and coverage

Availability (%)	99.9740	**Measurement basis**	Mean availability of the vendor's components
Components with readings	13	**Components eligible**	13
Observed minutes	44639.64	**Observed downtime (minutes)**	11.61
Downtime allowance (minutes)	22.32	**Monthly SLA assessment**	Within downtime budget
Observed polling interval	every 60 seconds (median)	**Median polling interval (seconds)**	60
Successful polls	42903	**Failed polls**	0
Monitoring gaps	578	**Total gap minutes**	1723.55
Longest gap minutes	9.87		

Response

Vendor incident time to resolution, median (minutes)	122
Vendor incident time to resolution, mean (minutes)	177
Incidents in resolution sample	8
Customer alert time to acknowledge, median (minutes)	Unavailable
Customer alert time to acknowledge, mean (minutes)	Unavailable
Customer alerts fired	Unavailable
Customer alerts acknowledged	Unavailable
Alerts excluded (acknowledged before firing)	Unavailable
Customer alert note	Not shown in this example. In your workspace this is the time your team took to acknowledge PulsAPI alerts for this vendor.

DATA QUALITY

578 monitoring gaps totalling 1723.55 minutes. Availability carries the last recorded status across each gap.

Incidents (14)

Incident	Impact	Status	Vendor-reported start	Vendor-reported end	Duration (min)	In MTTR sample
Marqeta Dashboard Dispute Detail Page Outage First detected by PulsAPI: Not recorded Vendor first acknowledged: Not recorded Affected components: Not recorded	Minor	Resolved	2026-10-07 14:08:02 UTC	2026-10-07 17:54:54 UTC	226	Yes
API Timeouts on Card Issuance and Spend Control First detected by PulsAPI: Not recorded Vendor first acknowledged: Not recorded Affected components: Not recorded	Minor	Resolved	2026-10-08 13:45:50 UTC	2026-10-08 22:55:01 UTC	549	Yes
STIPs On All Card Networks First detected by PulsAPI: Not recorded Vendor first acknowledged: Not recorded Affected components: Not recorded	Minor	Resolved	2026-10-09 22:43:31 UTC	2026-10-10 00:49:59 UTC	126	Yes
Mastercard Processing Delay First detected by PulsAPI: Not recorded Vendor first acknowledged: Not recorded Affected components: Not recorded *The vendor-reported end is before the start. Duration and resolution time are not calculated.*	None	Resolved	2026-10-11 12:35:27 UTC	2026-10-11 07:30:00 UTC	Not calculated	No
Visa Outbound API Degraded First detected by PulsAPI: Not recorded Vendor first acknowledged: Not recorded Affected components: Not recorded	Minor	Resolved	2026-10-13 09:01:41 UTC	2026-10-13 10:19:00 UTC	77	Yes

Incident	Impact	Status	Vendor-reported start	Vendor-reported end	Duration (min)	In MTTR sample
3DS Authentication Failure First detected by PulsAPI: Not recorded Vendor first acknowledged: Not recorded Affected components: Not recorded	Major	Resolved	2026-10-14 09:20:30 UTC	2026-10-14 10:24:52 UTC	64	Yes
STIPs on Visa EU First detected by PulsAPI: Not recorded Vendor first acknowledged: Not recorded Affected components: Not recorded *The vendor-reported end is before the start. Duration and resolution time are not calculated.*	None	Resolved	2026-10-15 17:55:14 UTC	2026-10-15 16:00:00 UTC	Not calculated	No
Intermittent API timeouts First detected by PulsAPI: Not recorded Vendor first acknowledged: Not recorded Affected components: Not recorded *The vendor reported no impact. Not in the resolution time sample.*	None	Resolved	2026-10-22 17:40:40 UTC	2026-10-23 01:28:53 UTC	468	No
Visa Disputes Service Disruption First detected by PulsAPI: Not recorded Vendor first acknowledged: Not recorded Affected components: Not recorded	Major	Resolved	2026-10-24 16:01:06 UTC	2026-10-24 18:35:35 UTC	154	Yes
Widgets are Degraded First detected by PulsAPI: Not recorded Vendor first acknowledged: Not recorded Affected components: Not recorded	Minor	Resolved	2026-10-26 21:39:46 UTC	2026-10-26 23:39:11 UTC	119	Yes
Mastercard Message Handling Issue First detected by PulsAPI: Not recorded Vendor first acknowledged: Not recorded Affected components: Not recorded *The vendor reported no impact. Not in the resolution time sample.*	None	Resolved	2026-10-27 19:03:00 UTC	2026-10-27 19:03:00 UTC	0	No
Internal Metrics Query is Disrupted First detected by PulsAPI: Not recorded Vendor first acknowledged: Not recorded Affected components: Not recorded *The vendor reported no impact. Not in the resolution time sample.*	None	Resolved	2026-10-28 17:39:11 UTC	2026-10-28 19:00:51 UTC	81	No
DataVisor Portal Access Issue First detected by PulsAPI: Not recorded Vendor first acknowledged: Not recorded Affected components: Not recorded	Minor	Resolved	2026-10-29 20:58:40 UTC	2026-10-29 22:43:29 UTC	104	Yes
STIPs on Visa First detected by PulsAPI: Not recorded Vendor first acknowledged: Not recorded Affected components: Not recorded *The vendor reported no impact. Not in the resolution time sample.*	None	Resolved	2026-10-30 16:03:42 UTC	2026-10-30 19:50:57 UTC	227	No

VENDOR EVIDENCE

Wise

Based on vendor-published status data.

