



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			
				2016-08	2016-07	2016-06	2016-05
Apel	Accounting repositories and portal	Medium	less urgent	0.28	0.09	0.06	0.29
			urgent	0.44		0.2	0.05
			very urgent		0.01		
			top priority				
Accounting Portal	Accounting repositories and portal	Medium	less urgent	0.62	0.3	0.55	
			urgent		0.45	0.09	
			very urgent			0.08	
			top priority				
Resource Allocation	Activities and services for the long tail of science	Medium	less urgent				
			urgent				
			very urgent				
			top priority				
AppDB	Application DB	Medium	less urgent	1.4			
			urgent		0.04		
			very urgent				
			top priority				
EGI Collaboration tools	Collaboration tools	Medium	less urgent		3.36	1.92	2.1
			urgent				0.05
			very urgent				0.23
			top priority				
Catania Science Gateway	CSGF	Medium	less urgent				
			urgent				
			very urgent				
			top priority				
e-GRANT RA Tool	E-GRANT services hosting and technical operations	Medium	less urgent				
			urgent				
			very urgent				
			top priority				
GGUS	Helpdesk (GGUS)	Medium	less urgent	0.13	0.02	0.51	0.39
			urgent		0.79		
			very urgent		0.05	0.25	
			top priority				
DMSU	Helpdesk human support	Medium	less urgent	0.33	0.36	0.4	0.37
			urgent	0.85	0.43	0.15	0.29
			very urgent		0.48	0.13	0.25
			top priority			0.01	
TPM	Helpdesk human support	1 working hour	less urgent	0.07	0.06	0.05	0.06
			urgent	0.06	0.12	0.11	0.03
			very urgent	0.01	0.03	0.03	0.07
			top priority	0.08	0.01	0.01	0.07
Messaging	Message brokers	Medium	less urgent				
			urgent				
			very urgent				
			top priority				
ARGO/SAM EGI Support	Monitoring services	Medium	less urgent	0.21	0.13	0.41	1.86
			urgent	0.18	0.28	0.36	1.13
			very urgent	0.05	0.07		0.33
			top priority				
			less urgent	0.88	0.94	0.58	0.06

Operations Portal	Operations Portal	Medium	urgent	0.23	1.05		
			very urgent				
			top priority				
EGI Security Monitoring	Security coordination and security tools	Medium	less urgent				
			urgent				
			very urgent				
Security Management	Security coordination and security tools	Medium	top priority				
			less urgent				0.02
			urgent	0.18	1.07		
GOC DB	Service registry (GOCDB)	Medium	very urgent				
			urgent		0.05		
			less urgent	1.57	1.48	2.1	0.24
EGI Catch-all services	Services for AAI	Medium	top priority				
			less urgent		5.33	44.49	0.02
			urgent				
EGI UMD Quality Assurance	UMD quality assurance	Medium	very urgent				
			urgent			0.63	
			less urgent				
EGI Staged Rollout	UMD software provisioning infrastructure	Medium	top priority				
			less urgent				0.01
			urgent				
EGI Software provisioning support	UMD software provisioning infrastructure	Medium	very urgent				
			urgent	2.26		0.44	
			less urgent			6.49	46.12
WS-PGRADE/gUSE	WS-PGRADE	Medium	top priority				
			very urgent				
			urgent				

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