

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

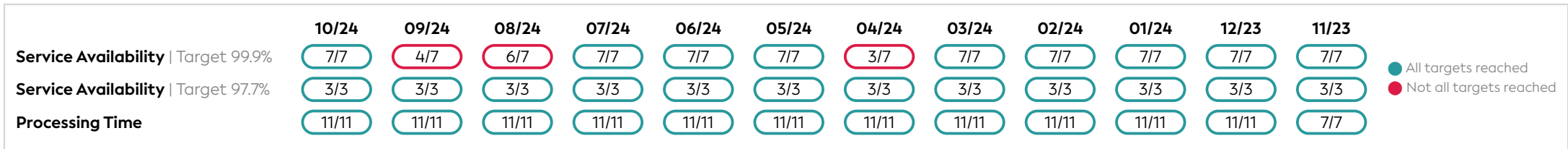
11 out of 11 services achieved at least their target on average in the current year.

Statistics

Check for Duplicates	40,550 requests	▲
Concatenated Files	26,470 requests	▼
Data Governance Pre-Check	405,190 requests	▲
GLEIF API	4,463,990 requests	▲
Golden Copy Files	64,670 requests	▲
Incident Management Priority 1	1 instance	●
Incident Management Priority 2	0 instances	▼
Incident Management Priority 3	0 instances	●
Service Desk Requests	151 instances	▼

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

Trends



October 2024 Performance Details

Availability	Target	Ø 2024	Oct
Challenge LEI Data	99.9%	99.86%	100%
Check for Duplicates	99.9%	99.99%	100%
Data Governance Pre-Check API	99.9%	99.99%	100%
GLEIF API	99.9%	99.88%	100%
GLEIF Website	99.9%	99.99%	100%
LEI Search	99.9%	99.88%	100%
Upload LEI & LE-RD Files	99.9%	99.93%	100%
Communications Portal	97.7%	99.93%	100%
Customer Portal	97.7%	99.98%	99.99%
Data Governance Pre-Check GUI	97.7%	99.99%	100%

Processing Time	Target	Ø 2024	Oct
Check for Duplicates	1min	0.43min	0.34 min
Communications Portal	3d	0.78d	0.24 d
Data Governance Pre-Check	3s	1.45s	1.70 s
GLEIF API	1s	0.21s	0.23 s
Incident Management Priority 1	24h	5.06h	23.68 h
Incident Management Priority 2	2BD	0.54BD	N/A
Incident Management Priority 3	3BD	1.08BD	N/A
LOU Accreditation Applicant Doc. Review	45BD	20BD	N/A
LOU Accreditation Candidate Doc. Review	3m	-	N/A
LOU Annual Accreditation Verification	30d	29d	30 d
Upload LEI & LE-RD Files	60min	0.10min	0.09 min