

GLEIF Service Report August 2018

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

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. All the remaining service level targets have been achieved or were not applicable.

Availability

Services with target = 99.9%

100 %	Check for Duplicates
100 %	GLEIF Website
100 %	Upload LEI & LE-RD

Services with target = 97.7%

100 %	Customer Portal
100 %	Data Room
100 %	LEI Look-up API
100 %	Provide LOU Communications Portal

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	< 0.1 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)	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	N/A	/ 1 Second