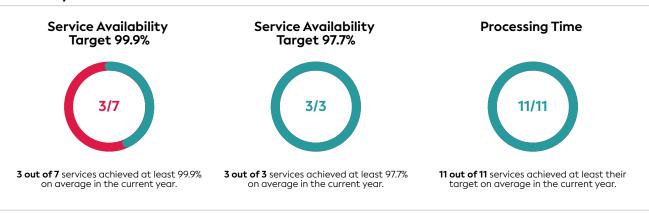
GLEIF Service Report | May 2024



Summary • Performance 2024



	7/177	
Check for Duplicates	56,155	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

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	All targets reached
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	Not all targets reached
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	

May 2024 Performance Details

Availability	Target	Ø 2024	May
Challenge LEI Data	99.9%	99.86%	99.99%
Check for Duplicates	99.9%	99.99%	100%
Data Governance Pre-Check API	99.9%	100%	100%
GLEIF API	99.9%	99.87%	99.98%
GLEIF Website	99.9%	99.99%	100%
LEI Search	99.9%	99.87%	99.98%
Upload LEI & LE-RD Files	99.9%	99.88%	100%
Communications Portal	97.7%	99.88%	100%
Customer Portal	97.7%	99.96%	99.94%
Data Governance Pre-Check GUI	97.7%	100%	100%

Processing Time	Target	Ø 2024	May
Check for Duplicates	1min	0.53min	0.32 min
Communications Portal	3d	1.14d	0.04 d
Data Governance Pre-Check	3s	1.37s	1.19 s
GLEIF API	1s	0.21s	0.23 s
Incident Management Priority 1	24h	4.74h	N/A
Incident Management Priority 2	2d	0.94d	0.62 d
Incident Management Priority 3	3d	0.91d	0.77 d
LOU Accreditation Applicant Doc. Review	3m	-	N/A
LOU Accreditation Candidate Doc. Review	45d	-	N/A
LOU Annual Accreditation Verification	30d	30d	30 d
Upload LEI & LE-RD Files	60min	0.10min	0.09 min