

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	36,133 requests	▲
Concatenated Files	100,625 requests	▲
Data Governance Pre-Check	339,972 requests	▲
GLEIF API	4,463,940 requests	▲
Golden Copy Files	88,354 requests	▲
Incident Management Priority 1	0 instances	▼
Incident Management Priority 2	2 instances	▲
Incident Management Priority 3	2 instances	▲
Service Desk Requests	172 instances	▼

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

Trends

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

● All targets reached
● Not all targets reached

May 2024 Performance Details

Availability	Target	Ø 2024	May	Processing Time	Target	Ø 2024	May
Challenge LEI Data	99.9%	99.86%	99.99%	Check for Duplicates	1min	0.53min	0.32 min
Check for Duplicates	99.9%	99.99%	100%	Communications Portal	3d	1.14d	0.04 d
Data Governance Pre-Check API	99.9%	100%	100%	Data Governance Pre-Check	3s	1.37s	1.19 s
GLEIF API	99.9%	99.87%	99.98%	GLEIF API	1s	0.21s	0.23 s
GLEIF Website	99.9%	99.99%	100%	Incident Management Priority 1	24h	4.74h	N/A
LEI Search	99.9%	99.87%	99.98%	Incident Management Priority 2	2d	0.94d	0.62 d
Upload LEI & LE-RD Files	99.9%	99.88%	100%	Incident Management Priority 3	3d	0.91d	0.77 d
Communications Portal	97.7%	99.88%	100%	LOU Accreditation Applicant Doc. Review	3m	-	N/A
Customer Portal	97.7%	99.96%	99.94%	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	0.10min	0.09 min