GGUS SU	Core Service/Activity	QoS level		Operations tools Quality of Support report								
				2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03
APEL client & Accounting Repository	Accounting repositories and portal	Medium	less urgent	0,04	0,41	0	7	0	0,16	0,05	0,9	0,17
			urgent		0,01	0,3		0,01		0,02	0,46	0,52
			very urgent			0,85	1			0,01		
			top priority								0,29	0,32
Accounting Portal	Accounting repositories and portal	Medium	less urgent		0,02	0,01	5,84	0	0	0		0,06
			urgent		0,15			0,05				0,04
			very urgent							0		
			top priority									
Virtual Appliance Catalogue (AppDB)	Application DB - virtual appliances and applications library	Medium	less urgent					0,09	1,16			
			urgent		0,2	1,62				0,04	0,25	0,51
			very urgent		0,07		0,33				0	0,08
			top priority				0,1	0,06				
Check-in (AAI)	Services for AAI - CheckIn, PERUN, Catch-all	Medium	less urgent	0,51	5,01	0,77	0,32	0,05	2,27	3,52	0,27	0,31
			urgent	0,21	1,24	0,65	5	0,17	0,34	0,76	0,28	0,52
			very urgent	0,03		0,64	4	0,03			0,37	0,04
			top priority			0,12	1				0,39	
Collaboration tools	Collaboration tools	Medium	less urgent	2,08	0,47	0,09	0,53	4,18		0,29	5,51	
			urgent	0,33	1,13	22,69		0,63	0,58	4,91	0,24	1,4
			very urgent		10,8	12,04			0,7	1,92		0,21
			top priority		3,25		2,97	2,05			1,23	
Applications on Demand (FGSG)	FGSG	Medium	less urgent									
			urgent							0		
			very urgent									
			top priority									
Software and Data Distribution (CVMFS)	CVMFS Stratum-0	Medium	less urgent							9,47	0,04	
			urgent						1,07			0,32
			very urgent								0,17	
			top priority									
Workload Manager (DIRAC)	DIRAC4EGI	Medium	less urgent	14,08								2,17
			urgent	14,07	0,95				0,62	0,13		
			very urgent		0,02				0,95	27,01		

Service Area	Service	Target	Priority	1	2	3	4	5	6	7	8	9
			top priority	13,93	0,25					39,74		2,17
Applications on Demand (EC3)	EC3	Medium	less urgent									
			urgent									
			very urgent									
			top priority									
Data Hub	EGI Data Hub	Medium	less urgent					8,52				0,11
			urgent		3,96				0,02			
			very urgent									
			top priority									
Data Transfer	EGI Data Transfer	Medium	less urgent									
			urgent			4,35			0,67		0,09	
			very urgent									
			top priority									
Helpdesk (GGUS)	Helpdesk (GGUS)	Medium	less urgent	0,14	4,76	1,8	0	1,06	0,17	0,36	0,57	0,04
			urgent	0,52	8,1	0,05	0,38	0,2		0,11	0,15	2,49
			very urgent	0,01			0,6			0,01		0,01
			top priority									0,01
DMSU	Helpdesk human support	Medium	less urgent	0,27	0,48	0,47	0,28	0,59	0,91	0,58	0,08	0,72
			urgent		0,15	0,79	0,66	0,44	0,67	0,92	0,17	0,82
			very urgent	0,62				0,23	0,22	0,08	0,15	0,34
			top priority		0,57		0	0,67			0,33	0,62
TPM	Helpdesk human support	1 working hour	less urgent	0,03	0,05	0,05	0,04	0,05	0,04	0,07	0,03	0,03
			urgent	0,03	0,19	0,18	0,29	0,03	0,03	0,1	0,03	0,03
			very urgent	0,01			0,01	0,02	0,03	0,12	0,04	0,04
			top priority	0,07	0,01	0,05	0	0,02		0	0,01	0,25
Marketplace	Marketplace Services	Medium	less urgent		0,92	0,97		0,08	0,2			0,02
			urgent	0,43	5,65		0,33					
			very urgent		1,09			0,01				
			top priority	0,22			0,26					0,11
Messaging	Message brokers	Medium	less urgent									
			urgent	0,13				0,39				0,01
			very urgent			0,02						
			top priority									
Monitoring (ARGO)	Monitoring services	Medium	less urgent	0,03	0,26	0,4	0,02	0	0,02	0,47		
			urgent	0,04	0,03	0,04	0,01	0,23	0,01	0,22	0,19	0,09
			very urgent		0,06		0,14	0		0,88		

Service	Service Category	Priority	Level	C1	C2	C3	C4	C5	C6	C7	C8
			top priority				0,02		0,4		
Operations Portal	Operations Portal	Medium	less urgent		0,4	0,19	0,23	0,79	2,33	0,05	0,01
			urgent	0,17	1,66			0,95	0	0,04	
			very urgent								
			top priority	0,06			0,36				
Attribute Management (Perun)	Services for AAI - CheckIn, PERUN, Catch-all	Medium	less urgent								
			urgent								
			very urgent								
			top priority								
Security Monitoring	Security coordination and security tools	Medium	less urgent	33,36	2,44						
			urgent				1,86	3,69			
			very urgent				1,1				
			top priority								
Security Coordination	Security coordination and security tools	Medium	less urgent	0,02		4,21	2,45				0,06
			urgent								0,07
			very urgent				0,12				
			top priority								
Configuration and Topology Database (GOCDB)	Service registry (GOCDB)	Medium	less urgent						0,07	0,08	
			urgent						0,08		
			very urgent								
			top priority								
EGI Catch-all services	Services for AAI - CheckIn, PERUN, Catch-all	Medium	less urgent								
			urgent								
			very urgent								
			top priority								
UMD Product Submission	UMD/CMD quality assurance	Medium	less urgent								
			urgent								
			very urgent								
			top priority								
UMD/CMD Quality Assurance	UMD/CMD quality assurance	Medium	less urgent								
			urgent							0,33	
			very urgent								
			top priority								
Software Provisioning	UMD software provisioning infrastructure	Medium	less urgent								
			urgent							4,44	2,95
			very urgent								

			top priority					2,88
Software Repository	UMD software provisioning infrastructure	Medium	less urgent	0,43	0,43	0,43	0,44	0,02
			urgent				0,01	
			very urgent					
			top priority	0,45				
Application on Demand (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

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