

verifiable LEI (vLEI)

Ecosystem Governance Framework

vLEI Issuer Qualification Agreement

Appendix 5 Service Level Agreement (SLA)



[Kategorie]



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Contents

[1. Service Level Agreement Glossary 3](#_Toc103163999)

[2. GLEIF Services - Service Descriptions 6](#_Toc103164000)

[2.1. vLEI Issuer Qualification 6](#_Toc103164001)

[2.2. Annual vLEI Issuer Qualification 9](#_Toc103164002)

[2.3. Termination of Qualified vLEI Issuer Qualification 11](#_Toc103164003)

[2.4. vLEI Reporting API 12](#_Toc103164004)

[2.5. Challenge vLEI Data 13](#_Toc103164005)

[2.6. Communications Portal 14](#_Toc103164006)

[3. vLEI Issuer Services – Service Descriptions 16](#_Toc103164007)

[3.1. Issue Legal Entity vLEI Credentials 17](#_Toc103164008)

[3.2. Issue Legal Entity Official Organizational Role vLEI Credentials 18](#_Toc103164009)

[3.3. Manage Legal Entity vLEI Credentials and Legal Entity Official Organizational Role vLEI Credentials 20](#_Toc103164010)

[4. Monitoring and Service Level Breaches 22](#_Toc103164011)

[4.1. Maintenance windows at GLEIF 24](#_Toc103164012)

[4.2. Escalation Management 24](#_Toc103164013)

[4.3. Termination 25](#_Toc103164014)

[4.4. Escalation Contacts 25](#_Toc103164015)

[5. Incident Management 26](#_Toc103164016)

[5.1. Major Incident 28](#_Toc103164017)

[6. Complaints 28](#_Toc103164018)

[7. GLEIF Code of Conduct in case of a disaster 29](#_Toc103164019)

[8. SLA Reports 30](#_Toc103164020)

[9. Change of Service Levels 30](#_Toc103164021)

# Service Level Agreement Glossary

Note: All definitions of terms in the vLEI Issuer Qualification Agreement also apply to this Service Level agreement and prevail in case of inconsistency.

| **Term** | **Meaning** |
| --- | --- |
| **Access Groups** | Allowed customers of the respective service. |
| **Attended Service Operating Time** | Time of reachability of GLEIF support on business days. |
| **Availability** | Ability of a service to perform its agreed function when required. |
| **Breach** | When the measure of a Service Level (i.e., the Service Level Result) has exceeded the respective Service Level Target. |
| **Calendar days** | Calendar days means every day on the calendar, including weekends and public holidays. |
| **Complaint** | A written, formal expression of dissatisfaction from an vLEI Issuer’s Relations Manager/Authorized Signatory related to GLEIF services and relevant requirements. |
| **Customer Portal** | Portal for Qualified vLEI Issuers to perform defined processes. |
| **Description** | Detailed description that also identifies the service interface and its outcomes. |
| **Disaster** | Extraordinary situation where widespread human, material, economic or environmental losses have occurred which exceeded GLEIF’s ability to respond and recover using its own resources. |
| **Essential Tasks** | Essential Tasks that are required to be performed by the Service Provider to deliver the agreed service. |
| **Essential tasks excluded from Third Party Services** | Essential tasks that must not be delegated to a Third-Party Service provider, unless otherwise agreed in any specific agreement. |
| **Exception** | Extraordinary situations, that will not be considered for the calculation of a service level. |
| **Failure** | Each event that has not been performed as committed, that contribute to the evaluation of a Service Level. |
| **GLEIF Business Day** | Business day in Frankfurt am Main, Germany (Monday – Friday excluding public Germany/Hessen holidays). |
| **GLEIF supplied vLEI software** | Open source developed software sponsored by GLEIF with the capabilities for vLEI Credential Issuance, vLEI Credential Presentation, Identifier and Key Management and vLEI Credential Revocation and supporting functions. |
| **Legal Entity vLEI Credential** | The entity level credential issued by a Qualified vLEI Issuer to a Legal Entity which contains the LEI of the Legal Entity. |
| **Legal Entity Official Organizational Role Person (OOR Person)** | A person that represents the Legal Entity in an official organizational role and has a Legal Entity Official Organizational Role vLEI Credential. |
| **Legal Entity Official Organizational Role vLEI Credential**  **(OOR Credentials)** | vLEI Role Credentials issued to persons acting officially on behalf of a Legal Entity. These persons and their roles can be validated by the Legal Entity as well as by one or more external official sources. |
| **Processing Time** | Time of all involved parties (if not stated otherwise) to fulfill a service request. |
| **Recovery Time Objective (RTO)** | The maximum amount of time allowed to resume an activity, recover resources, or provide products and services after a disaster has occurred. |
| **Response Time** | Defines the maximum time to provide first feedback to a service request. |
| **Service Level** | A measured and reported achievement against one or more Service Level Targets. |
| **Service Level Result** | Measure of the characteristic of a service committed to by the parties. |
| **Service Level Target**  **(SLT, also Service Target)** | The objective of a Service, that is measured to identify non-conformity of a service delivery (service breach). |
| **Service Continuity Process** | The process responsible for recovery of GLEIF vital business functions in the event of a disaster. |
| **Service Provider** | Organization or part of an organization that manages and delivers a service. |
| **Service Transfer Point** | The definition of the system where the service is delivered to measure the accordant Service Level. |
| **Tag Line** | A short description that summarizes the service. |
| **Technical Note** | A note, describing GLEIF processes already identified in this Agreement which have an impact on the Qualified vLEI Issuers. |
| **Time Zone** | All listed times are in UTC + 0. |
| **Update Frequency** | How often a request for service will occur in a given period of time. |
| **Workload Limit** | A measure of the volume of work the parties are committed to assure each service shall achieve the respective Service Level Target. |

