GLEIF Service Report June 2018



Availability: The breach identified for the service 'GLEIF Website' was caused by a temporary unavailability of one subcomponent of the GLEIF Website. However, this did not have an impact on the overall availability of the website.

Services with target = 97.7%

Customer Portal

Data Room

LEI Look-up API

Provide LOU Communications Portal

100 %

100 %

100 %

100 %

Operating: The service 'Manage Technical Incidents' did not meet the service level targets due to extended processing time required internally. GLEIF has implemented measures with the aim to remediate this breach.

Operating

PROCESSING TIME FOR:		
Check for duplicates	< 0.1 Minutes	/1 Minute
Conduct annual accreditation verification	21 Days	/ 30 Days
Manage technical incidents – Priority 1	1.6 Hours	/ 24 Hour
Manage technical incidents – Priority 2	11 Days	/ 2 Days
Manage technical incidents – Priority 3	6 Days	/ 3 Days
Perform accreditation (GLEIF) - Accreditation plan	N/A	/ 45 Days
Perform accreditation (GLEIF)	N/A	/ 3 Month
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 Hours	/ 1 Hour
EI Look-up API	0.1 Seconds	/ 1 Secon

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Availability

100 %

99.8%

100 %

Services with target = 99.9%

Check for Duplicates

GLEIF Website

Upload LEI & LE-RD