

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

Documentation: Quality of Support target description

						Operatio	ns tools	Quality of	of Suppo	rt report			
GGUS SU	Core Service/Activity	QoS level		2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08
	Accounting repositories		less urgent	0.56	5.32	0.17	0.34	0.97		0.03	1.9	0.02	
APEL client & Accounting			urgent	0.14		0.62	4.27	0.49	1.31	0.71	0.73	0.11	
Repository	and portal	Medium	very urgent			0.58						0.34	
			top priority										
			less urgent	0.1	0.31		0			5.88			
Access of the Board	Accounting repositories	N. A. a. alt.	urgent	0.09	1.24	0.76	0.01	0.08	0.35		1.4		
Accounting Portal	and portal	Medium	very urgent			0.04						3.7	
			top priority										
		Medium	less urgent	0.07						0.29	1.75		
Virtual Appliance	Application DB - virtual		urgent		0.11	0.06			0	0.06		0.08	
Catalogue (AppDB)	appliances and applications library		very urgent										
			top priority			0.32							
Check-in (AAI)	Services for AAI - CheckIn, PERUN, Catch- all		less urgent	0.14	0.28	0.01	0.04	0.21	0.12	0.12	0.17	0.1	0.11
		Medium	urgent	0.49	0.13	0.06	0.02	0.07	0.13	0.15	0.18	0.13	0.03
			very urgent	0.09		0		0.07					
			top priority	0.02									
		Medium	less urgent								28.62		
Callabanation to als			urgent				1.64	1.51			0.03		9.13
Collaboration tools	Collaboration tools		very urgent										
Collaboration tools			top priority							0			
			less urgent								0.98		
D DAIG	D DNG		urgent										
Dynamic DNS	Dynamic DNS	Medium	very urgent										
			top priority										
Software and Data Distribution (CVMFS)			less urgent			73.15					1.65		
	CV/NATC Street O	Madium	urgent				0			0.14			
	CVMFS Stratum-0	Medium	very urgent										
			top priority					0.2					
			less urgent			0							
Workload Manager			urgent	0.04			0.94			0.08		0.15	
	Workload Manager	Madium											

DPM Development DPM maintenance and support DPM maintenance	(DIRAC)	vvoi kioau ivialiagei	IVICUIUIII	very urgent			0.1		0.14					
DPM Development DPM maintenance and support Sea urgent Sea urg							0.1	0.08	0.11			0.27		
DPM Development DPM maintenance and support PPM medium				less urgent	0.13									
Data Hub EGI Data Transfer Medium Ecs urgent 1.16 0.03 0 0.1 1.16 0.02 0.32 0.64 10.8 0.21 0.10 0.02 0.02 0.03 0.04 0.07 0.06 0.05 0.04 0.05					0.10							0.54		
Applications on Demand (EC3) Medium Helpdesk (GGUS) Medium Helpdesk (GGUS) Medium Helpdesk (GGUS) Helpde	DPM Development		Medium									0.5 .		
Applications on Demand (EC3) Redium														
Applications on Demand (EC3) Redium				less urgent										
EG3 Medium February Febru	Applications on Demand		Medium	urgent										
Data Hub EGI Data Hub Medium Me	(EC3)	EC3		very urgent										
Data Hub EGI Data Hub Medium Very urgent top priority 0.66 0.55 0				top priority										
Data Hub EGI Data Hub Medium Very urgent 1.066 1.05 1.01				less urgent	2.15				3.22			2.98		
Part	Data Hish	EGI Data Hub	Medium	urgent					0.88					
Less urgent Less urgent Life Less urgent Life Less urgent Life	Data Hub			very urgent					0.55					
Data Transfer EGI Data Transfer Medium Urgent Very Urgent Ve				top priority		0.66								
Data Transfer EGI Data Transfer Medium Very urgent top priority Very urgent Life O.03 O.01 Life O.02 O.32 O.64 Life O.02 O.05 O.01 Very urgent Very urgent Very urgent O.04 O.03 O.04 O.07 O.06 Life O.05 O.01 Very Urgent Very urgent Very urgent O.04 O.03 O.04 O.03 O.05 O.0				less urgent		27.43	0.32				0.01			0.11
Helpdesk (GGUS)	Data Transfer	CCI Data Transfer	Modium	urgent		27.03		1.78				1.85		2.22
Helpdesk (GGUS) Helpdesk (GGUS) Helpdesk (GGUS) Medium Helpdesk (GGUS) Helpdesk (GGUS) Helpdesk (GGUS) Medium Helpdesk human support Helpdesk human support 1 working hour support 1 working hour top priority 1 working hou	Data Hallstei	Edi Data Transfer	Medium	very urgent										
Helpdesk (GGUS) Helpdesk (GGUS) Helpdesk (GGUS) Medium urgent top priority 0.04 0.33 0.3 DMSU Helpdesk human support Medium Helpdesk human support Helpdesk human supp				top priority										
Helpdesk (GGUS) Helpdesk (GGUS) Helpdesk (GGUS) Medium very urgent top priority 0.04 0.33 0.3 Less urgent 0.9 0.01 0.28 0.25 0.5 0.27 0.22 0.04 0.15 0.01 0.09 0.19 1.88 TPM Helpdesk human support 1 working hour top priority Less urgent 0.05 0.04 0.08 0.01 0.12 0.07 0.09 0.09 0.19 1.88 Less urgent 0.05 0.04 0.08 0.01 0.12 0.07 0.05 0.02 0.11 0.09 0.07 0.09 0.07 0.05 0.02 0.11 0.09 0.07 0.09 0.07 0.09 0.07 0.09 0.07 0.09 0.00 0.00		Helpdesk (GGUS)	Medium	less urgent	1.16	0.03	0	0.1	1.16	0.02	0.32	0.64	10.8	0.21
Medium M				urgent	0.08	0.04	0.07	0.06	1.05	0.01		7.25		0.01
Helpdesk human support Helpdesk human supp		Tierpuesik (GGGS)												
Medium M	-			top priority			0.04	0.33		0.3				
Very urgent				less urgent	0.4		0.11	0.01	0	0.26	0.68	9.33	0.11	0.01
TPM Helpdesk human support 1 working hour support 1 working hou	DMSU	Helpdesk human	Medium	urgent	0.09	0.01	0.28	0.25	0.5	0.27	0.22	0.04		0.15
Helpdesk human support	211130	support	Wediam				0.07	0.9	0	0.09	0.19		1.88	
Helpdesk human support 1 working hour supp				top priority					0					
Support 1 working hour very urgent 0.06 0.06 0.02 0.18 0.19 0.11 0.03 0.17 0.1				less urgent	0.05	0.04	0.08	0.01	0.12	0.07	0.05	0.02	0.11	0.09
Very urgent 0.06 0.06 0.02 0.18 0.19 0.11 0.03 0.17 0.1	ТРМ	Helpdesk human	1 working hour	urgent	0.01	0.03	0.03	0.03	0.05	0.04	0.02	0.05	0.09	0.07
Infrastructure Manager Infrastructure Manager Medium less urgent 0.02 0 0.01 0.23		support	1 Working Hour		0.06	0.06	0.02	0.18	0.19	0.11	0.03	0.17	0.1	
Infrastructure Manager Infrastructure Manager Medium very urgent top priority less urgent 0.92 0 1.92 0 urgent 0.01				top priority	0.01	0		0	0	0.02			0.03	
Infrastructure Manager Infrastructure Manager Medium very urgent top priority less urgent 0.92 0 1.92 0 urgent 0 1.82 0.51				less urgent	0.02	0			0.01		0.23			
very urgent top priority less urgent 0.92 0 1.92 0 urgent 0 1.82 0.51	Infrastructure Manager	Infrastructure Manager	Medium	urgent							0.01			
less urgent 0.92 0 1.92 0 urgent 0 1.82 0.51			Medium											
urgent 0 1.82 0.51				top priority										
Massaging Massage brokers Medium 0 1.82 0.51				less urgent		0.92		0		1.92				0
	Maccaging	Massaga hrokars	Medium	urgent		0			1.82			0.51		