# GLEIF Services - Service Descriptions

The following services are performed by GLEIF. For all of them, the attended service operating time will be during GLEIF’s Business Days between 09.00 – 17.00 Germany/Hessen local time.

## vLEI Issuer Qualification

|  |  |
| --- | --- |
| **Service Name** | vLEI Issuer Qualification |
| **Tag Line** | Entities desiring to become Qualified vLEI Issuers must seek Qualification by GLEIF. |
| **Description** | In order to support the integrity of the vLEI Ecosystem, a vLEI Issuer Qualification Program is required for all Candidate vLEI Issuers seeking to become Qualified vLEI Issuers of the vLEI Ecosystem.  Every Candidate vLEI Issuer is required to complete the Qualification Program successfully in order to achieve Qualified vLEI Issuer status. The Qualification Program evaluates a Candidate vLEI Issuer’s financial, operational, and informational technology capabilities using the self-assessment questionnaire provided by GLEIF which is referred to as the vLEI Issuer Qualification Program Checklist.  The vLEI Issuer requirements which Qualified vLEI Issuers must meet are defined in the vLEI Ecosystem Governance Framework and in the vLEI Issuer Qualification Agreement and its Appendices, which can be downloaded from GLEIF’s website.  Upon successful completion of the Qualification Program, GLEIF issues Qualified vLEI Issuer vLEI Credentials to Qualified vLEI Issuers as well as TrustMarks and publishes and maintains a list of Qualified vLEI Issuers on the GLEIF website.  It is expected that, on average, the qualification process takes roughly 3 months to be completed. |
| **Access Group(s)** | * Candidate vLEI Issuers |
| **Essential Tasks / GLEIF** | * Provide vLEI Issuer Qualification Program Manual and Checklist as well as other supporting materials and forms * Set up of Non-Disclosure Agreement / vLEI Issuer Qualification Agreement * Provide support calls to Candidate vLEI Issuer as required * After the requested set of Candidate vLEI Issuer qualification materials is provided, GLEIF has 10 calendar days to assess the documentation completeness and to revert back to the candidate with feedback * After the candidate vLEI Issuer qualification documentation is considered complete, GLEIF has up to 60 calendar days to provide the candidate with the status of their application * Provide GLEIF supplied vLEI software * Evaluate and confirm readiness of Candidate vLEI Issuer based on Qualification Documentation provided and test run of vLEI Issuer operations performed by the Candidate * Issue Qualified vLEI Issuer vLEI Credential * Issue TrustMark * Provide and maintain on GLEIF website a list of all Qualified vLEI Issuers |
| **Essential Tasks / Candidate vLEI Issuers** | * Read vLEI Issuer Qualification Program Manual and other supporting materials * Sign Non-Disclosure Agreement and submit the same to  [qualificationrequest@gleif.org](mailto:qualificationrequest@gleif.org) to initiate the vLEI Qualification Program * Fill in vLEI Issuer Qualification Program Checklist and develop supporting documentation as required * Participate in support calls with GLEIF * Deliver all necessary Qualification Documentation * Provide all Candidate materials no later than 60 calendar days from the date the request to begin qualification has been submitted. * Install vLEI software and perform testing of vLEI Issuer operations * Remediate areas of non-compliance as required * Sign vLEI Issuer Qualification Agreement * Publish Qualified vLEI Issuer vLEI Credential and TrustMark on own website |
| **Availability** | 99.9 % (Monday – Sunday 00:00 – 24:00) for GLEIF Website  97,7 % (Monday – Sunday 00:00 – 24:00) for Customer Portal |
| **Processing Time Documentation Completeness** | 10 calendar days |
| **Processing Time Documentation Review** | 60 calendar days |
| **Workload Limit** | 3 concurrent instances |
| **Exception** | In case the Continuity process is invoked (ref. chapter 7) |

