GGUS SU	Core Service/Activity	QoS level		2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
			Operations tools Quality of Support report						
Apel	Accounting repositories and portal	Medium	less urgent	0,04	0,07	0,21	0,09	0,13	0,02
			urgent	0,12	0,07		0,22	0,12	
			very urgent				0,36		
			top priority						0
Accounting Portal	Accounting repositories and portal	Medium	less urgent			0,03	0		0,25
			urgent	0,02	0	0,17	0,01	0,04	
			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		0,04	0,25		0,34	0,01
			urgent				3,44	4,74	0,4
			very urgent						
			top priority						
AAI Support	CheckIn	Medium	less urgent		9,77			29,23	0,02
			urgent						
			very urgent					0	
			top priority						
EGI Collaboration tools	Collaboration tools	Medium	less urgent				0,66		0,58
			urgent						
			very urgent						0,23
			top priority						
Catania Science Gateway	CSGF	Medium	less urgent						
			urgent						
			very urgent						
			top priority						
CVMFS	CVMFS Stratum-0	Medium	less urgent					0,34	
			urgent						
			very urgent				5,02		
			top priority						
e-GRANT RA Tool	E-GRANT services hosting and technical operations	Medium	less urgent					41,04	
			urgent						
			very urgent						
			top priority						
EC3	EC3	Medium	less urgent						
			urgent						
			very urgent						
			top priority						
GGUS	Helpdesk (GGUS)	Medium	less urgent	0,07	0,15	0,09	0,07	0,1	0,02
			urgent	0,04	0,04		0,21		2,32
			very urgent						0,06
			top priority				0,01		
DMSU	Helpdesk human support	Medium	less urgent	1,2	0,73	0,57	1,46	0,55	0,43
			urgent	0,31	0,55	1,15	0,5	0,73	0,34
			very urgent		0,28		0,8	0,08	
			top priority				0,32	0,27	
			less urgent	0,04	0,03	0,44	0,03	0,03	0,09

Service	Component	Target	Priority						
TPM	Helpdesk human support	1 working hour	urgent	0,07	0,16	0,03	0,03	0,13	0,07
			very urgent	0,08	0	0,02	0	0,05	0,07
			top priority	0,01	0		0,05	0	0
Messaging	Message brokers	Medium	less urgent					0	
			urgent						
			very urgent						
			top priority						
ARGO/SAM EGI Support	Monitoring services	Medium	less urgent	0,1	0,09	0,02	0,06	0,03	0,03
			urgent	0,05	0		0	0,06	0,04
			very urgent		0,3		0		
			top priority						
Operations Portal	Operations Portal	Medium	less urgent	0,02	0,04	1,82	0,14	0	1,15
			urgent			18			
			very urgent	0,08					0,5
			top priority						
Perun	Perun	Medium	less urgent						0,49
			urgent				0,07		
			very urgent						
			top priority						
EGI Security Monitoring	Security coordination and security tools	Medium	less urgent						
			urgent						
			very urgent						
			top priority						
Security Management	Security coordination and security tools	Medium	less urgent						
			urgent		0,03				
			very urgent			1			
			top priority						
GOC DB	Service registry (GOCDB)	Medium	less urgent	0,17		0,22	2,29	0,2	0,05
			urgent	1,03					
			very urgent						
			top priority						
EGI Catch-all services	Services for AAI	Medium	less urgent	1,13			0		
			urgent						
			very urgent						
			top priority						
EGI UMD Quality Assurance	UMD quality assurance	Medium	less urgent					1	
			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	0,72	12,77	0,25	1,38	3,96	4,53
			urgent	0,42	1,27	0,39			0,04
			very urgent						
			top priority						
LTOS	User registration portal	Medium	less urgent				39,95	39,38	0,12
			urgent						
			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

	QoS	less urgent	urgent	very urgent	top priority
	1 working hour	0,125	0,125	0,125	0,125
		5	5	5	5