

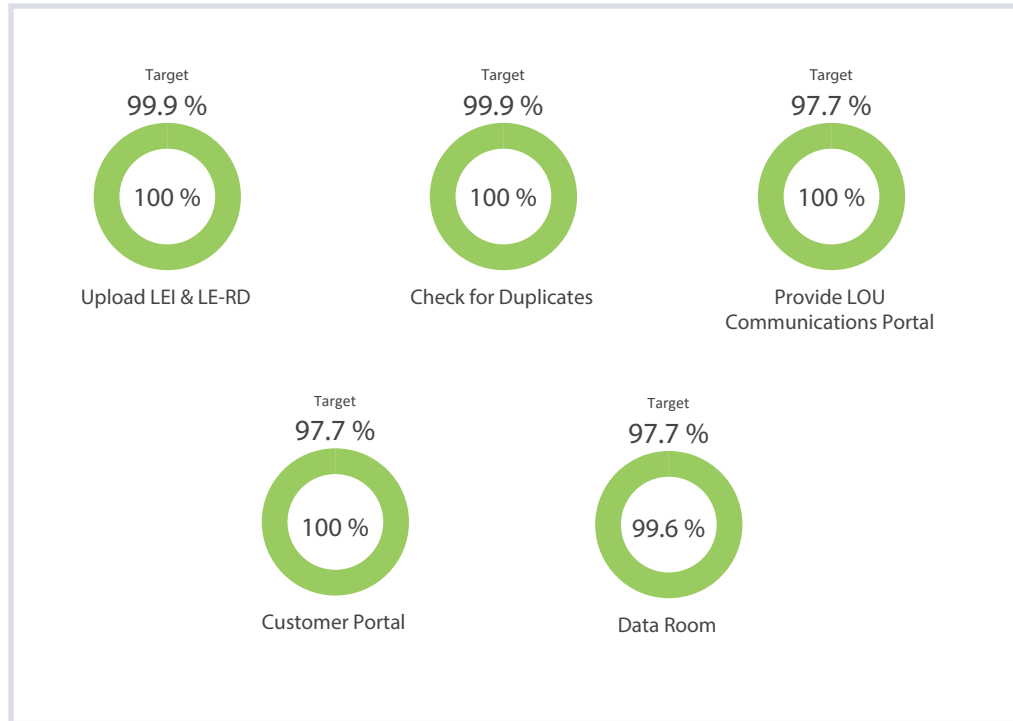
# GLEIF Service Report July 2017

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

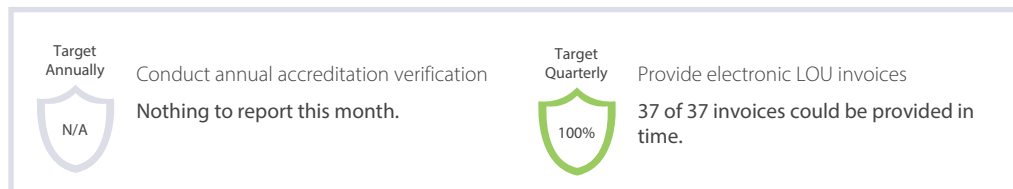
**Administration:** During the second quarter of this year, GLEIF issued electronic invoices to all relevant parties as required. The update frequency targets regarding the service 'Conduct annual accreditation verification' do not apply, because no LEI issuing organization requires re-certification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

**Operating:** The time required to resolve, respectively, two incidents raised internally did not meet the target of the service 'Manage technical incidents'. We observed a breach of the service level regarding 'Perform accreditation (GLEIF)' due to additional time required to verify documentation submitted by the candidate. This could not be remediated in time for the latest report, because the related process had been initiated before measures aimed at meeting the targeted processing time were triggered. The processing time for 'Register an account for gleif.org login' was breached due to required staff being out of office. GLEIF has implemented measures to ensure this breach does not occur again.

## Availability



## Administration (Update Frequency)



## Operating

PROCESSING TIME FOR:		
● Check for duplicates	< 0.1 Minutes	/ 1 Minute
● Conduct annual accreditation verification	N/A	/ 30 Days
● Manage technical incidents – Priority 1	3.1 Hours	/ 24 Hours
● Manage technical incidents – Priority 2	36 Days	/ 2 Days
● Manage technical incidents – Priority 3	5 Days	/ 3 Days
● Perform accreditation (GLEIF) - Accreditation plan	41 Days	/ 45 Days
● Perform accreditation (GLEIF)	11.4 Months	/ 3 Months
● Perform accreditation (LOU)	N/A	/ 6 Months
● Provide electronic LOU invoices	N/A	/ 10 Days
● LOU queries in the Communications Portal	N/A	/ 2 Days
● Register an account for gleif.org login	1.7 Days	/ Next Day
● Upload LEI & LE-RD	< 0.1 Hours	/ 1 Hour