



verifiable LEI (vLEI) Ecosystem Governance Framework v3.0

vLEI Issuer Qualification Agreement Appendix 5 Qualified vLEI Issuer Service Level Agreement

Public
Document version 1.3
2023-12-15



Table of Contents

1	Service Level Agreement Glossary.....	3
2	GLEIF Services – Service Descriptions	6
2.1	vLEI Issuer Qualification	6
2.2	Annual vLEI Issuer Qualification	9
2.3	Termination of Qualified vLEI Issuer Qualification.....	11
2.4	vLEI Reporting API	13
2.5	Challenge Legal Entity Data.....	14
2.6	Communications Portal.....	15
3	vLEI Issuer Services – Service Descriptions	17
3.1	Issue Legal Entity vLEI Credentials	18
3.2	Issue Legal Entity Official Organizational Role vLEI Credentials.....	19
3.3	Manage Legal Entity vLEI Credentials and Legal Entity Official Organizational Role vLEI Credentials.....	21
4	Monitoring and Service Level Breaches.....	23
4.1	Maintenance windows at GLEIF	25
4.2	Service Level Breaches	25
4.3	Escalation Management.....	25
4.3.1	Escalation Level 1	25
4.3.2	Escalation Level 2	25
4.3.3	Escalation Level 3	26
4.4	Termination.....	26
4.5	Escalation Contacts	26
5	Incident Management.....	27
5.1	Major Incident.....	28
6	Complaints	29
7	GLEIF Code of Conduct in case of a disaster.....	30
8	SLA Reports	31
9	Change of Service Levels	32



1 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 service.
Attended Service Operating Time	Time of reachability of GLEIF support on business days.
Availability	Property of being accessible and usable on demand by an authorized entity.
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.



Term	Meaning
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.
Qualified vLEI Issuer Authorization vLEI Credential	A vLEI credential that enables simple, safe, secure instruction and authorization by a Legal Entity Authorized Representative (LAR) sent to a QVI for the issuance and revocation of vLEI Role Credentials.
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 respond to a service request.
Service Level	Commitment based on Service Level requirements. Ensures that the service is able to meet the GLEIS objectives.
Service Level Result	Measure of the characteristic of a service committed to by the parties.
Service Level Target (SLT, also Service Target)	Specific measurable characteristic of a service that an organization commits to



Term	Meaning
Service Continuity Process	The process responsible for recovery of GLEIF vital business functions in the event of a disaster.
Service Provider	An organization which could provide, operate and/or supports Services to one or more customers.
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.



2 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.

2.1 vLEI Issuer Qualification

Service Name	vLEI Issuer Qualification
Tag Line	Entities desiring to become Qualified vLEI Issuers must seek Qualification by GLEIF
Description	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>It is expected that, on average, the Qualification process takes roughly 3 months to be completed.</p>
Access Group(s)	<ul style="list-style-type: none">● Candidate vLEI Issuers
Essential Tasks / GLEIF	<ul style="list-style-type: none">● 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



	<p>the documentation completeness and to revert back to the candidate with feedback</p> <ul style="list-style-type: none"> ● 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	<ul style="list-style-type: none"> ● Read vLEI Issuer Qualification Program Manual and other supporting materials ● Sign Non-Disclosure Agreement and submit the same to 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	<p>99.9 % (Monday – Sunday 00:00 – 24:00) for GLEIF Website 97,7 % (Monday – Sunday 00:00 – 24:00) for Customer Portal</p>



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)



2.2 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	<p>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.</p> <p>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.</p> <p>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.</p> <p>GLEIF maintains the Qualified vLEI Issuer vLEI Credentials as well as renews the TrustMarks of Qualified vLEI Issuers successfully completing Annual vLEI Issuer Qualification.</p>
Access Group(s)	<ul style="list-style-type: none"> ● Qualified vLEI Issuers
Essential Tasks / GLEIF	<ul style="list-style-type: none"> ● Provide Qualified vLEI Issuer with the Annual vLEI Issuer 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	<ul style="list-style-type: none"> ● Download the designated Annual vLEI Issuer Qualification materials from the Communications portal



	<ul style="list-style-type: none"> ● Provide completed Annual vLEI Issuer 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	<p>Yearly</p> <p>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 from the anniversary date</p>
Workload Limit	3 concurrent instances
Exception	In case the Continuity process is invoked (ref. chapter 7)



