**Availability**: All GLEIF Services have achieved the availability targets in March 2017.

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

**Operating**: The processing time service level was achieved for ‘Check for duplicates’, ‘Manage technical incidents’, ‘Register an account for gleif.org login’ and ‘Upload LEI & LE-RD’. Considering continued high numbers of candidate LEI issuers and, consequently, additional time required to verify documentation submitted by candidates, GLEIF has implemented measures aimed at meeting the targeted processing time regarding the service ‘Perform accreditation’ going forward.

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**Availability**

- **Upload LEI & LE-RD**: Target 99.9 %, Operating 100 %
- **Check for Duplicates**: Target 99.9 %, Operating 100 %
- **Register an account for gleif.org login**: Target 99.9 %, Operating 99.9 %
- **Provide LOU calendar & events**: Target 99.9 %, Operating 97.7 %
- **Manage subscriptions to LOU calendar**: Target 99.9 %, Operating 97.7 %
- **Provide electronic LOU invoices**: Target 99.9 %, Operating 97.7 %

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**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**: 2 Days / 3 Days
- **Perform accreditation (GLEIF) - Accreditation plan**: N/A / 45 Days
- **Perform accreditation (GLEIF)**: 7.7 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

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