

## Summary • Performance 2024

### Service Availability Target 99.9%

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

### Service Availability Target 97.7%

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

### Processing Time

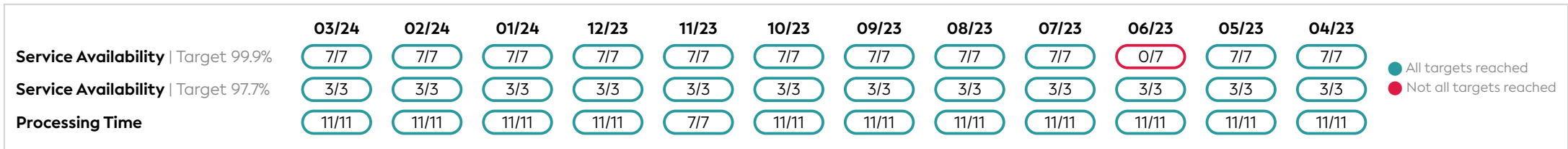
**11 out of 11** services achieved at least their target on average in the current year.

### Statistics

Check for Duplicates	26,461 requests	▼
Concatenated Files	50,256 requests	▲
Data Governance Pre-Check	286,603 requests	▼
GLEIF API	4,463,430 requests	▲
Golden Copy Files	94,192 requests	▼
Incident Management Priority 1	1 instance	▲
Incident Management Priority 2	0 instances	▼
Incident Management Priority 3	1 instance	●
Service Desk Requests	157 instances	▼

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

## Trends



## March 2024 Performance Details

Availability	Target	Ø 2024	Mar	Processing Time	Target	Ø 2024	Mar
Challenge LEI Data	99.9%	99.97%	99.94%	Check for Duplicates	1min	0.61min	0.61 min
Check for Duplicates	99.9%	100%	100%	Communications Portal	3d	0.95d	0.04 d
Data Governance Pre-Check API	99.9%	99.99%	100%	Data Governance Pre-Check	3s	1.50s	1.60 s
GLEIF API	99.9%	99.97%	99.94%	GLEIF API	1s	0.20s	0.20 s
GLEIF Website	99.9%	99.99%	100%	Incident Management Priority 1	24h	2.11h	2.11 h
LEI Search	99.9%	99.97%	99.94%	Incident Management Priority 2	2d	1.28d	N/A
Upload LEI & LE-RD Files	99.9%	99.98%	100%	Incident Management Priority 3	3d	0.96d	<0.01 d
Communications Portal	97.7%	99.98%	99.99%	LOU Accreditation Applicant Doc. Review	3m	-	N/A
Customer Portal	97.7%	99.96%	100%	LOU Accreditation Candidate Doc. Review	45d	-	N/A
Data Governance Pre-Check GUI	97.7%	99.99%	100%	LOU Annual Accreditation Verification	30d	30d	30 d
				Upload LEI & LE-RD Files	60min	0.11min	0.10 min