

# GLEIF Service Report December 2016

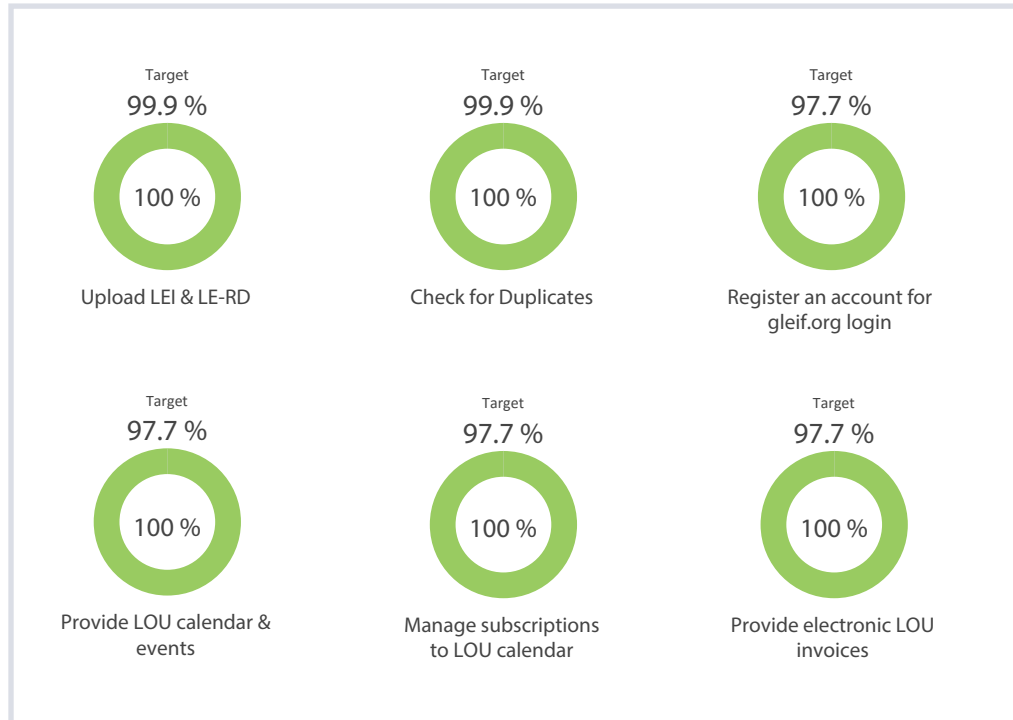
**Availability:** This month all GLEIF services met the availability targets.

**Administration:** The target of distributing electronic invoices to all applicable parties during the last quarter was met. As no organizations require re-certification at this point, the 'Update Frequency' targets are not applicable with regard to the service 'Conduct Annual Accreditation'.

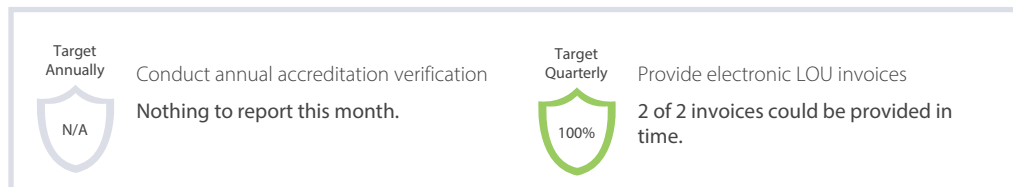
**Operating:** The breach identified with regard to the service 'Perform Accreditation - Accreditation Plan' resulted again from high volumes of applications received, and additional time required for clarification of documentation submitted by applicants. During this month the service "Manage technical incidents" went live, this service was not subject to a performance assessment as there were no incidents raised.

**Attended Service Operating Time:** All services for this service level achieved their target

## Availability



## Administration (Update Frequency)



## Operating

### PROCESSING TIME FOR:

● Check for duplicates	< 0.1 Minutes	/ 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	74 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	8.0 Hours	/ 8 Hours
● Perform accreditation	8.0 Hours	/ 8 Hours
● Trigger LEI management transfer	N/A	/ 8 Hours