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

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

**Operating:** 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.

### Availability

<table>
<thead>
<tr>
<th>Service</th>
<th>Target</th>
<th>N/A</th>
<th>Target</th>
<th>N/A</th>
<th>Target</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upload LEI &amp; LE-RD</td>
<td>99.9 %</td>
<td>100 %</td>
<td>Check for duplicates</td>
<td>99.9 %</td>
<td>99.9 %</td>
<td>100 %</td>
</tr>
<tr>
<td>Provide LOU</td>
<td>97.7 %</td>
<td>100 %</td>
<td>Provide LOU Communications Portal</td>
<td>97.7 %</td>
<td>100 %</td>
<td>100 %</td>
</tr>
<tr>
<td>Customer Portal</td>
<td>97.7 %</td>
<td>100 %</td>
<td>Data Room</td>
<td>97.7 %</td>
<td>100 %</td>
<td>100 %</td>
</tr>
</tbody>
</table>

### 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: 0.2 Hours / 24 Hours
- Manage technical incidents – Priority 2: < 1 Day / 2 Days
- Manage technical incidents – Priority 3: 1 Day / 3 Days
- Perform accreditation (GLEIF) - Accreditation plan: 28 Days / 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
- LOU queries in the Communications Portal: N/A / 2 Days
- Register an account for gleif.org login: < 1 Day / Next Day
- Upload LEI & LE-RD: < 0.1 Hours / 1 Hour

DISCLAIMER: All figures of this Service Report are derived from the Global Legal Entity Identifier Foundation (GLEIF). While every care has been taken in the compilation of this information, GLEIF will not be held responsible for any loss, damage or inconvenience caused as a result of inaccuracy or error within the Service Report. The text and graphic content of the Service Report may be used, printed and distributed ONLY with the copyright information displayed (© Copyright Global Legal Entity Identifier Foundation (GLEIF)).