

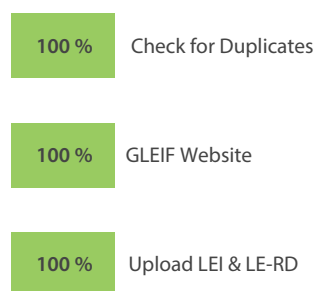
GLEIF Service Report April 2019

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

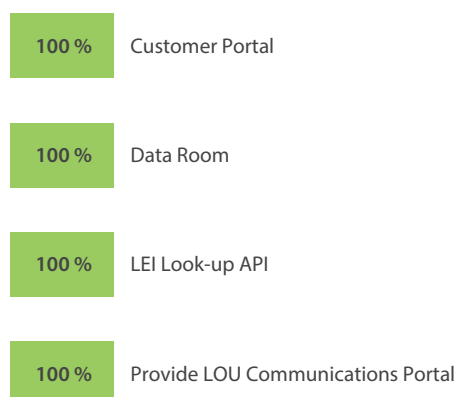
Operating: The service 'Conduct Annual Accreditation Verification' did not meet the service level target due to extended processing time required by an accredited LEI Issuer. The service 'Perform accreditation (GLEIF)' did not meet the service level target due to extended processing time required internally; GLEIF has implemented measures with the aim to remediate this breach. All the remaining service level targets have been achieved or were not applicable.

Availability

Services with target = 99.9%



Services with target = 97.7%



Operating

PROCESSING TIME FOR:

● Check for duplicates	< 0.1 Minutes	/ 1 Minute
● Conduct annual accreditation verification	35 Days	/ 30 Days
● Manage technical incidents – Priority 1	N/A	/ 24 Hours
● Manage technical incidents – Priority 2	1 Day	/ 2 Days
● Manage technical incidents – Priority 3	< 1 Day	/ 3 Days
● Perform accreditation (GLEIF) - Accreditation plan	N/A	/ 45 Days
● Perform accreditation (GLEIF)	3.6 Months	/ 3 Months
● Provide electronic LOU invoices	9 Days	/ 10 Days
● LOU queries in the Communications Portal	N/A	/ 2 Days
● Register an account for gleif.org login	< 1 Day	/ Next Day
● Upload LEI & LE-RD	< 0.1 Hours	/ 1 Hour
● LEI Look-up API	< 0.1 Seconds	/ 1 Second