

# GLEIF Service Report August 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 some accredited LEI Issuers. All 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	47 Days	/ 30 Days
● Manage technical incidents – Priority 1	2.1 Hours	/ 24 Hours
● Manage technical incidents – Priority 2	2 Days	/ 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	0.4 Seconds	/ 1 Second