

GLEIF Service Report October 2019

Availability: The breach identified for the service 'GLEIF Website' was caused by a temporary outage of a database. GLEIF has implemented measures with the aim to avoid such events to occur in the future. All remaining service level targets have been achieved.

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
99.8 %	GLEIF Website
100 %	Upload LEI & LE-RD

Services with target = 97.7%

100 %	Customer Portal
100 %	Data Room
100 %	LEI Look-up API
99.9 %	Provide LOU Communications Portal

Operating

PROCESSING TIME FOR:

● Check for duplicates	< 0.1 Minutes	/ 1 Minute
● Conduct annual accreditation verification	39 Days	/ 30 Days
● Manage technical incidents – Priority 1	N/A	/ 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	3 Days	/ 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