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



Administration (Update Frequency)



Operating

Check for duplicates	< 0.1 Minute	s / 1 Minute
Conduct annual accreditation verification	N/A	/ 30 Days
Manage technical incidents – Priority 1	N/A	/ 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
LOU queries in the Communications Portal	N/A	/ 2 Days
Register an account for gleif.org login	< 1 Day	/ Next Da
Upload LEI & LE-RD	< 0.1 Hours	/ 1 Hour

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