

Summary • Performance 2024

Service Availability Target 99.9%

4 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	36,178 requests	▼
Concatenated Files	36,202 requests	▲
Data Governance Pre-Check	354,293 requests	▼
GLEIF API	4,313,040 requests	▼
Golden Copy Files	68,170 requests	▲
Incident Management Priority 1	2 instances	▲
Incident Management Priority 2	0 instances	●
Incident Management Priority 3	1 instance	▲
Service Desk Requests	138 instances	▼

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

Trends

	11/24	10/24	09/24	08/24	07/24	06/24	05/24	04/24	03/24	02/24	01/24	12/23	
Service Availability Target 99.9%	5/7	7/7	4/7	6/7	7/7	7/7	7/7	3/7	7/7	7/7	7/7	7/7	● 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	● All targets reached
Processing Time	10/11	11/11	11/11	11/11	11/11	11/11	11/11	11/11	11/11	11/11	11/11	11/11	● All targets reached

November 2024 Performance Details

Availability	Target	Ø 2024	Nov	Processing Time	Target	Ø 2024	Nov
Challenge LEI Data	99.9%	99.87%	99.96%	Check for Duplicates	1min	0.43min	0.36 min
Check for Duplicates	99.9%	99.99%	100%	Communications Portal	3d	0.72d	0.01 d
Data Governance Pre-Check API	99.9%	99.99%	100%	Data Governance Pre-Check	3s	1.51s	2.05 s
GLEIF API	99.9%	99.83%	99.30%	GLEIF API	1s	0.21s	0.23 s
GLEIF Website	99.9%	99.99%	100%	Incident Management Priority 1	24h	4.25h	1.03 h
LEI Search	99.9%	99.83%	99.30%	Incident Management Priority 2	2BD	0.54BD	2.23 BD
Upload LEI & LE-RD Files	99.9%	99.94%	100%	Incident Management Priority 3	3BD	1.03BD	0.71 BD
Communications Portal	97.7%	99.93%	100%	LOU Accreditation Applicant Doc. Review	45BD	24BD	44 BD
Customer Portal	97.7%	99.98%	100%	LOU Accreditation Candidate Doc. Review	3m	-	N/A
Data Governance Pre-Check GUI	97.7%	99.99%	100%	LOU Annual Accreditation Verification	30d	29d	26 d
				Upload LEI & LE-RD Files	60min	0.10min	0.09 min