## **GLEIF Service Report March 2021**



**Availability:** The breach identified for the service 'GLEIF API' was caused by heavy usage of several individual users; GLEIF has implemented measures with the aim to avoid such events to occur in the future. All the remaining GLEIF services met the availability targets in the reporting period.

Services with target = 99.9% Services with target = 97.7% 100 % Challenge LEI Data 99.7 % **Customer Portal** Check for Duplicates 100 % Data Room 100 % 100 % **GLEIF** Website 100 % LOU Communications Portal 99.3 % GLEIF API 100 % LEI Search 2.0 100 % Upload LEI & LE-RD Files

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

## Operating

Check for Duplicates	< 0.1 Minutes	/1 Minute
GLEIF API	< 0.1 Seconds	/ 1 Second
GELITAT		/ T Second
LOU Accreditation – Accreditation plan	N/A	/ 45 Days
LOU Accreditation	N/A	/ 3 Months
LOU Annual Accreditation Verification	29 Days	/ 30 Days
LOU queries in the Communications Portal	N/A	/ 2 Days
Manage technical incidents – Priority 1	< 0.1 Hours	/ 24 Hours
Manage technical incidents – Priority 2	N/A	/ 2 Days
Manage technical incidents – Priority 3	1 Days	/ 3 Days
Provide electronic LOU invoices	N/A	/ 10 Days
Register an account for gleif.org login	1 Days	/ Next Day

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## Availability