GLEIF Service Report | January 2024

GLEIF — Enabling global identity / Protecting digital trust

Summary • Performance 2024

Service Availability Target 99.9%
7/7

7 out of 7 services achieved at least 99.9% on average in the current year.

Service Availability Target 97.7%
3/3

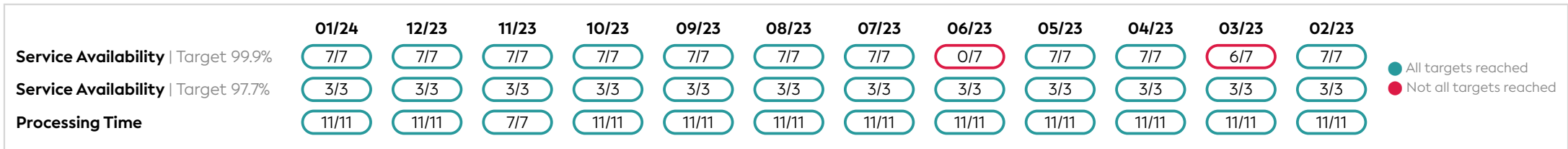**3 out of 3** services achieved at least 97.7% on average in the current year.

Processing Time
11/11

11 out of 11 services achieved at least their target on average in the current year.

Statistics

Check for Duplicates	34,327 requests	▲
Concatenated Files	26,105 requests	▼
Data Governance Pre-Check	440,011 requests	▼
GLEIF API	4,313,790 requests	▲
Golden Copy Files	119,886 requests	▼
Incident Management Priority 1	0 instances	●
Incident Management Priority 2	0 instances	●
Incident Management Priority 3	1 instances	▲
Service Desk Requests	201 instances	▲

The tendency indicator compares the values of the current and the previous month.

Trends

	01/24	12/23	11/23	10/23	09/23	08/23	07/23	06/23	05/23	04/23	03/23	02/23
Service Availability | Target 99.9%	7/7	7/7	7/7	7/7	7/7	7/7	7/7	0/7	7/7	7/7	6/7	7/7
Service Availability | Target 97.7%	3/3	3/3	3/3	3/3	3/3	3/3	3/3	3/3	3/3	3/3	3/3	3/3
Processing Time	11/11	11/11	7/7	11/11	11/11	11/11	11/11	11/11	11/11	11/11	11/11	11/11

● All targets reached
● Not all targets reached

January 2024 Performance Details

Availability	Target	Ø 2024	Jan
Challenge LEI Data	99.9%	99.99%	99.99%
Check for Duplicates	99.9%	100%	100%
Data Governance Pre-Check API	99.9%	100%	100%
GLEIF API	99.9%	99.99%	99.99%
GLEIF Website	99.9%	99.98%	99.98%
LEI Search	99.9%	99.98%	99.98%
Upload LEI & LE-RD Files	99.9%	100%	100%
Communications Portal	97.7%	99.98%	99.98%
Customer Portal	97.7%	99.98%	99.98%
Data Governance Pre-Check GUI	97.7%	100%	100%

Processing Time	Target	Ø 2024	Jan
Check for Duplicates	1min	0.61min	0.61 min
Communications Portal	1d	0.01d	0.01 d
Data Governance Pre-Check	3s	1.36s	1.36 s
GLEIF API	1s	0.20s	0.20 s
Incident Management Priority 1	24h	-	N/A
Incident Management Priority 2	2d	-	N/A
Incident Management Priority 3	3d	1.93d	1.93 d
LOU Accreditation Applicant Doc. Review	3m	-	N/A
LOU Accreditation Candidate Doc. Review	45d	-	N/A
LOU Annual Accreditation Verification	30d	30d	30 d
Upload LEI & LE-RD Files	60min	0.09min	0.09 min