

# GLEIF Service Report June 2023



**Availability:** The identified breaches were caused by a temporary outage of the access network; GLEIF is implementing measures to avoid recurrence of such an event in the future. All other 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%

|        |                           |
|--------|---------------------------|
| 98.4 % | Challenge LEI Data        |
| 98.5 % | Check for Duplicates      |
| 98.4 % | Data Governance Pre-Check |
| 98.4 % | GLEIF API                 |
| 98.4 % | GLEIF Website             |
| 98.4 % | LEI Search                |
| 98.4 % | Upload LEI & LE-RD Files  |

### Services with target = 97.7%

|        |                                 |
|--------|---------------------------------|
| 100 %  | Customer Portal                 |
| 98.4 % | Data Governance Pre-Check (GUI) |
| 98.4 % | 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  | 0.1 Seconds   | / 1 Second  |
| ● LOU Accreditation – Applicant documentation review | 44 Days       | / 45 Days   |
| ● LOU Accreditation – Candidate documentation review | N/A           | / 3 Months  |
| ● LOU Annual Accreditation Verification              | 30 Days       | / 30 Days   |
| ● Manage technical incidents – Priority 1            | 0.9 Hours     | / 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    |