## Annual vLEI Issuer Qualification

|  |  |
| --- | --- |
| **Service Name** | Annual vLEI Issuer Qualification |
| **Tag Line** | GLEIF’s process of re-verification of the qualified vLEI Issuer’s compliance with expected internal controls and standards within its vLEI operations. |
| **Description** | Annual vLEI Issuer Qualification is GLEIF’s process of regular verification of the Qualified vLEI Issuer’s compliance with its expected requirements within its vLEI operations.  GLEIF reviews information submitted by the Qualified vLEI Issuer, considers the performances scored during the last operational period, assesses the information against vLEI Ecosystem Governance Framework and the Qualified vLEI Issuer Qualification Agreement requirements and determines whether any remedial action is required in order to maintain status as a Qualified vLEI Issuer.  The Annual vLEI Issuer Qualification is performed on or after the anniversary date of the qualified vLEI Issuer’s date of qualification, based on the vLEI Issuer Qualification Agreement execution date.  GLEIF maintains the Qualified vLEI Issuer vLEI Credentials as well as renews the TrustMarks of Qualified vLEI Issuers successfully completing Annual vLEI Issuer Qualification. |
| **Access Group(s)** | * Qualified vLEI Issuers |
| **Essential Tasks / GLEIF** | * Provide qualified vLEI Issuer annual qualification questionnaire and other review materials * Review qualified vLEI Issuer submission within 45 calendar days of receipt of a complete set of materials. * Confirm adequate levels of compliance with expected controls exist and/or document required remediation activities * Ensure that any remediation activities are completed in a timely and complete manner * Maintain on GLEIF website the most up to date list of all qualified vLEI Issuers |
| **Essential Tasks / Qualified vLEI Issuers** | * Download the designated annual qualification materials from the Communications portal * Provide completed annual qualification questionnaire (self-assessment) noting all changes to its internal controls within its vLEI operations * Provide supporting documentation for any process changes noted * Provide all required materials within 45 calendar days of GLEIF request to initiate the annual qualification * Review GLEIF evaluation results with GLEIF * Complete any required remediation actions based upon a mutually agreed schedule |
| **Availability** | 97,7 % (Monday – Sunday 00:00 – 24:00) for Customer Portal |
| **Update Frequency** | Yearly  On or within 3 months from the anniversary date of the qualified vLEI Issuer’s date of qualification, based on the vLEI Issuer Qualification Agreement execution date. The scope of the Annual vLEI Issuer Qualification will always be the last 12 months form the anniversary date. |
| **Workload Limit** | 3 concurrent instances |
| **Exception** | In case the Continuity process is invoked (ref. chapter 7) |

## Termination of Qualified vLEI Issuer Qualification

|  |  |
| --- | --- |
| **Service Name** | Termination of Qualified vLEI Issuer Qualification |
| **Tag Line** | Revoke the Qualified vLEI Issuer vLEI Credential and migrate impacted vLEI Credentials. |
| **Description** | GLEIF will terminate the Qualification of any Qualified vLEI Issuer that does not successfully complete Annual vLEI Issuer Qualification, does not address of qualification issues documented as a result of Annual vLEI Issuer Qualification, does not remediate breach of requirements documented in the Qualified vLEI Issuer Agreement or its appendices, if the LEI of a Qualified vLEI Issuer does not meet the required entity and LEI registration requirements or if the Qualified vLEI Issuer chooses to cease vLEI Issuer operations.  GLEIF will revoke the Qualified vLEI Issuer vLEI Credential of the terminated vLEI Issuer and will remove the terminated vLEI Issuer from the list of Qualified vLEI Issuers on GLEIF’s website which will result in a change in status of the TrustMark on gleif.org.  GLEIF will trigger the migration from the terminated Qualified vLEI Issuer to another Qualified vLEI Issuer(s) to assume responsibility for issuing new Legal Entity vLEI Credentials, Legal Entity Official Organization Role vLEI Credentials and Legal Entity Engagement Context Role vLEI Credentials. |
| **Access Group(s)** | * GLEIF * Terminated vLEI Issuers * Other Qualified vLEI Issuers |
| **Essential Tasks / GLEIF** | * Revoke qualified vLEI Issuer vLEI Credential * Notify Designated Authorized Representatives of Legal Entities of the termination of their Qualified vLEI Issuer |
| **Essential Tasks / Qualified vLEI Issuer** | * Cooperate in termination |
| **Processing Time** | 60 calendar days |
| **Workload Limit** | 2 concurrent Terminated vLEI Issuers |
| **Exception** | In case the Continuity process is invoked (ref. chapter 7) |

