

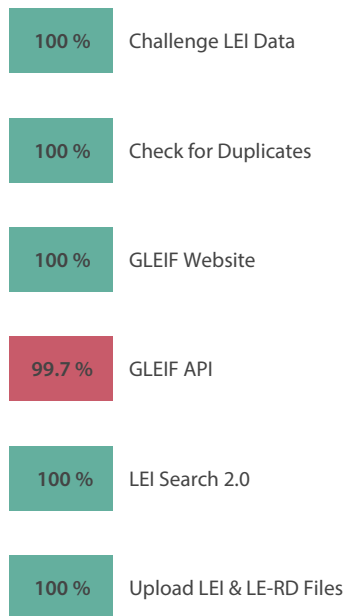
GLEIF Service Report July 2021

Availability: The breach identified for the service 'GLEIF API' was caused by an overload in the received requests; GLEIF has implemented measures with the aim to avoid such an event occurring in the future. All remaining service level targets have been achieved.

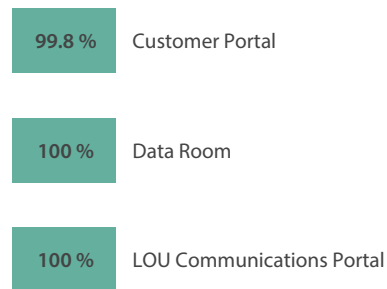
Operating: All GLEIF services met their service level targets in the reporting period.

Availability

Services with target = 99.9%



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	2.6 Months	/ 3 Months
● LOU Annual Accreditation Verification	28 Days	/ 30 Days
● LOU queries in the Communications Portal	N/A	/ 2 Days
● Manage technical incidents – Priority 1	0.9 Hours	/ 24 Hours
● Manage technical incidents – Priority 2	2 Days	/ 2 Days
● Manage technical incidents – Priority 3	< 1 Day	/ 3 Days
● Provide electronic LOU invoices	3 Days	/ 10 Days
● Register an account for gleif.org login	< 1 Day	/ Next Day
● Upload LEI & LE-RD Files	< 0.1 Hours	/ 1 Hour