

# GLEIF Service Report December 2022



**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%

100 %	Challenge LEI Data
100 %	Check for Duplicates
100 %	Data Governance Pre-Check
100 %	GLEIF API
100 %	GLEIF Website
100 %	LEI Search 2.0
100 %	Upload LEI & LE-RD Files

### Services with target = 97.7%

99.7 %	Customer Portal
100 %	Data Governance Pre-Check (GUI)
100 %	LOU Communications Portal

## 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	30 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

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