

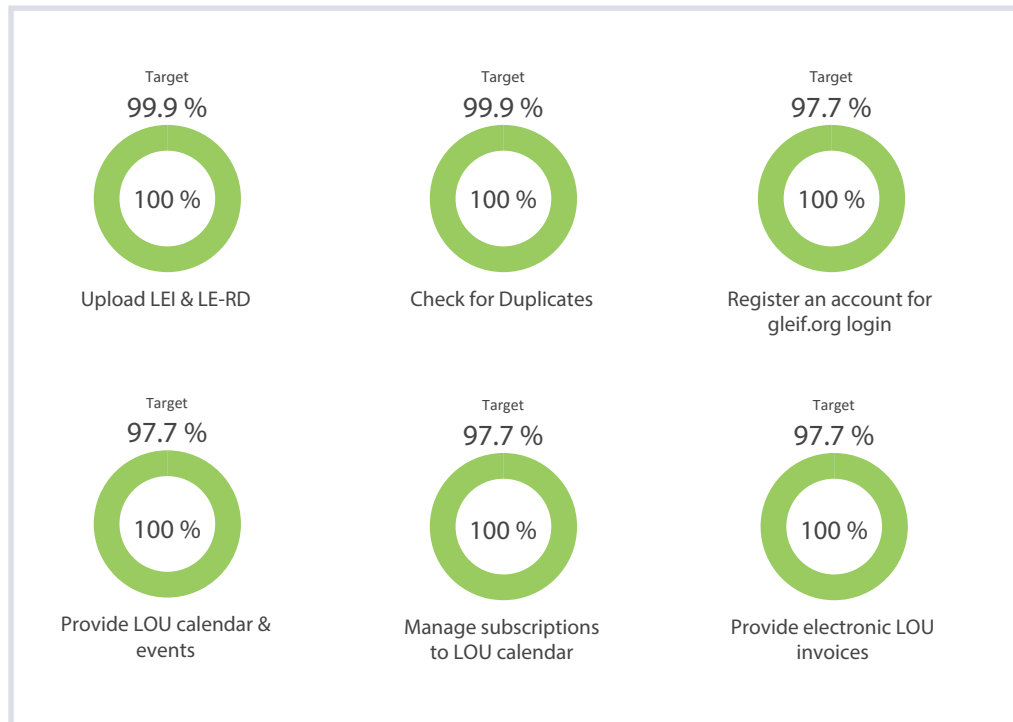
GLEIF Service Report June 2017

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

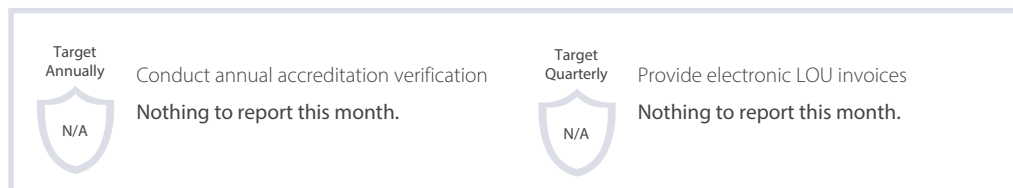
Administration: Nothing to report this month as no action was required for the services of "Conduct annual accreditation verification" and "Provide electronic LOU invoices".

Operating: This month all services achieved their required service level targets for "Processing Time" and "Attended Service Operating 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	1 Day	/ 3 Days
● Perform accreditation (GLEIF) - Accreditation plan	N/A	/ 45 Days
● Perform accreditation (GLEIF)	N/A	/ 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 Day	/ 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