

Data source: GGUS report generator
Report author: operations@egi.eu

Documentation: Quality of Support target description

GGUS SU	Core Service/Activity	QoS level		2018-01			ns tools 2018-04				2018-08	2018-09
		400 1010.	less urgent	0,17	0,47	0,4	0,21	0.07	0.16		0,04	0,07
	Accounting repositories		urgent	0,16	0,2	0,06	0,01	0,13	-,	0,01	0,04	0,02
Apel	and portal	Medium	edium very urgent	-,	-,-	, -	0,2	-,-	,-	0,06		
			top priority			0			0,05			
			less urgent	12,88	0,9			0,09	7,45			0,03
A	Accounting repositories	N A - although		1,42	1,01					0,53	0,92	
Accounting Portal	and portal	Medium	very urgent		1							
			top priority						0,02	0,06		
			less urgent						0	0,47		
AnnDP	Application DB - virtual appliances and applications library	Medium	urgent				1,07 0,04		0,19		0,04	
AppDB		Medium	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			
	Collaboration tools	Medium	less urgent			0,75	0,2				1,24	
EGI Collaboration tools			urgent								10,28	2,82
Edi conasoration tools			very urgent								0,11	
			top priority									
			less urgent									
Catania Science Gateway	CSGF	Medium	urgent									
			very urgent									
			top priority									
CVMFS			less urgent									
	CVMFS Stratum-0	Medium	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			
			less urgent	-,			-,	_,	-,			
EC3			urgent									
	EC3	Medium	very urgent									
			top priority									
			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
GGUS	Helpdesk (GGUS)	Medium	very urgent	0,03		•	·	2		•		
			top priority							0,03		
			less urgent	0,93	0,63	0,32	0,36	0,22	0,11	0,32	0,27	0,58
	Helpdesk human		urgent	0,32	2,11	1,48	0,69		0,57	0,48	0,43	0,4
DMSU	support	Medium	very urgent	0,5	0,36	0,22	0,04		0,08	0,19	0	1
			top priority		0,27			0,58			0,12	
	Helpdesk human support		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		0,07	0,61	0,27	0,06
TPM		1 working hour	very urgent	0,08	0,01	0,05	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
	Marketplace and resource allocation		less urgent		7,15	43,4	12,33					
501Markataka		N. A. a. allinoon	urgent								4,02	
EGI Marketplace		Medium	very urgent									
			top priority								10,89	
	Marketplace and resource allocation		less urgent			0,02						
Danis all and a			urgent									
Resource Allocation		Medium	very urgent									
			top priority									
			less urgent				0,01		0,02			3,23
Messaging		NA a alicesa	urgent	0	2,61	0,05	0,12	0,12				
	Message brokers	Medium	very urgent				0,01					
			top priority									
ARGO/SAM EGI Support			less urgent	0,02	4,36	0,71	0	0,08	0,01	0,36	0,36	0,26
	Monitoring services	Medium	urgent	1,27	1,17	0,56	0,65	0,21	0,01	0,25	0,03	0,53
		ivieulum	very urgent 0	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		