## vLEI Reporting API

|  |  |
| --- | --- |
| **Service Name** | vLEI Reporting API |
| **Tag Line** | Legal Entity vLEI credentials and Legal Entity Official Organizational Role vLEI credentials must be reported by the Qualified vLEI Issuer to GLEIF in order to be published by GLEIF on the reference data page of the respective LEI. |
| **Description** | GLEIF provides the vLEI Reporting API for Qualified vLEI Issuers to call to notify GLEIF of the issuance of Legal Entity vLEI Credentials and/or Legal Entity Official Organizational Role vLEI Credentials. These Legal Entity vLEI Credentials and Legal Entity Official Organizational Role vLEI Credentials, issued by the Qualified vLEI Issuer, are published by GLEIF on the LEI page of the Legal Entity.  The vLEI Reporting API also will be used by the Qualified vLEI Issuers to inform GLEIF of updates for these vLEI Credentials that have been revoked.  Qualified vLEI Issuers must call the vLEI Reporting API with each issuance event of Legal Entity vLEI Credentials and Legal Entity Official Organizational Role vLEI Credentials, with the exception of OOR vLEI Credentials for which the OOR Person has not given consent for field values to be published, and for every revocation event of these vLEI Credentials. |
| **Access Group(s)** | * GLEIF * Qualified vLEI Issuers |
| **Essential Tasks / GLEIF** | * Provide vLEI Reporting API |
| **Essential Tasks /Qualified vLEI Issuer** | * Report all Legal Entity vLEI credentials and Legal Entity Official Organizational Role vLEI credentials to GLEIF (Issuance, Revocation) |
| **Availability** | 99,9 % (Monday – Sunday 00:00 – 24:00) |
| **Processing Time** | ≤ 1 sec |
| **Workload Limit** | 60 requests / minute |
| **Exception** | In case the Continuity process is invoked (ref. chapter 7) |

## Challenge vLEI Data

|  |  |
| --- | --- |
| **Service Name** | Challenge vLEI Data |
| **Tag Line** | Facility to trigger challenges to update vLEI data. |
| **Description** | This service provides the Qualified vLEI Issuers with the challenges triggered by the public or even directly by GLEIF to assess vLEI data. The Qualified vLEI Issuers shall review, act appropriately, and respond to vLEI challenges transmitted by GLEIF.  The Qualified vLEI Issuers shall ensure the pertaining data is adjusted given the challenge is justified and provide the adjusted record to GLEIF via the vLEI Reporting API. |
| **Access Group(s)** | * Public |
| **Essential Tasks / GLEIF** | * Provide a mechanism to challenge for any third party to challenge the vLEI related data * Provide the technical means to the vLEI issuing organization to respond accordingly to the challenger |
| **Essential Tasks / Qualified vLEI Issuer** | * Review and respond to all challenges transmitted by GLEIF * Research the content of the challenge and verify the challenge is valid and justified * Update the vLEI data (if justified) and provide the updated information to GLEIF via the vLEI Reporting API * Inform the challenger about the result of the research and justify possible actions or the lack of these * Inform the Legal Entity, associated with the challenged vLEI data, about verified challenges and of challenges which have failed Verification |
| **Availability** | 99,9 % (Monday – Sunday 00:00 – 24:00) |
| **Exception** | In case the Continuity process is invoked (ref. chapter 7) |

## Communications Portal

|  |  |
| --- | --- |
| **Service Name** | Communications Portal |
| **Tag Line** | A central web-based communication portal for all communications between GLEIF and Qualified vLEI Issuers. |
| **Description** | A centralized communication platform to support the exchange of information between GLEIF and Qualified vLEI issuers, supporting GLEIF’s Qualified vLEI Issuer Relationship Management function.  This communications platform facilitates:  ▪ Regular messaging concerning the Qualified vLEI Issuer community;  ▪ Data storage concerning the Qualified vLEI Issuer community;  ▪ Master Data of all Qualified vLEI Issuers (e.g., contact management);  ▪ Other necessary exchanges |
| **Access Group(s)** | * GLEIF * Candidate and Qualified vLEI Issuers |
| **Essential Tasks / GLEIF** | * Enable vLEI Issuer to register an account * Provide Calendar & Events * Provide a repository for vLEI Issuer related information like:   + Sharing information for Qualification and Annual vLEI Issuer Qualification   + Collecting vLEI Issuer information in the portal   + Sharing GLEIF contact information with Qualified vLEI Issuers   + Exchanging certain information among Qualified vLEI Issuers * Enable to other operational portals as necessary |
| **Essential Tasks / Qualified vLEI Issuers** | * Enter valid registration information * Periodically review list of Authenticated users for the Qualified vLEI Issuer and confirm Authenticated users’ access and access roles. * Deliver upcoming events to GLEIF * Subscribe to the vLEI calendar updates and numbered messages * Unsubscribe as necessary * Conduct activities related to service level reporting as necessary * Provide other data requests or information filings as applicable |
| **Availability** | 97,7 % (Monday – Sunday 00:00 – 24:00) |
| **Processing Time** | To register an account within 2 GLEIF business days |
| **Workload Limit** | 20 requests per GLEIF business day |
| **Exception** | In case the Continuity process is invoked (ref. chapter 7) |

# vLEI Issuer Services – Service Descriptions

The vLEI Issuer services set out in this Service Level Agreement all are related to the management of the Legal Entity vLEI Credential and the Legal Entity Official Organizational Role vLEI Credential by the vLEI Issuer, and also to the transmission of all related information to GLEIF. The credibility and trust of the public in the vLEIs is deeply anchored to the credibility and trust in the information the vLEI Issuer provides to GLEIF and to the effective management of the listed services by the Qualified vLEI Issuer.

