

GLEIF Service Report | February 2024



Summary • Performance 2024

Service Availability Target 99.9%

7/7

7 out of 7 services achieved at least 99.9% on average in the current year.

Service Availability Target 97.7%

3/3

3 out of 3 services achieved at least 97.7% on average in the current year.

Processing Time

11/11

11 out of 11 services achieved at least their target on average in the current year.

Statistics

Check for Duplicates	36,784 requests	▲
Concatenated Files	34,635 requests	▲
Data Governance Pre-Check	427,056 requests	▼
GLEIF API	4,169,850 requests	▼
Golden Copy Files	110,545 requests	▼
Incident Management Priority 1	0 instances	●
Incident Management Priority 2	1 instances	▲
Incident Management Priority 3	1 instances	●
Service Desk Requests	222 instances	▲

The tendency indicator compares the values of the current and the previous month.

Trends

	02/24	01/24	12/23	11/23	10/23	09/23	08/23	07/23	06/23	05/23	04/23	03/23	
Service Availability Target 99.9%	7/7	7/7	7/7	7/7	7/7	7/7	7/7	7/7	0/7	7/7	7/7	6/7	● All targets reached
Service Availability Target 97.7%	3/3	3/3	3/3	3/3	3/3	3/3	3/3	3/3	3/3	3/3	3/3	3/3	● All targets reached
Processing Time	11/11	11/11	11/11	11/11	11/11	11/11	11/11	11/11	11/11	11/11	11/11	11/11	● All targets reached

February 2024 Performance Details

Availability	Target	Ø 2024	Feb	Processing Time	Target	Ø 2024	Feb
Challenge LEI Data	99.9%	99.99%	100%	Check for Duplicates	1min	0.62min	0.63 min
Check for Duplicates	99.9%	100%	100%	Communications Portal	3d	1.42d	2.92 d
Data Governance Pre-Check API	99.9%	100%	100%	Data Governance Pre-Check	3s	1.44s	1.53 s
GLEIF API	99.9%	99.99%	100%	GLEIF API	1s	0.21s	0.22 s
GLEIF Website	99.9%	99.99%	100%	Incident Management Priority 1	24h	-	N/A
LEI Search	99.9%	99.99%	100%	Incident Management Priority 2	2d	1.28d	1.28 d
Upload LEI & LE-RD Files	99.9%	99.98%	99.96%	Incident Management Priority 3	3d	1.45d	0.95 d
Communications Portal	97.7%	99.99%	100%	LOU Accreditation Applicant Doc. Review	3m	-	N/A
Customer Portal	97.7%	99.94%	99.90%	LOU Accreditation Candidate Doc. Review	45d	-	N/A
Data Governance Pre-Check GUI	97.7%	100%	100%	LOU Annual Accreditation Verification	30d	30d	30 d
				Upload LEI & LE-RD Files	60min	0.11min	0.14 min