GLEIF Service Report September 2017



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

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

Operating: We observed a breach with regard to the service 'Managing technical incidents - Priority2': one incident was not closed in due time however the issue was solved within the required two days. Action has been taken to prevent this kind of breach in the future. The targeted processing time with regard to the service 'Perform accreditation (GLEIF)' was not met in some instances due to additional time required to verify documentation submitted by the candidate. It is expected that the issue will be resolved once all LEI issuers previously endorsed by the LEI ROC are GLEIF-accredited.

Availability



Administration (Update Frequency)



Operating

	Check for duplicates	< 0.1 Minutes	/ 1 Minute
	Conduct annual accreditation verification	N/A	/ 30 Days
	Manage technical incidents – Priority 1	N/A	/ 24 Hours
•	Manage technical incidents – Priority 2	3 Days	/ 2 Days
•	Manage technical incidents – Priority 3	1 Day	/ 3 Days
	Perform accreditation (GLEIF) - Accreditation plan	N/A	/ 45 Days
•	Perform accreditation (GLEIF)	6.9 Months	/ 3 Month
	Perform accreditation (LOU)	N/A	/ 6 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	N/A	/ Next Da
	Upload LEI & LE-RD	< 0.1 Hours	/ 1 Hour

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