

GLEIF Service Report November 2022



Availability: All GLEIF services met the availability targets in the reporting period.

Operating: The service 'LOU Accreditation' did not meet the service level target 'Applicant documentation review' due to extended processing time required by the applicant LEI Issuer. All remaining service level targets have been achieved or were not applicable.

Availability

Services with target = 99.9%

100 %	Challenge LEI Data
100 %	Check for Duplicates
100 %	Data Governance Pre-Check
100 %	GLEIF API
99.9 %	GLEIF Website
100 %	LEI Search 2.0
100 %	Upload LEI & LE-RD Files

Services with target = 97.7%

100 %	Customer Portal
100 %	Data Governance Pre-Check (GUI)
99.9 %	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	79 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	N/A	/ 24 Hours
● Manage technical incidents – Priority 2	< 1 Day	/ 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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