

# GLEIF Service Report November 2023



**Availability:** All 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%	Services with target = 97.7%
100 % Challenge LEI Data	100 % Customer Portal
100 % Check for Duplicates	100 % Data Governance Pre-Check (GUI)
99.9 % Data Governance Pre-Check	100 % LOU Communications Portal
100 % GLEIF API	
100 % GLEIF Website	
100 % LEI Search	
100 % Upload LEI & LE-RD Files	

## 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	N/A	/ 45 Days
● LOU Accreditation – Candidate documentation review	N/A	/ 3 Months
● LOU Annual Accreditation Verification	29 Days	/ 30 Days
● Manage technical incidents – Priority 1	N/A	/ 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

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