## **GLEIF Service Report May 2017**

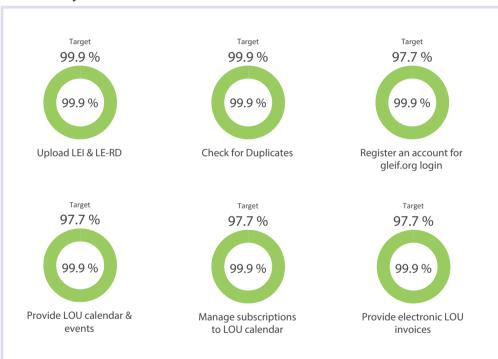


Availability: All GLEIF Services met the availability targets in May 2017.

**Administration:** Nothing to report this month as no action was required for the services of "Conduct annual accreditation verification" and "Provide electronic LOU invoices".

**Operating:** This month all services achieved their required service level targets for "Processing Time' and "Attended Service Operating Time".

## **Availability**



## Administration (Update Frequency)



## **Operating**

	Check for duplicates	< 0.1 Minute	es / 5 Minute
	Conduct annual accreditation verification	N/A	/ 30 Days
	Manage technical incidents – Priority 1	2.2 Hours	/ 24 Hour
	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 Month
	Perform accreditation (LOU)	N/A	/ 6 Month
	Provide electronic LOU invoices	N/A	/ 10 Days
	Provide LOU calendar & events	N/A	/ Next Da
	Register an account for gleif.org login	< 1 Day	/ Next Da
	Upload LEI & LE-RD	< 0.1 Hours	/ 1 Hour
RES	PONSE TIME FOR:		
	Conduct annual accreditation verification	N/A	/ Next Da
	Perform accreditation	N/A	/ Next Da
	Trigger LEI management transfer	N/A	/ Next Da
АТТ	TENDED 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

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