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	•		very urgent	0.01									0.04
			top priority										
			less urgent	0.05	0.2	0.01	0.34	0.03	0.11	0.02	0.04	0.16	0.1
Monitoring (ARGO)	Monitoring services	Medium	urgent	0.06	0.08		0.04	0.07		0.5	0.01	0	
Wolltoning (ARGO)	World of the Services	Mediaiii	very urgent						0		0		
			top priority									0.04	
			less urgent	0.52	0.04	0.14							
Natabaala	L. State of Blade	NA a alicera	urgent										
Notebooks	Jupiter and Binder	Medium	very urgent										
			top priority										
			less urgent	1.08			0.07	0.02	0.97	0.38		0.47	0.56
		Medium	urgent	0.04	0.02	0.18	0.09	0.05		0.02		0	0.45
Operations Portal	Operations Portal		very urgent	0				0.26	0				
			top priority					0.76					
	Services for AAI -		less urgent			0.82	1.07						
Attribute Management (Perun)		Medium	urgent	6.2							0.98	1.39	
	Checkin, PERUN, Catch-		very urgent										
	all		top priority							0			
Security Monitoring Security Coordination Configuration and Topology Database (GOCDB)	Security coordination and security tools	Medium	less urgent				1.65						
			urgent				4.35	6.64	12.22				
			very urgent				1.55	0.01	12.22				
			top priority										
			less urgent	0.05									
	Security coordination		urgent	0.03			0			0.02			
Security Coordination	and security tools	Medium	very urgent				U			0.02			
	and security tools		top priority										
				0.40		0.00	0.00	0.4	0.53	0.74	0.22	0.26	0.27
Configuration and		B) Medium	less urgent	0.48		0.09	0.08	0.4	0.52	0.71			0.27
Topology Database	Service registry (GOCDB)		urgent		0.11		0.36	0.11		0.3	0.03	0.14	0.92
(GOCDB)			very urgent	0	0.23				0.19				
			top priority										
EGI Catch-all services	Services for AAI -		less urgent										
	Checkin, PERUN, Catch-	Medium	urgent				0						
	all		very urgent										
			top priority							0.01			
			less urgent										
IIMD Product Submission	UMD/CMD quality	Medium	urgent										

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	assurance		very urgent						
			top priority						
			less urgent			41.48			
UMD/CMD Quality Assurance	UMD/CMD quality assurance	Medium	urgent						
		Wediam	very urgent						
			top priority						
Software Provisioning	UMD software provisioning infrastructure	Medium	less urgent			2.65		17.36	
			urgent		2.82				
		Medium	very urgent				1.49		
			top priority						
			less urgent	0			0.41		
Software Repository	UMD software	N A a alicera	urgent						
	provisioning infrastructure	Medium	very urgent						
			top priority	1.55					0

Legend	iess 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