

GLEIF Service Report March 2020



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

Operating: The service 'LOU Accreditation' did not meet the service level target due to extended processing time required by a candidate LEI Issuer. The service 'LOU Annual Accreditation Verification' did not meet the service level target due to extended processing time required by GLEIF to assess one instance; GLEIF is implementing measures with the aim to avoid such events to occur in the future. All remaining service level targets have been achieved or were not applicable.

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)
99.9 %	Upload LEI & LE-RD Files

Services with target = 97.7%

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

Operating

PROCESSING TIME FOR:

● Check for Duplicates	< 0.1 Minutes	/ 1 Minute
● LEI Look-up API	0.2 Seconds	/ 1 Second
● LOU Accreditation – Accreditation plan	N/A	/ 45 Days
● LOU Accreditation	5.6 Months	/ 3 Months
● LOU Annual Accreditation Verification	31 Days	/ 30 Days
● LOU queries in the Communications Portal	N/A	/ 2 Days
● Manage technical incidents – Priority 1	0.2 Hours	/ 24 Hours
● Manage technical incidents – Priority 2	N/A	/ 2 Days
● Manage technical incidents – Priority 3	3 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