GGUS SU	Core Service/Activity	QoS level		Operations tools Quality of Support report				
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Apel	Accounting repositories and portal	Medium	less urgent					0.18	0.04
			urgent						0.02
			very urgent						
			top priority						0.14
Accounting Portal	Accounting repositories and portal	Medium	less urgent					0.1	0.03
			urgent						
			very urgent						
			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					0.67	
			urgent					0.05	
			very urgent					0.23	
			top priority						
EGI Collaboration tools	Collaboration tools	Medium	less urgent						0.26
			urgent						0.02
			very urgent						
			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						
EC3	EC3	Medium	less urgent						
			urgent						
			very urgent						
			top priority						
GGUS	Helpdesk (GGUS)	Medium	less urgent					0.44	0.77
			urgent						0.74
			very urgent						
			top priority						
DMSU	Helpdesk human support	Medium	less urgent					0.96	0.83
			urgent					0.43	0.53
			very urgent					1.02	0.38
			top priority						0.11
TPM	Helpdesk human support	1 working hour	less urgent					0.06	0.05
			urgent					0.11	0.02
			very urgent						0.02
			top priority						
Messaging	Message brokers	Medium	less urgent					0.04	
			urgent						0.22
			very urgent						
			top priority						
			less urgent					0.22	0.39

Service	Category	QoS	Priority		
ARGO/SAM EGI Support	Monitoring services	Medium	urgent	0.34	
			very urgent		0.26
			top priority		
Operations Portal	Operations Portal	Medium	less urgent	0.03	
			urgent	0.14	0.08
			very urgent	0.03	
			top priority		
EGI Security Monitoring	Security coordination and security tools	Medium	less urgent		
			urgent		
			very urgent	0.01	
			top priority		
Security Management	Security coordination and security tools	Medium	less urgent		
			urgent		0.76
			very urgent		
			top priority		
GOC DB	Service registry (GOCDB)	Medium	less urgent	0.51	0.05
			urgent		
			very urgent		
			top priority		0.18
EGI Catch-all services	Services for AAI	Medium	less urgent	2.78	6.73
			urgent		
			very urgent		
			top priority		
EGI UMD Quality Assurance	UMD quality assurance	Medium	less urgent		
			urgent		
			very urgent		
			top priority		
EGI Staged Rollout	UMD software provisioning infrastructure	Medium	less urgent		
			urgent		
			very urgent		
			top priority		
EGI Software provisioning support	UMD software provisioning infrastructure	Medium	less urgent	0.16	3.11
			urgent		0.75
			very urgent		
			top priority		
WS-PGRADE/gUSE	WS-PGRADE	Medium	less urgent		
			urgent		
			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
Responce 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