Availability: All GLEIF Services met the availability targets in April 2017.

Administration: During the last quarter, GLEIF issued electronic invoices to all relevant parties as required. The 'Update Frequency' targets regarding the service 'Conduct annual accreditation verification' do not yet apply, because no LEI issuing organization requires re-certification at this point.

Operating: GLEIF exceeded the desired processing time to register an account for gleif.org login because of not having responded to an invalid request on time. We implemented a monitoring functionality to prevent invalid requests in the future. Since the last report, GLEIF succeeded in shortening the time required to execute the service 'Perform accreditation (GLEIF)' and continues working towards meeting the desired processing time.

### Availability

<table>
<thead>
<tr>
<th>Service</th>
<th>Target</th>
<th>Achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upload LEI &amp; LE-RD</td>
<td>99.9%</td>
<td>99.9%</td>
</tr>
<tr>
<td>Check for Duplicates</td>
<td>99.9%</td>
<td>99.9%</td>
</tr>
<tr>
<td>Register an account for gleif.org login</td>
<td>97.7%</td>
<td>99.9%</td>
</tr>
<tr>
<td>Provide LOU calendar &amp; events</td>
<td>97.7%</td>
<td>99.9%</td>
</tr>
<tr>
<td>Manage subscriptions to LOU calendar</td>
<td>97.7%</td>
<td>99.9%</td>
</tr>
<tr>
<td>Provide electronic LOU invoices</td>
<td>97.7%</td>
<td>99.9%</td>
</tr>
</tbody>
</table>

### Operating

#### Response Time for:

<table>
<thead>
<tr>
<th>Service</th>
<th>Target Time</th>
<th>Achieved Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check for duplicates</td>
<td>&lt; 0.1 Minutes</td>
<td>/ 5 Minutes</td>
</tr>
<tr>
<td>Conduct annual accreditation verification</td>
<td>N/A</td>
<td>/ 30 Days</td>
</tr>
<tr>
<td>Manage technical incidents – Priority 1</td>
<td>N/A</td>
<td>/ 24 Hours</td>
</tr>
<tr>
<td>Manage technical incidents – Priority 2</td>
<td>N/A</td>
<td>/ 2 Days</td>
</tr>
<tr>
<td>Manage technical incidents – Priority 3</td>
<td>3 Days</td>
<td>/ 3 Days</td>
</tr>
<tr>
<td>Perform accreditation (GLEIF) - Accreditation plan</td>
<td>25 Days</td>
<td>/ 45 Days</td>
</tr>
<tr>
<td>Perform accreditation (GLEIF)</td>
<td>6.1 Months</td>
<td>/ 3 Months</td>
</tr>
<tr>
<td>Perform accreditation (LOU)</td>
<td>N/A</td>
<td>/ 6 Months</td>
</tr>
<tr>
<td>Provide electronic LOU invoices</td>
<td>N/A</td>
<td>/ 10 Days</td>
</tr>
<tr>
<td>Provide LOU calendar &amp; events</td>
<td>N/A</td>
<td>/ Next Day</td>
</tr>
<tr>
<td>Register an account for gleif.org login</td>
<td>13 Days</td>
<td>/ Next Day</td>
</tr>
<tr>
<td>Upload LEI &amp; LE-RD</td>
<td>&lt; 0.1 Hours</td>
<td>/ 1 Hour</td>
</tr>
</tbody>
</table>

#### Processing Time for:

<table>
<thead>
<tr>
<th>Service</th>
<th>Target Time</th>
<th>Achieved Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check for duplicates</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Conduct annual accreditation verification</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Manage technical incidents – Priority 1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Manage technical incidents – Priority 2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Manage technical incidents – Priority 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Perform accreditation (GLEIF)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Perform accreditation (LOU)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide electronic LOU invoices</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide LOU calendar &amp; events</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Register an account for gleif.org login</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Upload LEI &amp; LE-RD</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Administration (Update Frequency)

<table>
<thead>
<tr>
<th>Service</th>
<th>Target</th>
<th>Achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conduct annual accreditation verification</td>
<td>N/A</td>
<td>100%</td>
</tr>
<tr>
<td>Manage technical incidents – Priority 1</td>
<td>N/A</td>
<td>100%</td>
</tr>
<tr>
<td>Perform accreditation</td>
<td>N/A</td>
<td>100%</td>
</tr>
<tr>
<td>Trigger LEI management transfer</td>
<td>N/A</td>
<td>100%</td>
</tr>
</tbody>
</table>

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