

# GLEIF Service Report September 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. 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 %	GLEIF API
100 %	LEI Search 1.0
100 %	LEI Search 2.0
100 %	Upload LEI & LE-RD Files

### Services with target = 97.7%

100 %	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
● GLEIF API	< 0.1 Seconds	/ 1 Second
● LEI Look-up API	0.1 Seconds	/ 1 Second
● LOU Accreditation – Accreditation plan	44 Days	/ 45 Days
● LOU Accreditation	6.8 Months	/ 3 Months
● LOU Annual Accreditation Verification	N/A	/ 30 Days
● LOU queries in the Communications Portal	N/A	/ 2 Days
● Manage technical incidents – Priority 1	6.4 Hours	/ 24 Hours
● Manage technical incidents – Priority 2	1 Day	/ 2 Days
● Manage technical incidents – Priority 3	1 Day	/ 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