

Summary • Performance 2024

Service Availability Target 99.9%

7/7

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

Service Availability Target 97.7%

3/3

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

Processing Time

11/11

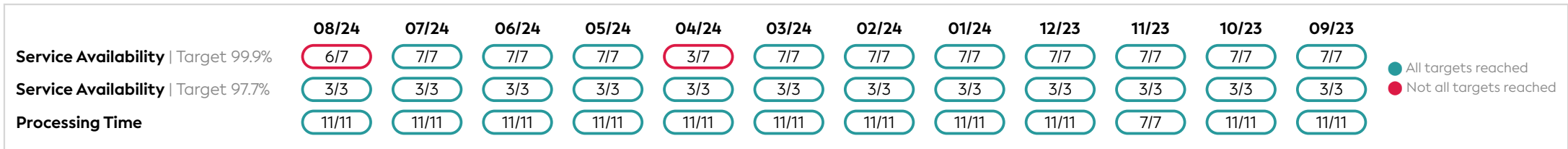
11 out of 11 services achieved at least their target on average in the current year.

Statistics

Check for Duplicates	29,360 requests	▼
Concatenated Files	52,331 requests	▼
Data Governance Pre-Check	306,808 requests	▼
GLEIF API	4,463,970 requests	▲
Golden Copy Files	59,657 requests	▼
Incident Management Priority 1	0 instances	▼
Incident Management Priority 2	1 instance	▲
Incident Management Priority 3	0 instances	●
Service Desk Requests	138 instances	▼

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

Trends



August 2024 Performance Details

Availability	Target	Ø 2024	Aug	Processing Time	Target	Ø 2024	Aug
Challenge LEI Data	99.9%	99.90%	99.89%	Check for Duplicates	1min	0.46min	0.35 min
Check for Duplicates	99.9%	99.99%	99.93%	Communications Portal	3d	0.96d	0.03 d
Data Governance Pre-Check API	99.9%	100%	100%	Data Governance Pre-Check	3s	1.39s	1.65 s
GLEIF API	99.9%	99.91%	100%	GLEIF API	1s	0.21s	0.20 s
GLEIF Website	99.9%	99.99%	100%	Incident Management Priority 1	24h	2.49h	N/A
LEI Search	99.9%	99.91%	100%	Incident Management Priority 2	2BD	0.63BD	0
Upload LEI & LE-RD Files	99.9%	99.92%	99.93%	Incident Management Priority 3	3BD	1.08BD	N/A
Communications Portal	97.7%	99.91%	99.92%	LOU Accreditation Applicant Doc. Review	45BD	7BD	21 BD
Customer Portal	97.7%	99.97%	100%	LOU Accreditation Candidate Doc. Review	3m	-	N/A
Data Governance Pre-Check GUI	97.7%	100%	100%	LOU Annual Accreditation Verification	30d	29d	26 d
				Upload LEI & LE-RD Files	60min	0.10min	0.09 min