To ensure compliance with its Core Duties, the Qualified vLEI Issuer shall also provide means and processes for improving operational quality and performance.

The vLEI Issuer is responsible that any third party involved in these services is aware of this document, of the related obligations and that has in place the requested processes for improving operational quality and performance as well.

The following table shows the service levels and related targets that are applicable for all the vLEI Issuer services.

|  |  |
| --- | --- |
| **Service Level** | **Target** |
| **Challenge vLEI Data**  **Processing time** | 15 calendar days |

## Issue Legal Entity vLEI Credentials

|  |  |
| --- | --- |
| **Service Name** | Issue Legal Entity vLEI Credentials |
| **Tag Line** | Qualified vLEI Issuer issues a Legal Entity vLEI Credential to a Legal Entity |
| **Description** | Qualified vLEI Issuers provide the means for Legal Entities to request vLEI Credentials at the entity level, Legal Entity vLEI Credentials.  Qualified vLEI Issuers verify that a Legal Entity’s LEI has an entity status of Active and an LEI registration status other than Lapsed, Retired, Duplicate or Annulled, as well as certain Identity Verification requirements, such as the representative of the Legal Entity applying for the vLEI is authorized to act on behalf of the Legal Entity and that the credential wallet is controlled by this representative of the Legal Entity.  The Qualified vLEI Issuer then can issue a Legal Entity vLEI Credential to the Legal Entity’s credential wallet.  Lists of Legal Entity vLEI Credentials are published on gleif.org so that the existence of Legal Entity vLEI Credentials issued for Legal Entities will be discoverable. |
| **Access Group(s)** | * Legal Entities via the contract with Qualified vLEI Issuers |
| **Essential Tasks / Qualified vLEI Issuers** | * Qualified vLEI Issuers must verify that a Legal Entity’s LEI has an entity status of Active and an LEI registration status other than Lapsed, Retired, Duplicate or Annulled using the GLEIF API. * Qualified vLEI Issuers must follow the Identity Verification requirements specified in the Legal Entity vLEI Credential Framework document which is part of the verifiable LEI (vLEI) Ecosystem Governance Framework. |
| **Issuance Compliance** | Active LEIs in registration status “ISSUED”, “PENDING\_TRANSFER”, “PENDING\_ARCHIVAL = 100% |

## Issue Legal Entity Official Organizational Role vLEI Credentials

|  |  |
| --- | --- |
| **Service Name** | Issue Legal Entity Official Organizational Role vLEI Credentials |
| **Tag Line** | Qualified vLEI Issuer issues Legal Entity Official Organizational Role vLEI Credentials to an OOR Person of the Legal Entity |
| **Description** | Qualified vLEI Issuers can issue Legal Entity Official Organizational Role vLEI Credentials (OOR Credentials) at the request of Legal Entities holding valid Legal Entity vLEI Credentials.  Qualified vLEI Issuers ensure that the LEI embedded in the OOR Credential is the LEI of the Legal Entity requesting the OOR Credential, verify that a Legal Entity’s LEI has an entity status of Active and an LEI registration status other than Lapsed, Retired, Duplicate or Annulled, and conduct certain Identity Verification requirements, such as verifying that the representative of the Legal Entity applying for the OOR Credential is authorized to act on behalf of the Legal Entity, validating the name and the Official Organizational Role of the OOR Person using one or more official public sources and verifying that the OOR Person is in control of its credential wallet.  As an added governance and security measure, Qualified vLEI Issuers are required to implement a workflow that separates the functions of performing the above verifications and validations and the checking/approval that these verifications and validations have been done prior to issuing an OOR Credential.  Once approval has been given, the Qualified vLEI Issuer can issue the Legal Entity Official Organizational Role vLEI Credential to the OOR Person’s credential wallet.  Lists of OOR Credentials will be published on gleif.org (LEI, person’s name and OOR) so that the existence of OOR Credentials issued for Legal Entities will be discoverable (the Legal Entity is required to confirm to the Qualified vLEI Issuer that the OOR Person has given consent for field values to be published.) |
| **Access Group(s)** | * Legal Entities via the contract with Qualified vLEI Issuers |
| **Essential Tasks / Qualified vLEI Issuers** | * Qualified vLEI Issuers must verify that a Legal Entity’s LEI has an entity status of Active and an LEI registration status other than Lapsed, Retired, Duplicate or Annulled using the GLEIF API. * Qualified vLEI Issuers must follow the Identity Verification requirements specified in the Legal Entity Official Organizational Role vLEI Credential Framework document which is part of the verifiable LEI (vLEI) Ecosystem Governance Framework. |
| **Issuance Compliance** | Active LEIs in registration status “ISSUED”, “PENDING\_TRANSFER”, “PENDING\_ARCHIVAL = 100% |

