

# GLEIF Service Report November 2018



**Availability:** The breach identified with regard to the service 'Upload LEI & LE-RD' was caused by a temporary outage of the network at GLEIF's data-center provider.

**Operating:** The service 'Perform Accreditation - Accreditation plan' did not meet the service level target due to additional time required by the applicant to provide, and GLEIF to verify, documentation submitted by the applicant.

## Availability

### Services with target = 99.9%

99.9 %	Check for Duplicates
99.9 %	GLEIF Website
99.7 %	Upload LEI & LE-RD

### Services with target = 97.7%

100 %	Customer Portal
99.7 %	Data Room
99.9 %	LEI Look-up API
99.7 %	Provide LOU Communications Portal

## Operating

### PROCESSING TIME FOR:

● Check for duplicates	< 0.1 Minutes	/ 1 Minute
● Conduct annual accreditation verification	N/A	/ 30 Days
● Manage technical incidents – Priority 1	6.0 Hours	/ 24 Hours
● Manage technical incidents – Priority 2	2 Days	/ 2 Days
● Manage technical incidents – Priority 3	1 Day	/ 3 Days
● Perform accreditation (GLEIF) - Accreditation plan	65 Days	/ 45 Days
● Perform accreditation (GLEIF)	1.0 Month	/ 3 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 Hours	/ 1 Hour
● LEI Look-up API	< 0.1 Seconds	/ 1 Second