

# GLEIF Service Report | September 2024



## 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	33,240 requests	▲
Concatenated Files	27,174 requests	▼
Data Governance Pre-Check	357,910 requests	▲
GLEIF API	4,318,970 requests	▼
Golden Copy Files	58,834 requests	▼
Incident Management Priority 1	1 instance	▲
Incident Management Priority 2	1 instance	●
Incident Management Priority 3	0 instances	●
Service Desk Requests	172 instances	▲

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

## Trends

	09/24	08/24	07/24	06/24	05/24	04/24	03/24	02/24	01/24	12/23	11/23	10/23
<b>Service Availability</b>   Target 99.9%	4/7	6/7	7/7	7/7	7/7	3/7	7/7	7/7	7/7	7/7	7/7	7/7
<b>Service Availability</b>   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
<b>Processing Time</b>	11/11	11/11	11/11	11/11	11/11	11/11	11/11	11/11	11/11	11/11	7/7	11/11

● All targets reached  
● Not all targets reached

## September 2024 Performance Details

Availability	Target	Ø 2024	Sep	Processing Time	Target	Ø 2024	Sep
Challenge LEI Data	99.9%	99.84%	99.40%	Check for Duplicates	1min	0.44min	0.33 min
Check for Duplicates	99.9%	99.99%	100%	Communications Portal	3d	0.88d	0.11 d
Data Governance Pre-Check API	99.9%	99.99%	99.99%	Data Governance Pre-Check	3s	1.42s	1.69 s
GLEIF API	99.9%	99.87%	99.51%	GLEIF API	1s	0.21s	0.22 s
GLEIF Website	99.9%	99.99%	100%	Incident Management Priority 1	24h	2.40h	1.83 h
LEI Search	99.9%	99.87%	99.51%	Incident Management Priority 2	2BD	0.54BD	0.20 BD
Upload LEI & LE-RD Files	99.9%	99.92%	100%	Incident Management Priority 3	3BD	1.08BD	N/A
Communications Portal	97.7%	99.92%	100%	LOU Accreditation Applicant Doc. Review	45BD	20BD	44 BD
Customer Portal	97.7%	99.97%	100%	LOU Accreditation Candidate Doc. Review	3m	-	N/A
Data Governance Pre-Check GUI	97.7%	99.99%	99.99%	LOU Annual Accreditation Verification	30d	29d	30 d
				Upload LEI & LE-RD Files	60min	0.10min	0.09 min