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			0.03	0.01	0.07	0.63
			urgent			0.05		1	
			very urgent				0.11	0.04	0.1
			top priority						
APEL	Accounting Repository	Medium	less urgent			0.05	0.33	0.02	
			urgent			0.12	0.03		
			very urgent					0.04	0.39
			top priority						
ARGO/SAM EGI Support	SAM central services/Monitoring central services	Medium	less urgent			1.82	2.92	0.61	3.29
			urgent			0.26	1.49	0.16	
			very urgent				0.3	0.09	0.25
			top priority			2.45	2.59	0.2	
EGI Operations Support	Operations support	Medium	less urgent			0.17	1.39	0.38	0.28
			urgent						
			very urgent			1	0.11	0.02	
			top priority						
DMSU	1st and 2nd level support	Advanced	less urgent			0.45	0.36	0.18	1.32
			urgent			0.56	1.01	0.22	
			very urgent			0.39	0.49		0.05
			top priority						
EGI Catch-all services	Catchall services	Medium	less urgent			0.01			
			urgent						
			very urgent						
			top priority				0.72		
EGI Software provisioning support	Software provisioning infrastructure	Medium	less urgent			3.24	15.14		2.66
			urgent				0.18	0.01	
			very urgent			16			
			top priority						
EGI Staged Rollout	Staged Rollout	Medium	less urgent						
			urgent						
			very urgent						
			top priority						
EGI UMD Quality Assurance	Acceptance Criteria	Base	less urgent						
			urgent						
			very urgent						
			top priority						
EGI collaboration tools	Collaboration tools/IT support	Medium	less urgent			0.4		3.95	
			urgent						
			very urgent			0.38			
			top priority						
GGUS	Incident management helpdesk	Medium	less urgent			0.16	0.07	0.28	0.3
			urgent					0.51	0.01
			very urgent					0.11	
			top priority						
GOC DB	Service registry (GOCDB)	Medium	less urgent			0.44	0.11	0.06	
			urgent				0.17		
			very urgent			0.03			
			top priority						0.06
			less urgent				2.87		1.79

Service	Service area	QoS	Priority				
Messaging	**Message Broker Network**	Medium	urgent				
			very urgent	1.06			
			top priority				
Operations Portal	**Operations Portal**	Medium	less urgent		0.1	0.18	0.62
			urgent	0.39		0.03	0.17
			very urgent				
			top priority			0.09	0.04
Resource Allocation	**Operations support**	Medium	less urgent		0.29		
			urgent				
			very urgent				
			top priority				
Security Management	**Security coordination**	Medium	less urgent				
			urgent				
			very urgent				
			top priority				
TPM	**1st and 2nd level support**	1 working hour	less urgent	0.09	0.12	0.35	0.1
			urgent	0.23	0.05	0.08	0.15
			very urgent	0.12	0.01	0.16	0.18
			top priority	0.01	0.01		0.13
EGI Security Monitoring	**Security monitoring and related support tools**	Medium	less urgent				
			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