AVAILABILITY	CONTRACT SLA TARGET	OBSERVED DOWNTIME	MONTHLY SLA ASSESSMENT
100.0000%	**99.9%**	**0.00 min**	**Within budget**
Mean availability of the vendor's components	in force since 2026-01-01	allowance 44.64 min	Within downtime budget

Contract

Supports a critical or important function	Yes	**Business function**	Cross-border payouts
Contract reference	EXAMPLE-ICT-003	**Internal owner**	Head of ICT risk (example)
In force since	2026-01-01	**Details entered at**	2026-02-02 09:12:00 UTC
Details entered by	Example user	**Contract SLA target (%)**	99.9

Availability and coverage

Availability (%)	100.0000	**Measurement basis**	Mean availability of the vendor's components
Components with readings	7	**Components eligible**	7
Observed minutes	44639.64	**Observed downtime (minutes)**	0.00
Downtime allowance (minutes)	44.64	**Monthly SLA assessment**	Within downtime budget
Observed polling interval	every 60 seconds (median)	**Median polling interval (seconds)**	60
Successful polls	42911	**Failed polls**	0
Monitoring gaps	577	**Total gap minutes**	1709.15
Longest gap minutes	9.72		

Response

Vendor incident time to resolution, median (minutes)	No incidents in sample
Vendor incident time to resolution, mean (minutes)	No incidents in sample
Incidents in resolution sample	0
Customer alert time to acknowledge, median (minutes)	Unavailable
Customer alert time to acknowledge, mean (minutes)	Unavailable
Customer alerts fired	Unavailable
Customer alerts acknowledged	Unavailable
Alerts excluded (acknowledged before firing)	Unavailable
Customer alert note	Not shown in this example. In your workspace this is the time your team took to acknowledge PulsAPI alerts for this vendor.

DATA QUALITY

577 monitoring gaps totalling 1709.15 minutes. Availability carries the last recorded status across each gap.

Incidents (2)

Incident	Impact	Status	Vendor-reported start	Vendor-reported end	Duration (min)	In MTTR sample
Scheduled maintenance — October 2 First detected by PulsAPI: Not recorded Vendor first acknowledged: Not recorded Affected components: Not recorded *Planned maintenance. Not in the resolution time sample.*	None	Planned maintenance	2026-10-02 09:00:00 UTC	2026-10-02 09:15:00 UTC	15	No
Scheduled Maintenance — October 11, 2026 First detected by PulsAPI: Not recorded Vendor first acknowledged: Not recorded Affected components: Not recorded *Planned maintenance. Not in the resolution time sample.*	None	Planned maintenance	2026-10-11 07:00:00 UTC	2026-10-11 07:15:00 UTC	15	No

VENDOR EVIDENCE

Google Cloud

Based on vendor-published status data.

AVAILABILITY	CONTRACT SLA TARGET	OBSERVED DOWNTIME	MONTHLY SLA ASSESSMENT
100.0000%	**99.95%**	**0.00 min**	**Within budget**
Mean availability of the vendor's components	in force since 2026-01-01	allowance 22.32 min	Within downtime budget

Contract

Supports a critical or important function	Yes	Business function	Hosting for the customer platform
Contract reference	EXAMPLE-ICT-004	Internal owner	Head of ICT risk (example)
In force since	2026-01-01	Details entered at	2026-02-02 09:12:00 UTC
Details entered by	Example user	Contract SLA target (%)	99.95

Availability and coverage

Availability (%)	100.0000	Measurement basis	Mean availability of the vendor's components
Components with readings	228	Components eligible	238
Observed minutes	44639.64	Observed downtime (minutes)	0.00
Downtime allowance (minutes)	22.32	Monthly SLA assessment	Within downtime budget
Observed polling interval	every 60 seconds (median)	Median polling interval (seconds)	60
Successful polls	42933	Failed polls	0
Monitoring gaps	595	Total gap minutes	1776.37
Longest gap minutes	9.68		

Response

Vendor incident time to resolution, median (minutes)	1077
Vendor incident time to resolution, mean (minutes)	1077
Incidents in resolution sample	2
Customer alert time to acknowledge, median (minutes)	Unavailable
Customer alert time to acknowledge, mean (minutes)	Unavailable
Customer alerts fired	Unavailable
Customer alerts acknowledged	Unavailable
Alerts excluded (acknowledged before firing)	Unavailable
Customer alert note	Not shown in this example. In your workspace this is the time your team took to acknowledge PulsAPI alerts for this vendor.

