

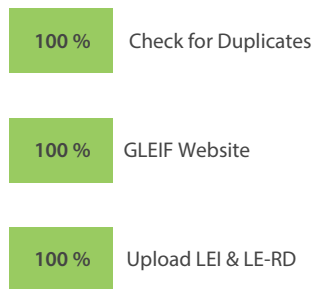
# GLEIF Service Report September 2018

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

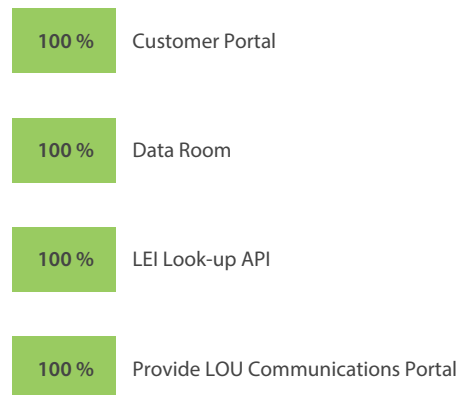
**Operating:** The services 'Manage technical incidents' and 'Register an account for gleif.org login' did not meet the service level targets due to extended processing time required internally. GLEIF has implemented measures with the aim to remediate these breaches. All the remaining service level targets 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	N/A	/ 30 Days
● Manage technical incidents – Priority 1	4.4 Hours	/ 24 Hours
● Manage technical incidents – Priority 2	< 1 Day	/ 2 Days
● Manage technical incidents – Priority 3	9 Days	/ 3 Days
● Perform accreditation (GLEIF) - Accreditation plan	N/A	/ 45 Days
● Perform accreditation (GLEIF)	N/A	/ 3 Months
● Provide electronic LOU invoices	N/A	/ 10 Days
● LOU queries in the Communications Portal	N/A	/ 2 Days
● Register an account for gleif.org login	2 Days	/ Next Day
● Upload LEI & LE-RD	< 0.1 Hours	/ 1 Hour
● LEI Look-up API	0.3 Seconds	/ 1 Second