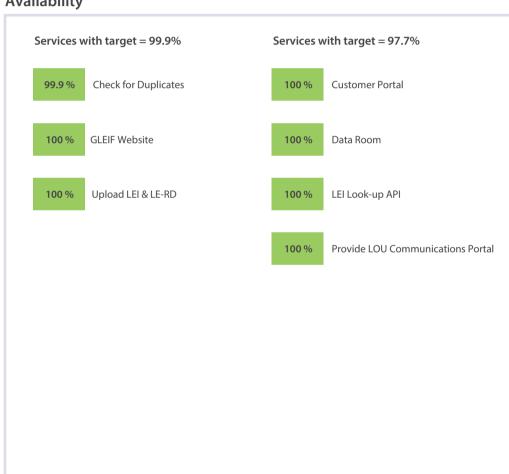
## **GLEIF Service Report April 2018**



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

**Operating:** In the reporting period, all services met their required service level targets.

## **Availability**



## **Operating**

PROCESSING TIME FOR:		
Check for duplicates	< 0.1 Minutes	/ 1 Minute
_		
Conduct annual accreditation verification	24 Days	/ 30 Days
Manage technical incidents – Priority 1	7.9 Hours	/ 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)	N/A	/ 3 Months
Provide electronic LOU invoices	10 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

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