2.3 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	<p>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.</p> <p>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.</p> <p>The leaving Qualified vLEI Issuer notifies the Designated Authorized Representatives of each managed Legal Entity, informing them that all their vLEI credentials will be revoked and become invalid by the date provided and therefore they must find a new Qualified vLEI Issuer before that date.</p> <p>In case the leaving Qualified vLEI Issuer fails or refuses to notify the Designated Authorized Representatives of each managed Legal Entity, GLEIF will take the ownership of the notification and may additionally hold the leaving Qualified vLEI Issuer liable for damages according to Qualification Agreement, Chapter X. Liability.</p>
Access Group(s)	<ul style="list-style-type: none"> ● GLEIF ● Terminated vLEI Issuers ● Other Qualified vLEI Issuers
Essential Tasks / GLEIF	<ul style="list-style-type: none"> ● Revoke Qualified vLEI Issuer vLEI Credential ● If the termination notification has not been managed by the leaving Qualified vLEI Issuer, GLEIF notifies the Designated Authorized Representatives of Legal Entities
Essential Tasks / Qualified vLEI Issuer	<ul style="list-style-type: none"> ● Cooperate in termination



	<ul style="list-style-type: none"> Notify all the Designated Authorized Representatives of the managed Legal Entities
Processing Time	60 calendar days
Workload Limit	2 concurrent Termination of Qualified vLEI Issuers Qualification instances
Exception	In case the Continuity process is invoked (ref. chapter 7)



2.4 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 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 and for every revocation event of these vLEI Credentials.
Access Group(s)	<ul style="list-style-type: none"> • GLEIF • Qualified vLEI Issuers
Essential Tasks / GLEIF	<ul style="list-style-type: none"> • Provide vLEI Reporting API
Essential Tasks /Qualified vLEI Issuer	<ul style="list-style-type: none"> • 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)



2.5 Challenge Legal Entity Data

Service Name	Challenge Legal Entity Data
Tag Line	Facility to challenge Legal Entity related data
Description	<p>This service provides the Qualified vLEI Issuers with the challenges triggered by the public or even directly by GLEIF to assess Legal Entity related data. The Qualified vLEI Issuers shall review, and respond to the submitted challenges.</p> <p>The Qualified vLEI Issuers shall ensure the pertaining data is adjusted given the challenge is justified, to provide the adjusted record to GLEIF.</p>
Access Group(s)	<ul style="list-style-type: none"> ● Public
Essential Tasks / GLEIF	<ul style="list-style-type: none"> ● Provide a mechanism for any third party to challenge Legal Entity related data ● Provide the technical means to the Qualified vLEI Issuers to respond accordingly to the challenger
Essential Tasks / Qualified vLEI Issuer	<ul style="list-style-type: none"> ● 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 ● The Qualified vLEI Issuer shall provide GLEIF with their contact person(s) assigned to manage the vLEI challenges
Availability	97,7 % (Monday – Sunday 00:00 – 24:00) for Customer Portal
Workload Limit	10 challenges/day
Exception	In case the Continuity process is invoked (ref. chapter 7)



2.6 Communications Portal

Service Name	Communications Portal
Tag Line	A central web-based communication portal for all communications between GLEIF and business partners
Description	<p>A centralized communication platform to support the exchange of information between GLEIF and business partners, supporting GLEIF's Relationship Management function.</p> <p>This communications platform facilitates:</p> <ul style="list-style-type: none"> • Regular messaging among GLEIF and business partners • Master Data of business partners (e.g., contact management) • Other necessary exchanges
Access Group(s)	<ul style="list-style-type: none"> • GLEIF • Candidate and Qualified vLEI Issuers
Essential Tasks / GLEIF	<ul style="list-style-type: none"> • Enable vLEI Issuer to register an account • Provide Calendar & Events • Provide a repository for vLEI Issuer related information like: <ul style="list-style-type: none"> • Sharing information for Qualification and Annual vLEI Issuer Qualification • Collecting vLEI Issuer information in the portal • Sharing GLEIF contact information with vLEI Issuers • Exchanging certain information among vLEI Issuers • Enable to other operational portals as necessary
Essential Tasks / Qualified vLEI Issuers	<ul style="list-style-type: none"> • 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



	<ul style="list-style-type: none"> • 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 three calendar days
Workload Limit	20 requests per calendar day
Exception	In case the Continuity process is invoked (ref. chapter 7)



3 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 Qualified 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 Qualified 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