## Manage Legal Entity vLEI Credentials and Legal Entity Official Organizational Role vLEI Credentials

|  |  |
| --- | --- |
| **Service Name** | Manage Legal Entity vLEI Credentials and Legal Entity Official Organizational Role vLEI Credentials |
| **Tag Line** | Qualified vLEI Issuers management of Legal Entity vLEI Credentials and Legal Entity Official Organizational Role vLEI Credentials |
| **Description** | Qualified vLEI Issuers are required on a regular basis to check the status of LEIs for which Legal Entity vLEI Credentials have been issued. These LEIs must maintain an entity status of Active and an LEI registration status other than Lapsed, Retired, Duplicate or Annulled.  A process to notify a Legal Entity that the Legal Entity’s Legal Entity vLEI Credential would be in danger of being revoked if its LEI is not renewed as required annually also must be put in place. Qualified vLEI Issuers revoke a Legal Entity vLEI Credential if the LEI check shows that the Legal Entity’s LEI is not in compliance with the above entity and LEI registration status requirements.  Revocation of the vLEI Legal Entity Credential causes verification to fail for all the Legal Entity Official Organizational Role vLEI Credentials issued by a Qualified vLEI Issuer and the Legal Entity Engagement Context Role vLEI Credentials that the Legal Entity, or the Qualified vLEI Issuer, have issued. For the avoidance of doubt, digital signatures previous to the revocation of the Legal Entity vLEI Credential will retain their validity.  Qualified vLEI Issuers maintain Legal Entity Official Organizational Role vLEI Credentials until notified by the Legal Entity that OOR Credentials need to be revoked due to a change in role or status of OOR Persons.  Qualified vLEI Issuers manage their public and private keys according to Key Event Receipt Infrastructure (KERI) technical requirements for key management and for credential management according to KERI technical requirements. |
| **Access Group(s)** | * Legal Entities via the contract with Qualified vLEI Issuers |
| **Essential Tasks / Qualified vLEI Issuers** | * Qualified vLEI Issuers are required on a regular basis to check the status of LEIs for which Legal Entity vLEI Credentials have been issued. These LEIs must maintain an entity status of Active and an LEI registration status other than Lapsed, Retired, Duplicate or Annulled. * Qualified vLEI Issuers are required to put in place a process to notify a Legal Entity that the Legal Entity’s Legal Entity vLEI Credential would be in danger of being revoked if its LEI is not renewed as required annually. Qualified vLEI Issuers revoke a Legal Entity vLEI Credential if the LEI check shows that the Legal Entity’s LEI is not in compliance with the above entity and LEI registration status requirements. * Qualified vLEI Issuers must revoke vLEI Credentials for which the Qualified vLEI Issuer has received |
| **Revocation Processing Time** | Credentials are revoked within 1 hour after the relevant change of LEI status is available on the GLEIF API (that gets updated 3 times per calendar day) |

# Monitoring and Service Level Breaches

The Service Levels and the established Service Level targets ensure the required high quality of the service GLEIF and the vLEI Issuer shall provide to customers and the public. It is therefore essential to closely monitor the achievement of the agreed Service Levels; GLEIF and the vLEI Issuer are therefore responsible to monitor closely their own services and to put in place any needed remediation to provide “state of art” experience to customers and the public.

**GLEIF Service Level Result calculations:**

| **Service Level** | **Formula** | **Service transfer point** |
| --- | --- | --- |
| Availability | (1) Minutes in the month  (2) Minutes in the month when the service was not available (excluding planned maintenances)  The difference is calculated considering calendar days | GLEIF’s systems |
| Processing Time | (1) Time stamp when the task has been accomplished  (2) Time stamp when the task has been submitted  (3) Number of tasks accomplished in the month | GLEIF’s Customer Portal |
| Processing Time for incidents | (1) Time stamp when incident has been remediated or a workaround has been put in place  (2) Time stamp when the incident has been classified  (3) Number of requests received in the month | GLEIF’s Customer Portal |
| Processing Time for “Communications Portal”, Register an Account | (1) Time stamp when the request has been accomplished  (2) Time stamp when the request has been submitted  (3) Number of closed requests in the month | GLEIF’s Communications Portal |
| Processing Time for “vLEI Reporting API” | (1) Time stamp when the request has been accomplished  (2) Time stamp when request has been submitted  (3) Number of requests received in the month | GLEIF’s vLEI Reporting API Facility |
| Update Frequency for “Annual vLEI Issuer Qualification” | (1) Time stamp when the Annual Qualification started  (2) vLEI Issuer Qualification Agreement execution date  (3) Number of Annual Qualifications started in the month | GLEIF’s Customer Portal |

