

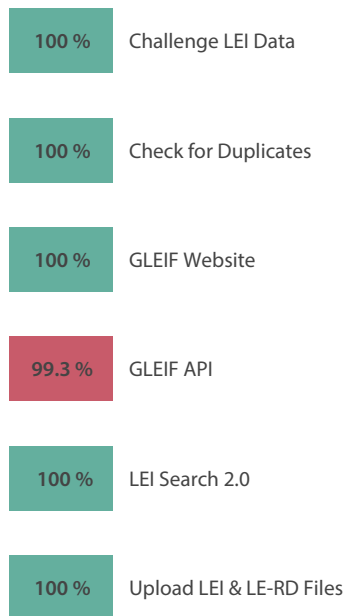
# GLEIF Service Report March 2021

**Availability:** The breach identified for the service 'GLEIF API' was caused by heavy usage of several individual users; GLEIF has implemented measures with the aim to avoid such events to occur in the future. All the remaining GLEIF services met the availability targets in the reporting period.

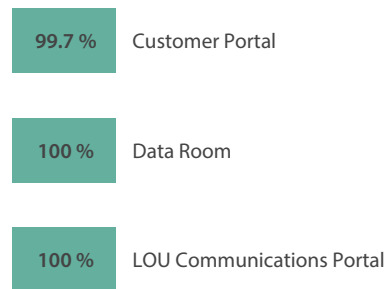
**Operating:** All GLEIF services met their service level targets in the reporting period.

## Availability

### Services with target = 99.9%



### Services with target = 97.7%



## Operating

### PROCESSING TIME FOR:

● Check for Duplicates	< 0.1 Minutes	/ 1 Minute
● GLEIF API	< 0.1 Seconds	/ 1 Second
● LOU Accreditation – Accreditation plan	N/A	/ 45 Days
● LOU Accreditation	N/A	/ 3 Months
● LOU Annual Accreditation Verification	29 Days	/ 30 Days
● LOU queries in the Communications Portal	N/A	/ 2 Days
● Manage technical incidents – Priority 1	< 0.1 Hours	/ 24 Hours
● Manage technical incidents – Priority 2	N/A	/ 2 Days
● Manage technical incidents – Priority 3	1 Days	/ 3 Days
● Provide electronic LOU invoices	N/A	/ 10 Days
● Register an account for gleif.org login	1 Days	/ Next Day
● Upload LEI & LE-RD Files	< 0.1 Hours	/ 1 Hour