

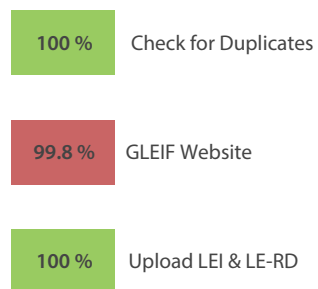
GLEIF Service Report December 2018

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.

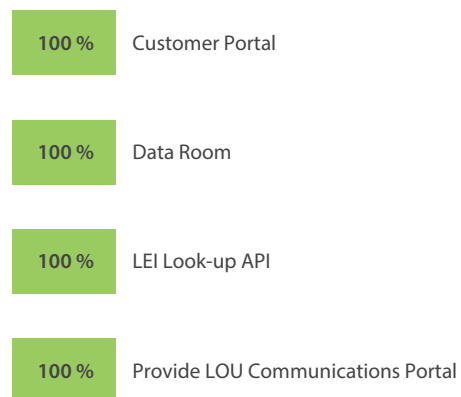
Operating: In the reporting period, all services met their required service level targets.

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	24 Days	/ 30 Days
● Manage technical incidents – Priority 1	0.8 Hours	/ 24 Hours
● Manage technical incidents – Priority 2	N/A	/ 2 Days
● Manage technical incidents – Priority 3	1 Day	/ 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	0.2 Seconds	/ 1 Second