GLEIF Service Report | July 2024

GLEIF Enabling global identity
Protecting digital trust

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.
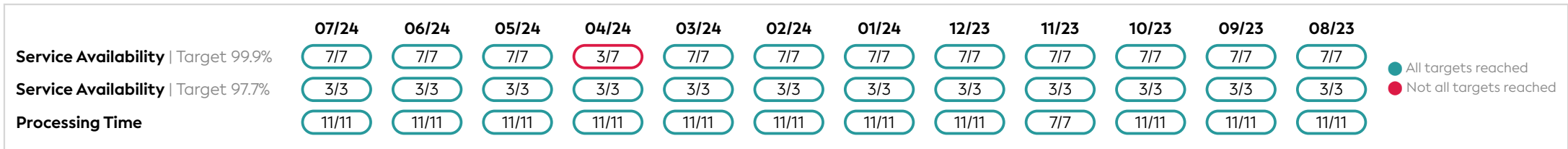
Processing Time

11/11

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

Statistics

Check for Duplicates	34,045 requests	▲
Concatenated Files	102,739 requests	▲
Data Governance Pre-Check	339,674 requests	▲
GLEIF API	4,463,900 requests	▲
Golden Copy Files	61,883 requests	▲
Incident Management Priority 1	1 instance	▼
Incident Management Priority 2	0 instances	●
Incident Management Priority 3	0 instances	▼
Service Desk Requests	193 instances	▲

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

Trends

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

● All targets reached
● Not all targets reached

July 2024 Performance Details

Availability	Target	Ø 2024	Jul
Challenge LEI Data	99.9%	99.90%	100%
Check for Duplicates	99.9%	99.99%	100%
Data Governance Pre-Check API	99.9%	100%	100%
GLEIF API	99.9%	99.90%	100%
GLEIF Website	99.9%	99.99%	100%
LEI Search	99.9%	99.90%	100%
Upload LEI & LE-RD Files	99.9%	99.91%	100%
Communications Portal	97.7%	99.91%	100%
Customer Portal	97.7%	99.97%	99.98%
Data Governance Pre-Check GUI	97.7%	100%	100%

Processing Time	Target	Ø 2024	Jul
Check for Duplicates	1min	0.47min	0.33 min
Communications Portal	3d	1.40d	<0.01 d
Data Governance Pre-Check	3s	1.35s	1.34 s
GLEIF API	1s	0.21s	0.18 s
Incident Management Priority 1	24h	2.49h	0.96 h
Incident Management Priority 2	2BD	0.84BD	N/A
Incident Management Priority 3	3BD	1.08BD	N/A
LOU Accreditation Applicant Doc. Review	45BD	-	N/A
LOU Accreditation Candidate Doc. Review	3m	-	N/A
LOU Annual Accreditation Verification	30d	30d	30 d
Upload LEI & LE-RD Files	60min	0.10min	0.09 min