

Summary • Performance 2024

Service Availability Target 99.9%

3 out of 7 services achieved at least 99.9% on average in the current year.

Service Availability Target 97.7%

3 out of 3 services achieved at least 97.7% on average in the current year.

Processing Time

11 out of 11 services achieved at least their target on average in the current year.

Statistics

Check for Duplicates	34,171 requests	▲
Concatenated Files	71,689 requests	▲
Data Governance Pre-Check	283,212 requests	▼
GLEIF API	4,319,800 requests	▼
Golden Copy Files	79,719 requests	▼
Incident Management Priority 1	1 instance	●
Incident Management Priority 2	0 instances	●
Incident Management Priority 3	0 instances	▼
Service Desk Requests	229 instances	▲

The tendency indicator compares the values of the current and the previous month.

Trends

	04/24	03/24	02/24	01/24	12/23	11/23	10/23	09/23	08/23	07/23	06/23	05/23
Service Availability Target 99.9%	3/7	7/7	7/7	7/7	7/7	7/7	7/7	7/7	7/7	7/7	0/7	7/7
Service Availability Target 97.7%	3/3	3/3	3/3	3/3	3/3	3/3	3/3	3/3	3/3	3/3	3/3	3/3
Processing Time	11/11	11/11	11/11	11/11	11/11	7/7	11/11	11/11	11/11	11/11	11/11	11/11

● All targets reached
● Not all targets reached

April 2024 Performance Details

Availability	Target	Ø 2024	Apr	Processing Time	Target	Ø 2024	Apr
Challenge LEI Data	99.9%	99.82%	99.38%	Check for Duplicates	1min	0.58min	0.47 min
Check for Duplicates	99.9%	99.99%	99.99%	Communications Portal	3d	1.42d	2.85 d
Data Governance Pre-Check API	99.9%	100%	100%	Data Governance Pre-Check	3s	1.42s	1.17 s
GLEIF API	99.9%	99.84%	99.45%	GLEIF API	1s	0.21s	0.21 s
GLEIF Website	99.9%	99.99%	100%	Incident Management Priority 1	24h	4.74h	7.46 h
LEI Search	99.9%	99.84%	99.45%	Incident Management Priority 2	2d	1.28d	N/A
Upload LEI & LE-RD Files	99.9%	99.85%	99.47%	Incident Management Priority 3	3d	0.96d	N/A
Communications Portal	97.7%	99.85%	99.46%	LOU Accreditation Applicant Doc. Review	3m	-	N/A
Customer Portal	97.7%	99.97%	100%	LOU Accreditation Candidate Doc. Review	45d	-	N/A
Data Governance Pre-Check GUI	97.7%	100%	100%	LOU Annual Accreditation Verification	30d	30d	30 d
				Upload LEI & LE-RD Files	60min	0.11min	0.10 min