

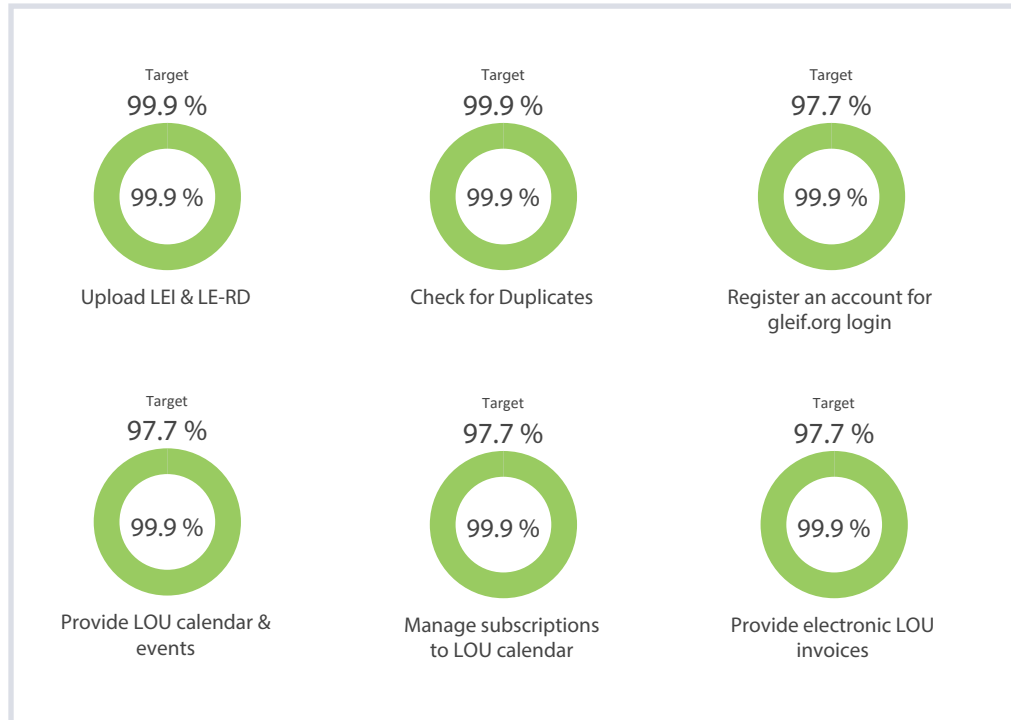
GLEIF Service Report April 2017

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

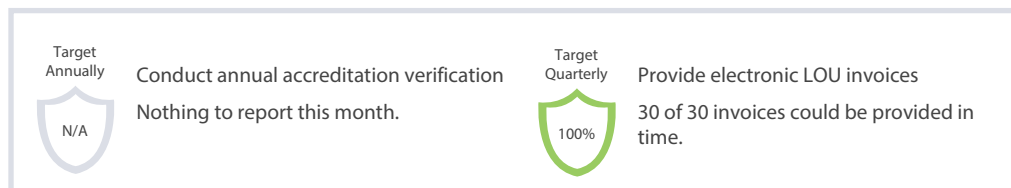
Administration: During the last quarter, GLEIF issued electronic invoices to all relevant parties as required. The 'Update Frequency' targets regarding the service 'Conduct annual accreditation verification' do not yet apply, because no LEI issuing organization requires re-certification at this point.

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



Administration (Update Frequency)



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	3 Days	/ 3 Days
● Perform accreditation (GLEIF) - Accreditation plan	25 Days	/ 45 Days
● Perform accreditation (GLEIF)	6.1 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	13 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