

GLEIF Service Report July 2018

Availability: The breaches identified with regard to the services 'Check for Duplicates', 'GLEIF Website' and 'Upload LEI & LE-RD' were caused by a temporary outage of the network at GLEIF's datacenter provider.

Operating: The service 'Conduct Annual Accreditation Verification' did not meet the service level target due to extended processing time required by an accredited LEI Issuer.

Availability

Services with target = 99.9%

99.8 %	Check for Duplicates
99.8 %	GLEIF Website
99.8 %	Upload LEI & LE-RD

Services with target = 97.7%

99.8 %	Customer Portal
99.8 %	Data Room
99.8 %	LEI Look-up API
99.8 %	Provide LOU Communications Portal

Operating

PROCESSING TIME FOR:

● Check for duplicates	< 0.1 Minutes	/ 1 Minute
● Conduct annual accreditation verification	31 Days	/ 30 Days
● Manage technical incidents – Priority 1	2.9 Hours	/ 24 Hours
● Manage technical incidents – Priority 2	< 1 Day	/ 2 Days
● Manage technical incidents – Priority 3	2 Days	/ 3 Days
● Perform accreditation (GLEIF) - Accreditation plan	N/A	/ 45 Days
● Perform accreditation (GLEIF)	1.2 Months	/ 3 Months
● Provide electronic LOU invoices	8 Days	/ 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