

GLEIF Service Report October 2016

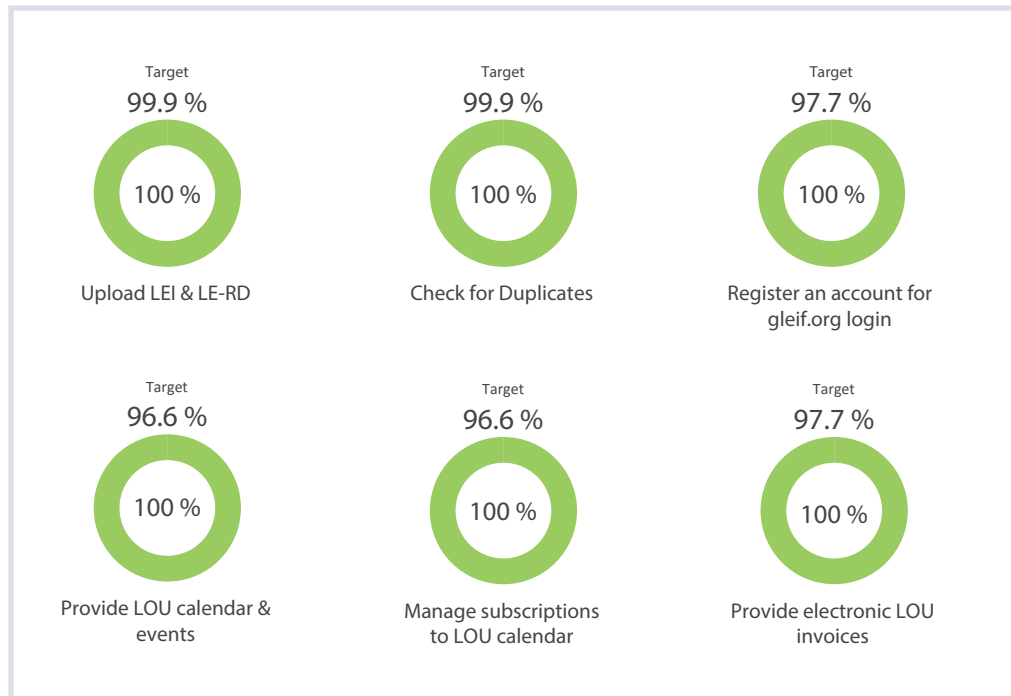
Availability: All GLEIF services subject to the GLEIF performance assessment are now live. In October 2016 all GLEIF services met the availability targets.

Administration: Actions related to these services were not required in October 2016 and therefore these services were not subject to performance assessment in this month.

Operating: GLEIF has changed the display to traffic light symbols to improve ease of understanding on how services have performed at a glance.

GLEIF has achieved the targets of 'Processing Time' and 'Attended Service Operating Time' for all live services.

Availability



Administration (Update Frequency)



Operating

PROCESSING TIME FOR:

Conduct annual accreditation verification	N/A	/ 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	N/A	/ 3 Days
Perform accreditation (GLEIF)	N/A	/ 3 Months
Perform accreditation (LOU)	N/A	/ 6 Months
Provide electronic LOU invoices	N/A	/ 10 Days
Provide LOU calendar & events	N/A	/ Next Day
Register an account for gleif.org login	N/A	/ Next Day
Upload LEI & LE-RD	< 0.1 Hours	/ 1 Hour

RESPONSE TIME FOR:

Conduct annual accreditation verification	N/A	/ Next Day
Perform accreditation	N/A	/ Next Day
Trigger LEI management transfer	N/A	/ Next Day

ATTENDED SERVICE OPERATING TIME:

Conduct annual accreditation verification	N/A	/ 8 Hours
Manage technical incidents	N/A	/ 8 Hours
Perform accreditation	8.0 Hours	/ 8 Hours
Trigger LEI management transfer	N/A	/ 8 Hours