GGUS SU	Core Service/Activity	QoS level		Operations tools Quality of Support report								
				2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
APEL client & Accounting Repository	Accounting repositories and portal	Medium	less urgent	0,06	0,39	0,29	0,54	0,34	2,49	0,09	1,8	2,63
			urgent	0	0,76	0,29	0,3	0,26	0,64	0,03	1	0,67
			very urgent				0,03	0,49				0,05
			top priority		0,14		0,01					
Accounting Portal	Accounting repositories and portal	Medium	less urgent	0,29		0,06	0,14		0,05	0,09		0,03
			urgent		0,01	0,01	0,93	2,01	0,07	0,1		0,19
			very urgent									0,17
			top priority									
Virtual Appliance Catalogue (AppDB)	Application DB - virtual appliances and applications library	Medium	less urgent	0,84			0,24					
			urgent					0,51	0,52	0,95	0,15	
			very urgent		0,47					0,07		
			top priority									
Check-in (AAI)	Services for AAI - CheckIn, PERUN, Catch-all	Medium	less urgent	0,05	0,97	0,39	0,92	0,48	0,69	0,35	0,27	0,79
			urgent	0,98	0,03	2,17	1,44	1,02	0,85	0,23	0,56	0,25
			very urgent			2,11	0,58			0,07		
			top priority		0		0,06			2,23	0,1	
Collaboration tools	Collaboration tools	Medium	less urgent					5,66	19	0,09	0,89	
			urgent	0,08	0	1,09	0,71		2,45	1,71	0,26	
			very urgent	2,1		1,6	8,98		0,14	0,49	4,14	
			top priority	0,51			1,61		0,26	0		
Applications on Demand (FGSG)	FGSG	Medium	less urgent									
			urgent									
			very urgent									
			top priority									
Software and Data Distribution (CVMFS)	CVMFS Stratum-0	Medium	less urgent		2,24	109,87						
			urgent		0		1,05					0
			very urgent									
			top priority									
Workload Manager (DIRAC)	DIRAC4EGI	Medium	less urgent		0,54	0,62					0,78	0,39
			urgent	0,03	0,03			58,47			2,14	0,49
			very urgent		0						0,5	

Service	Sub-service	SLA	Priority									
			top priority	0,06	0,03			0,02			0,17	
Applications on Demand (EC3)	EC3	Medium	less urgent									
			urgent									
			very urgent									
			top priority									
Data Hub	EGI Data Hub	Medium	less urgent									
			urgent								0,19	
			very urgent									
			top priority									
Data Transfer	EGI Data Transfer	Medium	less urgent									
			urgent		1,44							1,18
			very urgent									
			top priority						4,85			
Helpdesk (GGUS)	Helpdesk (GGUS)	Medium	less urgent	1,01	0,41		0,05	2,08	2,98	0,09	0,48	0,08
			urgent	0,08	0,13	1,73	1,41	0,07	4,86		2,88	0,08
			very urgent	0,03	0	0,14				0,07	0	
			top priority									
DMSU	Helpdesk human support	Medium	less urgent	0,74	0,5	0,06	0,52	0,62	0,51	0,34	0,17	0,31
			urgent	1,09	0,38	0,4	0,38	0,06	0,33	0,22	0,15	0,37
			very urgent			0,22	0,32	0,03	0,25	0,13	0,15	
			top priority			0,07	0,01	0,03		0	0,17	0,59
TPM	Helpdesk human support	1 working hour	less urgent	0,11	0,14	0,04	0,03	0,03	0,17	0,06	0,02	0,09
			urgent	0,03	0,08	0,05	0,02	0,17	0,04	0,08	0,06	0,13
			very urgent	0,04	0,01	0,03	0,03	0,09	0,07	0,01	0,03	0,16
			top priority	0,03	0,02	0,03	0,25	0,05		0	0,01	0,16
Marketplace	Marketplace Services	Medium	less urgent	0,05			0,93	1,25				
			urgent				1,42					
			very urgent		0							
			top priority	0,08			0,31					
Messaging	Message brokers	Medium	less urgent			0,01	0,71			0,03	0	
			urgent			0,03					0,04	0,02
			very urgent				0,02					
			top priority									
Monitoring (ARGO)	Monitoring services	Medium	less urgent	0,04	0,11	0,08	0	0,01	0,01	0,07	0,06	0,38
			urgent		0,05	0,04	0,22	0,06	0,38		0,01	0,02
			very urgent				0,07		0		0	0,01

Service	Service Category	Level	Priority	1	2	3	4	5	6	7	8	9
			top priority				0					
Operations Portal	Operations Portal	Medium	less urgent	0,08	0,08		0,68	1,34		0,08	0,09	
			urgent	0,21	0,16	1,16	0,2	0,19	0,01	0,05	0,04	
			very urgent	0,02						0,45		
			top priority	0,03								
Attribute Management (Perun)	Services for AAI - CheckIn, PERUN, Catch-all	Medium	less urgent					0,21	2,34			
			urgent					6,65				
			very urgent									
			top priority				0,67					
Security Monitoring	Security coordination and security tools	Medium	less urgent	3,01								
			urgent									
			very urgent									4,48
			top priority									
Security Coordination	Security coordination and security tools	Medium	less urgent									
			urgent		0		0	0,02				
			very urgent									
			top priority									
Configuration and Topology Database (GOCDB)	Service registry (GOCDB)	Medium	less urgent	0,04	0,12			0,07		0,24	0,15	0,31
			urgent		0	0,02	0,04	0,11	0,02	0,45	0,32	0,21
			very urgent		0	0,53				0		
			top priority									
EGI Catch-all services	Services for AAI - CheckIn, PERUN, Catch-all	Medium	less urgent									
			urgent					0,11	0,05			
			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	67,92								
			urgent		56,55		80,14					
			very urgent									
			top priority									
Software Provisioning	UMD software provisioning infrastructure	Medium	less urgent				9,72		7,03			
			urgent	10,75	30,38	1,51	14,6		0,08	1,34	1,72	
			very urgent				3,32					

			top priority				
Software Repository	**UMD software provisioning infrastructure**	Medium	less urgent				
			urgent	23	0,08	3,44	0
			very urgent		0,02		
			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