



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								
				2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06
Apel	Accounting repositories and portal	Medium	less urgent	0,08	0,09	0,03	0,1	0	0,09	0,06	0,66	0,38
			urgent	0,14		0	0		0,31	0,02	0,25	
			very urgent						0			
			top priority					0,26				
Accounting Portal	Accounting repositories and portal	Medium	less urgent		0,07	1,05		0,02		0	1,75	
			urgent	0,03		0,4	0		0,04	0,07	0,02	0,14
			very urgent				0,31		0			
			top priority					0,13	0		8,91	
AppDB	Application DB - virtual appliances and applications library	Medium	less urgent			58,6		6,15	2,28	2,11	0,29	1,62
			urgent	0,03			0,36	27,47	0,19	0,2		
			very urgent									0,13
			top priority			63,84						
AAI Support	Services for AAI - CheckIn, PERUN, Catch-all	Medium	less urgent	1,72	0,46	14,54	1,52	1,76	4,7	8,99	1,75	1,58
			urgent	1,03	1,22	0,47	0,4	0,27	1,52	0,06	2,88	0,02
			very urgent	0,22	0,24	2,16	0,05	0,5		0,54	0,55	
			top priority		0	0,02	0		0,03			0,04
EGI Collaboration tools	Collaboration tools	Medium	less urgent	1,04			0,32	0,53	5,04	1,18	1,61	
			urgent	3,36	0,75	0,86	0,17	0,02	0,15	1,44	1,02	
			very urgent	0,18	0,23	0			0,17		0,23	6,91
			top priority								0,06	
Catania Science Gateway	CSGF	Medium	less urgent									
			urgent									
			very urgent									
			top priority									
CVMFS	CVMFS Stratum-0	Medium	less urgent	3,83								3,23
			urgent									
			very urgent									
			top priority									
DIRAC	DIRAC/EGI	Medium	less urgent	0,08	5,41							
			urgent	2,62	2,96		8		1,82	8,74	1,43	

DIRAC	DIRAC4/5/6	Medium	very urgent	0,45									
			top priority	0,35									
EC3	EC3	Medium	less urgent										
			urgent	0,04									
			very urgent										
			top priority										
EGI Data Hub	EGI Data Hub	Medium	less urgent	0,49	1,39	4,52							
			urgent						27,87				
			very urgent	0,48					4				
			top priority										
GGUS	Helpdesk (GGUS)	Medium	less urgent	0,09	0,09	0,4	1,09	0,01	0,03	0,19	1,87	0,05	
			urgent	0,06	0,12	0,12	0,13			0,01	0,74	0,04	
			very urgent	0,03									0
			top priority										
DMSU	Helpdesk human support	Medium	less urgent	0,19	0,18	0,11	0,58	0,37	0,62	0,26	0,21	0,74	
			urgent	0,36	0,3	0,3	0,45	0,24	0,42	0,23	0,29	0,28	
			very urgent	0,02	0,16		0,22	0,16				0,05	0,02
			top priority	0,14									
TPM	Helpdesk human support	1 working hour	less urgent	0,27	0,02	0,02	0,02	0,7	0,1	0,07	0,07	0,06	
			urgent	0,13	0,06	0,05	0,06	0,11	0,07	0,04	0,03	0,08	
			very urgent	0,03	0,02	0,11	0,06	0,09	0,03	0,01	0,05	0,11	
			top priority	0			0,09		0,34	0,03			
EGI Marketplace	Marketplace Services	Medium	less urgent	1,56		3,25	0,92	0,93	3,95	1,89			
			urgent	0,94	0,15	0,08	0,6	1,38					
			very urgent	0,55			0,2						
			top priority	0,13		0,2					3,28		
Messaging	Message brokers	Medium	less urgent	0,12	0,63		0			0,11			
			urgent	0,01			0,01						
			very urgent										
			top priority										
ARGO/SAM EGI Support	Monitoring services	Medium	less urgent	0,07	0,08	0,03	0,17	0,09	0,03	0,01	0,4	0,11	
			urgent	0,66	0,45	0,25	0	0,29	0,29	0,61	0,02	0	
			very urgent	0,1	0,02		1,89	0,3	0,22	0		0,01	
			top priority	0			0,03		0,03				
Operations Portal	Operations Portal	Medium	less urgent	0,07	0,98	0,06	0,18		0,19	0,29	0,08	0,82	
			urgent	0,13	0,25		3	0,07	0,38	0,25	0,7		

Operations Portal	Operations Portal	Medium	very urgent	0						0,78		
			top priority							0,05	2,27	
Perun	Services for AAI - CheckIn, PERUN, Catch-all	Medium	less urgent	3,12		8,24		0,15		1,54		
			urgent							1,38		
			very urgent									
			top priority									
EGI Security Monitoring	Security coordination and security tools	Medium	less urgent									
			urgent									
			very urgent	37		20,42						
			top priority									
Security Management	Security coordination and security tools	Medium	less urgent	1,77			0,54		5,83			
			urgent	1			0		0			
			very urgent	0,06								
			top priority									
GOC DB	Service registry (GOCDB)	Medium	less urgent	0,1	0,05	0,06	0,05	0,08		0		
			urgent	0,13	0						0,15	
			very urgent	0,01			0,1					
			top priority									
EGI Catch-all services	Services for AAI - CheckIn, PERUN, Catch-all	Medium	less urgent	0,08						1,87		
			urgent	0,01		32,07						
			very urgent	4,07								
			top priority									
UMD Product Submission	UMD/CMD quality assurance	Medium	less urgent									
			urgent	0		22,58						
			very urgent									
			top priority									
EGI UMD Quality Assurance	UMD/CMD 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	UMD software provisioning	Medium	less urgent	1,69	23,87	8,43		39,82	11,79			
			urgent	0,44	9,13	5,73		12,86	23,05			

support	provisioning infrastructure	medium	very urgent	0,61	0,23	4,5
			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