

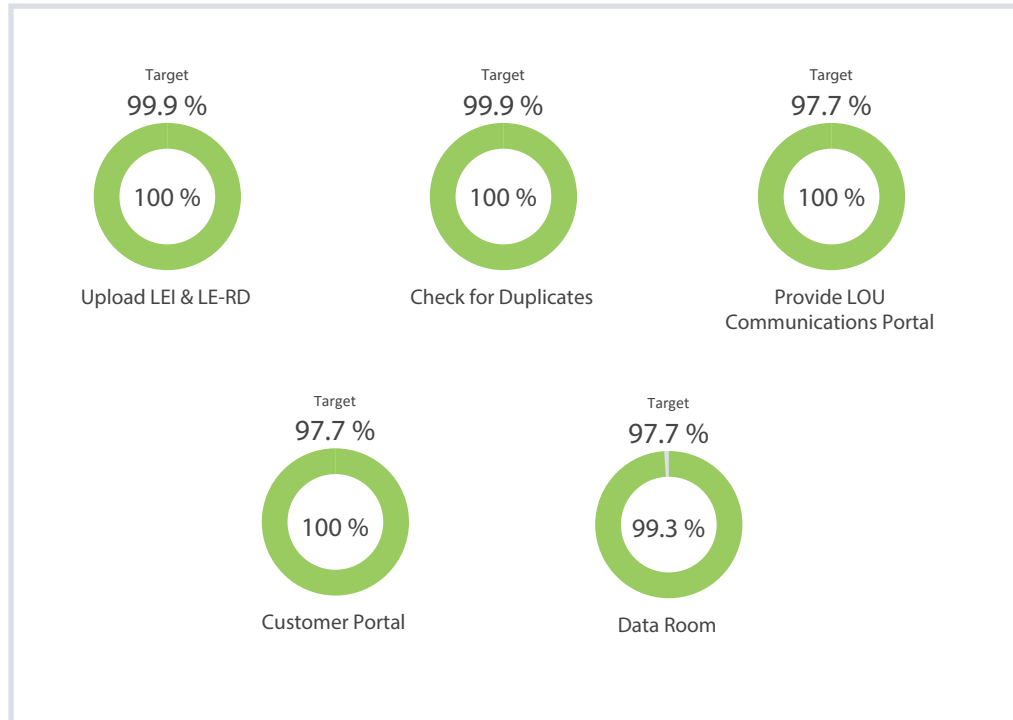
# GLEIF Service Report September 2017

**Availability:** All GLEIF Services met the availability targets in September 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 with regard to the service 'Managing technical incidents - Priority2': one incident was not closed in due time however the issue was solved within the required two days. Action has been taken to prevent this kind of breach in the future. The targeted processing time with regard to the service 'Perform accreditation (GLEIF)' was not met in some instances due to additional time required to verify documentation submitted by the candidate. It is expected that the issue will be resolved once all LEI issuers previously endorsed by the LEI ROC are GLEIF-accredited.

## Availability



## 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	N/A	/ 24 Hours
● Manage technical incidents – Priority 2	3 Days	/ 2 Days
● Manage technical incidents – Priority 3	1 Day	/ 3 Days
● Perform accreditation (GLEIF) - Accreditation plan	N/A	/ 45 Days
● Perform accreditation (GLEIF)	6.9 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	N/A	/ Next Day
● Upload LEI & LE-RD	< 0.1 Hours	/ 1 Hour

## Administration (Update Frequency)

