

GLEIF Service Report November 2016

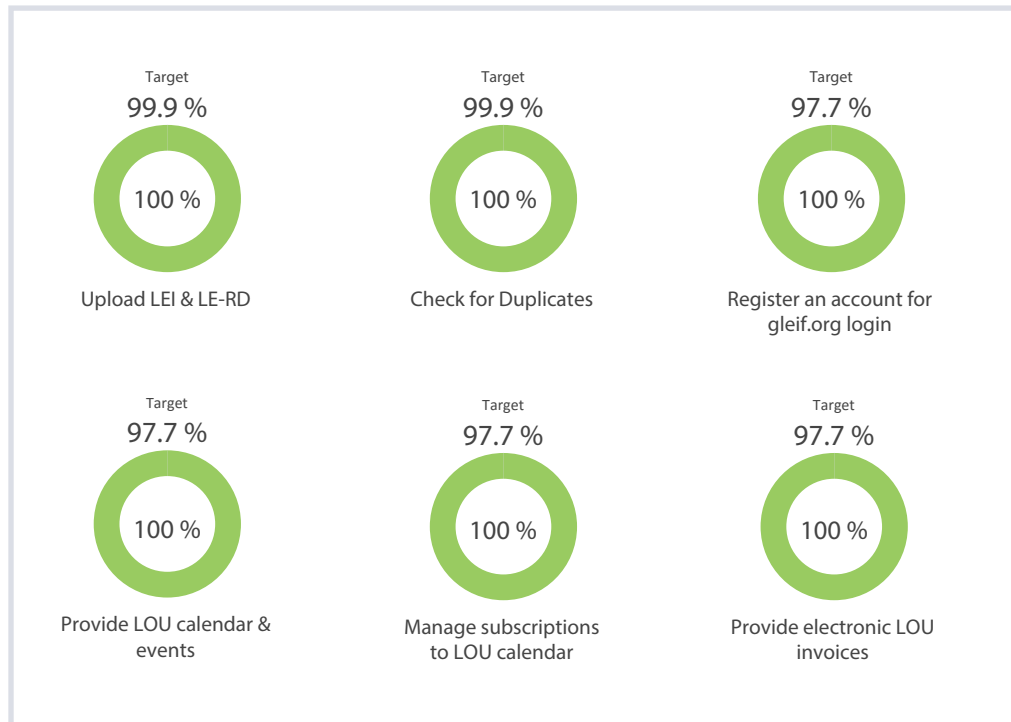
Availability: This month all GLEIF services met the availability targets. In line with version 1.2 of the Service Level Agreement concluded between GLEIF and the LEI issuers the service targets for 'Provide LOU calendar & events' and 'Manage subscriptions to LOU calendar' have been updated to 97.7%.

Administration: These services were not subject to performance assessment in this month as no actions were required.

Operating: The breach identified with regard to the service 'Perform Accreditation - Accreditation Plan' resulted from high volume of applications received and, in some cases, additional time required for clarification of documentation submitted by applicants.

During this month, all other live services have achieved the required service levels for 'Processing Time' and 'Attended Service Operating Time'.

Availability



Administration (Update Frequency)



Operating

PROCESSING TIME FOR:

● Check for duplicates	N/A	/ 5 Minutes
● 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) - Accreditation plan	52 Days	/ 45 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	1 Day	/ 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