

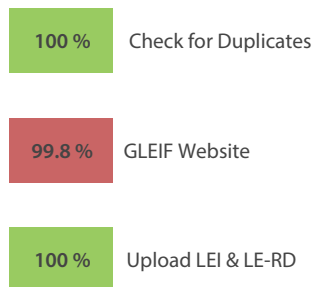
GLEIF Service Report June 2018

Availability: The breach identified for the service 'GLEIF Website' was caused by a temporary unavailability of one subcomponent of the GLEIF Website. However, this did not have an impact on the overall availability of the website.

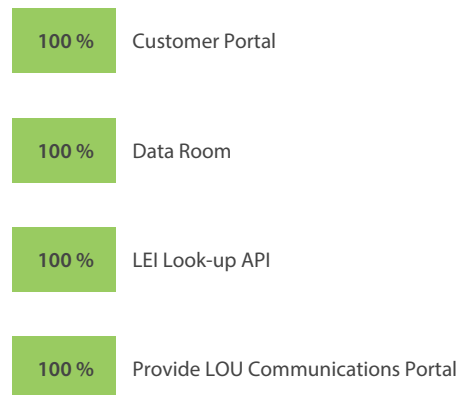
Operating: The service 'Manage Technical Incidents' did not meet the service level targets due to extended processing time required internally. GLEIF has implemented measures with the aim to remediate this breach.

Availability

Services with target = 99.9%



Services with target = 97.7%



Operating

PROCESSING TIME FOR:

● Check for duplicates	< 0.1 Minutes	/ 1 Minute
● Conduct annual accreditation verification	21 Days	/ 30 Days
● Manage technical incidents – Priority 1	1.6 Hours	/ 24 Hours
● Manage technical incidents – Priority 2	11 Days	/ 2 Days
● Manage technical incidents – Priority 3	6 Days	/ 3 Days
● Perform accreditation (GLEIF) - Accreditation plan	N/A	/ 45 Days
● Perform accreditation (GLEIF)	N/A	/ 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 Seconds	/ 1 Second