

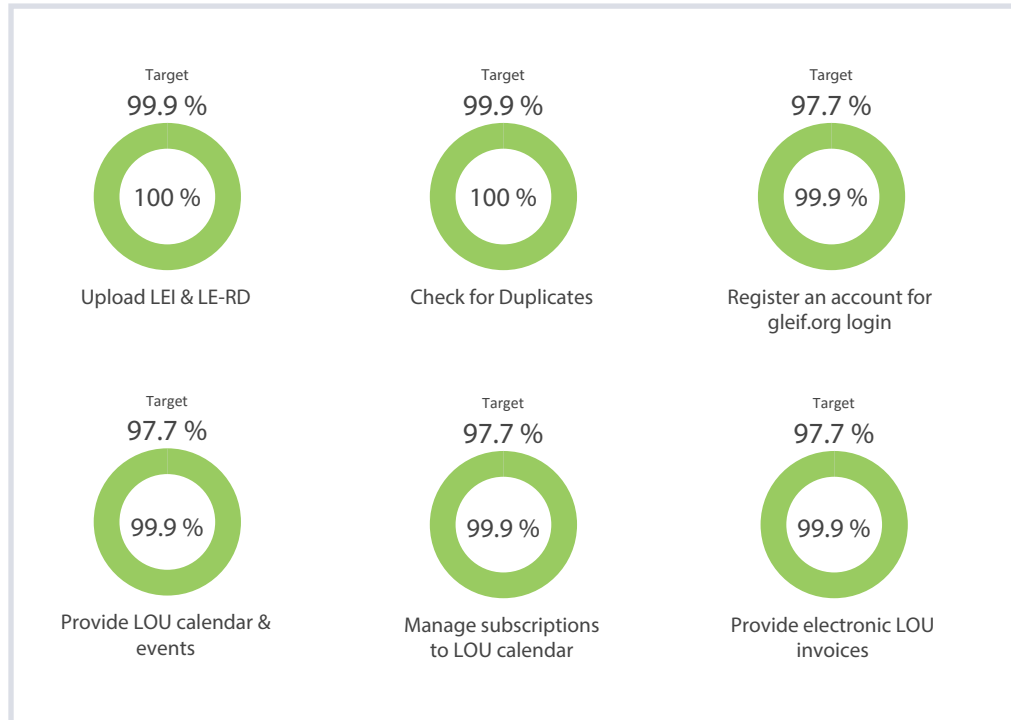
# GLEIF Service Report March 2017

**Availability:** All GLEIF Services have achieved the availability targets in March 2017.

**Administration:** These services were not subject to performance assessment in this month as no actions were required.

**Operating:** The processing time service level was achieved for 'Check for duplicates', 'Manage technical incidents', 'Register an account for gleif.org login' and 'Upload LEI & LE-RD'. Considering continued high numbers of candidate LEI issuers and, consequently, additional time required to verify documentation submitted by candidates, GLEIF has implemented measures aimed at meeting the targeted processing time regarding the service 'Perform accreditation' going forward.

## Availability



## Administration (Update Frequency)



## Operating

### PROCESSING TIME FOR:

Check for duplicates	< 0.1 Minutes	/ 5 Minutes
Conduct annual accreditation verification	N/A	/ 30 Days
Manage technical incidents – Priority 1	N/A	/ 24 Hours
Manage technical incidents – Priority 2	N/A	/ 2 Days
Manage technical incidents – Priority 3	2 Days	/ 3 Days
Perform accreditation (GLEIF) - Accreditation plan	N/A	/ 45 Days
Perform accreditation (GLEIF)	7.7 Months	/ 3 Months
Perform accreditation (LOU)	N/A	/ 6 Months
Provide electronic LOU invoices	N/A	/ 10 Days
Provide LOU calendar & events	N/A	/ Next Day
Register an account for gleif.org login	< 1 Days	/ Next Day
Upload LEI & LE-RD	< 0.1 Hours	/ 1 Hour

### RESPONSE TIME FOR:

Conduct annual accreditation verification	N/A	/ Next Day
Perform accreditation	N/A	/ Next Day
Trigger LEI management transfer	N/A	/ Next Day

### ATTENDED SERVICE OPERATING TIME:

Conduct annual accreditation verification	N/A	/ 8 Hours
Manage technical incidents	8.0 Hours	/ 8 Hours
Perform accreditation	8.0 Hours	/ 8 Hours
Trigger LEI management transfer	N/A	/ 8 Hours