GGUS SU	Core Service/Activity	QoS level	2014-10			
			less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
Accounting Portal	Accounting and Metric Portal	Medium	0,12		0,01	
APEL	Accounting Repository	Medium	0,07	0,07		
ARGO/SAM EGI Support	SAM central services /Monitoring central services	Medium				
EGI Operations Support	Operations support	Medium	0,49			
DMSU	1st and 2nd level support	Advanced	0,77	0,53	0,11	
EGI Catch-all services	Catchall services	Medium	2,16			
EGI Software provisioning support	Software provisioning infrastructure	Medium	1,1	0,79	0,58	
EGI Staged Rollout	Staged Rollout	Medium				
EGI UMD Quality Assurance	Acceptance Criteria	Base				
EGI collaboration tools	Collaboration tools/IT support	Medium	1,29			
GGUS	Incident management helpdesk	Medium	0,12	0,03	0,06	
GOC DB	Service registry (GOCDB)	Medium	0,16			
Messaging	Message Broker Network	Medium				
Operations Portal	Operations Portal	Medium	3,32			
Resource Allocation	Operations support	Medium				
Security Management	Security coordination	Medium				
TPM	1st and 2nd level support	1 working hour	0,07	0,12	0,14	0,08
EGI Security Monitoring	Security monitoring and related support tools	Medium				

Legend		QoS	less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
Response time exceeded		Medium	5	5	1	1
Responce time in line		1 working hour	0,125	0,125	0,125	0,125
[wd] = working days		Advanced	5	1	1	0,5
Data source	https://ggus.eu/?mode=report_view	Base	5	5	5	5