DATA QUALITY

595 monitoring gaps totalling 1776.37 minutes. Availability carries the last recorded status across each gap. Availability is the mean of 228 of 238 components; the others had no readings.

Incidents (2)

Incident	Impact	Status	Vendor-reported start	Vendor-reported end	Duration (min)	In MTTR sample
Google Cloud Storage (GCS) customers experienced elevated latencies and error rates when performing upload or write operations. First detected by PulsAPI: Not recorded Vendor first acknowledged: Not recorded Affected components: Not recorded	Major	Resolved	2026-10-08 11:00:00 UTC	2026-10-09 16:46:00 UTC	1786	Yes
Multiple services were experiencing issues in the europe-west2 region. First detected by PulsAPI: Not recorded Vendor first acknowledged: Not recorded Affected components: Not recorded	Major	Resolved	2026-10-20 06:00:00 UTC	2026-10-20 12:08:00 UTC	368	Yes

VENDOR EVIDENCE

MongoDB Atlas

Based on vendor-published status data.

AVAILABILITY	CONTRACT SLA TARGET	OBSERVED DOWNTIME	MONTHLY SLA ASSESSMENT
99.9742%	**99.99%**	**11.52 min**	**Exhausted**
Mean availability of the vendor's components	in force since 2026-01-01	allowance 4.46 min	Downtime budget exhausted

Contract

Supports a critical or important function	Yes	**Business function**	Customer account database
Contract reference	EXAMPLE-ICT-005	**Internal owner**	Head of ICT risk (example)
In force since	2026-01-01	**Details entered at**	2026-02-02 09:12:00 UTC
Details entered by	Example user	**Contract SLA target (%)**	99.99

Availability and coverage

Availability (%)	99.9742	**Measurement basis**	Mean availability of the vendor's components
Components with readings	10	**Components eligible**	10
Observed minutes	44639.64	**Observed downtime (minutes)**	11.52
Downtime allowance (minutes)	4.46	**Monthly SLA assessment**	Downtime budget exhausted
Observed polling interval	every 60 seconds (median)	**Median polling interval (seconds)**	60
Successful polls	42919	**Failed polls**	0
Monitoring gaps	583	**Total gap minutes**	1738.50
Longest gap minutes	9.55		

Response

Vendor incident time to resolution, median (minutes)	306
Vendor incident time to resolution, mean (minutes)	368
Incidents in resolution sample	4
Customer alert time to acknowledge, median (minutes)	Unavailable
Customer alert time to acknowledge, mean (minutes)	Unavailable
Customer alerts fired	Unavailable
Customer alerts acknowledged	Unavailable
Alerts excluded (acknowledged before firing)	Unavailable
Customer alert note	Not shown in this example. In your workspace this is the time your team took to acknowledge PulsAPI alerts for this vendor.

DATA QUALITY

583 monitoring gaps totalling 1738.50 minutes. Availability carries the last recorded status across each gap.

Incidents (6)

Incident	Impact	Status	Vendor-reported start	Vendor-reported end	Duration (min)	In MTTR sample
Impaired Cluster operations in AWS me-central-1 and AWS me-south-1 First detected by PulsAPI: Not recorded Vendor first acknowledged: Not recorded Affected components: Not recorded *Open at the time of generation. Not in the resolution time sample.*	Major	Monitoring	2026-09-03 16:44:43 UTC	Open	Not calculated	No
Trigger processing may be delayed globally First detected by PulsAPI: Not recorded Vendor first acknowledged: Not recorded Affected components: Not recorded	Major	Resolved	2026-10-01 15:41:50 UTC	2026-10-01 20:54:48 UTC	312	Yes
MongoDB Charts: Infinite login loop when creating new Charts projects First detected by PulsAPI: Not recorded Vendor first acknowledged: Not recorded Affected components: Not recorded	Minor	Resolved	2026-10-02 00:01:48 UTC	2026-10-02 05:02:03 UTC	300	Yes
Admin Admin API: Intermittent Increase in 5xx errors First detected by PulsAPI: Not recorded Vendor first acknowledged: Not recorded Affected components: Not recorded *The vendor reported no impact. Not in the resolution time sample.*	None	Resolved	2026-10-09 13:11:12 UTC	2026-10-09 15:46:16 UTC	155	No

Incident	Impact	Status	Vendor-reported start	Vendor-reported end	Duration (min)	In MTTR sample
Issue impacting Atlas Search availability on certain clusters First detected by PulsAPI: Not recorded Vendor first acknowledged: Not recorded Affected components: Not recorded	Major	Resolved	2026-10-09 16:29:43 UTC	2026-10-09 18:17:33 UTC	107	Yes
GCP Availability Zone europe-west2-b connectivity issues First detected by PulsAPI: Not recorded Vendor first acknowledged: Not recorded Affected components: Not recorded	Minor	Resolved	2026-10-20 07:32:48 UTC	2026-10-20 20:09:05 UTC	756	Yes