**vLEI Issuers Service Level Result calculations:**

| **Service Level** | **Formula** | **Service transfer point** |
| --- | --- | --- |
| *Challenge vLEI Data:*  Processing Time | (1) Time stamp when the task has been accomplished  (2) Time stamp when the task has been submitted  (3) Number of tasks accomplished in the month | GLEIF Customer Portal |
| *Issue Legal Entity vLEI Credentials:*  Issuance Compliance | (1) OOR on Legal Entity having a Legal Entity vLEI Credential which LEI is in status “ISSUED”, “PENDING\_TRANSFER” or “PENDING\_ARCHIVAL”  (2) OOR on Legal Entity having a Legal Entity vLEI Credential | vLEI System |
| *Issue Legal Entity Official Organizational Role vLEI Credentials:* Issuance  Compliance | (1) Legal Entity having a Legal Entity vLEI Credential which LEI is in status “ISSUED”, “PENDING\_TRANSFER” or “PENDING\_ARCHIVAL”  (2) Legal Entity having a Legal Entity vLEI Credential | vLEI System |
| *Manage Legal Entity vLEI Credentials and Legal Entity Official Organizational Role vLEI Credentials:*  Revocation Processing Time | [ (*Current Time* – *Time the LEI Changed status (1))* *> 1 hour* ]  (1) Time when, on GLEIF API the information the LEI has been updated with a registration status other than “ISSUED”, “PENDING\_TRANSFER”, “PENDING\_ARCHIVAL” is made available | vLEI System |

## Maintenance windows at GLEIF

GLEIF’s website and Global LEI Repository operate 24/7/365 without regular maintenance windows. In case of exceptional maintenance windows GLEIF will announce them, whenever possible and on a best effort’s basis, two weeks ahead via email and/or via Communications Portal.

Service Level Breaches

In case of Service Level breaches, finding timely a sustainable remediation is of predominant importance for GLEIF and the Qualified vLEI Issuers.

Based on the monthly achievement the Qualified vLEI Issuer can gather on-line from the SLA Dashboard, if a breach on any Service Level Target is detected then the steps below listed should be initiated.

## Escalation Management

#### Escalation Level 1:

In case a breach is detected, i.e., a Service Level Target is not achieved, then an Escalation Level 1 is triggered for the Qualified vLEI Issuer to implement the needed countermeasures.

The SLA Dashboard shall show the remediation occurred latest on the second month after the escalation notification.

GLEIF can exceptionally extend the remediation time in its sole but reasonable discretion.

If the SLA Dashboard does not show any more breaches on the target month as well as on the following one, the Escalation Level 1 is closed.

Escalation Level 2 will be triggered:

1. If the Escalation Level 1 has not been remediated as required.
2. When a breach, that has been already managed via an Escalation Level 2 or higher, occurs again within the following 2 months after the escalation closure.

#### Escalation Level 2:

Whenever an Escalation Level 2 is triggered, GLEIF’s Escalation Level 2 contact (or deputy) notifies the Escalation Level 2 counterpart.

The SLA Dashboard shall show the remediation occurred by the next available month after the escalation notification.

GLEIF can exceptionally extend the remediation time in its sole but reasonable discretion.

If the SLA Dashboard does not show any more breaches on the target month as well as on the following one, the Escalation Level 2 is closed.

Escalation Level 3 will be triggered in case Escalation Level 2 is not remediated as required.

#### Escalation Level 3:

Whenever an Escalation Level 3 is triggered, GLEIF’s Escalation Level 3 contact notifies the Escalation Level 3 counterpart requesting the breach root cause is understood and a final effective remediation plan.

The counterpart implements a sustainable remediation and GLEIF’s Escalation Level 3 contact (or deputy) closes the Escalation when the SLA Dashboard shows the remediation occurred on the agreed month as well as on the following one.

If the remediation has not occurred within the expected timeframe and stability, GLEIF may trigger section 4.4 “Termination”.

## Termination

If neither GLEIF nor the vLEI Issuer can reach the defined Service Levels as listed in this document within an adequate period of time to implement any related recommendations, the parties may terminate the Agreement according to section XII B. of the vLEI Issuer Qualification Agreement.

During the Termination process, the Qualified vLEI Issuer is not allowed to issue any new Legal Entity vLEI Credentials.

## Escalation Contacts

The escalation contacts are listed in the relevant section of the Communications Portal.

It is expected the Escalation Level 2 contacts to be at managerial level, and the Escalation Level 3 contacts at “C” level or equivalent (e.g., President, General Director). Each escalation contact shall mention an assigned deputy.

The Qualified vLEI Issuer has the responsibility to keep their escalation contacts up to date.

