

# GLEIF Service Report April 2020

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

### Services with target = 97.7%

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

## Operating

### PROCESSING TIME FOR:

|  |             |            |
|--|-------------|------------|
| ● Check for Duplicates                     | 0.1 Minutes | / 1 Minute |
| ● LEI Look-up API                          | 0.3 Seconds | / 1 Second |
| ● LOU Accreditation – Accreditation plan   | 31 Days     | / 45 Days  |
| ● LOU Accreditation                        | N/A         | / 3 Months |
| ● LOU Annual Accreditation Verification    | 27 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          | 4 Days      | / 10 Days  |
| ● Register an account for gleif.org login  | < 1 Day     | / Next Day |
| ● Upload LEI & LE-RD Files                 | < 0.1 Hours | / 1 Hour   |