3.1 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	<p>Qualified vLEI Issuers provide the means for Legal Entities to request vLEI Credentials at the entity level, Legal Entity vLEI Credentials.</p> <p>Qualified vLEI Issuers verify that a Legal Entity's LEI has an EntityStatus = "ACTIVE" and a RegistrationStatus = "ISSUED", "PENDING_TRANSFER" or "PENDING_ARCHIVAL", 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.</p> <p>The Qualified vLEI Issuer then can issue a Legal Entity vLEI Credential to the Legal Entity's credential wallet.</p> <p>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.</p>
Access Group(s)	<ul style="list-style-type: none"> Legal Entities via the contract with Qualified vLEI Issuers
Essential Tasks / Qualified vLEI Issuers	<ul style="list-style-type: none"> By using the GLEIF API, Qualified vLEI Issuers must verify that each new Legal Entity Credential is related to a Legal Entity having an LEI with EntityStatus = "ACTIVE" and RegistrationStatus = "ISSUED", "PENDING_TRANSFER" or "PENDING_ARCHIVAL" 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 Qualified vLEI Issuer shall maintain the list of all the Designated Authorized Representatives and Legal Entity Authorized Representatives' email addresses, that shall be shared with GLEIF and managed as for GLEIF requirements
Issuance Compliance	All Legal Entity Credentials are issued to Legal Entities having an LEI with EntityStatus = "ACTIVE" and RegistrationStatus = "ISSUED", "PENDING_TRANSFER" or "PENDING_ARCHIVAL"



3.2 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 Official Organizational Role Person of the Legal Entity
Description	<p>Qualified vLEI Issuers can issue Legal Entity Official Organizational Role vLEI Credentials (OOR Credentials) at the request of the Legal Entity Authorized Representatives (LARs) holding valid Legal Entity vLEI Credential. A LAR must issue Qualified vLEI Issuer Authorization vLEI Credential explicitly authorizing the Qualified vLEI Issuer Authorized Representatives (QARs) to issue each vLEI Role Credential. The Qualified vLEI Issuer Authorization vLEI Credential will become part of the chain of the vLEI Role Credentials.</p> <p>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 EntityStatus = "ACTIVE" and a RegistrationStatus = "ISSUED", "PENDING_TRANSFER" or "PENDING_ARCHIVAL", and conduct certain Identity Verification requirements, such as validating the name and the Official Organizational Role of the OOR Person using one or more official public sources or in official documents of the Legal Entity requested from the LAR, and verifying that the OOR Person is in control of its credential wallet.</p> <p>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.</p> <p>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.</p> <p>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).</p>
Access Group(s)	<ul style="list-style-type: none"> Legal Entities via the contract with Qualified vLEI Issuers
Essential Tasks / Qualified vLEI Issuers	<ul style="list-style-type: none"> By using the GLEIF API, Qualified vLEI Issuers must verify that each new Legal Entity Official Organizational Role vLEI Credentials is related to a Legal Entity having an LEI with



	<p>EntityStatus = “ACTIVE” and RegistrationStatus = “ISSUED”, “PENDING_TRANSFER” or “PENDING_ARCHIVAL”</p> <ul style="list-style-type: none"> 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	All Legal Entity Official Organizational Role vLEI Credentials are issued to Legal Entities having an LEI with an EntityStatus = “ACTIVE” and a RegistrationStatus = “ISSUED”, “PENDING_TRANSFER” or “PENDING_ARCHIVAL”



3.3 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	<p>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 EntityStatus = "ACTIVE" and a RegistrationStatus = "ISSUED", "PENDING_TRANSFER" or "PENDING_ARCHIVAL".</p> <p>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.</p> <p>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.</p> <p>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. The Legal Entity Authorized Representatives must use the Qualified vLEI Issuer Authorization vLEI Credential that authorized the issuance of the OOR vLEI Credential as authorization to the Qualified vLEI Issuer to revoke the OOR vLEI Credential.</p> <p>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.</p>
Access Group(s)	<ul style="list-style-type: none"> Legal Entities via the contract with Qualified vLEI Issuers
Essential Tasks / Qualified vLEI Issuers	<ul style="list-style-type: none"> Qualified vLEI Issuers are required on a regular basis to check the status of LEIs for which Legal Entity vLEI Credentials have been issued. All Legal Entity Credentials shall be always



	<p>related to Legal Entities having an LEI with EntityStatus = “ACTIVE” and RegistrationStatus = “ISSUED”, “PENDING_TRANSFER” or “PENDING_ARCHIVAL”</p> <ul style="list-style-type: none"> ● 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 to Legal Entities having an LEI with EntityStatus other than “ACTIVE” or RegistrationStatus other than “ISSUED”, “PENDING_TRANSFER” or “PENDING_ARCHIVAL” ● Qualified vLEI Issuer shall maintain the list of all the Designated Authorized Representatives and Legal Entity Authorized Representatives email addresses, that shall be shared with GLEIF and managed as for GLEIF requirements
Revocation Processing Time	Legal Entity Credentials are revoked within 24 hours after the relevant change of LEI status is available on the GLEIF API (which is updated 3 times per calendar day)



