

GLEIF Service Report October 2018



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

Operating: The service 'Perform Accreditation' did not meet the service level target 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 |
| 99.5 % | GLEIF Website |
| 99.5 % | Upload LEI & LE-RD |

Services with target = 97.7%

| | |
|--------|-----------------------------------|
| 100 % | Customer Portal |
| 99.9 % | Data Room |
| 99.9 % | 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 | 28 Days | / 30 Days |
| ● Manage technical incidents – Priority 1 | 1.1 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 | 70 Days | / 45 Days |
| ● Perform accreditation (GLEIF) | N/A | / 3 Months |
| ● Provide electronic LOU invoices | 6 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 | 0.4 Seconds | / 1 Second |