



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					0.07	0.63
			urgent					1	
			very urgent					0.04	0.1
			top priority						
APEL	Accounting Repository	Medium	less urgent					0.02	
			urgent						
			very urgent					0.04	0.39
ARGO/SAM EGI Support	SAM central services/Monitoring central services	Medium	top priority						
			less urgent					0.61	3.29
			urgent					0.16	
			very urgent					0.09	0.25
EGI Operations Support	Operations support	Medium	top priority						
			less urgent					0.38	0.28
			urgent						
			very urgent					0.02	
DMSU	1st and 2nd level support	Advanced	top priority						
			less urgent					0.18	1.32
			urgent					0.22	
			very urgent						0.05
EGI Catch-all services	Catchall services	Medium	top priority						
			less urgent						
			urgent						
EGI Software provisioning support	Software provisioning infrastructure	Medium	very urgent						
			top priority						
			less urgent						2.66
			urgent					0.01	
EGI Staged Rollout	Staged Rollout	Medium	very urgent						
			top priority						
			less urgent						
			urgent						
EGI UMD Quality Assurance	Acceptance Criteria	Base	very urgent						
			top priority						
			less urgent						3.95
			urgent						
EGI collaboration tools	Collaboration tools/IT support	Medium	very urgent						
			top priority						
			less urgent					0.28	0.3
			urgent					0.51	0.01
GGUS	Incident management helpdesk	Medium	very urgent					0.11	
			top priority						
			less urgent					0.06	
			urgent						
GOC DB	Service registry (GOCDB)	Medium	very urgent						
			top priority						0.06
			less urgent						1.79
			urgent						

Messaging	Message Broker Network	Medium	urgent		
			very urgent		
			top priority		
			less urgent	0.18	0.62
Operations Portal	Operations Portal	Medium	urgent	0.03	0.17
			very urgent		
			top priority	0.09	0.04
			less urgent		
Resource Allocation	Operations support	Medium	urgent		
			very urgent		
			top priority		
			less urgent		
Security Management	Security coordination	Medium	urgent		
			very urgent		
			top priority		
			less urgent	0.35	0.1
TPM	1st and 2nd level support	1 working hour	urgent	0.08	0.15
			very urgent	0.16	0.18
			top priority		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	urgent [wd]	very urgent	top priority
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