GGUS SU	Core Service/Activity	QoS level		2016-12	2016-11	2016-10	2016-09
Apel	**Accounting repositories and portal**	Medium	less urgent		0.02	0.18	0.04
			urgent				0.02
			very urgent				
			top priority				0.14
Accounting Portal	**Accounting repositories and portal**	Medium	less urgent		0.06	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		1	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		0.22		
			urgent				
			very urgent				
			top priority				
GGUS	**Helpdesk (GGUS)**	Medium	less urgent	0.12	0.54	0.44	0.77
			urgent		0.03		0.74
			very urgent				
			top priority				
DMSU	**Helpdesk human support**	Medium	less urgent	0.69	0.81	0.96	0.83
			urgent	1.27	0.6	0.43	0.53
			very urgent		0.05	1.02	0.38
			top priority				0.11
TPM	**Helpdesk human support**	1 working hour	less urgent	0.06	0.04	0.06	0.05
			urgent	0.03	0.03	0.11	0.02
			very urgent	0.09	0.01		0.02
			top priority				
Messaging	**Message brokers**	Medium	less urgent			0.04	
			urgent				0.22
			very urgent				
			top priority				
			less urgent	0.25	0.15	0.22	0.39

Service	Service type	QoS	Priority	Less urgent	Urgent	Very urgent	Top priority
ARGO/SAM EGI Support	Monitoring services	Medium	urgent	0.05		0.34	
			very urgent		0.03		0.26
			top priority				
Operations Portal	Operations Portal	Medium	less urgent			0.34	0.03
			urgent			0.14	0.08
			very urgent			0.03	
			top priority				
Perun	Perun	Medium	less urgent	2			
			urgent				
			very urgent				
			top priority				
EGI Security Monitoring	Security coordination and security tools	Medium	less urgent				
			urgent	0.02			
			very urgent			0.01	
			top priority				
Security Management	Security coordination and security tools	Medium	less urgent	0.05			
			urgent				0.76
			very urgent				
			top priority				
GOC DB	Service registry (GOCDB)	Medium	less urgent	0.03	0.59	0.51	0.05
			urgent	0.03	0.62		
			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	2.17	1.47	0.16	3.11
			urgent	0.3	2.68		0.75
			very urgent	13.92	0.34		
			top priority				
LTOS	User registration portal	Medium	less urgent				
			urgent	10.45			
			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
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