4 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 Qualified 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 Qualified 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	$\left(\frac{T_{month}^{(1)} - T_{non\ availability}^{(2)}}{T_{month}^{(1)}} \right) \times 100$ (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	$\left(\frac{\sum_{(EndResponse^{(1)} - StartRequest^{(2)})}}{\sum_{(Requests)^{(3)}}} \right)$ (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 (for each priority 1, 2 and 3)	$\left(\frac{\sum_{(EndResponse^{(1)} - StartRequest^{(2)})}}{\sum_{Closed\ incidents\ priority}} \right)$ (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 In case multiple evidence of the same incidents are received, the processing time is evaluated only on one of them (the other received notifications will be set as “child” records, and the processing time not evaluated)	GLEIF's Customer Portal
Processing Time for “Communications Portal”, Register an Account	$\left(\frac{\sum_{(EndResponseBD^{(1)} - StartRequestBD^{(2)})}}{\sum_{(Requests)^{(3)}}} \right)$ (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”	$\left(\frac{\sum_{(EndResponseBD^{(1)} - StartRequestBD^{(2)})}}{\sum_{(Requests)^{(3)}}} \right)$ (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



Service Level	Formula	Service transfer point
Update Frequency for "Annual vLEI Issuer Qualification"	$\left(\frac{\sum_{(StartDate^{(1)} - QualificationDate^{(2)})}}{\sum_{Annual Qualifications^{(3)}}} \right)$ <p>(1) Time stamp when the Annual Qualification started (2) vLEI Issuer Qualification Agreement execution date (3) Number of Annual Qualifications started in the month</p>	GLEIF's Customer Portal

vLEI Issuers Service Level Result calculations

Service Level	Formula	Service transfer point
<i>Challenge vLEI Data:</i> Processing Time	$\left(\frac{\sum_{(EndResponse^{(1)} - StartRequest^{(2)})}}{\sum_{(Requests)^{(3)}}} \right) \leq 15$ <p>(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</p>	GLEIF Customer Portal
<i>Issue Legal Entity vLEI Credentials: Issuance Compliance</i>	$\sum_{(L.E. vLEI Credentials with LEI in incorrect EntityStatus or RegistrationStatus^{(1)})}$ <p>(1) Newly issued Legal Entity Credentials related to Legal Entities having an LEI with EntityStatus other than "ACTIVE" or RegistrationStatus other than "ISSUED", "PENDING_TRANSFER" or "PENDING_ARCHIVAL"</p>	vLEI System
<i>Issue Legal Entity Official Organizational Role vLEI Credentials: Issuance Compliance</i>	$\sum_{(L.E. OOR vLEI Credentials with LEI in incorrect EntityStatus or RegistrationStatus^{(1)})}$ <p>(1) Newly issued Legal Entity Official Organizational Role Credentials related to Legal Entities having an LEI with EntityStatus other than "ACTIVE" or RegistrationStatus other than "ISSUED", "PENDING_TRANSFER" or "PENDING_ARCHIVAL"</p>	vLEI System
<i>Manage Legal Entity vLEI Credentials and Legal Entity Official Organizational Role vLEI Credentials: Revocation Processing Time</i>	$\sum [(Current Time^{(1)} - Time the LEI Changed status^{(2)}) > 24 hours]$ <p>(1) Time when the Legal Entity Credential revocation is detected (2) Time when, on GLEIF API the information the LEI has been updated with EntityStatus other than "ACTIVE" or RegistrationStatus other than "ISSUED", "PENDING_TRANSFER" or "PENDING_ARCHIVAL"</p>	vLEI System



4.1 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.

4.2 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.

4.3 Escalation Management

4.3.1 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.

4.3.2 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.

4.3.3 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".

4.4 Termination

If neither GLEIF nor the Qualified 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 XXII 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.

4.5 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.



5 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.

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/CEST 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 <u>(during GLEIF business days)</u>
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

5.1 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.

6 Complaints

Complaints are handled via the defined process “Feedback”.

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



7 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	< 1 calendar month	Availability: 95 % (Customer Portal)

Same workload limits as during business as usual apply.



8 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

Type	Performance
Contents	Report parameters according to SLA
Reporting period	Monthly
Reporting	Reports are made available in the SLA Dashboard
Obligation	According to SLA
Language	English
Filing	10 years



9 Change of Service Levels

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

