

# GLEIF Service Report January 2023



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

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

## Availability

| Services with target = 99.9%    | Services with target = 97.7%          |
|---------------------------------|---------------------------------------|
| 100 % Challenge LEI Data        | 100 % Customer Portal                 |
| 100 % Check for Duplicates      | 100 % Data Governance Pre-Check (GUI) |
| 100 % Data Governance Pre-Check | 100 % LOU Communications Portal       |
| 100 % GLEIF API                 |                                       |
| 100 % GLEIF Website             |                                       |
| 100 % LEI Search 2.0            |                                       |
| 100 % Upload LEI & LE-RD Files  |                                       |

## Operating

| PROCESSING TIME FOR:                                 |               |             |
|--|---------------|-------------|
| ● Check for Duplicates                               | < 0.1 Minutes | / 1 Minute  |
| ● Data Governance Pre-Check                          | < 1 Second    | / 3 Seconds |
| ● GLEIF API  | 0.2 Seconds   | / 1 Second  |
| ● LOU Accreditation – Applicant documentation review | N/A           | / 45 Days   |
| ● LOU Accreditation – Candidate documentation review | N/A           | / 3 Months  |
| ● LOU Annual Accreditation Verification              | 29 Days       | / 30 Days   |
| ● Manage technical incidents – Priority 1            | N/A           | / 24 Hours  |
| ● Manage technical incidents – Priority 2            | 2 Days        | / 2 Days    |
| ● Manage technical incidents – Priority 3            | < 1 Day       | / 3 Days    |
| ● Register an account for gleif.org login            | < 1 Day       | / Next Day  |
| ● Upload LEI & LE-RD Files                           | < 0.1 Hours   | / 1 Hour    |

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