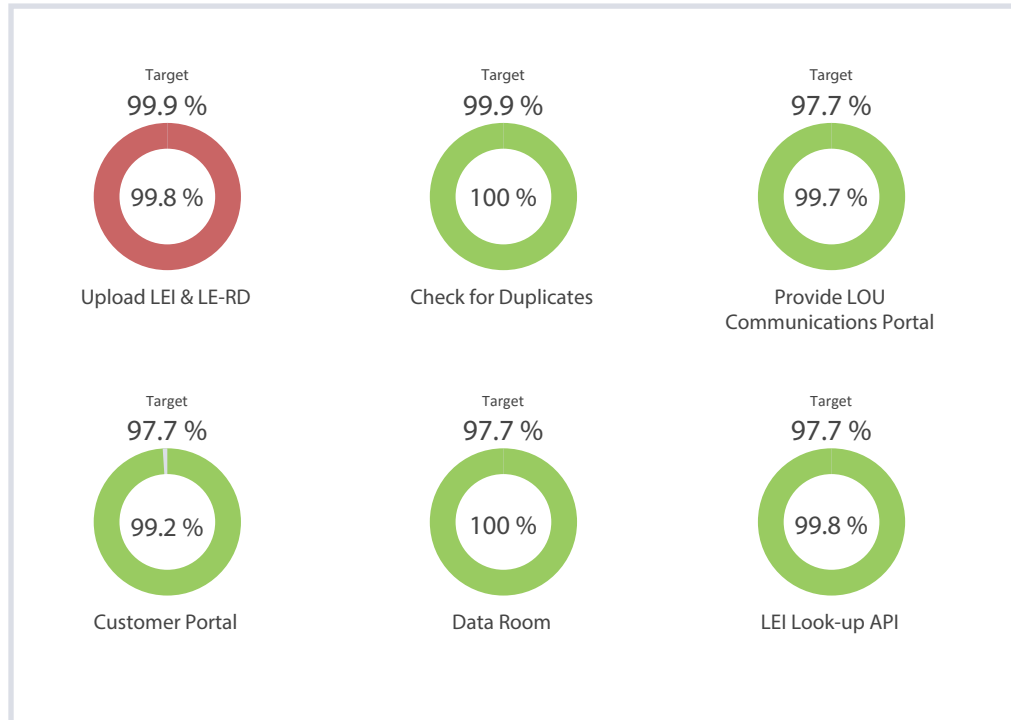# GLEIF Service Report February 2018

Availability: The breach identified with regard to the service 'Upload LEI & LE-RD' was due to a temporary failure of our infrastructure provider's underlying virtualization system. All the others service level targets have been achieved.

Administration: Nothing to report this month as no action was required regarding the services 'Conduct annual accreditation verification' and 'Provide electronic LOU invoices'.

Operating: This month all services met their required service level targets except for 'LEI Look-up API'. Response time was delayed to two seconds due to the temporary failure of our infrastructure provider's underlying virtualization system.

Availability

Target **99.9 %**	Target **99.9 %**	Target **97.7 %**
99.8 %	100 %	99.7 %
Upload LEI & LE-RD	Check for Duplicates	Provide LOU Communications Portal
Target **97.7 %**	Target **97.7 %**	Target **97.7 %**
99.2 %	100 %	99.8 %
Customer Portal	Data Room	LEI Look-up API

Administration (Update Frequency)

Target Annually	Conduct annual accreditation verification	Target Quarterly	Provide electronic LOU invoices
N/A	Nothing to report this month.	N/A	Nothing to report this month.

Operating

PROCESSING TIME FOR:

● Check for duplicates	< 0.1 Minute	/ 1 Minute
● Conduct annual accreditation verification	N/A	/ 30 Days
● Manage technical incidents – Priority 1	0.9 Hours	/ 24 Hours
● Manage technical incidents – Priority 2	< 1 Day	/ 2 Days
● Manage technical incidents – Priority 3	2.1 Days	/ 3 Days
● Perform accreditation (GLEIF) - Accreditation plan	N/A	/ 45 Days
● Perform accreditation (GLEIF)	N/A	/ 3 Months
● Perform accreditation (LOU)	N/A	/ 6 Months
● Provide electronic LOU invoices	N/A	/ 10 Days
● LOU queries in the Communications Portal	N/A	/ 2 Days
● Register an account for gleif.org login	< 1 Day	/ Next Day
● Upload LEI & LE-RD	< 0.1 Hour	/ 1 Hour
● LEI Look-up API	2.0 Seconds	/ 1 Second