

GLEIF Service Report May 2019



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

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 and also required internally; GLEIF is implementing 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	34 Days	/ 30 Days
● Manage technical incidents – Priority 1	17.6 Hours	/ 24 Hours
● Manage technical incidents – Priority 2	< 1 Day	/ 2 Days
● Manage technical incidents – Priority 3	0 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	< 0.1 Seconds	/ 1 Second