

# GLEIF Service Report March 2019

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

**Operating:** The service 'Perform Accreditation - Accreditation plan' did not meet the service level target due to additional time required by the applicant to provide, and GLEIF to verify, documentation submitted by the applicant.

## 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	28 Days	/ 30 Days
● Manage technical incidents – Priority 1	1.7 Hours	/ 24 Hours
● Manage technical incidents – Priority 2	1 Day	/ 2 Days
● Manage technical incidents – Priority 3	< 1 Day	/ 3 Days
● Perform accreditation (GLEIF) - Accreditation plan	67 Days	/ 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	0.3 Seconds	/ 1 Second