

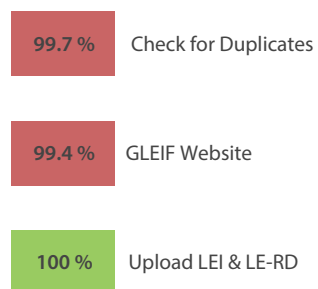
GLEIF Service Report June 2019

Availability: The breaches identified for the services 'Check for Duplicates' and 'GLEIF Website' were caused by a temporary outage of the database service. However, this did not have an impact on the overall availability of the website itself. GLEIF has implemented measures with the aim to avoid such events to occur in the future.

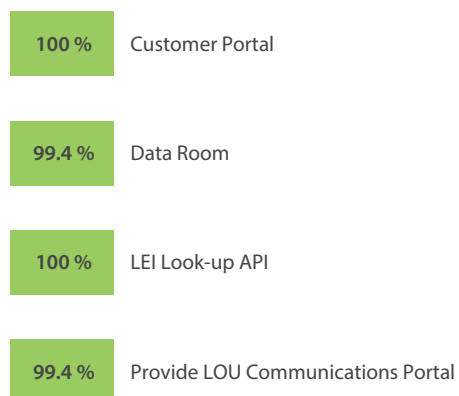
Operating: The service 'Conduct Annual Accreditation Verification' did not meet the service level target due to extended processing time required by an accredited LEI Issuer. GLEIF is implementing measures with the aim to remediate this breach. The service 'Register an Account for gleif.org' did not meet the service level target due to an incorrect user request. All the remaining service level targets have been achieved or were not applicable.

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	47 Days	/ 30 Days
● Manage technical incidents – Priority 1	3.3 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	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	1.2 Day	/ Next Day
● Upload LEI & LE-RD	< 0.1 Hours	/ 1 Hour
● LEI Look-up API	0.3 Seconds	/ 1 Second