

GLEIF Service Report February 2017

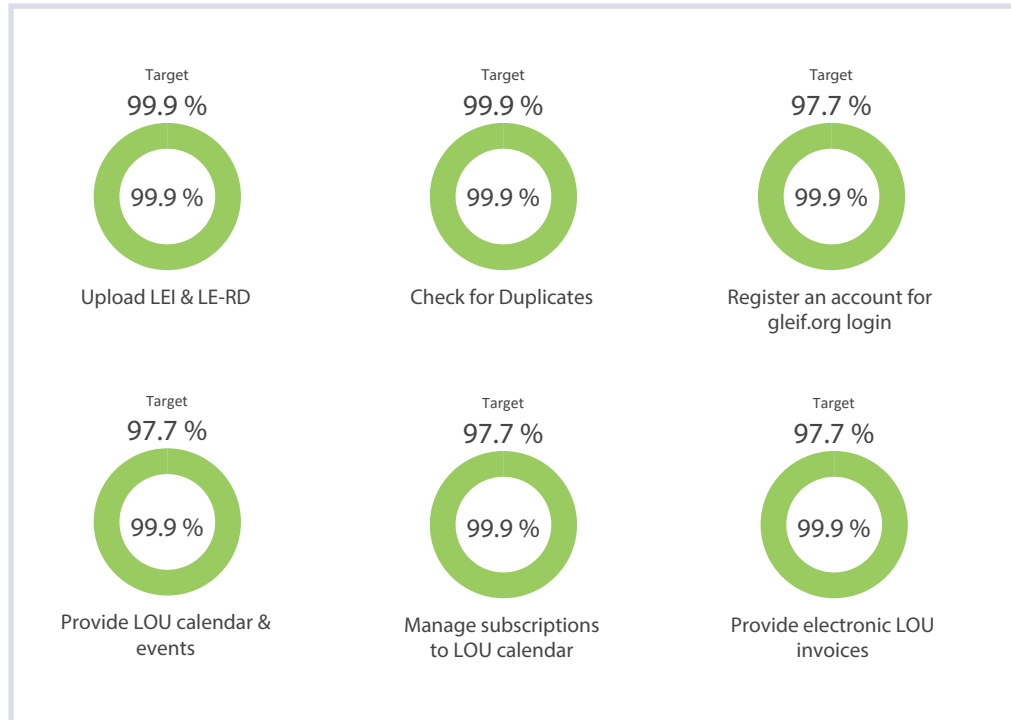
Availability: This month all GLEIF services met the availability targets.

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



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	< 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