Services for AAI - Checkin, PERUN, Catch- all Less urgent Less urg				very urgent					0,88				
Perun						0.2			0,00				
Perun						0,2			1 55				0.72
Checkin, PERUN, Catch all		Services for AAI -		_							5 99	2 27	0,72
Cop priority Cop priority	Perun		Medium						17,10		3,33	2,2,	
EGI Security Monitoring Security coordination and security tools Medium Weldium Weldiu		all											
EGI Security Monitoring Security coordination and security tools Security Management Security coordination and security tools Security Management Security coordination and security tools Security Management Security Management Security Management Security Management Security Management Security Management Medium						0.01				0.01		4 16	0.06
Security Management Security tools Medium Security tools Medium Security Management Security (coordination and security tools Medium Security (coordination and security tools Medium Security (GOCDB) Med		Security coordination				0,02				0,02		.,20	0,00
Security Management Security coordination and security tools Medium Less urgent Less urgen	EGI Security Monitoring	=	Medium										
Security Management Security coordination and security tools Medium													
Security Management Security coordination and security tools Medium				less urgent								1 15	
Very urgent		Security coordination					0.42		0.08		0	1,13	
Companies Comp	Security Management	-	Medium				0,12	0.38	0,00			0.44	
Service registry (GOCDB) Medium M					1.31			-,				-,	
Service registry (GOCDB) Medium M	GOC DB	Service registry (GOCDB)			,	0.36		0.32	0.08				0.25
Service registry (GOCDB) Medium very urgent 0,09 0,01 0,29 top priority Services for AAI - CheckIn, PERUN, Catchall services CheckIn, PERUN, Catchall services UMD/CMD quality assurance Medium UMD/CMD quality assurance Medium Very urgent 0,96 73,73 0 1,49 5,73 Very urgent 1,3 Very urgent 2,7,02 Very urgent 1,3 Very urgent 1,3 Very urgent 2,7,02 Very urgent 1,3 Very urgent 1,3 Very urgent 1,3 Very urgent 2,7,02 Very urgent 1,3 Very urgent 1,3 Very urgent 1,3 Very urgent 1,3 Very urgent 2,7,02 Very urgent 2,7,02 Very urgent 2,7,02 Very urgent 3,7,03 Very urgent					-,	-,	0.24			0.01	0.14	0.87	-,
top priority EGI Catch-all services Checkin, PERUN, Catch-all UMD/CMD quality assurance UMD/CMD quality appriority Less urgent top priority Less urgent top priority Less urgent urgent top priority Less ur			Medium	_	0.09		,			-,-			
EGI Catch-all services Checkin, PERUN, Catch-all Checkin, PERUN, Catch-all UMD Product Submission UMD/CMD quality assurance UMD/CMD quality assurance Medium Me					-,								
EGI Catch-all services Checkin, PERUN, Catch-all Checkin, PERUN, Catch-all		Checkin, PERUN, Catch-		less urgent			2,48		1,84				
All Wery urgent top priority 1,3 UMD/CMD quality assurance Medium Wery urgent 0,08 UMD/CMD quality assurance UMD software provisioning infrastructure UMD software provisioning infrastructure UMD software provisioning provisioning support Medium top priority UMD software provisioning support Medium top priority Less urgent top priority Less urgent very urgent very urgent very urgent top priority Less urgent very u			Medium	urgent		0,96				0	1,49	5,73	
UMD/CMD quality assurance Medium Iess urgent 0,08	EGI Catch-all services			very urgent			81,14						
UMD Product Submission assurance Medium Wery urgent top priority Less urgent urgent 27,02 Assurance Wedium Wedium Wedium Wedium Wedium UMD CMD quality assurance Wedium Wedium UMD Software provisioning infrastructure Wedium				top priority	1,3								
Wedium very urgent top priority EGI UMD Quality Assurance UMD/CMD quality assurance UMD software provisioning infrastructure infrastructure urgent top priority EGI Software provisioning support UMD software provisioning support UMD software provisioning support UMD software provisioning urgent less urgent urgent top priority Wedium very urgent top priority Iess urgent urgent 0,14 5,03 3,23 0,15 0,01 2,44 26,77 urgent very			Medium	less urgent		0,08							
assurance very urgent top priority EGI UMD Quality Assurance Medium UMD/CMD quality assurance Very urgent top priority UMD software provisioning infrastructure Very urgent top priority EGI Software provisioning UMD software provisioning support Very urgent Very urgent top priority EGI Software provisioning UMD software provisioning urgent Very Urge				urgent									
Less urgent	UMD Product Submission			very urgent									
EGI UMD Quality Assurance Medium Medium Very urgent top priority Less urgent UMD software provisioning infrastructure EGI Software provisioning support UMD software provisioning urgent Very urgent top priority Less urgent Very urgent Ver				top priority									
Assurance assurance Very urgent top priority EGI Staged Rollout provisioning infrastructure Very urgent top priority EGI Software provisioning support Provisioning with the provisioning of the provisioning support Very urgent top priority EGI Software provisioning UMD software provisioning with the provisioning to the pro				less urgent									
Assurance assurance very urgent top priority EGI Staged Rollout provisioning infrastructure Medium top priority EGI Software provisioning support provisioning with top priority EGI Software provisioning support provisioning with the provisioning with the priority top priority top priority top priority top provisioning with the priority top prior	EGI UMD Quality	UMD/CMD quality	Madium	urgent	27,02								
EGI Staged Rollout UMD software provisioning infrastructure Medium Very urgent top priority EGI Software provisioning support UMD software provisioning provisioning with the provisioning support Medium Less urgent Very urgent top priority Less urgent 0,14 5,03 3,23 0,15 0,01 2,44 26,77 with the provisioning with the provisioning to th	Assurance	assurance	Medium	very urgent									
EGI Staged Rollout provisioning infrastructure wery urgent top priority EGI Software provisioning support provisioning provisioning were provisioning support urgent 6,65 8,67 37,1 0,09 2,42 0,79 0,31				top priority									
EGI Staged Rollout provisioning infrastructure Medium very urgent top priority EGI Software provisioning support UMD software provisioning provisioning UMD software provisioning urgent 6,65 8,67 37,1 0,09 2,42 0,79 0,31	EGI Staged Rollout			less urgent									
FGI Software provisioning support UMD software provisioning UMD software provisioning Umpsi		provisioning	Modium	urgent									
top priority EGI Software provisioning support UMD software provisioning Medium less urgent 0,14 5,03 3,23 0,15 0,01 2,44 26,77 support provisioning urgent 6,65 8,67 37,1 0,09 2,42 0,79 0,31			Medium	very urgent									
support provisioning urgent 6,65 8,67 37,1 0,09 2,42 0,79 0,31				top priority									
Uigent 0,00 0,07 57,1 0,09 2,42 0,79 0,51			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	

	imirastructure		very urgent 0,09 0,11	
			top priority	0,02
WS-PGRADE/gUSE			less urgent	
	WS-PGRADE	Medium	urgent	
		Wicdiani	very urgent	
			top priority	

Legend	less urgent QoS [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