

# GLEIF Service Report February 2020



**Availability:** The breach identified for the service 'Upload LEI & LE-RD Files' was caused by a temporary outage of a database. All remaining service level targets have been achieved.

**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
100 %	GLEIF Website
100 %	LEI Search 1.0
100 %	LEI Search 2.0 (Beta)
99.89%	Upload LEI & LE-RD Files

### Services with target = 97.7%

99.9 %	Customer Portal
99.8 %	Data Room
100 %	LEI Look-up API
99.7 %	LOU Communications Portal

## Operating

### PROCESSING TIME FOR:

● Check for Duplicates	< 0.1 Minutes	/ 1 Minute
● LEI Look-up API	0.5 Seconds	/ 1 Second
● LOU Accreditation – Accreditation plan	N/A	/ 45 Days
● LOU Accreditation	1.2 Months	/ 3 Months
● LOU Annual Accreditation Verification	17 Days	/ 30 Days
● LOU queries in the Communications Portal	N/A	/ 2 Days
● Manage technical incidents – Priority 1	N/A	/ 24 Hours
● Manage technical incidents – Priority 2	1 Day	/ 2 Days
● Manage technical incidents – Priority 3	N/A	/ 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