



Data source: [GGUS report generator](#)

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Documentation: [Quality of Support target description](#)

			Operations tools Quality of Support report										
GGUS SU	Core Service/Activity	QoS level	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	
APEL client & Accounting Repository	Accounting repositories and portal	Medium	less urgent	0.55		0.07	1.29	1.29	0.54	0.41	1.66	0.15	0.11
			urgent	0.4	0.38	0.52	0.49	0.13	0.29	0.11		0.86	0.52
			very urgent	1.28	0.19	0.43		0.02	0.63	0.08		0.06	
			top priority			0.05				0	0	0.01	
Accounting Portal	Accounting repositories and portal	Medium	less urgent			0							0.11
			urgent	0		0.38	0.68		0.04	0.03	0	0.03	
			very urgent			0.91	0.51	0.06					
			top priority										
Virtual Appliance Catalogue (AppDB)	Application DB - virtual appliances and applications library	Medium	less urgent						0.08		0.23		0.12
			urgent			0.26	0.21		6.12			0.42	
			very urgent										
			top priority										0.22
Check-in (AAI)	Services for AAI - CheckIn, PERUN, Catch-all	Medium	less urgent	0.21	0.05	0.1	0.25	0.32	0.22	0.63	0.44	0.38	0.59
			urgent	0.1	0.08	0.18	0.65	0.05	0.37	0.57	1.27	0.42	0.32
			very urgent	3.04			0.09	0.3	0.01	2.39		0.03	
			top priority										
Collaboration tools	Collaboration tools	Medium	less urgent	0		0.19							0.47
			urgent					0.83					
			very urgent										
			top priority										
Dynamic DNS	Dynamic DNS	Medium	less urgent									0.03	
			urgent			0.01	0						
			very urgent										
			top priority										
Software and Data Distribution (CVMFS)	CVMFS Stratum-0	Medium	less urgent		0.18			1.72					
			urgent			13.9							
			very urgent			0							
			top priority										
Workload Manager	Workload Manager	Medium	less urgent		0.52			13.62					
			urgent			0.34	1.01	0	0.05		0.01	2.75	

(DIRAC)	workload manager	medium	very urgent	0.19									
			top priority	0	0.15	0.15	0.13	0.26					
DPM Development	DPM maintenance and support	Medium	less urgent	5.61									
			urgent	2.4									
			very urgent	0.01									
			top priority										
Applications on Demand (EC3)	EC3	Medium	less urgent	0.24									
			urgent	0.08									
			very urgent										
			top priority										
Data Hub	EGI Data Hub	Medium	less urgent	1.6									
			urgent	23.59									
			very urgent	0.19									
			top priority	1.48	0.55								
Data Transfer	EGI Data Transfer	Medium	less urgent	0.23									
			urgent	1.77	0								
			very urgent	0.31	0.04	0					0.11		
			top priority	0.02									
Helpdesk (GGUS)	Helpdesk (GGUS)	Medium	less urgent	0.15	0.11	7.38	4.13	5.02	1.59	0.69	0.07	0.09	0.16
			urgent	1.11	0.2	0.06	0.41	0.09	0.3	0.57	0.52	0.09	0.06
			very urgent	0.01									
			top priority	0.02									
DMSU	Helpdesk human support	Medium	less urgent	0.19	0.11	0.65	0.27	0.25	1.01	0.99	1.91	0.31	1.05
			urgent	0.45	0.28	0.53	0.86	0.47	0.17	0.14	0.07	0.26	0.52
			very urgent	0.27									
			top priority	0.04									
TPM	Helpdesk human support	1 working hour	less urgent	0.13	0.04	0.12	0.01	0.02	0.06	0.09	0.06	0.08	0.02
			urgent	0.04	0.04	0.03	0.02	0.05	0.05	0.02	0.04	0.12	0.02
			very urgent	0.15	0.21	0.01	0.06	0.04	0	0.11	0.04	0.04	
			top priority	0		0.05	0	0.07	0		0	0.02	0.02
Infrastructure Manager	Infrastructure Manager	Medium	less urgent	0.03									
			urgent	0									
			very urgent	0.42									
			top priority	0.01									
Messaging	Message brokers	Medium	less urgent	1.82									
			urgent	0.01	0.39		0.74	0.04	0.86	0.13	1.74	3.04	

messaging	message brokers	medium	very urgent	0.03										
			top priority	0.03										
			less urgent	1.38	0.11	0.57	1.52	0.08	0.16	0.73	0	0.05	0	
			urgent	0.12	0.01	0.11	0.05	0.19	0.04	0	0.06	0.01		
Monitoring (ARGO)	Monitoring services	Medium	very urgent	0.01										
			top priority	0.1										
			less urgent	2.39										
			urgent	6.12										
Notebooks	Jupiter and Binder	Medium	very urgent	0										
			top priority	0.02										
			less urgent	0.08										
			urgent	1.43										
Operations Portal	Operations Portal	Medium	very urgent	0.02										
			top priority	0.02										
			less urgent	0.32	0.05			0.08		0			0.11	0.26
			urgent	1.21					0.22		0.18			
Attribute Management (Perun)	Services for AAI - CheckIn, PERUN, Catch-all	Medium	very urgent	1.09										
			top priority	0.5										
			less urgent	0.77					0.14		6.38			
			urgent	0										
Security Monitoring	Security coordination and security tools	Medium	very urgent	0.02										
			top priority	0.02										
			less urgent	113.6										
			urgent	59.28										
Security Coordination	Security coordination and security tools	Medium	very urgent	0										
			top priority	0.36										
			less urgent	3.03			0		0.05			0	0	0.28
			urgent	0.14					0		0.28			
Configuration and Topology Database (GOCD)	Service registry (GOCD)	Medium	very urgent	0.14										
			top priority	0.35										
			less urgent	0.44	0.17	0.52	0.2	0.68	0.44	0.31	0.26			
			urgent	0.42	0.19	0.14	0.36	0.03	0.97	0.25	0.21			
EGI Catch-all services	Services for AAI - CheckIn, PERUN, Catch-all	Medium	very urgent	0.46										
			top priority	0.64										
			less urgent	0.06										
			urgent	0.06										
UMD Product Submission	UMD/CMD quality	Medium	very urgent	0.06										
			top priority	0.06										

UMD Product Submission	assurance	medium	very urgent					
			top priority					
UMD/CMD Quality Assurance	UMD/CMD quality assurance	Medium	less urgent	9	144.1			
			urgent		148.3	0		
			very urgent					
			top priority					
Software Provisioning	UMD software provisioning infrastructure	Medium	less urgent	0		36.99	4.95	21.84
			urgent		14.18	1.43	0.15	4.93
			very urgent					
			top priority					
Software Repository	UMD software provisioning infrastructure	Medium	less urgent		20.93			
			urgent		6.71			
			very urgent	0.42				
			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