



			2015-06			
less urgent	urgent	very urgent	top priority			
[wd]	[wd]	[wd]	[wd]	[wd]		
16.85		11.64				
0.53	0.03			0.06		
1.5		0.95				
0.26		0.02		0.13		
0.24	0.56	0.1		0.12		
0.28	4.19	4.66				
		0.1				
0.57	0.17					
0.01						
1.94						
0.07	0.08	0.07		0.09		

GGUS SU	Core Service/Activity	QoS level
Accounting Portal	Accounting and Metric Portal	Medium
APEL	Accounting Repository	Medium
ARGO/SAM EGI Support	SAM central services /Monitoring central services	Medium
EGI Operations Support	Operations support	Medium
DMSU	1st and 2nd level support	Advanced
EGI Catch-all services	Catchall services	Medium
EGI Software provisioning support	Software provisioning infrastructure	Medium
EGI Staged Rollout	Staged Rollout	Medium
EGI UMD Quality Assurance	Acceptance Criteria	Base
EGI collaboration tools	Collaboration tools/IT support	Medium
GGUS	Incident management helpdesk	Medium
GOC DB	Service registry (GOCDDB)	Medium
Messaging	Message Broker Network	Medium
Operations Portal	Operations Portal	Medium
Resource Allocation	Operations support	Medium
Security Management	Security coordination	Medium
TPM	1st and 2nd level support	1 working hour
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
Response 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	Base	5	5	5	5

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