# Incident Management

GLEIF has implemented the incident management process based on ISO 20000 standard to be able to restore disrupted services back to normal operations to meet service levels.

The disrupted service is required to be back to normal operation as quickly as possible with minimal impact on business operations.

In the event that an incident on any GLEIF service occurs, the incidents are processed by GLEIF’s service desk, and specialists are assigned to restore agreed services. When the service is fully recovered, the incident is closed.

Incidents are to be reported via an email to [servicedesk@gleif.org](mailto:servicedesk@gleif.org) .

Incidents are prioritized based on the Impact-Urgency Matrix depending on the service affected. Processing time is targeted as service level for the following priorities:

* Priority 1: 24 hours (during GLEIF business days)
* Priority 2: 2 GLEIF business days
* Priority 3: 3 GLEIF business days

Attended service operating time is Mo-Fr: 09.00 – 17.00 CET on GLEIF business days.

**Impact-Urgency Matrix**

The Impact-Urgency Matrix shows which services are treated with which Priority.

Impact – measures the effect of an incident based on the functionality of the service.

Urgency - measures the criticality, which indicates the speed of resolving an incident.

Priority - is derived from Impact and Urgency.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | | | Urgency | | |
| 3 – Low  Supporting Services | 2 – Medium  Enhancing Services | 1 – High  Core Services |
| Impact | 3 - Low | Specific functionality unavailable | 3 - Low | 3 - Low | 2 - Medium |
| 2 - Medium | Partial Service unavailable | 3 - Low | 2 - Medium | 1 - High |
| 1 - High | Full Service unavailable | 2 - Medium | 2 - Medium | 1 - High |

**Urgency classification**

|  |  |  |
| --- | --- | --- |
| **Core Services** | **Enhancing Services** | **Supporting Services & Applications** |
| vLEI Issuer Qualification | Annual vLEI Issuer Qualification | Application: Customer Portal |
| vLEI Reporting API | Communications Portal |  |
| Challenge vLEI Data | Termination of Qualified vLEI Issuer Qualification |  |

**Priority Level Definition**

The following table shows the priority level definition for an incident. A resolution target is set for each Priority.

| **Priority** | **Name** | **Description** | **Resolution = Processing Time** |
| --- | --- | --- | --- |
| 1 | High | Core Services are inaccessible, interrupted, or unusable. | 24 hours (during GLEIF business days) |
| 2 | Medium | Enhancing Services are unusable or hard to use. | 2 GLEIF business days |
| 3 | Low | Support Services are unusable or hard to use. | 3 GLEIF business days |

## Major Incident

A “Major Incident” is a type of incident, that occurs when all or major parts of the core services are affected by disruption.

The resolution time in case of a major incident is 1 hour during GLEIF business days.

# Complaints

Complaints are handled via the defined process “Feedback”.

The vLEI Issuer can submit their complaints by communicating with their Business Relations Manager.

# GLEIF Code of Conduct in case of a disaster

In the extraordinary circumstances GLEIF is affected by a disaster:

1. GLEIF informs the vLEI Issuer in the shortest possible time via Communication Portal (if available, or by using any other possible means e.g., email or telephone) and invokes the Service Continuity Process
2. In such a situation and until full recovery occurred, the following RTOs and targets are effective:

| SLA Services | Recovery Time Objective (RTO) | Targets |
| --- | --- | --- |
| vLEI Issuer Qualification | < 1 calendar month | Availability: 95 % (Customer Portal)  Availability: 97.5 % (GLEIF Website)  Processing Time Documentation Completeness: 20 days  Processing Time Documentation Review: 90 days |
| Annual vLEI Issuer Qualification | < 1 calendar month | Availability: 95 % (Customer Portal)  Update Frequency: Yearly, on or within 4 months |
| Termination of Qualified vLEI Issuer Qualification | < 2 GLEIF business days | Processing time: 90 calendar days |
| vLEI Reporting API | < 2 GLEIF business days | Availability: 97.5 %  Processing Time: ≤ 5 sec |
| Communications Portal | < 2 GLEIF business days | Availability: 95 %  Processing time: 4 GLEIF business days |
| Challenge vLEI Data | < 2 GLEIF business days | Availability: 97.5 % |

Same workload limits as during business as usual apply.

# SLA Reports

GLEIF provides monthly SLA Reports to the Qualified vLEI Issuer by the 10th GLEIF business day of the following month.

**Service Reports Definition**

| 1. **Type** | 1. **Performance** |
| --- | --- |
| 1. Contents | 1. Report parameters according to SLA |
| 1. Reporting period | 1. Monthly |
| Reporting | Reports are made available through the Communications Portal |
| 1. Obligation | 1. According to SLA |
| 1. Language | 1. English |
| 1. Filing | 1. 10 years |

# 

# Change of Service Levels

Chapter XIII “Agreement Change Process” of the Qualification Agreement applies.