

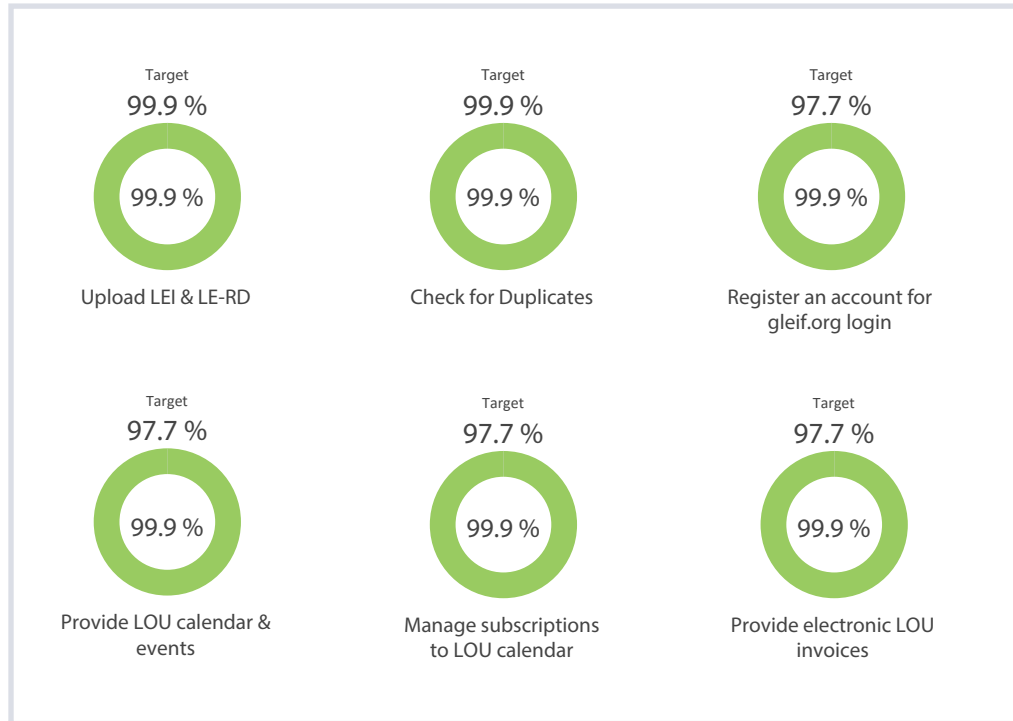
# GLEIF Service Report May 2017

**Availability:** All GLEIF Services met the availability targets in May 2017.

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

**Operating:** This month all services achieved their required service level targets for "Processing Time" and "Attended Service Operating Time".

## Availability



## Administration (Update Frequency)



## Operating

### PROCESSING TIME FOR:

● Check for duplicates	< 0.1 Minutes	/ 5 Minutes
● Conduct annual accreditation verification	N/A	/ 30 Days
● Manage technical incidents – Priority 1	2.2 Hours	/ 24 Hours
● Manage technical incidents – Priority 2	< 1 Day	/ 2 Days
● Manage technical incidents – Priority 3	1 Day	/ 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
● Provide LOU calendar & events	N/A	/ Next Day
● Register an account for gleif.org login	< 1 Day	/ Next Day
● Upload LEI & LE-RD	< 0.1 Hours	/ 1 Hour

### RESPONSE TIME FOR:

● Conduct annual accreditation verification	N/A	/ Next Day
● Perform accreditation	N/A	/ Next Day
● Trigger LEI management transfer	N/A	/ Next Day

### ATTENDED SERVICE OPERATING TIME:

● Conduct annual accreditation verification	N/A	/ 8 Hours
● Manage technical incidents	8.0 Hours	/ 8 Hours
● Perform accreditation	8.0 Hours	/ 8 Hours
● Trigger LEI management transfer	8.0 Hours	/ 8 Hours