GLEIF Service Report January 2017



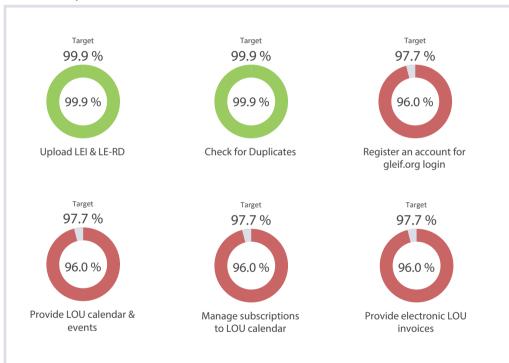
Availability: The breach identified with regard to the services 'Register an account for gleif.org login', 'Provide LOU calendar & events', 'Manage subscriptions to LOU calendar' and 'Provide electronic invoices' resulted from a temporary failure of a web server. The technical monitoring of these services has been optimized to reduce related incidents. (The acronym 'LOU' stands for 'Local Operating Unit'. LOUs are LEI issuing organizations).

Administration: These services were not subject to performance assessment in this month as no actions were required.

Operating: The high number of new candidate LEI issuers and additional time required to verify documentation submitted by candidates resulted in an extended time-line to conclude the review of documentation (service 'Perform accreditation').

All other service level targets have been met.

Availability



Administration (Update Frequency)



Operating

	Check for duplicates N/	/A	/ 5 Minutes
	Conduct annual accreditation verification N/	/A	/ 30 Days
	Manage technical incidents – Priority 1	/A	/ 24 Hours
•	Manage technical incidents – Priority 2 <	1 Days	/ 2 Days
•	Manage technical incidents – Priority 3	Day	/ 3 Days
	Perform accreditation (GLEIF) - Accreditation plan	l Days	/ 45 Days
•	Perform accreditation (GLEIF) 6.7	7 Months	/ 3 Months
	Perform accreditation (LOU)	/A	/ 6 Months
	Provide electronic LOU invoices N/	/A	/ 10 Days
	Provide LOU calendar & events	/A	/ Next Day
	Register an account for gleif.org login <	1 Days	/ Next Day
•	Upload LEI & LE-RD < 0	0.1 Hours	/ 1 Hour
RES	PONSE TIME FOR:		
	Conduct annual accreditation verification N/	/A	/ Next Day
	Perform accreditation N/	/A	/ Next Day
	Trigger LEI management transfer N/	/A	/ Next Day
ATT	ENDED SERVICE OPERATING TIME:		
	Conduct annual accreditation verification N/	/A	/8 Hours
	Manage technical incidents 8.0	0 Hours	/8 Hours
	Perform accreditation 8.0	0 Hours	/ 8 Hours
	Trigger LEI management transfer N/	/Λ	/ 8 Hours

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