GLEIF Service Report February 2017

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

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 again in an extended time-line to conclude the review of documentation (service ‘Perform accreditation’).

All other service level targets have been met.

Availability

- **Upload LEI & LE-RD**: Target 99.9% | Availability 99.9%
- **Check for Duplicates**: Target 99.9% | Availability 99.9%
- **Register an account for gleif.org login**: Target 99.9% | Availability 97.7%
- **Provide LOU calendar & events**: Target 99.9% | Availability 99.9%
- **Manage subscriptions to LOU calendar**: Target 97.7% | Availability 97.7%
- **Provide electronic LOU invoices**: Target 97.7% | Availability 97.7%

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: < 1 Days / 3 Days
- Perform accreditation (GLEIF) - Accreditation plan: N/A / 45 Days
- Perform accreditation (GLEIF): 6.3 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: 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: 8.0 Hours / 8 Hours
- Perform accreditation: 8.0 Hours / 8 Hours
- Trigger LEI management transfer: N/A / 8 Hours

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