

GLEIF Service Report December 2019



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

Operating: All GLEIF services met their service level targets in the reporting period.

Availability

Services with target = 99.9%

| | |
|--------|--------------------------|
| 100 % | Challenge LEI Data |
| 100 % | Check for Duplicates |
| 99.9 % | GLEIF Website |
| 100 % | LEI Search 1.0 |
| 99.9 % | LEI Search 2.0 (Beta) |
| 100 % | Upload LEI & LE-RD Files |

Services with target = 97.7%

| | |
|--------|---------------------------|
| 100 % | Customer Portal |
| 99.9 % | Data Room |
| 100 % | LEI Look-up API |
| 99.8 % | LOU Communications Portal |

Operating

PROCESSING TIME FOR:

| | | |
|--|---------------|------------|
| ● Check for Duplicates | < 0.1 Minutes | / 1 Minute |
| ● LEI Look-up API | 0.4 Seconds | / 1 Second |
| ● LOU Accreditation – Accreditation plan | 43 Days | / 45 Days |
| ● LOU Accreditation | N/A | / 3 Months |
| ● LOU Annual Accreditation Verification | 12 Days | / 30 Days |
| ● LOU queries in the Communications Portal | N/A | / 2 Days |
| ● Manage technical incidents – Priority 1 | 6.9 Hours | / 24 Hours |
| ● Manage technical incidents – Priority 2 | 1 Day | / 2 Days |
| ● Manage technical incidents – Priority 3 | 2 Days | / 3 Days |
| ● Provide electronic LOU invoices | N/A | / 10 Days |
| ● Register an account for gleif.org login | < 1 Day | / Next Day |
| ● Upload LEI & LE-RD Files | < 0.1 Hours | / 1 Hour |