

GLEIF Service Report January 2017

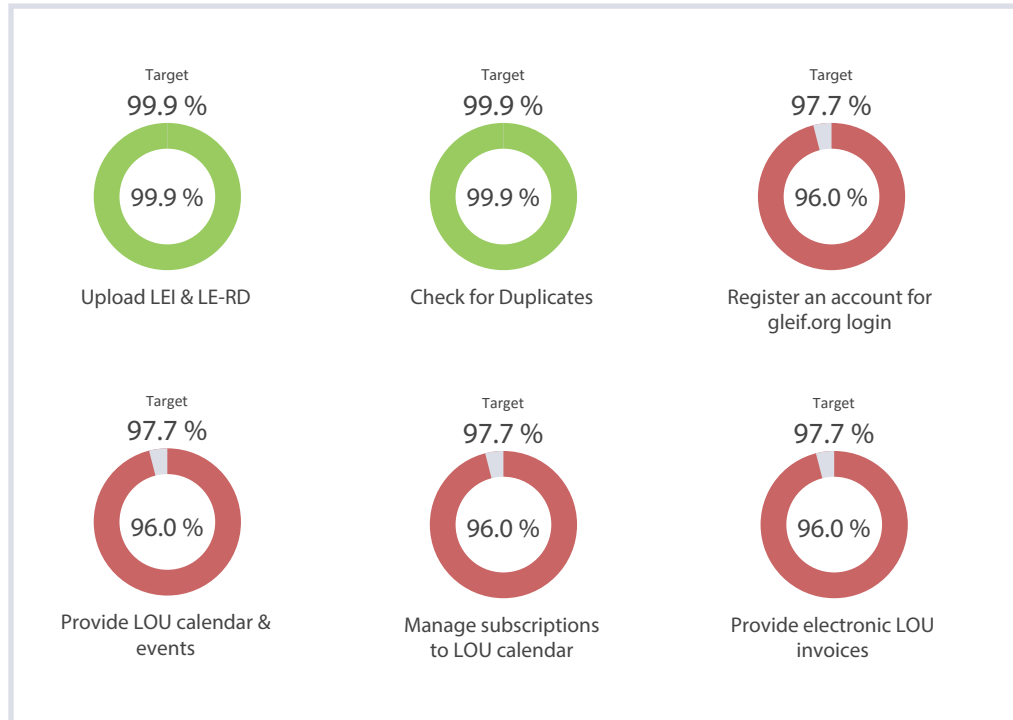
Availability: The breach identified with regard to the services 'Register an account for gleif.org login', 'Provide LOU calendar & events', 'Manage subscriptions to LOU calendar' and 'Provide electronic invoices' resulted from a temporary failure of a web server. The technical monitoring of these services has been optimized to reduce related incidents. (The acronym 'LOU' stands for 'Local Operating Unit'. LOUs are LEI issuing organizations).

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

Operating: The high number of new candidate LEI issuers and additional time required to verify documentation submitted by candidates resulted in an extended time-line to conclude the review of documentation (service 'Perform accreditation').

All other service level targets have been met.

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	< 1 Days	/ 2 Days
● Manage technical incidents – Priority 3	1 Day	/ 3 Days
● Perform accreditation (GLEIF) - Accreditation plan	44 Days	/ 45 Days
● Perform accreditation (GLEIF)	6.7 Months	/ 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 Days	/ 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