

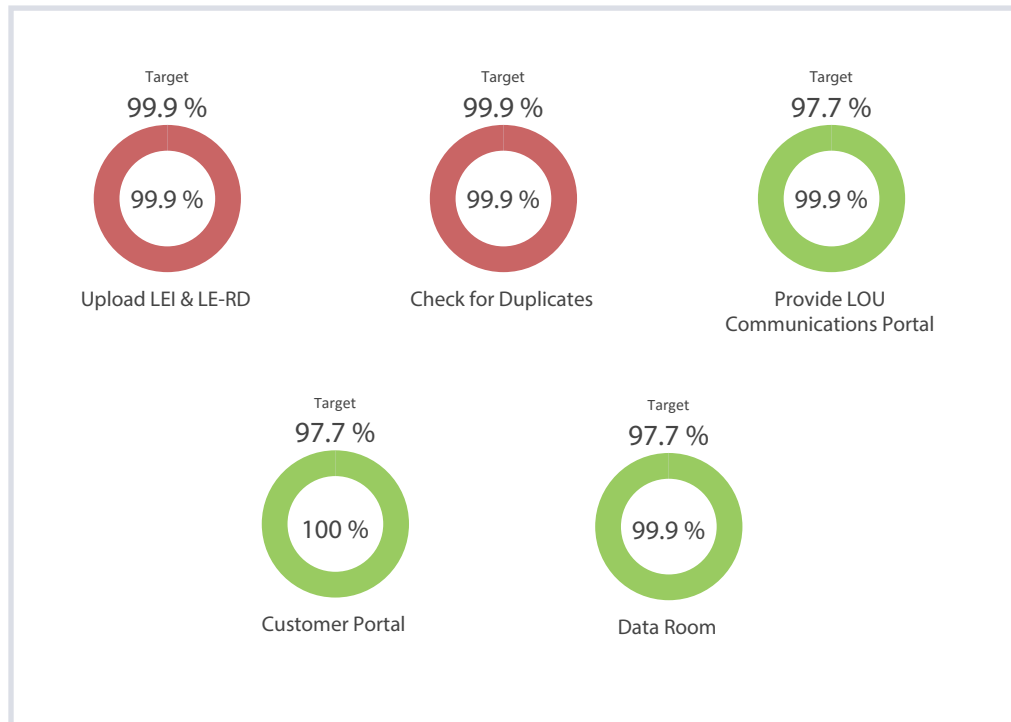
GLEIF Service Report October 2017

Availability: The breach identified with regard to the services 'Upload LEI & LE-RD' and 'Check for duplicates' was due to a temporary failure of the high availability firewall at GLEIF's datacenter provider.

Administration: During the third quarter of this year, GLEIF issued electronic invoices to all relevant parties as required.

Operating: This month 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	N/A	/ 30 Days
● Manage technical incidents – Priority 1	N/A	/ 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
● Perform accreditation (LOU)	N/A	/ 6 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	< 1 Day	/ Next Day
● Upload LEI & LE-RD	< 0.1 Hours	/ 1 Hour

Administration (Update Frequency)

