

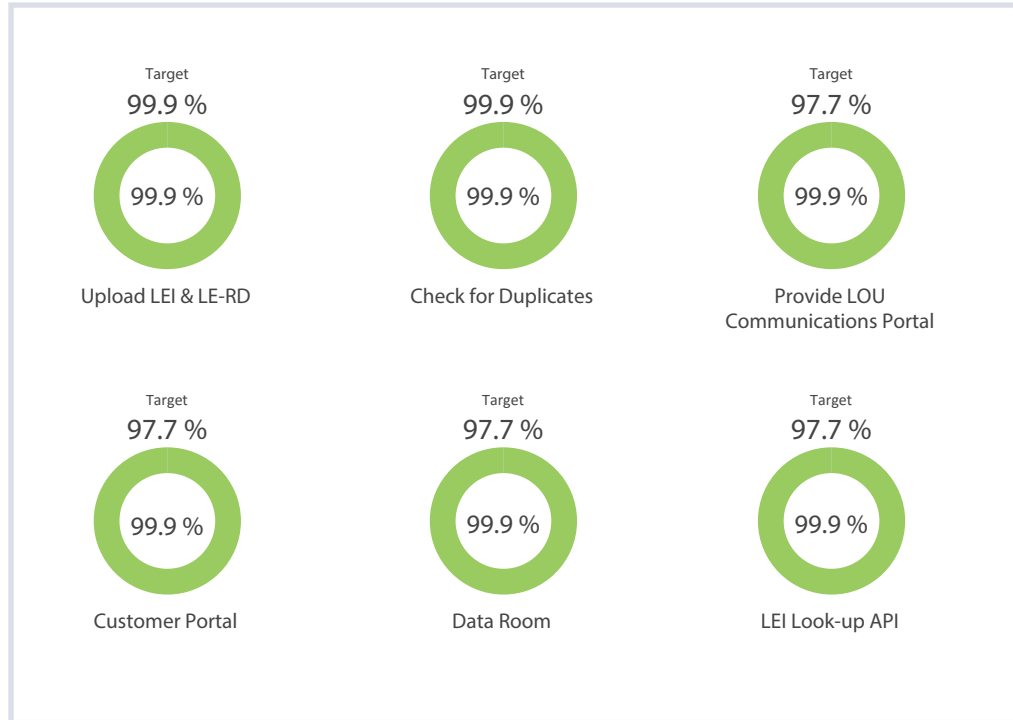
# GLEIF Service Report January 2018

**Availability:** All GLEIF services met the availability targets in the reporting period.

**Operating:** In the reporting period, all services met their required service level targets.

**Administration:** In the fourth quarter of 2017, GLEIF issued electronic invoices to all relevant parties as required.

## Availability



## Operating

PROCESSING TIME FOR:		
● Check for duplicates	< 0.1 Minute	/ 1 Minute
● Conduct annual accreditation verification	N/A	/ 30 Days
● Manage technical incidents – Priority 1	12.5 Hours	/ 24 Hours
● Manage technical incidents – Priority 2	< 1 Day	/ 2 Days
● Manage technical incidents – Priority 3	N/A	/ 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
● 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 Hour	/ 1 Hour
● LEI Look-up API	0.2 Seconds	/ 1 Second

## Administration (Update Frequency)

