



Data source: [GGUS report generator](#)
 Report author: operations@egi.eu
 Documentation: [Quality of Support target description](#)

GGUS SU	Core Service/Activity	QoS level		Operations tools Quality of Support report					
				2016-04	2016-03	2016-02	2016-01	2015-12	2015-11
Accounting Portal	Accounting and Metric Portal	Medium	less urgent	0.04	0.03	0.01	0.07	0.63	
			urgent		0.05		1		
			very urgent	0.23			0.11	0.04	0.1
			top priority						
APEL	Accounting Repository	Medium	less urgent	0.2		0.05	0.33	0.02	
			urgent		0.52	0.12	0.03		
			very urgent					0.04	0.39
ARGO/SAM EGI Support	SAM central services/Monitoring central services	Medium	less urgent	0.93	1.09	1.82	2.92	0.61	3.29
			urgent	0.07	0.63	0.26	1.49	0.16	
			very urgent	0.84			0.3	0.09	0.25
			top priority		0.04	2.45	2.59	0.2	
EGI Operations Support	Operations support	Medium	less urgent	0.51	0.5	0.17	1.39	0.38	0.28
			urgent	1.03					
			very urgent			1	0.11	0.02	
DMSU	1st and 2nd level support	Advanced	less urgent	0.63	0.36	0.45	0.36	0.18	1.32
			urgent	0.42	0.42	0.56	1.01	0.22	
			very urgent	0.35	0.23	0.39	0.49		0.05
			top priority		0.1				
EGI Catch-all services	Catchall services	Medium	less urgent	4.95	7.68	0.01			
			urgent	0.05					
			top priority				0.72		
EGI Software provisioning support	Software provisioning infrastructure	Medium	less urgent		12.44	3.24	15.14		2.66
			urgent				0.18	0.01	
			very urgent			16			
			top priority		0.01				
EGI Staged Rollout	Staged Rollout	Medium	less urgent						
			urgent						
			very urgent						
			top priority						
EGI UMD Quality Assurance	Acceptance Criteria	Base	less urgent			0.4		3.95	
			urgent						
			very urgent						
EGI collaboration tools	Collaboration tools/IT support	Medium	less urgent						
			urgent						
			very urgent		0.06	0.38			
			top priority		0.61				
GGUS	Incident management helpdesk	Medium	less urgent	0.29	0.59	0.16	0.07	0.28	0.3
			urgent	0.1	0.78			0.51	0.01
			very urgent	0.07				0.11	
			top priority		0.02				
GOC DB	Service registry (GOCDB)	Medium	less urgent	0.35	0.08	0.44	0.11	0.06	
			urgent	0.01	0.27		0.17		
			very urgent		0.03	0.03			
			top priority						0.06
			less urgent			2.87		1.79	

Messaging	Message Broker Network	Medium	urgent						
			very urgent	1.06					
			top priority						
			less urgent	0.06	0.26	0.1	0.18	0.62	
Operations Portal	Operations Portal	Medium	urgent	0.09	0.39		0.03	0.17	
			very urgent						
			top priority				0.09	0.04	
			less urgent	0.29					
Resource Allocation	Operations support	Medium	urgent						
			very urgent						
			top priority						
			less urgent	0.08					
Security Management	Security coordination	Medium	urgent	0.36					
			very urgent						
			top priority	0.14					
			less urgent	0.46	0.13	0.09	0.12	0.35	0.1
TPM	1st and 2nd level support	1 working hour	urgent	0.25	0.21	0.23	0.05	0.08	0.15
			very urgent	1.48	0.13	0.12	0.01	0.16	0.18
			top priority	0.08	0.04	0.01	0.01	0.13	
			less urgent						
EGI Security Monitoring	Security monitoring and related support tools	Medium	urgent	0.03					
			very urgent						
			top priority						

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
		Base	5	5	5	5