

GLEIF Service Report March 2018



Availability: The breach identified with regard to the service 'GLEIF Website' was caused by a temporary outage of the network at GLEIF's datacenter provider.

Operating: The services 'Conduct Annual Accreditation Verification' and 'Manage Technical Incidents' did not meet the service level targets due to extended processing time required internally. GLEIF has implemented measures with the aim to remediate these breaches. We also observed a breach of the service level target regarding 'Perform Accreditation (GLEIF)' due to additional time required by the candidates to provide, and GLEIF to verify, documentation submitted by the candidates.

Availability

Services with target = 99.9%

99.9 %	Check for Duplicates
99.89 %	GLEIF Website
99.9 %	Upload LEI & LE-RD

Services with target = 97.7%

99.9 %	Customer Portal
99.9 %	Data Room
99.9 %	LEI Look-up API
99.9 %	Provide LOU Communications Portal

Operating

PROCESSING TIME FOR:

● Check for duplicates	< 0.1 Minutes	/ 1 Minute
● Conduct annual accreditation verification	34 Days	/ 30 Days
● Manage technical incidents – Priority 1	0.2 Hours	/ 24 Hours
● Manage technical incidents – Priority 2	2 Days	/ 2 Days
● Manage technical incidents – Priority 3	4 Days	/ 3 Days
● Perform accreditation (GLEIF) - Accreditation plan	N/A	/ 45 Days
● Perform accreditation (GLEIF)	13.1 Months	/ 3 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
● LEI Look-up API	< 0.1 Second	/ 1 Second