

# GLEIF Service Report April 2023



**Availability:** All GLEIF services met the availability targets in the reporting period.

**Operating:** All GLEIF services met their service level targets in the reporting period.

## Availability

| Services with target = 99.9%    | Services with target = 97.7%          |
|---------------------------------|---------------------------------------|
| 100 % Challenge LEI Data        | 100 % Customer Portal                 |
| 99.9 % Check for Duplicates     | 100 % Data Governance Pre-Check (GUI) |
| 100 % Data Governance Pre-Check | 100 % LOU Communications Portal       |
| 100 % GLEIF API                 |                                       |
| 100 % GLEIF Website             |                                       |
| 100 % LEI Search 2.0            |                                       |
| 100 % Upload LEI & LE-RD Files  |                                       |

## Operating

| PROCESSING TIME FOR:                                 |               |             |
|------------------------------------------------------|---------------|-------------|
| ● Check for Duplicates                               | < 0.1 Minutes | / 1 Minute  |
| ● Data Governance Pre-Check                          | 1 Second      | / 3 Seconds |
| ● GLEIF API                                          | 0.2 Seconds   | / 1 Second  |
| ● LOU Accreditation – Applicant documentation review | N/A           | / 45 Days   |
| ● LOU Accreditation – Candidate documentation review | N/A           | / 3 Months  |
| ● LOU Annual Accreditation Verification              | 29 Days       | / 30 Days   |
| ● Manage technical incidents – Priority 1            | N/A           | / 24 Hours  |
| ● Manage technical incidents – Priority 2            | N/A           | / 2 Days    |
| ● Manage technical incidents – Priority 3            | < 1 Day       | / 3 Days    |
| ● Register an account for gleif.org login            | < 1 Day       | / Next Day  |
| ● Upload LEI & LE-RD Files                           | < 0.1 Hours   | / 1 Hour    |

DISCLAIMER: All figures of this Service Report are derived from the Global Legal Entity Identifier Foundation (GLEIF). While every care has been taken in the compilation of this information, GLEIF will not be held responsible for any loss, damage or inconvenience caused as a result of inaccuracy or error within the Service Report. The text and graphic content of the Service Report may be used, printed and distributed ONLY with the copyright information displayed (© Copyright Global Legal Entity Identifier Foundation (GLEIF)).