



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								
				2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Apel	Accounting repositories and portal	Medium	less urgent	0,17	0,47	0,4	0,21	0,07	0,16		0,04	0,07
			urgent	0,16	0,2	0,06	0,01	0,13		0,01	0,04	0,02
			very urgent						0,2			0,06
			top priority			0			0,05			
Accounting Portal	Accounting repositories and portal	Medium	less urgent	12,88	0,9			0,09	7,45			0,03
			urgent	2,16	1,42	1,01					0,53	0,92
			very urgent		1							
			top priority						0,02	0,06		
AppDB	Application DB - virtual appliances and applications library	Medium	less urgent						0	0,47		
			urgent				1,07	0,04		0,19		0,04
			very urgent							0,15		
			top priority									
AAI Support	Services for AAI - CheckIn, PERUN, Catch-all	Medium	less urgent		0,59		53,86	5,73		15	0,12	0,32
			urgent		23,24		0,31	0,02	0,24	3,83	0,45	
			very urgent								0,12	
			top priority						0,11			
EGI Collaboration tools	Collaboration tools	Medium	less urgent			0,75	0,2				1,24	
			urgent								10,28	2,82
			very urgent								0,11	
			top priority									
Catania Science Gateway	CSGF	Medium	less urgent									
			urgent									
			very urgent									
			top priority									
CVMFS	CVMFS Stratum-0	Medium	less urgent									
			urgent									
			very urgent									
			top priority									
DIRAC	DIRAC4EGI	Medium	less urgent	16,09	0,78	36,58	72,41	1,65		2,22		0,01
			urgent	8,16	0,72	87,75	3	30,2	0,21	0,33		

			very urgent				64,26					
			top priority	0,51	7		0,31	2,69	0,11			
EC3	EC3	Medium	less urgent									
			urgent									
			very urgent									
			top priority									
GGUS	Helpdesk (GGUS)	Medium	less urgent	0,08	0,22	0,19	0,02	0,12	0,91	0,21	1,5	1,58
			urgent	0,01	0	0,26	1,14	0,01	0,57	0,03	11,04	0,12
			very urgent	0,03				2				
			top priority							0,03		
DMSU	Helpdesk human support	Medium	less urgent	0,93	0,63	0,32	0,36	0,22	0,11	0,32	0,27	0,58
			urgent	0,32	2,11	1,48	0,69	0,07	0,57	0,48	0,43	0,4
			very urgent	0,5	0,36	0,22	0,04	0,13	0,08	0,19	0	1
			top priority		0,27			0,58			0,12	
TPM	Helpdesk human support	1 working hour	less urgent	0,39	0,13	0,04	0,71	0,05	1,42	1,04	0,12	0,09
			urgent	0,11	0,08	0,06	0,05	0,03	0,07	0,61	0,27	0,06
			very urgent	0,08	0,01	0,05	0,02	0,04	0,02	0,16	0,15	0,04
			top priority	0,14	0,06	0,07		0,02	0,56	0,29	0,36	0
EGI Marketplace	Marketplace and resource allocation	Medium	less urgent		7,15	43,4	12,33					
			urgent							4,02		
			very urgent									
			top priority							10,89		
Resource Allocation	Marketplace and resource allocation	Medium	less urgent			0,02						
			urgent									
			very urgent									
			top priority									
Messaging	Message brokers	Medium	less urgent				0,01		0,02		3,23	
			urgent	0	2,61	0,05	0,12	0,12				
			very urgent				0,01					
			top priority									
ARGO/SAM EGI Support	Monitoring services	Medium	less urgent	0,02	4,36	0,71	0	0,08	0,01	0,36	0,36	0,26
			urgent	1,27	1,17	0,56	0,65	0,21	0,01	0,25	0,03	0,53
			very urgent	0		0,73		1,51	0,96	0		2
			top priority						0,06	0,38		
Operations Portal	Operations Portal	Medium	less urgent		2,06	0,01			0,04	1,55	0,42	
			urgent				0,02	0	0,12	1		

			very urgent	0,88							
			top priority	0,2							
Perun	Services for AAI - CheckIn, PERUN, Catch-all	Medium	less urgent	1,55						0,72	
			urgent	17,16		5,99		2,27			
			very urgent								
			top priority								
EGI Security Monitoring	Security coordination and security tools	Medium	less urgent	0,01		0,01		4,16		0,06	
			urgent								
			very urgent								
			top priority								
Security Management	Security coordination and security tools	Medium	less urgent							1,15	
			urgent	0,42		0,08		0			
			very urgent	0,38						0,44	
			top priority	1,31							
GOC DB	Service registry (GOCDB)	Medium	less urgent	0,27	0,36	0,32	0,08			0,25	
			urgent	0,24		0,08	0,01	0,14	0,87		
			very urgent	0,09		0,01		0,29			
			top priority								
EGI Catch-all services	Services for AAI - CheckIn, PERUN, Catch-all	Medium	less urgent	2,48		1,84					
			urgent	0,96	73,73	0		1,49	5,73		
			very urgent	81,14							
			top priority	1,3							
UMD Product Submission	UMD/CMD quality assurance	Medium	less urgent	0,08							
			urgent								
			very urgent								
			top priority								
EGI UMD Quality Assurance	UMD/CMD quality assurance	Medium	less urgent								
			urgent	27,02							
			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	0,14	5,03	3,23	0,15	0,01	2,44	26,77	
			urgent	6,65	8,67	37,1	0,09	2,42	0,79	0,31	

	infrastructure		very urgent	0,09	0,11
			top priority		0,02
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