



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	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08		
APEL client & Accounting Repository	Accounting repositories and portal	Medium	less urgent	0.56	5.32	0.17	0.34	0.97	0.03	1.9	0.02			
			urgent	0.14		0.62	4.27	0.49	1.31	0.71	0.73	0.11		
			very urgent			0.58							0.34	
			top priority											
Accounting Portal	Accounting repositories and portal	Medium	less urgent	0.1	0.31		0			5.88				
			urgent	0.09	1.24	0.76	0.01	0.08	0.35		1.4			
			very urgent			0.04							3.7	
			top priority											
Virtual Appliance Catalogue (AppDB)	Application DB - virtual appliances and applications library	Medium	less urgent	0.07					0.29	1.75				
			urgent		0.11	0.06			0	0.06		0.08		
			very urgent											
			top priority			0.32								
Check-in (AAI)	Services for AAI - CheckIn, PERUN, Catch-all	Medium	less urgent	0.14	0.28	0.01	0.04	0.21	0.12	0.12	0.17	0.1	0.11	
			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										
Collaboration tools	Collaboration tools	Medium	less urgent							28.62				
			urgent			1.64	1.51			0.03		9.13		
			very urgent											
			top priority							0				
Dynamic DNS	Dynamic DNS	Medium	less urgent							0.98				
			urgent											
			very urgent											
			top priority											
Software and Data Distribution (CVMFS)	CVMFS Stratum-0	Medium	less urgent		73.15					1.65				
			urgent			0			0.14					
			very urgent											
			top priority				0.2							
Workload Manager	Workload Manager	Medium	less urgent		0									
			urgent	0.04			0.94			0.08		0.15		

(DIRAC)	workload manager	medium	very urgent	0.1		0.14							
			top priority	0.08				0.27					
DPM Development	DPM maintenance and support	Medium	less urgent	0.13									
			urgent					0.54					
			very urgent										
			top priority										
Applications on Demand (EC3)	EC3	Medium	less urgent										
			urgent										
			very urgent										
			top priority										
Data Hub	EGI Data Hub	Medium	less urgent	2.15		3.22		2.98					
			urgent			0.88							
			very urgent			0.55							
			top priority	0.66									
Data Transfer	EGI Data Transfer	Medium	less urgent	27.43	0.32			0.01	0.11				
			urgent	27.03	1.78			1.85	2.22				
			very urgent										
			top priority										
Helpdesk (GGUS)	Helpdesk (GGUS)	Medium	less urgent	1.16	0.03	0	0.1	1.16	0.02	0.32	0.64	10.8	0.21
			urgent	0.08	0.04	0.07	0.06	1.05	0.01	7.25	0.01		
			very urgent										
			top priority	0.04		0.33		0.3					
DMSU	Helpdesk human support	Medium	less urgent	0.4	0.11	0.01	0	0.26	0.68	9.33	0.11	0.01	
			urgent	0.09	0.01	0.28	0.25	0.5	0.27	0.22	0.04	0.15	
			very urgent	0.07		0.9		0	0.09	0.19	1.88		
			top priority					0					
TPM	Helpdesk human support	1 working hour	less urgent	0.05	0.04	0.08	0.01	0.12	0.07	0.05	0.02	0.11	0.09
			urgent	0.01	0.03	0.03	0.03	0.05	0.04	0.02	0.05	0.09	0.07
			very urgent	0.06	0.06	0.02	0.18	0.19	0.11	0.03	0.17	0.1	
			top priority	0.01	0	0		0	0.02	0.03			
Infrastructure Manager	Infrastructure Manager	Medium	less urgent	0.02	0			0.01	0.23				
			urgent					0.01					
			very urgent										
			top priority										
Messaging	Message brokers	Medium	less urgent	0.92		0		1.92		0			
			urgent	0				1.82		0.51			

messaging	message brokers	Medium	very urgent	0.01										0.04	
			top priority												
Monitoring (ARGO)	Monitoring services	Medium	less urgent	0.05	0.2	0.01	0.34	0.03	0.11	0.02	0.04	0.16	0.1		
			urgent	0.06	0.08	0.04	0.07	0.5	0.01	0					
			very urgent	0								0			
			top priority												
Notebooks	Jupiter and Binder	Medium	less urgent	0.52	0.04	0.14									
			urgent												
			very urgent												
			top priority												
Operations Portal	Operations Portal	Medium	less urgent	1.08	0.07		0.02	0.97	0.38	0.47		0.56			
			urgent	0.04	0.02	0.18	0.09	0.05	0.02	0		0.45			
			very urgent	0				0.26	0						
			top priority	0.76											
Attribute Management (Perun)	Services for AAI - CheckIn, PERUN, Catch-all	Medium	less urgent	0.82		1.07									
			urgent	6.2							0.98	1.39			
			very urgent												
			top priority	0											
Security Monitoring	Security coordination and security tools	Medium	less urgent	1.65											
			urgent	4.35		6.64	12.22								
			very urgent												
			top priority												
Security Coordination	Security coordination and security tools	Medium	less urgent	0.05											
			urgent	0						0.02					
			very urgent												
			top priority												
Configuration and Topology Database (GOCDB)	Service registry (GOCDB)	Medium	less urgent	0.48	0.09	0.08	0.4	0.52	0.71	0.23	0.36	0.27			
			urgent	0.11		0.36	0.11	0.3		0.03	0.14	0.92			
			very urgent	0	0.23	0.19									
			top priority												
EGI Catch-all services	Services for AAI - CheckIn, PERUN, Catch-all	Medium	less urgent												
			urgent	0											
			very urgent												
			top priority	0.01											
UMD Product Submission	UMD/CMD quality	Medium	less urgent												
			urgent												

UMD Product Submission	assurance	Medium	very urgent			
			top priority			
UMD/CMD Quality Assurance	UMD/CMD quality assurance	Medium	less urgent	41.48		
			urgent			
			very urgent			
			top priority			
Software Provisioning	UMD software provisioning infrastructure	Medium	less urgent	2.65	17.36	
			urgent	2.82		
			very urgent	1.49		
			top priority			
Software Repository	UMD software provisioning infrastructure	Medium	less urgent	0	0.41	
			urgent			
			very urgent			
			top priority	1.55	0	

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